

Keeping records

You will need to keep records to demonstrate how you identify, record and manage the risks associated with services you provide.

All authorised service providers need to keep records of:

- Full names and driver licence numbers of all drivers
- Registration details for all cars in their fleet

Booking Service Providers have extra record-keeping requirements and must record all bookings for at least 2 years after the booking is made.

All of the following information needs to be recorded:

- The date and time of the booking
- The date, time and where the trip started and ended
- The name of the driver and vehicle registration number
- Contact information for at least one of the following - a passenger, the person who made the booking or who paid for the trip

You will also need to keep records to demonstrate how you comply with safety standards and specific documentation is needed to support safety management systems. Booking Service Providers will need to:

- Identify and keep records of reasonably foreseeable hazards that could pose a risk to the health and safety of drivers, passengers and others
- Identify and keep records of control measures taken to eliminate or minimise those risks, and
- Keep records of the actions taken to maintain control measures, and
- Consult with other duty holders (i.e. drivers) to make sure there are no gaps in safety. Records of these consultations will also need to be kept.

Paying the Levy

The levy is payable on a monthly basis for all authorised service providers making more than 600 passenger service transactions per year. Special consideration has been made for smaller service providers and exemptions apply to those based in remote parts of NSW. All service providers outside of exempt areas will need to register as a taxpayer with the Commission. Payment collection will be managed by Revenue NSW.



If a booking is passed on to another Booking Service Provider then the date and time of the referral, customer contact information, and receiving Booking Service Provider's details need to be recorded.



Booking Service Providers are required to consult with drivers, vehicle owners and others so there are no gaps in managing safety risks associated with the provision of passenger services. You will need to keep records of this consultation.

Key Resources

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

The following fact sheets are also available:

- Authorisation
- Conditions of Authorisation
- Understanding the Passenger Service Levy
- Safety Standards for Vehicles Providing Booked Services
- Safety Standards for Taxis
- Safety Standards for Drivers
- Duty of Care and Safety Management Systems



Booking Service Providers



Under the new point to point transport legislation in NSW, if you carry on the business of taking bookings for taxis and hire vehicles to provide passenger services, you are a Booking Service Provider. This includes drivers taking their own bookings.

The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* recognises the impact technology and innovation have had on the industry, and allows a wider range of people and businesses to be covered by the law than the former *Passenger Transport Act 1990*.

Standalone booking facilities for hire cars 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.

Before you can take bookings to offer a point to point transport service

1. Register for access to the Industry Portal
2. Apply for authorisation
3. Register as a taxpayer with the Commission to pay the Passenger Service Levy



Requirements unique to Booking Service Providers

- You must give passengers driver and vehicle details
- You must ensure hire vehicles have signage that clearly identifies them
- Records of all passenger service transactions must be kept for at least 2 years

How to become an authorised Booking Service Provider

Booking Service Providers must be authorised under the new point to point transport legislation in NSW and penalties apply for anyone taking bookings without authorisation.

Transition arrangements

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

- Authorised taxi networks
- Accredited taxi operators not affiliated with an authorised taxi service provider
- Accredited private hire vehicle operators
- Accredited 4WD and motorcycle tourist service operators

These Booking Service Providers will receive a letter from the Point to Point Transport Commission with information about what they need to do next.

1. Register for access to the Industry Portal

The Point to Point Transport Commission has developed an online tool to manage your authorisation.

Individuals, partnerships and bodies corporate wanting to become a Booking Service Provider will need to visit pointtopoint.nsw.gov.au to register for access to the Industry Portal before they can complete an application to become authorised.

2. Becoming authorised

Once you have access to the Industry Portal you will be able to log in and complete an application for authorisation.

3. Paying the Passenger Service Levy

The Passenger Service Levy is a temporary levy payable by Booking and Taxi Service Providers that applies to each passenger service transaction. It will fund the NSW Government's \$250m industry assistance package designed to help the taxi and hire car industries adjust to the new regulatory framework.

For Booking Service Providers, it is \$1 for every booking that they take which results in the provision of a passenger service.

Booking Service Providers will need to register as a taxpayer through the Industry Portal on the Commission's website to pay the levy and nominate a bank account to allow Revenue NSW to collect levy payments.

Please note: Booking Service Providers in remote parts of NSW will be exempt from paying the levy and special conditions apply to smaller Booking Service Providers.



The Passenger Service Levy at a glance

- The \$1 levy must be applied to every booking which results in the provision of a passenger service.
- If Booking Service Provider 'A' passes their booking to Booking Service Provider 'B' and they successfully find a driver to complete the trip then Booking Service Provider 'B' pays the levy.
- If a booking is made but the trip doesn't take place because a customer cancels or fails to show up then no levy applies.
- The levy applies to each booking made, so if someone makes a booking for a whole day but wants to go to multiple locations, the Booking Service Provider pays only \$1 for that booking.

Standard conditions for authorised Booking Service Providers

Once authorised, you are responsible for ensuring your business operates legally under the new legislation and complies with any conditions of authorisation.

Standard conditions that apply to all authorised service providers

- Compliance with safety standards
- Keeping records of all passenger service transactions for at least 2 years
- Keeping other required records
- Compliance with the requirements of the Passenger Service Levy, and
- Providing written notice to the Commission within 7 days of changes to the business address, and within 21 days of any changes to a nominated director or manager

Duty of care

You have a duty of care to ensure the health and safety of drivers, passengers and other people connected with your services. For example, you must ensure that any safety equipment in the vehicle is working and the driver knows how to use it.



Safety standards and systems

The safety of the industry in NSW is our top priority, so it is important that all authorised service providers comply with strict safety standards to ensure that their services are safe.

You are required to have a safety management system in place to manage and eliminate risk. Safety management systems should be tailored to your own business and should outline the steps taken to identify and manage safety risks for drivers and passengers.