

Notifiable Occurrences User Guide



Contents

1. Background	3
1.1. About this document	3
1.2. What is a notifiable occurrence?	3
1.3. How to access the Notifiable Occurrence reporting form	4
1.4. Accessing the Notifiable Occurrence Form	5



1. Background

1.1. About this document

Taxi and booking service providers are required to report certain accidents or incidents associated with their operations to the Commissioner. These are called notifiable occurrences.

Service providers are required to report notifiable occurrences as soon as practicable after becoming aware of the accident or incident. Failure to report a notifiable occurrence is an offence under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* and can result in large penalties.

1.2. What is a notifiable occurrence?

A notifiable occurrence can be:

- a. An accident or incident that results in an injury that is treated by an ambulance officer or results in the injured person being treated at a hospital
- b. A collision involving a vehicle being used for a passenger service that is sufficient to prevent the completion of the journey in that vehicle
- c. A mechanical or other fault in a vehicle being used for a passenger service that is sufficient to prevent the completion of the journey in that vehicle
- d. An incident involving a driver, passenger or intended passenger of a vehicle being used for a passenger service that results in a complaint to the police containing allegations of sexual assault, indecent exposure, actual assault or physical threats or other intimidation.
- e. An incident involving the conduct of a driver while driving a vehicle being used for a passenger service that results in the driver being charged with a major offence within the *Road Transport Act 2013*.

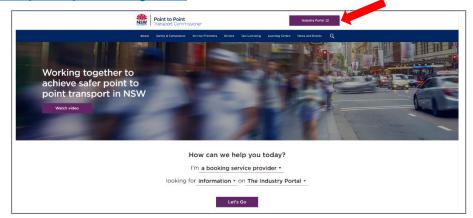
Only serious faults that render the vehicle incapable of being driven further are required to be notified. The following would NOT need to be notified:

- Flat or blown tyres
- Head or tail lights out
- Flat battery
- Faulty air conditioning



1.3. How to access the Notifiable Occurrence reporting form

From your web browser, go to the <u>Point to Point Transport website</u> at <u>http://www.pointtopoint.nsw.gov.au/</u>.



Click on the Industry Portal link, just above the magnifying glass

Welcome to the	-	
The Industry Portal assis their safety obligations	the instructions for information cures its Service Providers and under the new regulatory i licence, you can login through either t	Taxi Licensees to manage / framework.
		TAX
1. Register (New applications only)	2. Authorised Service Provider Gateway	3. Taxi Licence Gateway
If you already have a login to the portal you don't need to Register • To become an authorised Booking and/or Taxi Service Provider.	Authorised Service Providers can manage your authorisations, payments, account details and access the Driver Vehicle Dashboard here.	Taxi Licensees and Agents can manage their taxi licences, taxi account details and apply for or nenew Wheteichair Accessible Taxi Licences here. Click the Login button below.
To apply for a Wheelchair Accessible Taxi Licence.		To act on behalf of someone in relation to a taxi licence transfer, you need to Register as an Agent

Click 'Login'



i 1	Point to Point Transport Commissioner	
	Etest@example.com	
	●	
	agree to the <u>Terms and Conditions</u>	
	Log in	
	Forgot your password?	

Enter your username. This is your email address.

Then enter your password.

Read the 'Terms and Conditions' and select the checkbox if you agree to the terms and conditions.



Click 'Log in'.



1.4. Accessing the Notifiable Occurrence Form

	nt to Poi n Sport Cor	nt mmissioner				Home	Account	DVD	Levy	Help	LKM INDIV	•	
Activities		TOMER NUME		8		OVID-19 Re		Notifiabl			Clean up I		•
Account	LK	M INDIV A	SP		10 C	0VID-19 Re	port	Notinabi	e Occum	ence	s Clean up i	au	
Contacts	Notices	Requests	Orders	Notifiable	Occurrences	COVID-1	9 Reports						
Authorisations	#	REQUEST		ТҮРЕ	STATUS	PAYMEN	T STATUS	CRE	ATED BY	I	DATE LODGED	ACT	ION
Payments													
Help													

Select the 'Notifiable Occurrence' tab on the top right



This will take you to a new screen. You should now be able to see the following form:

Instructions					
 Use this form to report a notifiable occurrence under section 24 of the <i>Point to Point Transport (Taxis and Hire Vehicles) Act 2016</i> Notifiable Occurrences are defined in clause 30 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 Read the Notifiable Occurrences fact sheet Read the Notifiable Occurrences User Guide Download sample forms for mechanical faults and injury 					
Notifying Organisation					
Your account name will appear here					
First Name	Last Name				
Account holder first name	Account holder last name				
Daytime Phone	Email Address				
00 0000 0000	email@email.com.au				

Complete the page and click 'next' at the bottom right hand of the page.

	s a Draft	
Page 1/4		Next

Repeat the process with each page. The form will be saved in draft every time you click 'next'.

	Please review your answe	ers before proceeding	
	Save and Close	Submit	
Page 4/4			Back

Service providers may select the 'save' option to keep the form in draft for 48 hours.



Once the form is ready to lodge, click 'submit.

	Please review your answers before proceeding	
	Save and Close Submit	
Page 4/4		Back

Once the form is ready to lodge, click 'submit.

	Please review your answers before proceeding	
	Save and Close Submit	
Page 4/4		Back
And then click 'Got it!'		

This will submit the Notifiable Occurrence. You can return to this by navigating to Activities, then the Notifiable Occurrences tab.	
Please acknowledge below	
Got it! No	

The form has now been successfully submitted.

You will receive a pdf copy of your report by automated email.

