

Q&A - COVIDSafe QR Code trial rolled out to point to point transport industry

Q: Why is the point to point transport industry rolling out a Service NSW QR code trial?

A: For the safety of drivers and passengers and to reduce the spread of illness, the point to point transport industry will be rolling out the use of QR codes through a trial in taxis. The use of QR codes is to ensure contactless check-ins and to help NSW manage the spread of COVID-19.

Q: Which service providers are involved in this trial?

A: Legion Cabs and Premier Cabs are participating in this trial. These service providers have vehicles across the Sydney and will provide feedback during the course of the trial.

Q: Is it compulsory for passengers to scan the QR code?

A: No, it is voluntary, but using it will help save lives. It is important that the point to point transport industry and passengers co-operate with contact tracing requirements to support the public health and economic well-being of the broader community during this health crisis.

Q: Can a driver refuse a fare if a passenger does not scan the QR code?

A: Except in a limited number of circumstances, the driver of a taxi that is available for hire must accept a hiring immediately when offered. Passengers failing to actively participate in the trial is not a valid reason for the driver to refuse the fare.

Q: What should passengers do if they do not have a phone with a camera?

A: A public campaign will encourage passengers without a phone to make a booking. Making a booking captures the details required for contact tracing.



Q: How is my personal information stored?

A: Personal details entered on the app are captured and held by Service NSW and will only be used for contact tracing. A record of name and contact details (date, a phone number, and entry time) for every passenger will be recorded and the records will be held for a maximum period of 28 days.

Q: Why do contact details need to be collected?

A: When new cases are detected, contact tracing teams from NSW Health rely upon the timely and accurate details of people who may have been in close contact with affected people.

If tracing teams cannot obtain reliable information on such contacts, the virus can continue to spread throughout the community.

MEDIA CONTACT

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