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## Point to Point Transport Commissioner

This email contains important industry information on:

- From the Commissioner
- Public Health Order Update
- Let's make every ride a COVIDsafe ride Campaign
- Making sure everyone gets ho ho home safely
- Education materials to share
- Road Closures

### **From the Commissioner**

#### **Commissioner's End of Year Message**

A message from the Commissioner, Anthony Wing.

2021 was an extraordinary year that saw the industry continue to work together to ensure public health and safer point to point transport in NSW. To hear more from the NSW Point to Point Transport Commissioner please watch the video below.



## Commissioner's Annual Review for 2020/2021

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The Commissioner's Annual Review for 20/21 has been published to our website. The Review contains information about our yearly operations, performance and key achievements.

[Annual Review 20-21](#)

## Public Health Order Update

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With the evolving COVID-19 situation and changes being announced by the Premier in response to Omicron COVID-19 outbreak, we want to make sure you are clear regarding your obligations under the Public Health Order and what you need to do to make sure every point-to-point ride is a COVID safe ride.

Masks remain **compulsory** for passengers and drivers in all point to point vehicles. See our latest [COVID news update](#) for more information.

**Let's make every ride a COVID safe ride**

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Have you seen our public facing campaign? One of the Commissioner's focus priority areas is public health and ensuring that the point to point transport industry and passengers work together to stop the spread of COVID-19.

Our campaign reminds everyone that passengers and drivers must wear a mask, and ride safe when travelling in point to point transport vehicles. Look out for our message on taxi backs, at the airport, and via social media.

Also, please take the time to view our [new driver videos](#). Nick, Geoffrey, Teresa and Mohsen share with us what they are doing to keep themselves and their passengers safe and make every ride a COVID safe ride.

[Learn about our campaign](#)

## **Making sure everyone gets ho ho home safely**

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### **Fatigue Management**

The festive season is traditionally a busy period for the point to point transport industry. More frequent shifts and more time on the road increases the risk of drivers becoming fatigued. Service providers must implement a fatigue management policy as a part of their Safety Management System. It is also a good time to remind drivers of their obligations to follow this policy and avoid driving tired.

Find out more about managing driver fatigue, including some useful information from the Centre for Road Safety in our [Managing Driver Fatigue fact sheet](#). This can be easily shared or adapted for your drivers

## **Driver onboarding**

New year, new you? Many people are looking forward to a new start in 2022. With evidence suggesting many people are looking for a new career as a point to point transport driver, we would like to remind service providers of their obligations to make sure all drivers have been appropriately onboarded and ongoing checks are being conducted.

As a provider of passenger services, you must take reasonable steps to understand your driver's history and perform checks to confirm your eligibility to drive. It is also your responsibility to ensure that your drivers are aware of their safety obligations under the law.

Go to our website to find our online short course on [Driver Management](#) which helps service providers understand their obligations. We also have a [Driver Onboarding and Management Toolkit](#) that provides lots of helpful information and resources.

## **Not accepting a hiring**

On a recent joint operation with NSW Police, our Authorised Inspectors found an unacceptable number of taxi drivers providing rank and hail passengers services not accepting a hiring.

Under the law, the driver of a taxi that is available for hire must accept a hiring immediately when offered. This means that a driver must accept a hiring immediately even if the fare is considered small or going in a direction that the driver would prefer not to go.

For more information on accepting and terminating hires, please see our [website](#).

## **Education update**

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We have created two new toolkits on driver IDs and retroreflective signs. These toolkits contain downloadable assets which can be emailed, posted to social media or printed to share with your drivers so they are aware of their obligations.

Find our Retroreflective Toolkit [here](#)

Find our Driver ID toolkit [here](#)

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## Road Closures

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There are several road closures occurring throughout December and January. Please see a list of road closures and changes to parking and regular transport routes on our website and keep up to date on [livetraffic.com](https://www.livetraffic.com)

