



Transport for NSW

Authorisation

All providers of taxi and booking services are required to be authorised under the new point to point transport legislation in NSW.

Individuals, partnerships and bodies corporate can apply for authorisation to the Point to Point Transport Commissioner, who can approve an application, refuse an application, or vary, suspend or cancel an authorisation.

Penalties of up to \$110,000 apply for anyone providing an unauthorised taxi or booking service, while drivers will face penalties if they take bookings or carry out passenger services from unauthorised service providers. Penalties are much higher for second or subsequent offences.



How do I become authorised?

To make the transition from the old laws as smooth as possible, **the following existing active operators will be automatically authorised:**

- Authorised taxi networks
- Accredited taxi operators
- Accredited private hire vehicle operators
- Accredited 4WD and motorcycle tourist service operators

These operators will receive a letter from the Point to Point Transport Commission containing details about what they will need to do next.

Drivers do not need to be authorised by the Commissioner under the new laws, unless they are directly taking bookings from passengers. However, they will need to meet new safety standards.

Standalone booking facilities for hire vehicles were not recognised under the former legal framework, so depending on your business model you may be covered under the law for the first time.

How does this affect me?



I'm an accredited taxi operator who is not currently affiliated to an authorised taxi network or booking service...



You will be automatically authorised as a *Taxi Service Provider and Booking Service Provider* **BUT** you will be required to provide updated information to the Commission.



I'm a taxi operator who is affiliated to an authorised network or booking service...



You are now regarded as an *affiliated provider* and will not be required to become authorised.



I'm an authorised taxi network...



Networks are now called *Authorised Taxi Service Providers* and *Authorised Booking Service Providers* under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*.

You will be automatically authorised under the new law **BUT** are required to provide updated information to the Commission.



I'm an accredited hire car, 4WD or motorcycle tourist service operator...



Operators currently actively providing services are now known as Booking Service Providers under the new laws. You will be automatically authorised, **BUT** are required to provide updated information to the Commission.



I'm an existing bus service...



Accredited bus operators with vehicles seating between 8-12 people including the driver are not required to become authorised for 12 months after the new legislation commences. However, you may apply for authorisation sooner.



I'm applying for authorisation for the first time...



Anyone providing services that, until now, were not required to become accredited will need to apply for authorisation and pay an application fee through the Industry Portal available on the Point to Point Transport Commission website.

Application checklist

Applications for authorisation must be made to the Point to Point Transport Commission via the Industry Portal on the Commission website and must contain the following:

- 100 points of ID
- Company extract if an applicant is a body corporate
- National police check for all applicants

Fees

Service providers receiving automatic authorisation will have initial application fees waived. These include:

- Authorised taxi networks
- Accredited taxi operators
- Accredited private hire vehicle operators
- Accredited 4WD and motorcycle tourist service operators

All service providers will be required to apply for authorisation and pay the initial application fee by logging on and registering through the Industry Portal on the Point to Point Transport Commission website.

Annual authorisation fees will be payable by service providers and will be calculated based on the total number of passenger service transactions carried out in a financial year.

For those authorised as both a Taxi Service Provider and Booking Service Provider, the annual fee will be calculated by combining the number of transactions carried out by each entity.

Annual authorisation fees will be based on the following bands

Trip Range		Fees
0-	19,999	\$500
20,000-	49,999	\$750
50,000-	99,999	\$1,250
100,000-	499,999	\$2,500
500,000-	999,999	\$5,000
1,000,000-	2,499,999	\$8,500
2,500,000-	4,999,999	\$15,000
5,000,000-	9,999,999	\$25,000
More than 10,000,000		\$50,000

Initial application fees

Application to become a Taxi Service Provider or a Booking Service Provider

\$120

Application to become both a Taxi Service Provider and Booking Service Provider

\$160

Application fees are non-refundable and all fees are payable through the Industry Portal by credit card, direct debit and B-Pay.

General information

Applications for bodies corporate will be required to have at least one nominated manager or director who is a NSW resident, and at least one nominated manager or director must also be directly involved in the day-to-day management of the business.

Applications will not be granted if the applicant has had an authorisation refused or cancelled within the past 12 months.

Applications will only be granted if the Commissioner is satisfied the applicant, any close associates, nominated managers or directors have not been found guilty of a disqualifying offence, or have not had an authorisation or accreditation under passenger transport legislation cancelled or refused on the grounds that they were not a fit and proper person.

More details can be found on the Point to Point Transport Commission website.

What can I do if my authorisation has been rejected?

The Commissioner may refuse an application for authorisation if it does not satisfy the general standards outlined above.

If your application is refused, you have 28 days from the day you receive the refusal notice to lodge a review application.

Internal reviews must be carried out within 21 days of a review application being received.

The Commissioner may also vary, suspend or cancel an authorisation if the provider:

- doesn't comply with the general standards outlined above
- fails to comply with any conditions imposed on their authorisation
- fails to comply with the law and regulation
- is providing a service that may cause danger to the public

If you are dissatisfied with a decision to vary, suspend or cancel your authorisation, you may apply for an internal review **OR** appeal directly to the NSW Civil and Administrative Tribunal.

If you remain dissatisfied with the outcome of an internal review, you can appeal to the NSW Civil and Administrative Tribunal for further review.

Key Resources

More information about details provided in this fact sheet can be found at pointtopoint.nsw.gov.au.

The following fact sheet is also available:

- Conditions of Authorisation