

Q&A Industry Support Package

Q: What is in the Industry Support Package?

A: The government has announced a \$12.6 million financial stimulus package to support the taxi industry due to COVID-19. The components of the package are:

1. \$2,900 per registered Wheelchair Accessible Taxi towards 6 months of CTP and vehicle registration costs, payable to the registered owner of the vehicle.
2. \$2,900 per standard taxi registered as at 1 May 2020 and registered at the time of application towards 6 months of CTP and vehicle registration costs, payable to the registered owner of the vehicle.
3. Financial relief to the current holder of a renewable taxi licence
4. A waiver of the first \$500 of annual authorisation fees for ASPs for the 2018/19 fee period.

Q: What is the eligibility criteria for applying for this support?

Registered owners of Wheelchair Accessible Taxis	The vehicle must be wheelchair accessible and be registered as a taxi.
	You must be the registered operator (owner) of the vehicle. I.e. your name must appear on the registration certificate of the vehicle
	If the vehicle is not currently registered, it can be re-registered and be eligible, providing it was previously registered as taxi and is re-registered before 30 June 2020.
	For vehicles that need to be re-registered the vehicle must have been associated with a taxi licence on 1 May 2020, however the vehicle may have been de-registered prior to this date.
	The vehicle must continue to be registered as a taxi for at least 6 months after application.
Registered owners of Taxis other than WATs	The vehicle must be registered as a taxi.
	You must be the registered operator (owner) of the vehicle. I.e. your name must appear on the registration certificate of the vehicle.

	<p>If the vehicle is not currently registered but was registered and licensed as a taxi on 1 May, it can be re-registered and be eligible, providing it is re-registered before 30 June 2020.</p> <p>The vehicle must continue to be registered as a taxi for at least 6 months.</p>
Annual Licence Holders	<p>You must be the holder of a taxi licence which can be renewed and a licence fee is payable to the NSW Government at the time of renewal. .</p> <p>Where a licence has been leased or sub-leased any benefit of this waiver must be passed on to the lessee or sub-lessee.</p>
Authorised Service Providers – Authorisation Fees	<p>You must have been an authorised service provider during the 2018/19 financial year.</p>

Q: How do I apply for the Taxi or WAT subsidy payment?

A: There will no longer be an application process through Service NSW. Instead, a subsidy cheque of \$2,900 will be sent to registered Taxi and WAT owners who are eligible in response to COVID-19.

Please note: This subsidy will be automatically paid to eligible registered taxi operators. There is no need to apply.

Q: How do I apply for the annual taxi licence fee relief?

A: Those eligible have been identified and will be contacted directly by the Point to Point Transport Commissioner’s office. A claim is not required.

Q: I am a taxi driver. Is there anything the NSW Government is doing to help me?

A: Financial support is already being offered to individuals via the JobSeeker and JobKeeper schemes administered by Centrelink. Please contact Centrelink direct to discuss your circumstances.

Q: What’s the difference between the support available for WATs and standard taxis?

A: While the value of the support for WATs and standard taxis is the same, a standard taxi must have been registered on 1 May 2020 and registered at the time of application. For a



WAT to be eligible, the owner of the vehicle needs to have had a taxi licence which was issued before 1 May 2020 and registered at the time of applying.

The difference in the registration recognises the essential service provided by WATs to some of the more vulnerable members of the community. While fewer people are using standard taxis, WAT passengers still need to be able to book a WAT for essential travel.

Regardless of what type of vehicle it is, it needs to remain licenced and registered for at least six months (1 May – 31 October 2020).

Q: What happens if I deregister the vehicle before the six months has expired?

A: You may be asked to return some or all of the payment you received. You need to contact the Point to Point Transport Commissioner's office to discuss the implications this may have before you deregister the vehicle.

Q: I have received financial relief as an annual taxi licence holder and I lease out my taxi licence. What happens if I don't pass the benefit of the waiver or rebate on to my leasee?

A: If you have leased or sub-leased your taxi licence and have received relief under this package you must pass any benefit on to the lessee or sub-lessee. You may be asked to demonstrate that you have passed on the benefit. If you cannot demonstrate you passed the benefit of the waiver or levy on, you may be asked to return the payment.

Q: Why are only renewable taxi licence holders receiving support?

A: These are taxi licences where licence fees are payable to the NSW Government and is consistent with fee relief for specified licence fee across government.

Fees paid by operators associated with other licences types are matters for the individuals or entities concerned, it is understood the market has already adjusted their fees down in line with economic conditions. Government does not have involvement in these private arrangements.

The Point to Point Transport Commissioner recognises that many holders of perpetual / ordinary licences receive income directly from the person they have leased their licence to and that they have also been affected by this pandemic. However those licence holders may be able to access other financial support packages that are provided by Government.

Q: What is going to happen to the authorisation fee for 2019/20? Will this be waived too?

A: No. Only the first \$500 of the annual authorisation fee for the 2018/19 financial year is being waived. This is because the fee is payable in arrears and the fee notice for the 2019/20 financial year has not yet been sent out.

There will be no CPI adjustment for the 2019/20 annual authorisation fee, so the fee structure will not change for 2020/21.

Q: I was an authorised service provider in 2018/19 but have since surrendered my authorisation. Do I still get the waiver?

A: Yes. Because you held an authorisation between 1 July 2018 and 30 June 2019 you are still eligible for the waiver of the first \$500 of the authorisation fees.

Q: I have an interest free loan for my Wheelchair Accessible Taxi and can't afford my repayments. What will happen?

A: Transport for NSW will be deferring payments on all Wheelchair Accessible Taxi Interest Free loans for April, May and June 2020. This is in recognition of the essential transport services that WATs provide to the community. Your loan will be extended by the postponement period

The pandemic restrictions, and the impact they are having on how people travel, will be reviewed mid-June to determine if any further deferral is needed.

Transport for NSW will be contacting you to advise you on how this will affect your loan. Please email them your questions at TransportSocialPolicy@transport.nsw.gov.au

Q: I have a Hire Car – what is being done to support me?

A: If you have a HC plated vehicle, you can continue to use the bus lanes until 31 December 2020.

For additional support, please see the information available on the Federal Treasury website for businesses at www.treasury.gov.au/coronavirus/businesses or for individuals at www.treasury.gov.au/coronavirus/households



Q: I am a small bus operator/tour operator/wedding car operator – what about me?

A: You need to check your eligibility for financial support under the relevant support packages available on the Federal Treasury website for businesses at www.treasury.gov.au/coronavirus/businesses or for individuals at www.treasury.gov.au/coronavirus/households

Q: Will any other assistance become available?

A: The need for further assistance may be reviewed depending on how the pandemic restrictions change in the future.

ENDS