



# FAQ Authorisation fees 2021/22

[pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au)

August 2022



## Why have I received an email from the Point to Point Transport Commissioner about authorisation fees?

Under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016, service providers must become authorised by the Point to Point Transport Commissioner (the Commissioner), comply with passenger safety laws and pay authorisation fees annually. These authorisation fees are specified by law. The law also stipulates that the fees are payable in arrears each financial year.

These fees are to be paid annually and are calculated on the number of passenger service transactions carried out in a financial year.

The email you have received is an invoice for the 2021/22 financial year.

## How long do I have to make the payment?

As per the notice you received in August 2022, you must make the payment by Monday 16 January 2023. Failure to pay may result in suspension of your authorisation and the debt being referred to Revenue NSW for collection.

If you do not pay any outstanding fee to Revenue NSW, your authorisation may be cancelled. It is against the law to provide a taxi or booking service without holding authorisation. Significant penalties apply.

## How do I make a payment?

The authorisation fee notice will show your annual authorisation fee amount and payment methods available to you. You can easily make your payment via the Industry Portal on the 'Payment' tab which is located on the account page. Payment options include direct debit, credit card, cheque and BPAY.

## What passenger service transaction range do I fall under?

The authorisation fee is calculated on the number of passenger service transactions you carried out in the 2021/22 financial year. If you have not completed any passenger service transactions in the financial year, you pay the authorisation fee for the 0 – 19,999 range which is \$532.

Please refer to range table below:

Passenger service transaction range	Fees
0 or more and fewer than 20,000	\$532
20,000 or more and fewer than 50,000	\$799
50,000 or more and fewer than 100,000	\$1,331
100,000 or more and fewer than 500,000	\$2,662
500,000 or more and fewer than 1,000,000	\$5,324
1,000,000 or more and fewer than 2,500,000	\$9,050
2,500,000 or more and fewer than 5,000,000	\$15,971
5,000,000 or more and fewer than 10,000,000	\$26,618
10,000,000 or more	\$53,235

## What if I disagree with the passenger service transactions range that has been determined?

If you would like to request a review of your range, please contact us via our website. See [pointtopoint.nsw.gov.au/contact-us](https://www.pointtopoint.nsw.gov.au/contact-us)

If you lodge a monthly levy return, the range is calculated on the levy assessments for the 2021/22 financial year. Monthly returns can be checked in the Industry Portal.

## Can I pay before the due date?

Yes, you can. Payment can be made at any time.

## I am unable to make payment now and would like to have additional time to pay. What can I do?

If you are unable to pay by the due date, Revenue NSW will contact you after the due date about the payment options you have available to you. See [revenue.nsw.gov.au](https://www.revenue.nsw.gov.au) for more information.

## I am unable to make payment at all due to hardship (eg financial, medical or personal circumstances). What can I do?

If you are unable to pay by the due date, Revenue NSW will contact you after the due date about the payment options you have available to you. See [revenue.nsw.gov.au](https://www.revenue.nsw.gov.au) for more information.

## I had cancelled my authorisation and since reapplied for a second authorisation. Am I required to pay for both?

No, if you surrendered your authorisation then reapplied in the same financial year, only one fee will be charged.

## **I had an individual authorisation but have surrendered my authorisation and reapplied for a corporation authorisation. Am I required to pay for both?**

No, if you applied for authorisation under one entity name in error and then you surrender and reapplied under a different entity name, only one fee will be charged.

If you have received two notices and believe you should be liable for only one, contact the Industry Contact Centre on 131 727. Alternatively fill in the contact us form on our website and we will be in contact with you. See [pointtopoint.nsw.gov.au/contact-us](https://pointtopoint.nsw.gov.au/contact-us)

## **I applied for authorisation in error and immediately surrendered my authorisation. Do I still need to pay?**

If your authorisation was granted and you did not have your application fee refunded, you will still need to pay.

## **I didn't do any business in the 2021/22 financial year. Do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you will still need to pay the authorisation fee.

## **I am no longer authorised. Why do I have to pay?**

As you were authorised to provide a taxi or booking service during the financial year, you are required to pay the whole authorisation fee.

## **I am a wedding car or small tour operator. Do I still need to pay?**

Yes. Wedding and small tour operators are included as a passenger transport service provider. If you were authorised at any time in the financial year, you are required to pay the authorisation fee.

## **I am exempt from the passenger service levy. Do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are required to pay the authorisation fee. The passenger service levy is separate from the authorisation fee. The levy is payable for each booking made and is paid to State Government. The authorisation fee is payable by all service providers, and goes to support the activities of the Commission in helping providers to provide safe services and understand your responsibilities under the legislation.

## **I am no longer providing passenger services and/or have surrendered my authorisation. Do I still need to pay?**

Yes, if you were authorised at any time in the financial year, you are required to pay the authorisation fee.

## **In the past our annual authorisation fee was waived due to COVID. Is that happening this year?**

No. In 2020, NSW Treasury provided a waiver of the first \$500 of the authorisation fees payable in 2020 as part of the NSW Government's stimulus package for industry in response to COVID-19. There is no such waiver this year.

## Why is my fee not reduced because of COVID?

In 2020, NSW Treasury provided a waiver of the first \$500 of the authorisation fees payable in 2020 as part of the NSW Government's stimulus package for industry in response to COVID-19. There is no such waiver this year.

## Is there any financial assistance being provided because of COVID?

There is no COVID-related financial assistance this year. The small business fees and charges rebate has not been extended. However, you have until 16 January 2023 to make this payment.

## Can I make payment over the phone?

Yes, please contact the Industry Contact Centre on 131 727.

## Can I pay in instalments?

Yes, this year you can, so long as you make the full payment by 16 January 2023. Please contact the Industry Contact Centre on 131 727.

## I've already paid this year – why are you charging me again?

The fee notice you were sent in February was for the 2020/21 financial year – this notice is for the 2021/22 financial year and payment is not due until 2023. The Commissioner is sending the notice now so you have more to prepare for payment.

## Why are you still charging this, after all that has happened in the past two years?

The Commissioner acknowledges that the events since 2020 have been challenging for the point to point industry. However, the Commissioner is required by law to send the fee notice for each financial year, regardless of how many passenger service transactions have been provided.

## I haven't paid the last fee – what happens?

Please contact Revenue NSW as soon as possible to arrange a payment plan or to apply for hardship consideration. You need to do this so that you can continue to operate your business.

## Further information

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website [pointtopoint.nsw.gov.au](https://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

