



Retroreflective signs Fact sheet

pointtopoint.nsw.gov.au

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Retroreflective signs are important for the safety of passengers, drivers and the public. All hire vehicles, including rideshare, when being used to provide passenger services must have a retroreflective sign displayed on or near the driver's side of the vehicle.

This fact sheet answers some frequently asked questions on retroreflective signs.

Frequently asked questions

What does retroreflective mean?

Retroreflective signs use a surface that reflects light back to a light source making them easy to see during heavily overcast days and at dawn, dusk or night. Retroreflective materials are commonly used on road signs, road markings, emergency service vehicles and bicycle pedals.

Why do hire vehicles (including rideshare) need to display a retroreflective sign?

The Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation) requires a retroreflective sign to be displayed on or attached to a rideshare vehicle.

The sign makes it clear that the vehicle is providing passenger services. Retroreflective signs provide the best visibility, and they are easy to read and identify in most weather conditions and at all times of day and night.

The sign also shows that the passenger service is being provided by an authorised service provider and as a result, the driver meets all the requirements in the Regulation.

Whose responsibility is it to ensure a retroreflective sign is displayed?

The driver of a hire vehicle (including rideshare) being used to provide a passenger service must make sure the sign is correctly displayed on or attached to the vehicle.

The Booking Service Provider is responsible for ensuring this safety standard is complied with if the vehicle is being used to provide booked passenger services.

What information must be displayed on the retroreflective sign?

The law does not require specific words to be used, however the sign must make it clear that the vehicle is providing a passenger service.

Can I use my company logo on the sign?

Yes. The sign may be in the form of an identifying logo or identify your business - it must be clear that the vehicle is a hire vehicle (including rideshare).

See below for an example



Where should the retroreflective sign go?

The sign must be located on or near the rear of the driver's side of the vehicle, and in a position that is clearly visible from the outside of the vehicle.

See below for examples



I work for more than one rideshare company, can I have more than one sign?

Yes, however, make sure that your signs do not affect your visibility. Safety should be your priority. It is best practice that the retroreflective sign shows the name or logo of the service provider who booked the passenger service.

I had a retroreflective sign but have lost it, what do I do?

If you are a driver or work for a Booking Service Provider you can request a retroreflective sign from them.

Do motorcycles need to display a retroreflective sign?

No. Displaying a retroreflective sign is not required on motorcycles.

Retroreflective sign checklist

This checklist is a simple tool to assist you in checking your retroreflective sign is compliant.

Is the retroreflective sign...	
1.	Clearly visible from the outside of the vehicle
2.	Located on or near the rear of the driver’s side of the vehicle
3.	Clearly identifying that the vehicle is a hire vehicle
4.	Printed on a retroreflective surface

If you have any questions or need further information, please visit the Point to Point Transport Commissioner website pointtopoint.nsw.gov.au or contact the Point to Point Transport Industry Contact Centre on 131 727.