

# FAQ Authorisation Fees 2019/20

## Why have I received an email from the Point to Point Transport Commissioner about authorisation fees?

All authorised service providers (either Taxi Service Providers or Booking Service Providers) are required to pay authorisation fees. These fees are to be paid annually and are calculated on the total number of passenger service transactions carried out in a financial year. The email you have received is an invoice for the 2019/20 financial year.

## Why do I have to pay to an authorisation fee?

Authorisation fees are mandatory for all authorised service providers.

## How long do I have to make the payment?

As per the notice you received in April 2021, you have 21 days to pay. Failure to pay may result in suspension of your authorisation and the debt being referred to Revenue NSW for collection. If you do not pay any outstanding fee to Revenue NSW, your authorisation may be cancelled.

## What passenger service transaction range do I fall under?

The authorisation fee is calculated on the number of passenger service transactions you carried out in the 2019/20 financial year. If you have not completed any passenger service transactions in the financial year, you pay the authorisation fee for the 0 - 19,999 range which is \$500. Please refer to range table below:

PSTs Range	Fees
0 - 19,999	\$500
20,000 - 49,999	\$750
50,000 - 99,999	\$1,250
100,000 - 499,999	\$2,500
500,000 - 999,999	\$5,000
1,000,000 - 2,499,999	\$8,500
2,500,000 - 4,999,999	\$15,000
5,000,000 - 9,999,999	\$25,000
More than 10,000,000	\$50,000

## What if I disagree with the passenger service transactions range that has been determined?

For those providers that lodge a monthly or annual return, the range is calculated on the levy assessments for the 2019/20 financial year. Monthly or annual returns can be checked in the industry portal. Those who were *not* required to lodge a monthly or annual return for the 2019/20 financial year fall into the 0 - 19,999 range. If you would like to request a review, please contact us via the contact us page on our website.

## How do I make a payment?

The authorisation fee notice will have your annual authorisation fee. You will be able to make your payment via the Industry Portal under the payment tab. Payment options include direct debit, credit card, cheque and BPAY.

## How long do I have to make my payment?

You have 21 days to make payment, and all payments must be paid in full by the due date on the notice. Failure to pay may result in suspension of your authorisation and the debt being referred to Revenue NSW for collection. If the debt remains unpaid your authorisation may be cancelled. If your authorisation is cancelled you must not provide a taxi or booking service. Significant penalties apply.

## I am unable to make payment now and would like to have additional time to pay. What can I do?

You will need to contact Revenue NSW if you are unable to pay by the due date. (<https://www.revenue.nsw.gov.au> )

## I am unable to make payment at all due to hardship (eg financial, medical or personal circumstances). What can I do?

You will need to contact Revenue NSW if you are unable to pay by the due date. (<https://www.revenue.nsw.gov.au> )

## I had cancelled my authorisation and since reapplied for a second authorisation. Am I required to pay for both?

No, if you surrendered your authorisation then reapplied in the same financial year, only one fee will be charged.

## I had an individual authorisation but have surrendered my authorisation and reapplied for a corporation authorisation. Am I required to pay for both?

No, if the authorisation entity changed, only one fee will be charged

If you have received two notices and believe you should be liable for only one, contact the ICC who will transfer you to a Service Delivery specialist. Alternatively fill in the contact us form on our website and we will be in contact with you.

## **I applied by mistake, do I still need to pay?**

If your authorisation was granted and you did not have your application fee refunded, then you will still need to pay.

## **I didn't do any business in the 2019/20 financial year; do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are liable for the authorisation fee.

## **I am no longer authorised, why do I have to pay?**

If you were authorised at any time in the financial year, you are liable for the authorisation fee.

## **I am only a wedding car or small tour operator; do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are liable for the authorisation fee.

## **I am exempt from the levy, do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are liable for the authorisation fee.

## **I am no longer providing services and/or have surrendered my authorisation, do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are liable for the authorisation fee.

## **Last year our fee was waived due to COVID, is that happening this year?**

No. The stimulus package the industry received was for the 2018/19 financial year only.

## **Why is my fee not reduced because of COVID?**

The stimulus package covered the first \$500 of the authorisation fee only for the 2018/19 financial year.

