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## Point to Point Transport Commissioner

### Point to point transport back on the road

Dear Authorised Service Providers,

After a challenging few months, indeed eighteen months, it is great to see the point to point transport industry getting back on the road. From 1 November, restrictions will further ease, with fully vaccinated people able to travel freely between regional NSW and Greater Sydney.

We want to ensure that everyone is prepared to get on the road in a safe and way, and passengers, drivers, and the public are confident that the industry is COVID safe. This newsletter will focus on getting back on the road and supporting the industry to get back to business in a COVIDsafe and point to point safe way.

Importantly though, we want to thank you for staying the course during these challenging times.

#### Being COVID safe:

While restrictions are easing, it is essential to remain vigilant with COVID safe practices.

- Do not travel if unwell, stay home and **get tested immediately**
- Drivers must check-in using the vehicle's NSW Government QR code at the start of the shift and they should also check out when their shift is finished
- Drivers should encourage passengers to check-in using the NSW Government QR code in their vehicle
- Practise good hygiene

- Set the air conditioning to external airflow rather than to recirculation, or have windows open where appropriate
- Passengers should sit in the backseat of the vehicle
- Encourage passengers to use contactless payments where possible
- Passengers should handle their own luggage where possible

### **Vaccination requirements for drivers picking up passengers at the International Airport**

From Monday 1 November a point to point transport driver can only pick-up a fully vaccinated person arriving at Sydney International Airport if they have received two doses of the COVID-19 vaccination. This includes all point to point transport vehicles including taxis, rideshare and hire vehicles providing passenger services. For more information please see our [news article](#) on our website.

#### **Mandatory Masks:**

Mask wearing continues to be mandatory in all NSW point to point transport vehicles. Drivers and passengers must wear masks when travelling in taxis, hire vehicles and rideshare when a passenger service is being provided. This includes waiting in line at a rank or public pick up point. The fitted face mask should also cover the nose and mouth.

Mandatory mask-wearing does not apply to:

- Children 12 and under
- Persons with a physical or mental health illness or condition, or disability that makes wearing a fitted face-covering unsuitable including, for example, a skin condition, an intellectual disability, autism or trauma.
- Evidence of an exemption must be carried. More information on mask-wearing, including exemptions, can be found in the mask-wearing FAQ's on the [Keeping COVID Safe page.](#)

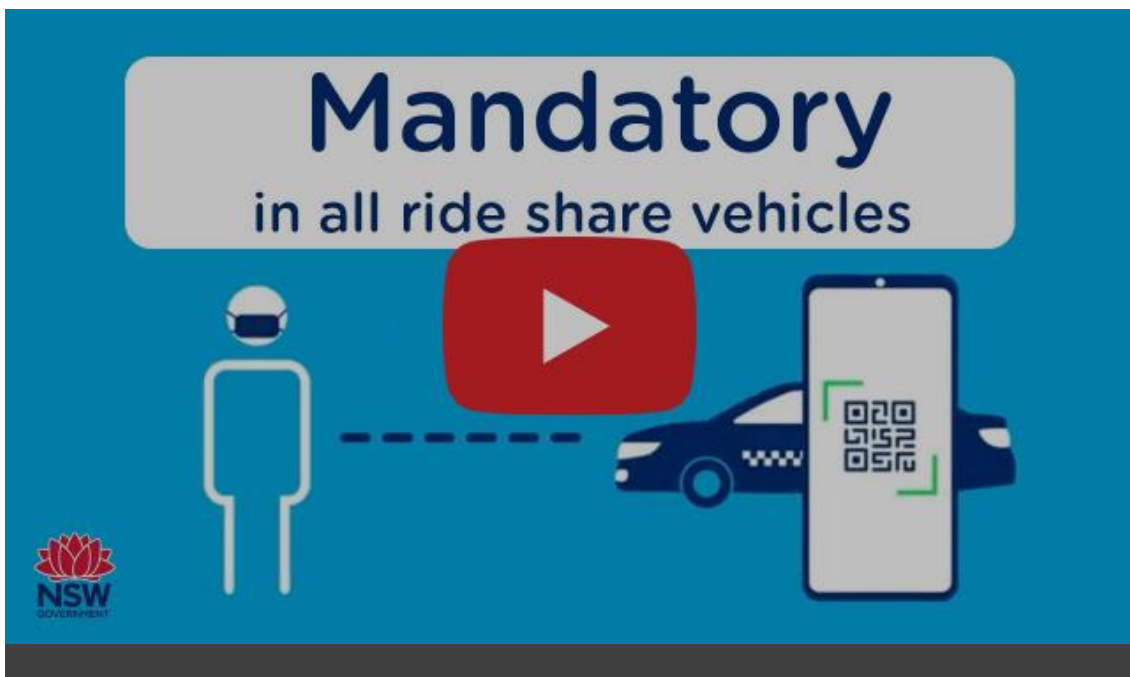
#### **QR code check-in:**

Drivers must check-in using the vehicle's NSW Government QR code at the

start of the shift, and they should also check out when their shift is finished. Drivers should encourage passengers to check-in using the NSW Government QR code in their vehicle.

QR codes should be in an accessible and visible location in the vehicle, for instance, at the back of the front seat. Drivers should also allow time for their passengers to check-in before driving off and turning on the internal light at night.

For information on registering for a QR code and check-in rules for drivers and passengers, visit the [QR Code FAQ](#)



### **Reporting positive COVID-19 cases**

Service providers still need to notify the Commissioner when they become aware that a driver has tested positive for COVID-19 by completing the COVID-19 reporting form on the Industry Portal.

After the driver has completed their isolation period, they need to provide the service provider with a clearance letter from NSW Health. The service provider can then make a note in the Industry Portal, and the Commissioner will flag the driver as ready to drive again.

Negative results or drivers awaiting results do not need to be reported. For detailed instructions see our [COVID-19 Reporting User Guide](#).

**You can read more about the current requirements and FAQs on our NSW Roadmap webpage.**

## **Point to Point Transport Commissioner announces permanent roles in the regions**

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The first stage of the point to point transport reforms package that was announced earlier this year, has commenced with the addition of 12 new compliance roles in Regional NSW to ensure a permanent point to point transport presence. The new roles will be based out of Wagga Wagga, Dubbo, and Northern NSW and represent a significant milestone in the NSW Government point to point reforms

You can read more about these new roles [here](#)

## **Compliance blitz - tyre tread**

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### **Did you receive our [Safety Alert on tyre tread](#)?**

The Safety Alert highlighted the dangers of providing passenger services with bald tyres. It reinforced that vehicle owners have safety obligations under the law to ensure that vehicles are safe to be driven on the road at all times and appropriately maintained. Service providers must also ensure this safety standard is met, and drivers must not provide passenger services in an unsafe vehicle.

*There is no excuse for providing point to point transport passenger services on bald tyres.*

## **Compliance blitz**

To ensure all vehicles providing passenger services are being maintained according to the law, our Authorised Officers will be conducting a compliance blitz on tyre tread from **Monday 1 November to Friday 5 November**.

While our Authorised Officers are always vigilant, the blitz is an extra step to ensure all vehicle owners, service providers, and drivers provide passenger services in safe and properly maintained vehicles.

All people responsible for this safety standard are encouraged to conduct their own blitz by checking all vehicles' tyre tread, ensuring drivers conduct pre-departure checks, vehicle owners have a preventative vehicle maintenance schedule, and service providers have adequate procedures in place to check compliance.

## **Taxi Plate Management**

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From Tuesday 2 November, the Commission is introducing some changes that will impact how taxi service providers and affiliates manage taxi plate transactions. We have listened to Industry feedback and made the process simpler and more convenient. The new process impacts the following:

- placing a taxi number plate on hold
- taking a taxi plate off hold
- replacing a taxi plate if lost, damaged or stolen.

### **What has changed?**

Up until now, taxi service providers or licence holders have been required to present multiple documents to Service NSW to manage taxi plate transactions. We have replaced this requirement with a single automated letter through the Point to Point Commissioner's Industry Portal.

Learn [more](#) and access our helpful resources that take you through the process step by step.

## **Driver checks and driver eligibility**

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With many new drivers entering the industry, providers of passenger services must make sure the criminal and driving histories of all new drivers are checked to ensure they do not have any disqualifying offences before a driver being on-boarded. This can be achieved through a National Police Check or similar check.

Service providers must also conduct additional ongoing driver checks on current drivers to ensure they do not incur disqualifying offences. The DVD can assist service providers in conducting such ongoing checks for offences committed in NSW. Additional checks for offences in any other state or territory in Australia or another country may also be required if a driver has been in those areas.

Our website has a range of educational resources to assist with driver onboarding and management.

[Driver on-boarding and management toolkit](#)

[Driver management interactive checklist](#)

[Driver management short learning course](#)

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## **Point to point reforms update**

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In September 2021, Transport for NSW consulted with the taxi industry about proposed transitional arrangements and a financial assistance scheme for the taxi industry. The changes will help the point to point transport industry provide more choice and availability of services for customers. To keep up to date with the NSW Government's package of reforms you can go to this [webpage](#)

While consultation and work on the reforms are conducted by Transport for NSW, you are reminded that safety requirements under the point to point transport law remain the same. Safety is the priority of the Point to Point Transport Commissioner, and he will continue to regulate the point to point transport industry.

**Keep up to date through our website**

at <https://www.pointtopoint.nsw.gov.au/> or find us on [LinkedIn](#)

