



POINT TO POINT TRANSPORT ANSWERS TO FAQs ON LOCAL GOVERNMENT AREAS OF CONCERN



The Commission has received a number of queries around what drivers in LGAs of concern can and cannot do. This FAQ sheet provides short answers and examples to these questions. More detailed responses and information are available on our [COVID-19 webpage](#) and news items.

Can a taxi, rideshare or hire vehicle driver who lives in an LGA of concern leave their LGA to provide passenger services?

No, point to point transport drivers cannot leave an LGA of concern to provide passenger services.

Example: A driver lives in Blacktown and wants to take a passenger to the airport. Can they provide the passenger service? They cannot accept the booking as they are not permitted to leave their LGA.

I live in an LGA of concern, am I considered an Authorised worker if I am providing a booked passenger services for health care, vulnerable passengers or social assistance?

Yes, a driver who lives in one of the LGAs of concern can leave their LGA to provide health care and social assistance services as an [authorised worker](#). For example, Department of Veteran Affairs, Healthshare NSW, booked transport for wheelchair passengers and family violence or sexual assault services. They must return immediately to their LGA after providing the passenger service.

Why? Under the [Authorised Workers](#) notice anyone transporting passengers solely for the specified health care and social assistance activities listed is exempt when providing the services necessary for that activity.

Example: A driver from Blacktown has received a booking for a wheelchair passenger service to Darlinghurst. The driver has a valid workers permit from Service NSW and received their first COVID-19 vaccination dose on Monday 9 September (or has an appointment to receive a vaccine on or by 19 September). Can they provide the passenger service? Yes, the driver can provide this service as an authorised worker because it is for a vulnerable passenger. The driver also has a valid permit and is vaccinated. They cannot provide any other service whilst outside their LGA, as soon as the trip is completed the must return to their LGA.

If I provide booked passengers services as an authorised worker for health care, vulnerable passengers or social assistance do I need a permit to leave my LGA of concern?

Yes, an authorised worker living in an LGA of concern who needs to leave their area for work (including travelling to another LGA of concern) must have a '[workers permit](#)' from Service NSW.

Authorised workers must have evidence of their permit and carry identification with their residential address and produce this to police if required.

Don't forget – from 9 September authorised workers need to be vaccinated in order to leave their LGA to work. Authorised workers who have an appointment to receive a vaccine on or before 19 September will be permitted to leave the LGA.

Do my passengers from an LGA of concern require a permit to leave?

No, your passengers do not require a permit.

Example: A driver from Mascot is providing booked wheelchair passenger services as an authorised worker and has a permit in order to leave their LGA. The driver is able to complete the booking.

The passenger does not require a permit as only authorised workers leaving an LGA need a permit.

I'm a driver from a LGA of concern, and provide passenger services as an authorised worker outside of my LGA, can I pick up another passenger outside of my LGA?

No. No other work can be completed outside your LGA. You must return to your LGA once your authorised job has been completed.

Example: A driver lives in Strathfield and works as an authorised worker providing booked passenger services for Department of Veteran Affairs (DVA). After dropping their passenger to an appointment in the CBD the driver receives a job to take a passenger from Chippendale. Can the driver accept the job? No, the driver must return immediately to their LGA.

I am a service provider and have drivers who provide passenger services as an authorised worker, who is responsible for registering for the 'workers permit' to leave a LGA of concern?

The driver must register for a permit through Service NSW.

Drivers will need a:

- MyServiceNSW Account – you can create one when you start your registration
- your name, address, email and contact number
- reason for travel
- the company name if you're travelling for work – this is the name of your service provider
- your travel details.



Permits and vaccination/testing reminder

What does a driver who provides passenger services as an authorised worker need to know and do?

1. If a driver is providing passenger services as an authorised worker and has to leave their LGA of concern they need to register for a [workers permit](#) through Service NSW. This includes travelling to another LGA of concern. The permit is valid for 14 days.
2. Authorised workers must have evidence of their permit and carry identification with their residential address and produce this to police if required.
3. From 9 September authorised workers need to be vaccinated in order to leave their LGA to work. Authorised workers who have an appointment to receive a vaccine on or before 19 September will be permitted to leave the LGA.

I live in an LGA of concern, can I provide passenger services to and from the airport?

No. Taxi, rideshare and hire vehicle drivers cannot leave their LGA of concern.

If you live in the Bayside LGA you can only take a passenger who lives in Bayside to the airport or drop a passenger to a destination in Bayside – you cannot leave your LGA.

Example: A driver lives in Fairfield and has received a booking to take a passenger to the domestic airport. Can they accept the booking? No, the driver cannot leave their LGA.

I live in an LGA of concern and provide passenger services as an authorised worker, can I take a passenger to the airport?

Yes. Authorised workers are able to leave their LGA of concern to provide health care and social assistance services passenger services. The driver must return immediately to their LGA after completing the passenger service.

Drivers who provide passenger services as an authorised worker outside of their LGA will need to apply for a 'workers permit' through Service NSW. From 9 September authorised workers need to be vaccinated in order to leave their LGA to work. Authorised workers who have an appointment to receive a vaccine on or before 19 September will be permitted to leave the LGA.

Example: A driver from Liverpool who has received a booking for a wheelchair passenger service to Sydney Airport. The driver has a valid workers permit from Service NSW and has received their first COVID-19 vaccination dose. Can they provide the passenger service? Yes, the driver can provide this service as an authorised worker because it is for a vulnerable passenger. The driver also has a valid permit and is vaccinated. They cannot provide any other service whilst outside the LGA, as soon as the trip is completed the must return to their LGA.

I am a driver who lives in an area of concern, can I provide passenger services to authorised workers outside of my LGA?

No. Point to point transport drivers cannot take authorised workers to work outside of their LGA of concern.

Example: A driver who lives in Canterbury-Bankstown has received a booking to take a nurse to work at Royal North Shore Hospital in St Leonards. Can the driver take the nurse? No, they cannot leave their LGA.

A driver who does not live in an LGA of concern can accept the trip and enter Canterbury-Bankstown LGA to take the nurse to work. The driver entering the LGA of concern will need a 'workers permit' from Service NSW.

I live in an LGA of concern can I provide passenger services within my local area?

Yes, drivers of taxis, rideshare and hire vehicles can only provide passengers services within their own LGA. A permit is not required to provide passenger services within you own LGA.

How can I find out which Local Government Area (LGA) I belong to?

To find out which LGA (also known as council) you belong to, simply enter your address on the Office of Local Government website and it will bring up your LGA.



Entering a LGA of concern

I am a point to point transport driver and do not live in an area of concern, do I need a 'workers permit' to provide passenger services to and from LGAs of concern?

Yes, any taxi, rideshare or hire vehicle driver entering an LGA of concern must have a 'workers permit' to enter. Drivers can register for a permit through [Service NSW](https://www.service.nsw.gov.au). The permit is valid for 14 days.

I live outside the LGAs of concern and provide passenger services to and from the airport, do I need a 'workers permit'?

Yes, the airport is in the Bayside LGA, an area of concern. Drivers who live outside the areas of concern must have a workers permit to provide passenger services to and from the airport.

Drivers can register for a permit through [Service NSW](#). The permit is valid for 14 days. When entering an LGA of concern, drivers must have evidence of their permit and carry identification with their residential address and produce this to police if required.

Example: A driver lives in Randwick and is taking a passenger from Coogee to Sydney airport, do they need a permit? Does the passenger need a permit?

Yes, the driver needs a 'workers permit' to provide passenger services to Bayside, an area of concern.

No, the passenger does not need a permit - only people working need a permit to enter an area of concern.

Reminder - taxi, rideshare and hire vehicle drivers who live in an area of concern cannot leave their LGA to provide passenger services to and from the airport. If a driver lives in the Bayside LGA they can only take a passenger who lives in Bayside to the airport or drop a passenger to a destination in Bayside - they cannot leave their LGA.



Permits - registering to provide passenger services within NSW

What type of permits are available and which one do I need?

You will need to register to travel through [Service NSW](#):

1. If you provide passenger services as an [authorised worker](#) living in a local government area (LGA) of concern and you need to leave your area for work. This includes travelling to another LGA of concern
 - This is also known as a 'workers permit'
2. If you are providing passenger services and entering an [LGA of concern](#) for work.
 - This also known as a 'workers permit'
3. If you are from a non-area of concern and you need to provide a passenger service more than 50km outside of Greater Sydney (including Blue Mountains and Wollongong) for work.
 - Greater Sydney does not include Central Coast and Shell Harbour

All permits can be applied for the same way, by registering online through [Service NSW](#).

Registration is valid for a maximum of 14 days. Drivers must carry their travel registration and supporting documents at all times as they may need to provide these to NSW Police if requested.

Don't forget - from 9 September authorised workers need to be vaccinated in order to leave their LGA to work. Authorised workers who have an appointment to receive a vaccine on or before 19 September will be permitted to leave the LGA.

How do I register for a permit?

1. Go to the [Service NSW](#) website
2. Check you meet the eligibility requirements.
3. Select the 'Register online' button

Register online

Registration tip

Once a driver clicks on the link to [Register for the permit](#), there are a range of options. Point to point transport drivers should select either option b or c depending on their location.

- a. Government inspector or worker
- b. Authorised Transport worker within Greater Sydney
- c. Authorised Transport outside Greater Sydney
- d. Authorised worker
- e. Moving residence for work
- f. Moving residence for other reason

Vaccination bookings

The Commissioner highly encourages all drivers and everyone in the point to point transport industry to get vaccinated. Priority bookings are available for anyone aged [16-39 who lives in an LGA of concern using this link](#). There are walk-in vaccination clinics for the vaccine and pharmacies are available to administer the vaccination as efficiently as possible. You can also go to a NSW Health vaccination clinic or your local GP - there are many options available. Please make sure to book in as soon as possible to be able to provide passenger services as an authorised worker and protect yourself and those around you. [You can read more here](#).

Further information

Keep up-to-date with the latest information and advice about Coronavirus visit pointtopoint.nsw.gov.au/covid-19-updates

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

