



## Affiliated providers

An affiliated provider provides a taxi service under the brand of an authorised Taxi Service Provider (TSP). They may own and manage their own taxi licence and taxi, but they are not themselves authorised as a TSP. They cannot provide taxi services except through an authorised TSP.

### Do affiliated providers need to be authorised?

No, affiliated providers do not need to be authorised under point to point transport law. However, they must be affiliated with an authorised TSP and are responsible for ensuring their business complies with their safety duties and with **the legislation** governing areas such as taxi licensing, duty of care, safety management systems and safety standards.

### What is the relationship between a TSP and an affiliated provider?

#### TSP and Affiliated provider relationship

Under point to point transport law an affiliated provider must be affiliated with an authorised TSP. The TSP will have policies and procedures which govern how the taxi service is to be provided. The affiliated provider must comply with these.

The affiliated provider obtains services which are needed to provide the service from the TSP such as security systems, payment devices and branding.

#### Affiliated provider's responsibility

Affiliated providers deliver services under the brand of an authorised TSP. They also have a duty of care and safety responsibilities. Some of which are outlined below. They cannot carry out or deliver taxi services unless they are affiliated with an authorised TSP. They are responsible to the TSP and must follow the policies and procedures of the TSP.

If an affiliated provider wants to carry out or deliver taxi services direct to the public they need to become an authorised TSP.

## TSP responsibility

The TSP is ultimately responsible for ensuring the services provided by the affiliated provider meet all requirements. This includes (but is not limited to) driver on-boarding, vehicle maintenance, registration and insurance.

## What is the duty of care for an affiliated provider?

Affiliated providers have a duty of care to ensure the health and safety of drivers, passengers and other people connected with their services. This includes, for example, ensuring security equipment is working and drivers are properly trained in how to use it.

## What safety considerations does an affiliated provider have?

The safety of the industry in NSW is the Point to Point Transport Commissioner's top priority. All TSPs are responsible for compliance with strict safety standards to ensure that their services are safe.

### Safety Management Systems

An affiliated provider must have a Safety Management System. In practice, this means they will be required to implement and comply with the Safety Management System of their authorised TSP. For more information see the [Safety Management System fact sheet](#).

### Safety standards

Affiliated providers have safety responsibilities and need to comply with the safety standards set out in Point to Point Transport legislation. The safety standards which apply to affiliated providers can be found on the [Point to Point website](#).

The following page shows the safety standards and responsibilities.

## Further information

If you have any questions or need further information, please visit the Point to Point Transport Commissioner website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or contact the Point to Point Transport Industry Contact Centre on **131 727**.



# Point to Point Transport: Safety Standards



Point to Point  
Transport Commissioner

Everyone has a part to play to make passengers, drivers and the general public safe. You are obligated to understand how the safety standards apply to you.

## KEY (LEVEL OF RESPONSIBILITY)

- Must comply, primary responsibility
- Must do what is reasonable and practical
- Must ensure the standard is adhered to



DRIVER



VEHICLE  
OWNER



TAXI LICENCE  
HOLDER



AFFILIATED  
TAXI SERVICE  
PROVIDER



TAXI SERVICE  
PROVIDER



TAXI SERVICE  
FACILITATOR



BOOKING  
SERVICE  
PROVIDER

## CLAUSE SAFETY STANDARD

CLAUSE	SAFETY STANDARD	DRIVER	VEHICLE OWNER	TAXI LICENCE HOLDER	AFFILIATED TAXI SERVICE PROVIDER	TAXI SERVICE PROVIDER	TAXI SERVICE FACILITATOR	BOOKING SERVICE PROVIDER
7	Identification and management of risks to health and safety				●	●	●	●
8	Vehicle registration and registration standards for vehicles		●	●	●	●	●	●
9	Vehicle maintenance		●	●	●	●	●	●
10	Wheelchair accessible vehicles		●	●	●	●	●	●
11	<b>TAXIS</b> Accommodation standards (seating and door access)		●	●	●	●	●	
12	<b>TAXIS</b> Signs, lights and markings*			●	●	●	●	
13	<b>TAXIS</b> Driver identification					●	●	
14	<b>TAXIS</b> Fare calculation devices*			●	●	●	●	
15	<b>TAXIS</b> Display of information*			●	●	●	●	
16	<b>TAXIS</b> Duress alarm systems*			●	●	●	●	
17	<b>TAXIS</b> Vehicle tracking system*			●	●	●	●	
18	<b>TAXIS</b> Approved security camera systems*			●	●	●	●	
19	<b>TAXIS</b> Disposals of recordings made by security camera system in taxi					●	●	
20 (1)	<b>HIRE VEHICLES</b> Signs and markings: Must not indicate it is a taxi or resemble those of a taxi		●					●
20 (1,2)	<b>HIRE VEHICLES</b> Signs and markings: Retroreflective sign is displayed	○						●
21 (1,2,4)	<b>HIRE VEHICLES</b> Motor cycles: Vehicle category, wheelguards, engine		●					
21 (1-6)	<b>HIRE VEHICLES</b> Motor cycles	○						●
22	Vehicle insurance	○	●	●	●	●	●	●
23	Information to be made available to hirer by booking service provider							●
24	<b>DRIVERS</b> Disqualifying offenses	○				●	●	●
25	Ineligible drivers	○				●	●	●
26	Driver of wheelchair accessible vehicle to be competent	○				●	●	●
27	<b>TAXIS</b> English language requirements*	○				●	●	
28	<b>TAXIS</b> Taxi driver identity document displayed*	○				●	●	
29	<b>DRIVERS</b> Driver must report changes in circumstance	○						

\* Conditions apply. Refer to the regulation for further information. (note: these conditions are either if the vehicle plies or stands for hire, or within geographical boundaries). Visit [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) for more information.