



# Safety Standards for Vehicles Providing Booked Services

The new legislation outlines safety standards for hire vehicles and taxis used to provide booked passenger services. It is a condition of authorisation that Booking Service Providers comply with these safety standards. The owner of the vehicle also has obligations relating to these safety standards and faces penalties for non-compliance.



## Safety standards for booked vehicles

Authorised Booking Service Providers must ensure, so far as is reasonably practicable, that the following safety standards are complied with. The owner of the vehicle must not contravene these standards.

### Vehicle Registration

The vehicle must be appropriately registered and safe to be driven on the road.

Vehicles will need to have annual pink slip registration inspections even if they are less than 5 years old.

### Third Party insurance

The vehicle must be covered by a valid insurance policy for third party property damage with cover of at least \$5 million.

### Maintenance and repairs

Vehicles must be regularly maintained, consistent with the manufacturer's recommendations and any maintenance and repairs (excluding minor repairs) must be performed by a licensed mechanic.

Basic maintenance such as oil changes, spark plug replacements and tyre changes do not need to be carried out by a mechanic.

Records of all maintenance and repairs carried out on a vehicle should also be kept.

An easy way to stay on top of things is by keeping a maintenance schedule that allows all of the information to be kept in one place.

### Signs and markings

*\*Does not apply to taxis used to provide booked services*

Vehicles used to provide booked services that are not taxis must **not** be painted or marked, or have any signs or lights that may indicate to a customer that it is a taxi.

The **driver** must ensure they display a retro-reflective sign that makes it clear that the vehicle is a hire vehicle. It must be clearly visible from the outside and located on or near the rear of the driver’s side of the vehicle.

### Wheelchair accessible vehicles

All vehicles must meet specific Australian Standards for hoists, tie downs and ramps for wheelchair-accessible vehicles, certain space requirements for where the wheelchair is positioned, and must also carry an approved child restraint.

### Motorcycles

The following motorcycles can be used for passenger services, provided they meet Australian Design Rules and are fitted with wheel guards:

- LC (motorcycles)
- LD (motorcycle with sidecar)
- LE (three-wheelers)

Only LD and LE motorcycles may be used on unsealed roads. LC motorcycles must have a minimum engine capacity of 500cc and cannot have a two-stroke engine.

## New requirements for wheelchair-accessible vehicles

The space where a wheelchair is carried inside a vehicle must be at least 130cm long, 80cm wide and 150cm high, with no intrusions into that space, other than adjustable restraint devices.

Existing vehicles must be adapted within two years, while new vehicles must be fitted to the new requirements.



**That’s not a taxi!** All vehicles providing point to point transport services that are not taxis need to make sure they don’t have any signs, lights or marking that would lead someone to believe it’s a taxi. However, vehicles will need to display a retroreflective sign that indicates to passengers that the vehicle is carrying out a booked service. The sign needs to be clearly visible from the outside, and located on or near the back of the driver’s side of the vehicle.

### Key Resources

Safety standards also apply to all point to point drivers and this information is detailed in the Safety Standards for Drivers Fact Sheet.

For more details about the information contained in this fact sheet and Safety Management Systems please visit [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au).