

## Service Commitment

The Point to Point Transport Commissioner is committed to making sure everyone in the industry understands how they are accountable for the safety of passengers, drivers and the general public. The Commissioner and the staff of the Point to Point Transport Commission want to help ensure you are confident and capable in knowing how to meet your legal obligations. We administer the authorisation and taxi licensing schemes and the Passenger Service Levy. Our approach to compliance is based on the assessment of risk and we tailor our regulatory responses to the circumstances of each safety issue or incident. We aim make it easy for you to comply with the law and to do business in NSW.

### Our service commitment to industry

#### You can expect we will

- treat you with courtesy and respect
- listen to you
- consider your individual business circumstances
- do what we say we will do
- protect your personal information consistent with the law
- adhere to our values of customer focus, collaboration, integrity, problem solving and safety.

#### When undertaking compliance activities we will

- use audits to educate you about the law as well as to check you are meeting your legal obligations
- consider your business circumstances and operations when assessing your compliance
- respond proportionately to the seriousness of the risk, illness or injury and breach of the law
- enforce the law consistently, fairly and transparently.

#### With our online and information services we will

- provide information about the law and the legal obligations of industry participants that is consistent, accurate and easy to understand
- offer a range of educational tools and web based resources to help you understand your obligations under the law
- inform you in advance of any changes likely to affect you
- involve industry when we change or upgrade our online services
- respond promptly to your questions and keep you informed about when we will get back to you when more complex matters are raised.



### When administering regulatory schemes we will

- process complete applications for authorisation and taxi licence transactions in a timely manner
- keep you informed of the timeframe for resolving more complex matters
- process Passenger Service Levy returns in a timely manner
- explain our decisions, referencing the law
- outline your options, including any appeal or review rights, if you think our decision is wrong
- be accountable for our actions and decisions, and acknowledge and correct any mistakes in a timely manner.

### You can help us by

- providing us with the required information and supporting documents for service provider authorisation, taxi licensing and the Passenger Service Levy
- taking note of all our correspondence to you, and where necessary taking action within the timeframe we advise
- being courteous and respectful in your dealings with us
- listening carefully and communicating clearly
- telling us if your experience doesn't match our service commitment, and providing feedback on how we can improve our services.



#### Professional Conduct

This service commitment describes what industry can expect in their dealings with the Point to Point Transport Commission. As employees of Transport for NSW, Commission staff must also adhere to the Code of Conduct that applies to all Transport cluster employees.



#### Fraud and corruption

The Point to Point Transport Commission has zero tolerance to fraud and corruption. Staff must not accept bribes or inducements (no matter how trivial these may be), or act dishonestly or partially as public officials. This includes the deceit or advantage gained by unfair means.

The Commission will report to the police anyone who might offer inducements or bribes to staff to act dishonestly.



#### Point to Point Transport (Taxi and Hire Vehicles) Act 2016

While Commission staff can help you understand the *Point to Point Transport (Taxi and Hire Vehicles) Act 2016*, we do not provide legal advice. If you require specific advice, you should seek this from your own legal representative.

