



Notifiable Occurrences



Taxi and booking service providers are required to report certain accidents or incidents associated with their operations to the Commissioner. These are called notifiable occurrences.

Service providers are required to report notifiable occurrences as soon as possible after becoming aware of the accident or incident. Failure to report a notifiable occurrence is an offence under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* and can result in large penalties.

What is a notifiable occurrence?

A notifiable occurrence can be:

- a. An accident or incident that results in an injury that is treated by an ambulance officer or results in the injured person being treated at a hospital
- b. A collision involving a vehicle being used for a passenger service that is sufficient to prevent the completion of the journey in that vehicle
- c. A mechanical or other fault in a vehicle being used for a passenger service that is sufficient to prevent the completion of the journey in that vehicle*
- d. An incident involving a driver, passenger or intended passenger of a vehicle being used for a passenger service that results in a complaint to the police containing allegations of sexual assault, indecent exposure, actual assault or physical threats or other intimidation
- e. An incident involving the conduct of a driver while driving a vehicle being used for a passenger service that results in the driver being charged with a major offence within the *Road Transport Act 2013*.

*Only serious faults that render the vehicle incapable of being driven further are required to be notified.

The following would NOT need to be notified:

- Flat or blown tyres
- Head or tail lights out
- Flat battery
- Faulty air conditioning

No ability to contract out responsibility

Under the law, service providers cannot contract out their duties and more than one person can hold a duty concurrently. This means where the incident involves two different service providers each service provider needs to report the incident.

Notification is core business

Reporting notifiable occurrences should be an integral part of a service provider's safety management system - with the information collected on the incident being used to check procedures for monitoring, reviewing, and revising the adequacy of existing controls. Attention should be given after any incident to making any improvements necessary.

Providing updated information to the Commissioner

There are circumstances where new and revised information comes to light after a service provider further examines or investigates an occurrence. For example, an injured hand may result in amputation. The worsening of the condition must be reported to the Commissioner.

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:

- Duty of Care and Safety Management Systems



How to report a notifiable occurrence

Notifiable occurrences must be reported via the webform at pointtopoint.nsw.gov.au

Part A	Notifying Organisation Details	Provide the details of the organisation notifying the Commissioner of the occurrence and the contact details of the person completing the form
Part B	Occurrence Details	Provide the date and time the occurrence happened, not the date and time you were advised of the occurrence
	Occurrence Category	Identify the category for the occurrence (refer to points a-e on previous page)
Part C	Occurrence Description	Provide a clear and complete description of the circumstances and outcomes of the occurrence based on the information available at the time of the notification. Include a description of the chain of events and specific information appropriate to the occurrence category
	Full occurrence description	
	Description of causes/ contributing factors	Describe any factors that may have contributed to the occurrence, or any other qualifying information if available at the time of notification
	Description of follow-up actions	Describe any actions taken to reassess the risk and prevent a reoccurrence