

## Factsheet



### Becoming an authorised service provider

*This fact sheet will guide you through the process of becoming an authorised service provider*

#### Authorisation steps:

The process of becoming an authorised service provider involves a number of steps. These steps are:

1. Find out if you need to be authorised and if you are eligible.
2. Understand the conditions of authorisation.
3. Undertake the short online course to understand your obligations
4. Gather the required documents and understand the cost to apply for authorisation
5. Ensure you understand the annual authorisation fees.
6. Register on the Point to Point Transport Commission's Industry portal
7. Apply for authorisation
8. Register for the Passenger Service Levy within 7 days of your first passenger service

The following pages of this document will walk you through these steps and provide you with all the necessary information and links.

## 1. Authorisation and Eligibility

Do you need to be authorised?

All providers of taxi and booking services (hire vehicles and rideshare) are required to be authorised under the point to point transport law in NSW. Authorised service providers can be individuals, companies or partnerships.

If you are a driver, you do not need to be authorised as long as you only drive for an authorised service provider. If you want to provide your own passenger services, you must be authorised as a taxi or booking service provider.

To find out more, please read the fact sheet “*Who needs to be authorised*”

Are you eligible?

There are some things that could disqualify you from becoming an authorised service provider. It is best to be aware of these before you start the process.

To become an authorised service provider, you; your company’s close associates; your company’s nominated manager or director; or any partners must have:

- NO disqualifying offences, or current proceedings against you for a disqualifying offence
- NOT had a taxi-cab network authorisation or accreditation under the *Passenger Transport Act 1990* cancelled; or had the most recent application for authority or accreditation refused.
- NOT had a public passenger service accreditation under the *Passenger Transport Act 2014* cancelled; or had the most recent application for accreditation refused.
- (in the case of a corporation) at least one manager or director who is directly involved in the day-to-day management of the service who is a resident of NSW.

For more detail on these eligibility criteria, please see the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* [Sections 30 - 39](#) and the *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* (NSW)

[Clauses 33\(2\), 37](#) and [38](#) on the NSW Legislation website or call our Industry Contact Centre on 131 727

The regulation can be found at:

[www.legislation.nsw.gov.au/#/view/regulation/2017/424](http://www.legislation.nsw.gov.au/#/view/regulation/2017/424)

The Act can be found at:

[www.legislation.nsw.gov.au/view/html/inforce/current/act-2016-034](http://www.legislation.nsw.gov.au/view/html/inforce/current/act-2016-034)

## 2. Conditions of authorisation

The following standard authorisation conditions apply for both Taxi Service Providers and Booking Service Providers:

- compliance with point to point safety standards
- keeping records required under point to point transport law or NSW taxation law, in a form that may be accessed from or made available in NSW
- compliance with the requirements, and payment (unless exempt), of the Passenger Service Levy
- providing written notice to the Commissioner within 7 days when:
  - there is a change of business address;
  - any nominated manager or director who is a NSW resident ceases to be a NSW resident
  - any nominated manager or director ceases to be involved in the day to day running of the business
- providing written notice to the Commissioner within 21 days of changes to nominated managers or directors (for an authorisation held by a body corporate)

### 3. Understanding your safety obligations short course

This short course provides an introduction to the Point to Point Transport law and Commissioner and the requirements for authorisation as a Service Provider.

The course is made up of 7 lessons, each of which will take around 3-4 minutes to complete.

To setup on a **mobile device**:

1. Search for “ED LMS” on the App Store/ Play Store and install the app. The logo is displayed to the right.
2. Open the app, swipe through the introduction screens, and tap **“Create an Account”**
3. Enter your email address and the code **“pointtopoint”**
4. Enter your email address again and select **“Register my account”**.



To setup on your **laptop/desktop**

1. Navigate to [www.edapp.com](http://www.edapp.com) in your browser
2. Hover your mouse over **“LOG IN”** at the top right and select **“LEARN - Access your lessons”**
3. Click on **“Create an Ed App account”**
4. Enter your email address and the code **“pointtopoint”**
5. Enter your email address again and select **“Register my account”**.

## 4. Documentation required and costs for initial authorisation

### Gather required documentation

Applications for authorisation require the following to be provided:

- 100 points of identification. (see section “Proof of Identity Documents” below for explanation)
- For applications as a corporation, an Australian Securities & Investment Commission (ASIC) company extract
- For applications as a partnership, a copy of the partnership agreement
- National Criminal History check (conducted within the last three months) for all applicants, nominated managers and directors.

### Proof of identity documents

#### Primary documents (70 points)

Applicant must produce a minimum of one (1) primary document

#### Valid documents

- Birth Certificate (not an extract)
- Birth card issued by the New South Wales Registry of Births, Deaths and Marriages
- Australian Citizenship certificate
- Current passport
- Expired passport which has not been cancelled and was current within the preceding two (2) years
- Other document of identity having the same characteristics as a passport (e.g. this may include some diplomatic documents and some documents issued to refugees)

#### Secondary documents

Applicant must provide one or more secondary documents which with the primary document add to at least 100 points.

#### 40 Points

Name to be verified against a document in this category (but only where they contain a

#### All documents must contain a photograph and a name

- Driver licence issued by an Australian State or Territory
- Roads and Maritime Services photo card
- Licence or permit issued under a law of the Commonwealth, a State or Territory Government - (eg a boat licence)
- Identification card issued to a public service employee

photograph or signature that can be matched to the candidate).

- Identification card issued by the Commonwealth, a State or Territory Government as evidence of the person's entitlement to a financial benefit
- An identification card issued to a student at a tertiary education institution

#### 25 Points

Name and address to be verified against a document in this category

#### All documents must contain a name and address

- A document held by a cash dealer giving security over your property
- A mortgage or other instrument of security held by a financial body
- Council rates notice
- The Electoral roll compiled by the Australian Electoral Office and available for public scrutiny
- Document from your current employer or previous employer within the last two years
- Land Titles Office record
- A document from a rating authority (e.g. land rates)
- Document from the Credit Reference Association of Australia

#### 25 Points

Name and signature to be verified against a document in this category

#### All documents must contain a name and signature

- Marriage certificate (for maiden name only)
- Credit card
- Medicare card (signature not required on Medicare card)
- EFTPOS card

#### 25 Points

Name and address to be verified against a document in this category

#### All documents must contain a name and address

- Records of a public utility - phone, water, gas or electricity bill
- Records of a financial institution
- A record held under a law other than a law relating to land titles
- Lease/rent agreement
- Rent receipt from a licensed real estate agent

#### 25 Points

Name and date of birth to be verified from this document

#### All documents must contain a name and date of birth

- Record of a primary, secondary or tertiary education institution attended by you within the last 10 years

- Record of professional or trade association of which you are a member
- *All documents must be **certified and dated** true copies. A certified copy is a document that has been certified as a true copy of an original by a Justice of the Peace, Public Notary, legal practitioner or other person authorised by law to administer an oath.*  
*NOTE: Documents must have been certified within the previous three months.*
- *Applications for bodies corporate need to have at least one nominated manager or director who is a NSW resident. Nominated Managers or directors must also be directly involved in the day-to-day management of the business.*
- *Applications will not be granted if the applicant has had an authorisation refused within the past 12 months.*
- *Applications will only be granted if the Commissioner is satisfied the applicant, any close associates, nominated managers or directors have not been found guilty of a disqualifying offence, or have not had an authorisation or accreditation under passenger transport law cancelled or refused on the grounds that they were not a fit and proper person.*

## Initial authorisation fee

Applications to become a Taxi Service Provider or Booking Service Provider will incur a fee of \$120.

A combined application to become a Taxi Service Provider and Booking Service Provider lodged at the same time will incur a fee of \$160.

All service providers are required to apply for authorisation and pay the initial application fee through the Industry Portal. Payments are non-refundable

## 5. Annual authorisation fees

Annual authorisation fees are payable by service providers and are calculated based on the total number of passenger service transactions carried out in a financial year. The authorisation fees are adjusted each year in line with CPI. For the annual fees for the latest financial year, please see the “Annual Authorisation Fees” fact sheet on the Point to Point Commission website.



## 6. Registering on the industry portal

Below are the quick steps to register on the portal.

1. Go to the Point to Point website at [www.pointtopoint.nsw.gov.au](http://www.pointtopoint.nsw.gov.au) .
2. Click on **Industry Portal** → the link at the top right
3. Click on the **Register** button and complete the form
4. You will need to select the type of business entity you will be registering as.  
There are 4 different types: Individual, Corporate, Individual Partnership and Corporate Partnership
5. Once you have completed the registration, you will be emailed a link to use to login

For more detailed instructions, visit the Point to Point Transport Commissioner's website at [www.pointtopoint.nsw.gov.au](http://www.pointtopoint.nsw.gov.au) . Click on "**Learning Centre**" in the top menu, and select "**User Guides**" from the list that appears. In there you will find the *Authorised Service Provider User Guide*. The detailed registration instructions are in chapter 2 of that document.

## 7. Authorisation application

To apply for authorisation, click on the link in the email which was sent to you when you registered on the industry portal in step 5 (above) and fill out the application form.

You will need to attach the relevant documentation you have collected in **step 4 – “Documentation required and costs for initial authorisation”** (above).

If you need more information on how to complete the form, use the *Authorised Service Provider User Guide*.

## 8. Registering for the Passenger Service Levy

Once you have completed your registration and your 100 points of identification have been verified, you must register for the Passenger Service Levy. This is mandatory if you provide passenger services in NSW.

To register, click on the Manage Levy button at the bottom right of the Passenger Service Levy panel on the Industry Portal. Once you have done this, you will find the “Register Now” button in the bottom right hand corner of the window.

If you need any more information on how to register for the Passenger Service Levy, access the Passenger Service Levy user guide in the user guides section of the Point to Point Transport Commissioner’s website.

If you have any further questions or need support use the Industry Contact Centre online feedback form or call 131 727, Monday to Friday, from 8am to 5pm