



Point to Point
Transport Commissioner

Notifiable Occurrences User Guide

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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:

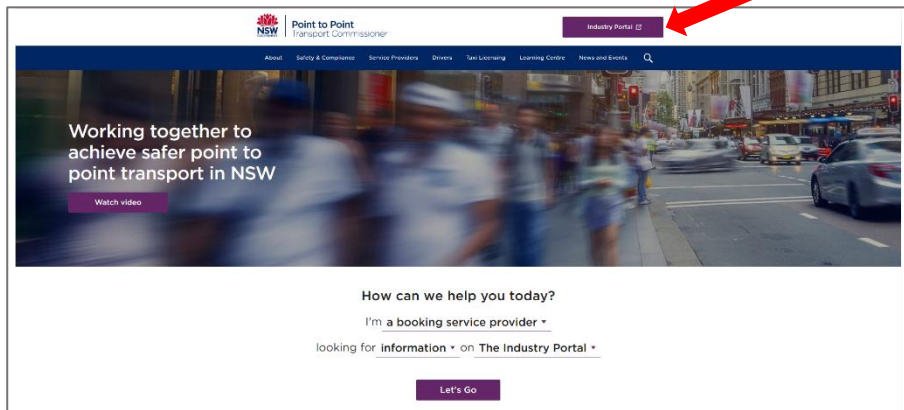
- a. An accident or incident that results in an injury that is treated by an ambulance officer or results in the injured person being treated at a hospital
- b. A collision involving a vehicle being used for a passenger service that is sufficient to prevent the completion of the journey in that vehicle
- 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:

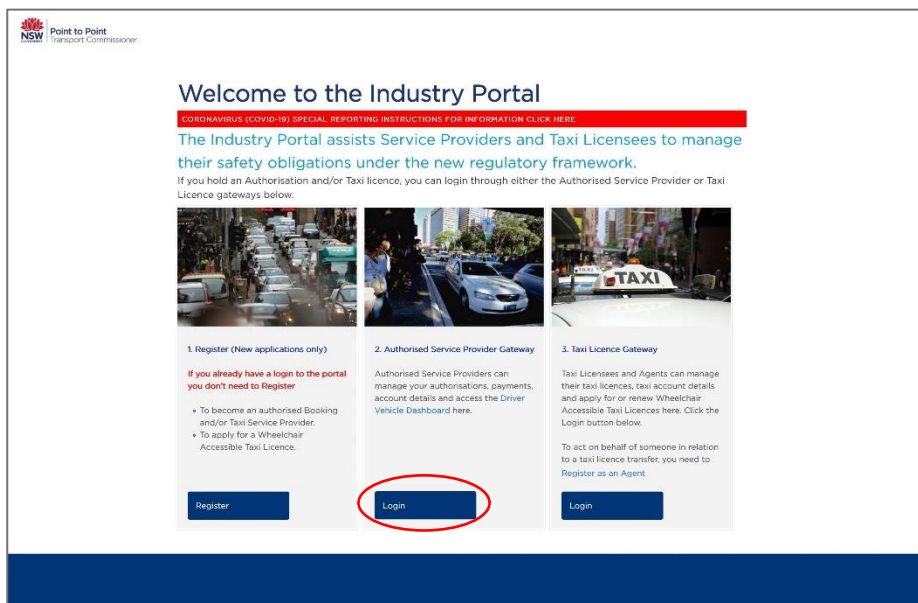
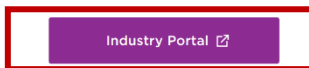
- Flat or blown tyres
- Head or tail lights out
- Flat battery
- Faulty air conditioning

1.3. How to access the Notifiable Occurrence reporting form

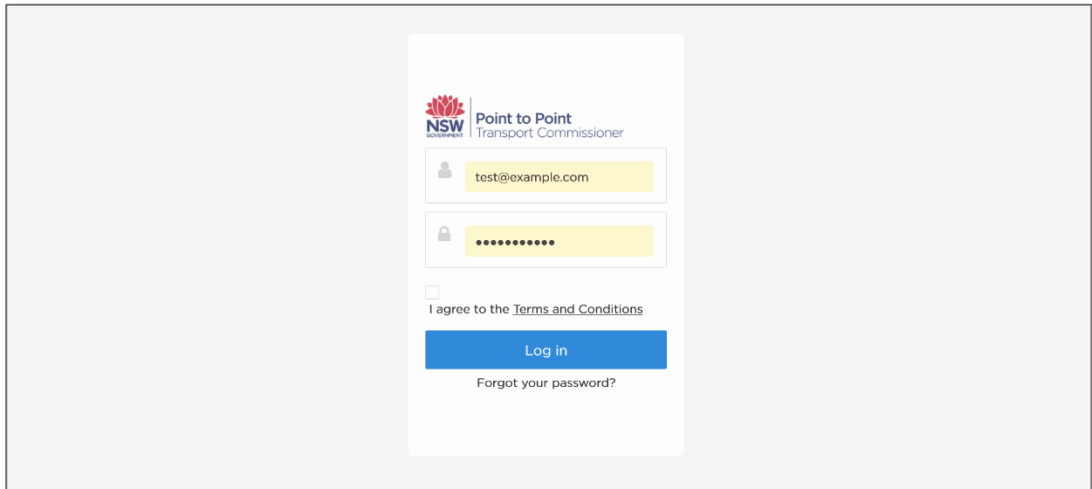
From your web browser, go to the [Point to Point Transport website](http://www.pointtopoint.nsw.gov.au/) at <http://www.pointtopoint.nsw.gov.au/>.



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



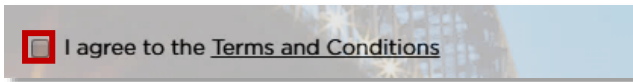
Click 'Login'



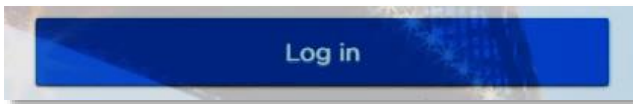
Enter your username. This is your email address.

Then enter your password.

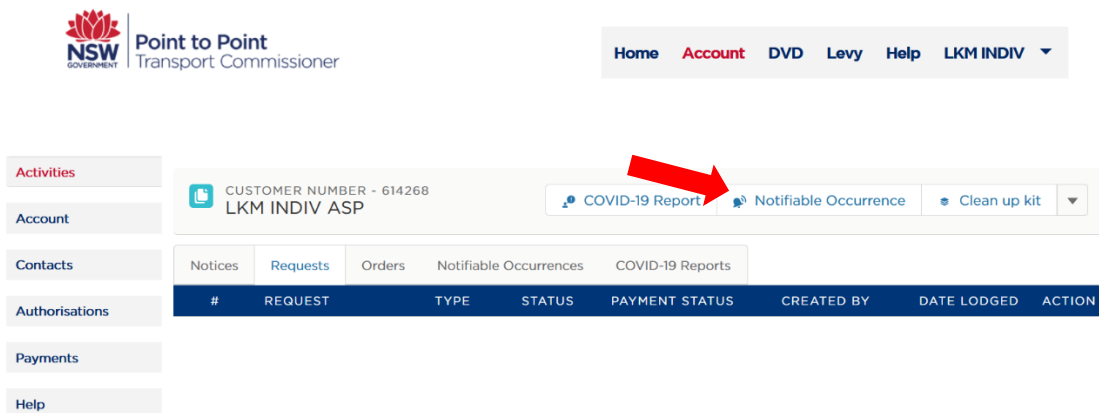
Read the 'Terms and Conditions' and select the checkbox if you agree to the terms and conditions.



Click 'Log in'.



1.4. Accessing the Notifiable Occurrence Form



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 *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*
- 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

Account Name	
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.

Note: Continuing will save your work as a Draft

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Next

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

Please review your answers 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


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

Please review your answers before proceeding

Page 4/4

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

The form has now been successfully submitted.

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

For more information please visit <http://www.pointtopoint.nsw.gov.au/> or call the Industry Contact Centre on 131 727