



Industry News Update: November 2020

Thursday 19 November 2020

Dear Point to Point Transport Service Providers,

This email contains important industry information on:

- QR codes in taxis
- In the courts
- Increased safety measures for Northern NSW
- Vehicle sanitisation stations
- COVID-19 customer communications for social media
- NSW-Victorian border opening
- Let's make every ride a safe ride campaign
- Industry portal updates – Passenger Service Levy & Notifiable Occurrences
- New educational resources

QR CODES IN TAXIS

The QR code trial to support industry in protecting drivers and passengers from COVID-19 through more effective contact tracing has now moved into the implementation stage.

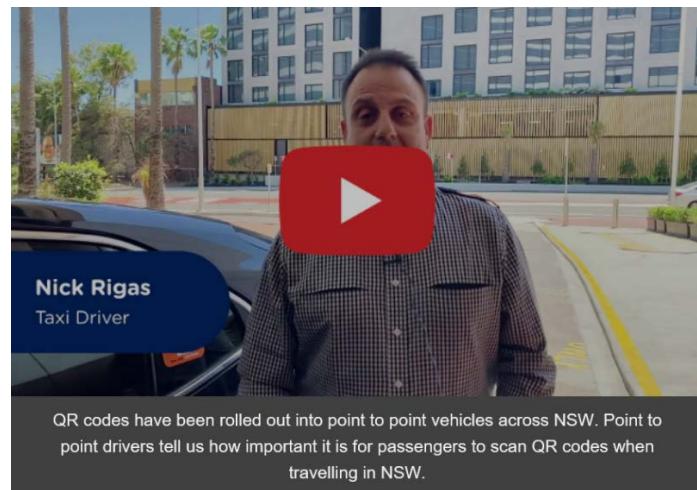
The Service NSW app used in the industry trial has been adopted by a number of taxi service providers, including Legion, Premier and GM Cabs. 13Cabs has rolled out QR code check-ins using their own passenger registration technology.

We encourage taxi service providers to continue rolling out QR codes to their vehicles using either the Service NSW App or their own QR code technology.

Drivers should ask passengers to scan the sticker or seat card featuring the QR code with their mobile phone to check-in and provide their contact details before commencing, or during their trip.

Service providers interested in taking part in QR code program are encouraged to contact Service NSW via email taxi.registration@service.nsw.gov.au

To find out more visit our website <https://www.pointtopoint.nsw.gov.au>





IN THE COURTS

The Point to Point Transport Commissioner has prosecuted the first unauthorised booking service provider under section 27(1) of the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (the Act).

A driver who was found providing an unauthorised booking service in the Central Coast area, pleaded guilty to the offence in Gosford Local Court on Wednesday 4 November 2020.

Given the need for general deterrence of this type of conduct which poses safety risks, the Magistrate convicted the provider, imposed a fine and ordered the payment of legal costs.

Point to Point Transport Commissioner, Anthony Wing said, “Under point to point transport law, it is a requirement that all service providers are authorised. To become authorised, a person must meet certain general standards, comply with safety duties and standards, pay authorisation fees and be registered as a tax payer for the passenger service levy.”

To learn more about becoming a service provider and the conditions of authorisation go to our [website](#).

INCREASED SAFETY MEASURES FOR NORTHERN NSW

With the traditional Queensland ‘schoolies’ celebrations cancelled this year, many Year 12 school leavers are planning to celebrate in Northern NSW. Byron Bay and Tweed Heads, in particular, are expecting a significant increase in the number of visitors.

To help keep everyone COVID safe in taxis and hire vehicles (including ride share vehicles), Transport for NSW and the Point to Point Transport Commissioner are supplying point to point transport vehicles with COVID-19 clean up kits, disinfectant wipes and hand sanitiser to ensure drivers can continue providing essential and safe services to the region.

Clean up kits will be available from the Byron Bay Tourist Information Centre located at 80 Jonson St, Byron Bay between Saturday 21 November and Saturday 12 December 2020.

Drivers in and around the area are also reminded of the vehicle sanitisation station operating in Tweed Heads, which is available 7 days a week. Visit the [vehicle sanitisation station webpage](#) for address details and operating hours.

VEHICLE SANITISATION STATIONS

In response to COVID-19, Transport for NSW and the NSW Point to Point Transport Commissioner have launched 12 Vehicle Sanitisation Stations to reduce the spread of COVID-19 and keep drivers and passengers safe.

Vehicle Sanitisation Stations can be found in the following regional and metropolitan locations throughout NSW: [Arncliffe](#), [Albury](#), [Alexandria](#), [Central Coast](#), [Dubbo](#), [Leumeah](#), [Newcastle](#), [North Parramatta](#), [Prestons](#), [Seven Hills](#), [Tamworth](#) and [Tweed Heads](#).



This service is free for all point to point transport vehicles including taxis, hire vehicles, rideshare vehicles, community transport, Government fleet and Emergency Service vehicles. Vehicles are entitled up to two sanitisations, per vehicle, per day, performed by staff on-site.

Vehicle sanitisation includes the disinfection of high touch point areas outside and inside of the vehicle including door handles, boot handle, window controls, steering wheel, visors, centre console, gear stick, handbrake, grip handles, glove box, dashboard, seatbelts, seats, headrests, mobile phone holders, cup holders, fuel door, fuel cap, meters and payment equipment.

Service providers should actively communicate this service and the locations of vehicle sanitisation stations to their drivers to help protect drivers and passengers against COVID-19.

Service providers are expected to distribute the kits to vehicles over the coming weeks. Further information and locations can be found on the point to point transport [Sanitisation Station webpage](#).

COVID-19 CUSTOMER COMMUNICATIONS VIA SOCIAL MEDIA

Customer communications have been developed by the Commissioner for point to point transport service providers to help them conveniently deliver clear and consistent COVID-19 messaging to their drivers and affiliated providers on their social media channels.

Pre-approved wording and social media images are now available to download and share by visiting [the COVID-19 customer communications site](#).

The content provided should be suitable to use without change; however, if the content is modified approval from the Commissioner via email Emma.Barber2@transport.nsw.gov.au will be required prior to publishing.

We look forward to working together to ensure our industry is receiving clear and up to date information on COVID-19 and keeping drivers and passengers safe.

NSW-VICTORIAN BORDER OPENING

From 12.01am on Monday 23 November, the NSW Victorian border will reopen to allow people to enter from Victoria without quarantining.

This means people entering NSW from Victoria will no longer need to enter quarantine after this date.

The reopening will make NSW the first state to open its borders to all other states since the start of COVID-19 and is a welcome move in kick-starting the economy and tourism, and the beginning of a more COVID normal in the lead up to 2021.

The current restrictions on movement across the NSW-Victoria border will stay in place until 12.01am on 23 November. For more information, go to <https://www.nsw.gov.au/media-releases/nsw-to-reopen-victorian-border>

NSW Health will continue to work closely with Victorian Government agencies to strengthen processes to support contact tracing across the two states.



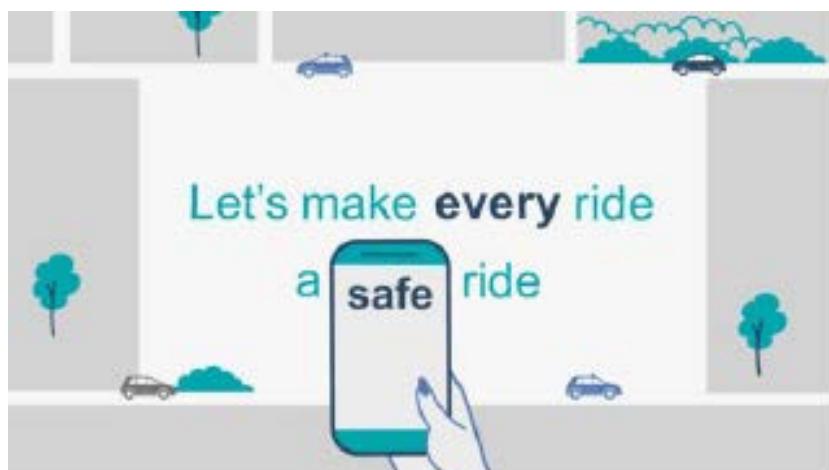
Point to Point Transport Commissioner

Service providers are encouraged to share the graphic below to inform their drivers who are operating point to point transport services in border towns:

<https://www.facebook.com/NSWGovernment/photos/a.205800586474113/1525229314531227/>



LET'S MAKE EVERY RIDE A SAFE RIDE CAMPAIGN





Safety is the Commissioner's priority.

Look out for the Commissioner public safety campaign, *Let's make every ride a safe ride*, which was launched on 12 November and will run through until the end of December. The campaign encourages passengers to help make every ride a safe ride by implementing a range of safety tips when using point to point transport, such as sitting in the back seat of a vehicle and matching the car to the booking.

The campaign will feature animated videos on YouTube, Facebook and Instagram, in venue advertising in public locations such as bus shelters and hotels, and in-App digital banners.

The Commission's public safety campaigns link directly to the [Commissioner's Strategic Priorities](#) and are another way we are working **together** to ensure the safety of all point to point transport drivers and passengers.

Please go to our webpage for more information and safety tips – [let's make every ride a safe ride](#)

INDUSTRY PORTAL UPDATES

Passenger service levy

Earlier this month two changes were made to the Passenger Service Levy (PSL) in the Industry Portal. The registration process for service providers seeking an exemption or applying for a rebate from the PSL has been simplified and now all service providers, regardless of their size, are required to annually report the number of passenger service transactions undertaken in the previous year.

These updates will make the PSL process more streamlined and consistent for all service providers. For detailed information you can view the [Changes to reporting and registering for the Passenger Service Levy fact sheet](#) on the Commissioner's website.

Notifiable Occurrences updates

In response to industry feedback, the Notifiable Occurrences reporting form and process are being enhanced. Users can expect a simpler and more user-friendly experience when submitting Notifiable Occurrences. These enhancements are scheduled to go live in late November, with more detailed information, including video demonstrations and an updated User Guide, to come.

For more information on understanding notifiable occurrences and understanding your obligations under the law please go to our [Notifiable Occurrences](#) webpage.

NEW EDUCATIONAL RESOURCES

Two new fact sheets have been added to the Learning Centre.

The Service provider obligations for managing drivers fact sheet explains service provider obligations and their role in managing drivers. Use this [link](#) or go to the Learning Centre to download.



The **Wheelchair Accessible Taxis FAQ fact sheet** answers frequently asked questions regarding the management of wheelchair accessible vehicles and their drivers. Download through the website's Learning Centre or [here](#).