

Dear Point to Point Transport Service Providers,

This email contains important industry information on:

- Assistance animals in point to point transport vehicles – new video
- Stay safe
 - NSW roads impacted by rain and flooding
 - Reporting COVID cases
 - Don't forget your mask
- Targeted compliance activities
 - Targeting touting and soliciting
- Special events and road closures

Assistance animals in point to point transport - new video

Keep a look out for our upcoming education campaign '**Assistance animals in point to point transport industry**' which goes live in April.

In the following video, we hear from passengers who travel with assistance animals, assistance animal trainers (organisations), point to point transport drivers and the NSW Taxi Council - all discussing assistance animals in the point to point transport industry and the roles and obligations of drivers.

Please share it with your stakeholders through your usual channels.



Assistance Animals in the point to point transport industry

Stay safe



Stay safe: Roads impacted across NSW by rain and flooding

The recent extreme weather has had a significant impact on roads across the state. Many roads are damaged, have obstacles or being cleaned of debris. We ask the industry to continue to plan ahead and check which roads are impacted by visiting www.livetraffic.com, www.myroadinfo.com.au or visit www.transportnsw.info.

If you have been impacted by the floods, Service NSW has information on flood assistance, visit nsw.gov.au.

Reporting COVID cases

Taxi and booking service providers are required to record risks to health and safety, including COVID-19 related incidents and COVID cases to the Commissioner via the Industry Portal. In addition to registering a positive Rapid Antigen Test (RAT) via Service NSW, drivers must also advise their service provider of a positive result (either PCR or RAT) as soon as possible.

See our User Guide on COVID-19 Reporting for more information:

[Read more](#)



Remember
to **mask up**



Don't forget your mask!

Wearing masks in point to point transport is still mandatory for drivers and passengers and an effective way to remain COVID safe when providing passenger services.

Mandatory mask wearing does not apply to:

- Children 12 and under
- Persons with a physical or mental health illness or condition, or disability that makes wearing a fitted face covering unsuitable including, for example, a skin condition, an intellectual disability, autism or trauma.

Targeting touting and soliciting

With increased domestic airline travel and international borders open, the Commissioner's on-street investigators are always targeting touting and soliciting at Sydney's domestic and international airport.

Approaching passengers and attempting to offer unlawful passenger services for a fee, known as touting, at the airport or anywhere in NSW, is not only an offence under point to point transport law, it is dangerous and a form of harassment.

For more information including [driver safety obligations](#), and educational tools and resources for service providers, see the Commissioner's Learning Centre:

[Learn more](#)



Special events and road closures

Permanent traffic change: O'Connell St – Southbound Rd, Sydney CBD

Transport for NSW has removed the right hand turn from O'Connell Street into Hunter Street in the Sydney CBD. Motorists travelling southbound on O'Connell St will need to turn left onto Hunter Street eastbound.

Charles St, Parramatta

From 5.00am Monday 4 April, Macquarie Street will re-open and permanently become one-way eastbound between Smith and Charles Street, Parramatta. There will also be a permanent no right turn from Smith St northbound onto Macquarie St.

[Find out more](#)

Request for Rideshare Geofence

Autumn Carnival days, Royal Randwick Racecourse

Due to the large crowds expected at Autumn Carnival days at Royal Randwick Racecourse on **Saturday 2 April, Saturday 9 April, and Saturday 16 April 2022**, Transport for NSW's Major Events has requested geofencing is put in place to ensure rideshare drivers do not drop off or pick up passengers in the restricted locations. See our website for restrictions and locations and alternate drop / pick off locations:

[Find out more](#)



For more information, visit [pointtopoint.nsw.gov.au](https://www.pointtopoint.nsw.gov.au)