



Dear service providers

This email contains important industry information on:

Spotlight on WATs

- Understanding your safety obligations
- Preferential hiring policy
- Wheelchair Book n Ride app
- Quick Reference Guide for WAV/WAT Drivers
- Safety Alert: WAT Vehicles
- Assistance Animals toolkit

Stay COVID safe

- Masks are still mandatory

Stay connected

- Commissioner industry information sessions
- NEW Facebook group

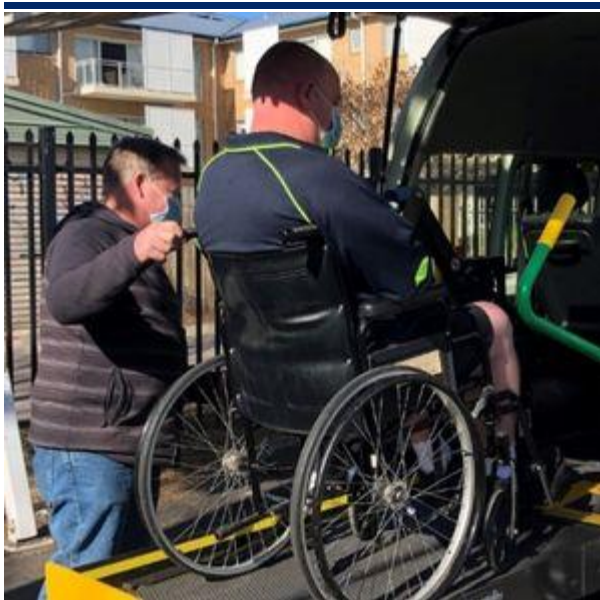
Stay up to date

- Driver Vehicle Dashboard (DVD) use
- New education resources
- Special events and road closures

Spotlight on Wheelchair Accessible Taxis and vehicles

Wheelchair accessible vehicles (WAVs) and Wheelchair accessible taxis (WATs) play an important role in the point to point transport industry by providing safe passenger services for people in wheelchairs.

People travelling in wheelchairs are amongst our most vulnerable passengers. It is vital that service providers and drivers are aware of their safety obligations when providing passenger services to people in wheelchairs, and other vulnerable members of our community.



Understanding your safety obligations in WAVs/WATs

Everyone involved in the provision of wheelchair accessible services has specific safety obligations which ensure the vehicle being used is safe and compliant.

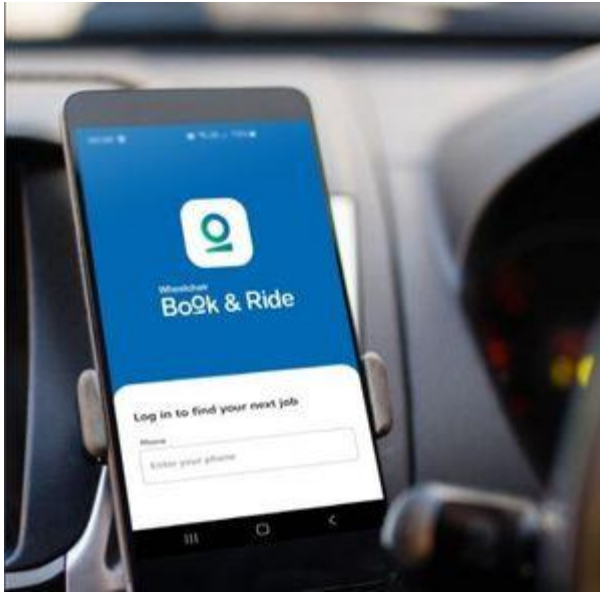
[See our FAQ fact sheet](#)

Preferential Hiring

As part of the WAT Preferential Hiring Compliance Policy, compliance monitoring takes place to ensure WAT drivers are giving preference to passengers in wheelchairs. WAT licence holders found to be not providing preferential hiring will be sent a warning letter before proceeding to sanctions.

[View the policy](#)





Wheelchair Book & Ride - drivers must be logged in

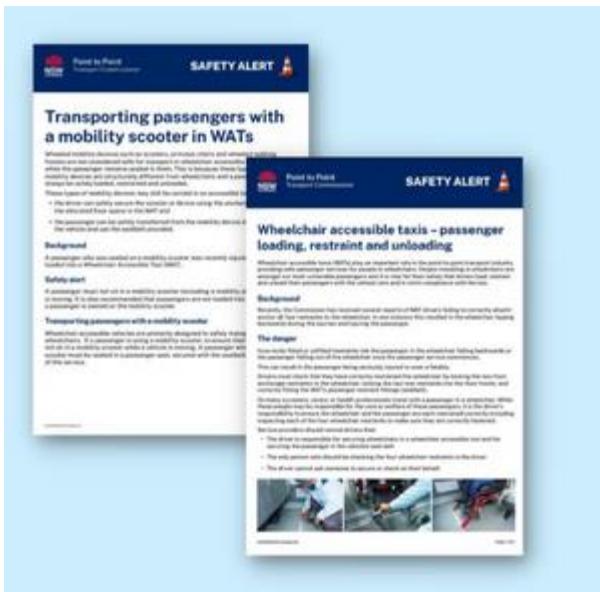
Wheelchair Book & Ride is the centralised booking service for wheelchair accessible taxis in metropolitan Sydney. Drivers providing passenger services in a WAT vehicle must be logged into the Book & Ride App.

[Find out more](#)

Quick reference guide for WAV drivers

This guide illustrates which wheelchairs are suitable for passengers to remain seated in during loading, unloading and for the duration of the journey. We recommend drivers keep a copy in their vehicle. Service providers can order hard copies for their drivers on our [website](#).

[View the guide](#)



Safety Alerts: WAT vehicles

Safety alerts are circulated to the industry where an incident has occurred or the Commissioner's compliance team have seen concerning breaches. The below safety alerts should be shared with WAT/WAV drivers.

- [Read Safety Alert: Anchor points in WATs](#)
- [Read Safety Alert: Transporting passengers with mobility scooters](#)



Assistance Animals

Have you seen our toolkit?

Assistance animals are highly trained animals and drivers of point to point transport vehicles in NSW must not refuse an assistance animal or assistance animal in training.

We have recently released the [Assistance Animals Toolkit](#), where you can hear from passengers travelling with a disability, drivers and assistance animal trainers.

The toolkit includes downloadable assets that can be easily shared, including videos, images and copy. View the toolkit online today. We all have a responsibility to ensure people travelling with assistance animals can easily access taxis, rideshare and hire vehicles.

[View the toolkit](#)

Stay COVID Safe



Mask up and ride safe

A reminder that masks are still mandatory in point to point transport vehicles in NSW for drivers and passengers. Also, the winter booster vaccination is now freely available for everyone over 30.

Let's do our bit to help protect each other this winter and stay safe.

Stay connected



Industry Facebook Group

Commissioner's Industry Information Sessions

The Commissioner and his staff are planning several industry information sessions throughout NSW this year.

Last month, the Commissioner spoke to service providers in Dubbo and staff provided information to drivers at driver drop-ins. Both events were well supported by industry and it was encouraging to hear and see the commitment to safety in the industry

Our next industry information sessions will be in:

Orange: 29/30 August

Wagga: 28-29 September

Stay up to date via the website and watch out for an invitation for when we are coming to a location near you!

We invite all industry members including service providers, affiliate providers, vehicle owners, taxi licence holders and drivers to join our new Facebook group for industry members to keep up to date with all the Commission's news and important information.

All members are subject to community guidelines to ensure the group remains safe and respectful.

[Join the group](#)

Like our newsletter?

Our newsletter is emailed to service providers and contains valuable information, dates for stakeholder roadshows and updates. Is there anyone else who should be receiving our newsletter in your business? If so, subscribe through our website or email us on

Stay up to date

Driver Vehicle Dashboard (DVD) Use

The Commission has reason to believe that some individuals may be wrongfully accessing/using the DVD (which is a breach of the terms and conditions of the DVD).

See our **DVD User Guide** to ensure you are using the platform correctly:

[See the DVD User Guide](#)

New education resources

We have recently uploaded some useful new fact sheets and videos to our Learning Centre. All resources can be easily shared with drivers, affiliate providers and relevant industry members.

- [Safety and onboarding video](#)
 - [Safety Audit Tool](#)
 - [Touting & Soliciting Fact Sheet](#)
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Road closures and special event clearways

City2Surf



Road closures and special event clearways will be in place for the City2Surf on Sunday 14 August. There will also be an exclusion zone in place for all service providers excluding WAT passenger services. Find out which roads will be impacted:

[Find out more](#)



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