



Affiliated Taxi Service Providers



What is an Affiliated Service Provider?

A Taxi Service Provider transports passengers in a taxi for a fare.

An Affiliated Taxi Service Provider provides a taxi service under the brand of an authorised Taxi Service Provider, who facilitates the provision of taxi services through services include branding, security monitoring, fares and the coordination of safety management systems.

Under the old *Passenger Transport Act 1990*

Affiliated Service Providers were known as taxi operators.

Authorised taxi service providers who facilitate taxi services (“Facilitators”) were known as *taxi networks*.



Under the NEW *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*

Anyone who was an authorised taxi operator and affiliated to a taxi network under the *Passenger Transport Act 1990* is now automatically recognised as an Affiliated Taxi Service Provider.



Want to become an Affiliated Service Provider?

You will need to talk to an authorised Taxi Service Provider who facilitates taxi services.

Want to become an authorised Taxi Service Provider in your own right?

You will need to be authorised by the Commissioner.

What do affiliated service providers need to know about the new laws?

Affiliated Service Providers do not need to be authorised by the Commissioner. However, you are responsible for ensuring your business complies with the legislation governing areas such as taxi licensing, duty of care, safety management systems and safety standards.

Taxis must be licensed

In most cases affiliated providers are also the owners of the vehicle used to provide services, as well as the holder of the taxi licence. The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* provides for significant penalties, including a prison sentence, if a person provides a taxi service without the vehicle being licensed as a taxi.



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 security equipment is working and the driver is trained in using it to monitor and manage risk.

Tip

Affiliated Service Providers must regularly consult with drivers and authorised Taxi Service Providers to ensure there are no gaps in managing safety risks. Make sure you keep records of this consultation.

Safety standards and systems

The safety of the industry in NSW is our top priority. All Taxi Service Providers are responsible for compliance with strict safety standards to ensure that their services are safe. This includes standards for vehicle maintenance and repairs, third party property insurance, security camera systems, alarms and vehicle tracking.

You are required to have a safety management system in place to manage and eliminate risk. You can use the safety management system provided by your authorised Taxi Service Provider, or develop and implement your own. Safety management systems should be tailored to your own business and should outline the steps taken to identify and manage safety risks for driver and passengers.

You will need to keep specific records to demonstrate how you identify, record and manage risks.

Safety standards for Affiliated Service Providers

The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* contains some standards that are specified for Affiliated Service Providers. This means you must comply with these standards. You must ensure your vehicle:

- can seat the driver and at least four adults but no more than 11 passengers
- complies with relevant Disability Discrimination Act Standards if your taxi is used to provide services to passengers requiring wheelchair access. Wheelchair accessible taxis must also carry an approved child restraint.

You will also need to ensure, so far as is reasonably practicable, that the taxi is registered and safe to use on the road at all times, has appropriate third party property damage insurance and is properly maintained.

Most taxis do booked and unbooked work. The following standards are specified for Affiliated Service Providers with taxis providing unbooked services (i.e. which are taken from a taxi rank or hailed down in the street). In this instance, you must:

- ensure your fare calculation device (meter) complies with new specifications within 12 months of the start of the new laws. These specifications are intended to allow a wider range of technologies and equipment, and to improve customer outcomes
- display the registration number of the taxi, contact information for the authorised Taxi Service Provider and the authorised fares that apply
- ensure your vehicle's security camera system complies with new specifications, which are designed to allow a wider range of technologies and equipment
- fit your vehicle with a compliant working duress alarm and vehicle tracking system if you provide unbooked services in the Metropolitan (Sydney), Newcastle, Wollongong or Central Coast districts





Roads and Maritime Services

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
- Duty of Care and Safety Management Systems
- Safety Standards for Drivers
- Safety Standards for Vehicles Providing Booked Services
- Safety Standards for Taxis