

Industry News Update: September 2020

Thursday 24 September 2020

Dear Point to Point Transport Service Providers,

This email contains important industry information on:

- Annual review and priorities
- COVID-19 safety reminders
- Vehicle Sanitisation Station: Arncliffe
- Clean up kits
- P2P Toolkit
- Latest industry news: Hefty fine issued for hire vehicle breach of Regulation
- Industry Portal browser settings

ANNUAL REVIEW AND PRIORITIES

Commissioner's Annual Review 2019-20

The Commissioner's annual review contains information about the Commissioner's yearly operations, performance and key achievements.

[\[Download the Annual Review 2019-20\]](#)

Commissioner's Priorities 2020-21

These will build on the Commissioner's vision for safer point to point transport in NSW and reflect the increasing maturity of the industry.

Priority 1: Targeted compliance	Priority 2: Effective and consistent regulation	Priority 3: Streamlining services
Increased focus on identified higher risk areas, underpinned by better use of technology, intelligence and analytics	Supported by targeted communication with industry and the community.	Work with Transport for NSW to minimise duplication and advising on regulation of future services.

Using a mix of compliance and education

As the point to point transport industry matures and service providers develop a deeper understanding of their obligations under the Act, my compliance approach will continue to evolve with an ongoing focus on risk-based activities. This includes targeted campaigns,

safety audits, on-street compliance, advisory visits, investigations and prosecutions – the Commissioner will focus on the following higher risk areas under point to point transport law:



Driver on boarding



Preventative vehicle maintenance



Safety management systems



Illegal and unsafe driver behaviour



Public health

[Download the Commissioner's Annual Priorities 2020-21](#)

More information can be found by visiting the Functions of the Commissioner page on our website. <https://www.pointtopoint.nsw.gov.au/functions-commissioner>

COVID-19 SAFETY REMINDERS

Under point to point transport law, service providers have a primary duty of care to ensure the health and safety of drivers and other persons, including passengers, so far as is reasonably practicable, while they're engaged in providing a passenger service.

This includes taking steps to reduce the risk of COVID-19.

In line with NSW Health advice, drivers are reminded to follow the below safety advice and should encourage their passengers to take precautions as well.

STAY AT HOME IF UNWELL

This is still the best line of defence against the spread of infection.

WEAR A FACE MASK

NSW Health strongly recommends that customers using transport across NSW, and customer facing operators, wear a face mask.

Although the use of masks is not mandatory, it is strongly recommended where physical distancing is not possible. This includes passengers and drivers of point to point transport vehicles.



As physical distancing is not possible in most point to point transport vehicles the wearing of masks is a reasonable and recommended line of defence to help slow the spread of COVID-19.

Watch [this video](#) below for a step-by-step guide on how to put on and wear a face mask.

SIT IN THE BACKSEAT

It is highly recommended that passengers sit in the back when travelling in point to point transport vehicles, to put as much space between drivers and passengers as possible.

USE CONTACTLESS PAYMENT

This is advised to reduce the chance of spreading infection through physical contact or the handling of objects such as cash.

MANAGE PERSONAL HYGEINE

Both passengers and drivers should frequently wash their hands and use a hand sanitiser.

VISIT VEHICLE SANITISATION STATIONS

Vehicle sanitisation reduces the likelihood of spreading infection by sanitising the high touch points on the vehicle. Stations are located throughout NSW, providing a complimentary sanitisation service for all point to point transport vehicles.

There are 11 locations across NSW, a full list of locations is available [here](#).

VEHICLE SANITISATION STATION: ARNCLIFFE

A new vehicle sanitisation station recently opened in Arncliffe to help prevent the spread of COVID-19 and keep drivers and passengers safe.

WHERE: [6/13-15 Wollongong Road Arncliffe NSW 2205](#)

WHEN: Operating 7am to 7pm between Monday and Saturday. Closed on Sundays and public holidays.

Find more details on Point to Point Transport Commissioner's [vehicle sanitisation station webpage](#).



Since the vehicle sanitisation station initiative started in April, over 19,000 vehicles have been sanitised and more than 150 people have been employed.

CLEAN UP KITS

Drivers are encouraged to pick up a point to point transport vehicle clean-up kit from a vehicle sanitisation station and carry out spot cleaning between visits to the sanitisation station. Clean up kits are used in the event of a passenger spreading droplets, such as coughing or sneezing, so point to point transport drivers can clean themselves or their vehicle surfaces to potentially reduce the spread of infection.

Download [this guide](#) for instructions on how to order your clean up kit through the Point to Point Transport Commissioner Industry Portal, and watch [this video](#) for a step-by-step guide on how to use the clean up kit.



VEHICLE SANITISATION UPDATE IN DVD

A vehicle sanitisation date is being added to the DVD shortly, providing service providers with information on the last date drivers are sanitising their vehicles.

The date displayed in this field will show the last date the vehicle has attended one of the many Government funded Vehicle Sanitisation Stations across the state.

The date will be updated approximately every hour.

If an ASP runs vehicle checks in the DVD daily they will be able to get accurate stats on how many days of the week their drivers are having their vehicles sanitised.

The update will be in a column called “**Sanitisation Date**”.

Service providers may have other vehicle sanitisation arrangements in place for their drivers, however these will not be recorded on the DVD.

This latest update will give services providers the reassurance they need that their drivers are sanitising their vehicles for the safety of both drivers and passengers.

The screenshot shows the 'VEHICLE DASHBOARD' interface. On the left, there are navigation tabs: 'All Drivers', 'All Vehicles', 'DVD Logs', and 'Help'. The main area displays a summary of 6 vehicles with the following status counts: Registration Check (1 red, 4 green), Safety Check (1 red, 4 green), and Taxi Licence Status (5 red, 1 green). Below the summary is a search bar and a table of vehicles. The table has columns for Plate Number, Plate Type, Last 4 Digits of VIN or Chassis #, Registration Check, Taxi Licence Status, Safety Check, Sanitisation Date, and Checked Date. The 'SANITISATION DATE' column is highlighted with a red box. The table contains 6 rows of vehicle data.

PLATE NUMBER ↑	PLATE TYPE	LAST 4 DIGITS OF VIN OR CHASSIS #	REGISTRATION CHECK	TAXI LICENCE STATUS	SAFETY CHECK	SANITISATION DATE	CHECKED DATE
HC1234	O	5987	🕒	🕒	21/10/2019		15/01/2020
HC2345	O	1212	●	●	06/11/2019		15/01/2020
ABC123	O	5808	●	●	21/10/2019	21/10/2019	15/01/2020
T1234	O	2032	●	●	06/11/2019	06/11/2019	15/01/2020
T2345	O	3922	●	●			15/01/2020
TC3456	O	4424	●	●	24/06/2019	06/11/2019	15/01/2020

BORDER UPDATE

The NSW Government has amended the Border Control Public Health Order to allow border region residents to travel in the region without requiring a permitted purpose. A link to the amended order is here.

This means that Victorian Border Region Residents can cross the NSW / Victorian for any purpose provided they have not been to an area listed in the Victorian Area Direction



(<https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>) in the past 14 days. It is important to note that Victorian residents are still not permitted to travel into NSW beyond the border region (as shown in the map attached to this email).

While the Order does not create an obligation on drivers of point to point vehicles to check customer's permits, it is an important part of your COVID-Safe Plan to remind customers that they are not permitted to cross the NSW/Victorian border if they are not a Border Region Resident and do not hold a valid Border Region Resident permit.

For more information in relation to the restricted area or area of concern in Victoria, please see: <https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules/border-restrictions/areas-of-concern#areas-of-concern-in-victoria>

For information about COVID-19, borders and the point to point transport industry visit our website: <https://www.pointtopoint.nsw.gov.au/coronavirus-covid-19-updates>

LATEST INDUSTRY NEWS: HEFTY FINE ISSUED FOR HIRE VEHICLE BREACH OF REGULATION

Point to Point Transport Authorised Officers recently issued an improvement notice and a penalty notice to a hire vehicle in breach of point to point transport regulations identified during a covert operation in the Hunter Valley.

Authorised officers were carrying out the undercover compliance activity in Pokolbin when they observed a 9 seater Toyota Hiace enter a local pub's carpark to stop and allow persons to exit the vehicle.

Read the full story on our [industry news webpage](#).

INDUSTRY PORTAL BROWSER SETTINGS

After 17 October service providers who use Edge Legacy or other older versions of internet browsers will experience issues accessing the Industry Portal.

To ensure you can continue to access the Industry Portal, please ensure that you have updated your browser to the most recent version.

If you have any queries or need assistance please ring our contact centre on 131 727 Monday to Friday 8am to 5pm.