



Point to Point
Transport Commissioner

User Guide - Nominating or applying to become a DVD Agent

Contents

1. About the DVD Agent	2
1.1. What is a DVD Agent?	2
1.2. Important information on nominating a DVD Agent	3
1.3. Important information for DVD Agents.....	3
2. How to register to become a DVD Agent	4
2.1. DVD Agent access.....	4
2.2. For an individual applying to be a DVD Agent.....	5
2.3. For an organisation (corporation) applying to be a DVD Agent.....	6
2.4. Privacy statement and declaration	9
2.5. Review and lodge	10
2.6. Access to the Driver Vehicle Dashboard	10
3. Nominating a DVD Agent	11
3.1. Logging into the Industry Portal.....	11
3.2. How to nominate a DVD Agent	11
3.3. Entering DVD Agent ID and nomination end date	14
4. Using the DVD Agent solution.....	15
4.1. DVD Agent Nominations for the Authorised Service Provider	15
4.2. DVD Access for the Agent.....	16

About this document

This document provides information on nominating a Driver Vehicle Dashboard (DVD) Agent for an Authorised Service Provider and provides information on how to register to become a DVD Agent for individuals and corporations.

For information and instructions on how to use the DVD, please visit the [Point to Point Transport Commissioner website](https://www.pointtopoint.nsw.gov.au) at [pointtopoint.nsw.gov.au](https://www.pointtopoint.nsw.gov.au).

1. About the DVD Agent

1.1. What is a DVD Agent?

A DVD Agent is an individual or corporation (or organisation) that has been nominated by an Authorised Service Provider to conduct driver and vehicle safety checks, accessing the DVD on their behalf.

The DVD is accessed through the **Industry Portal** on the Point to Point Transport Commissioner's (the Commissioner) website, <https://www.pointtopoint.nsw.gov.au>.

1.2. Important information on nominating a DVD Agent

Authorised Service Providers must ensure that their drivers and vehicles meet the requirements specified in Point to Point Transport legislation.

Being appointed as a DVD Agent does not in any way alleviate the responsibilities of an Authorised Service Provider under point to point transport law. It remains their responsibility to ensure all drivers, and vehicles used, in the provision of passenger services are done so in accordance with the *Point to Point Transport (taxis and Hire Vehicles) Act 2016* and the Point to Point Transport (taxis and Hire Vehicles) Regulation 2017.

Before using the DVD, you must confirm with the Authorised Service Provider that you have read, understood and agreed to use the DVD in accordance with the terms published in the [Industry Portal use and Driver Vehicle Dashboard use terms and conditions](#) and the [Driver Vehicle Dashboard User Guide](#).

Failure of any users to follow the strict guidelines on DVD usage will result in the DVD Agent's access being revoked. The Authorised Service Provider, DVD Agent or its nominated users may also be liable for prosecution.

1.3. Important information for DVD Agents

Authorised Service Providers must ensure that their drivers and vehicles meet the requirements specified in Point to Point Transport legislation.

Appointing a DVD Agent does not in any way alleviate the responsibilities of an Authorised Service Provider under point to point transport law. It remains the responsibility of the Authorised Service Provider to ensure all drivers and vehicles, used in the provision of passenger services, are done so in accordance with the *Point to Point Transport (taxis and Hire Vehicles) Act 2016* and the Point to Point Transport (taxis and Hire Vehicles) Regulation 2017.

Arrangements should be made between the Authorised Service Provider and DVD Agent to ensure the DVD Agent, has read, understood and agrees to use the Driver Vehicle Dashboard in accordance with the terms as published in the [Industry Portal use and Driver Vehicle Dashboard use terms and conditions](#) and the [Driver Vehicle Dashboard User Guide](#).

Failure of any users to follow the strict guidelines on DVD usage will result in the DVD Agent's access being revoked. The Authorised Service Provider, DVD Agent or its nominated users may also be liable for prosecution.

2. How to register to become a DVD Agent

2.1. DVD Agent access

To register for Agent access to the Industry Portal, click the link at the bottom, middle of the page 'Register as a DVD Agent'.



Welcome to the Industry Portal

CORONAVIRUS (COVID-19) SPECIAL REPORTING INSTRUCTIONS FOR INFORMATION [CLICK HERE](#)

The Industry Portal assists Service Providers and Taxi Licensees to manage their safety obligations under the new regulatory framework.

If you hold an Authorisation and/or Taxi licence, you can login through either the Authorised Service Provider or Taxi Licence gateways below.



1. Register (New applications only)

If you already have a login to the portal you don't need to Register

- To become an authorised Booking and/or Taxi Service Provider.
- To apply for a Wheelchair Accessible Taxi Licence.

Register



2. Authorised Service Provider Gateway

Authorised Service Providers can manage your authorisations, payments, account details and access the Driver Vehicle Dashboard here.

To act on behalf of an Authorised Service Provider in relation to driver and vehicle management you need to

[Register as a DVD Agent](#)

Login



3. Taxi Licence Gateway

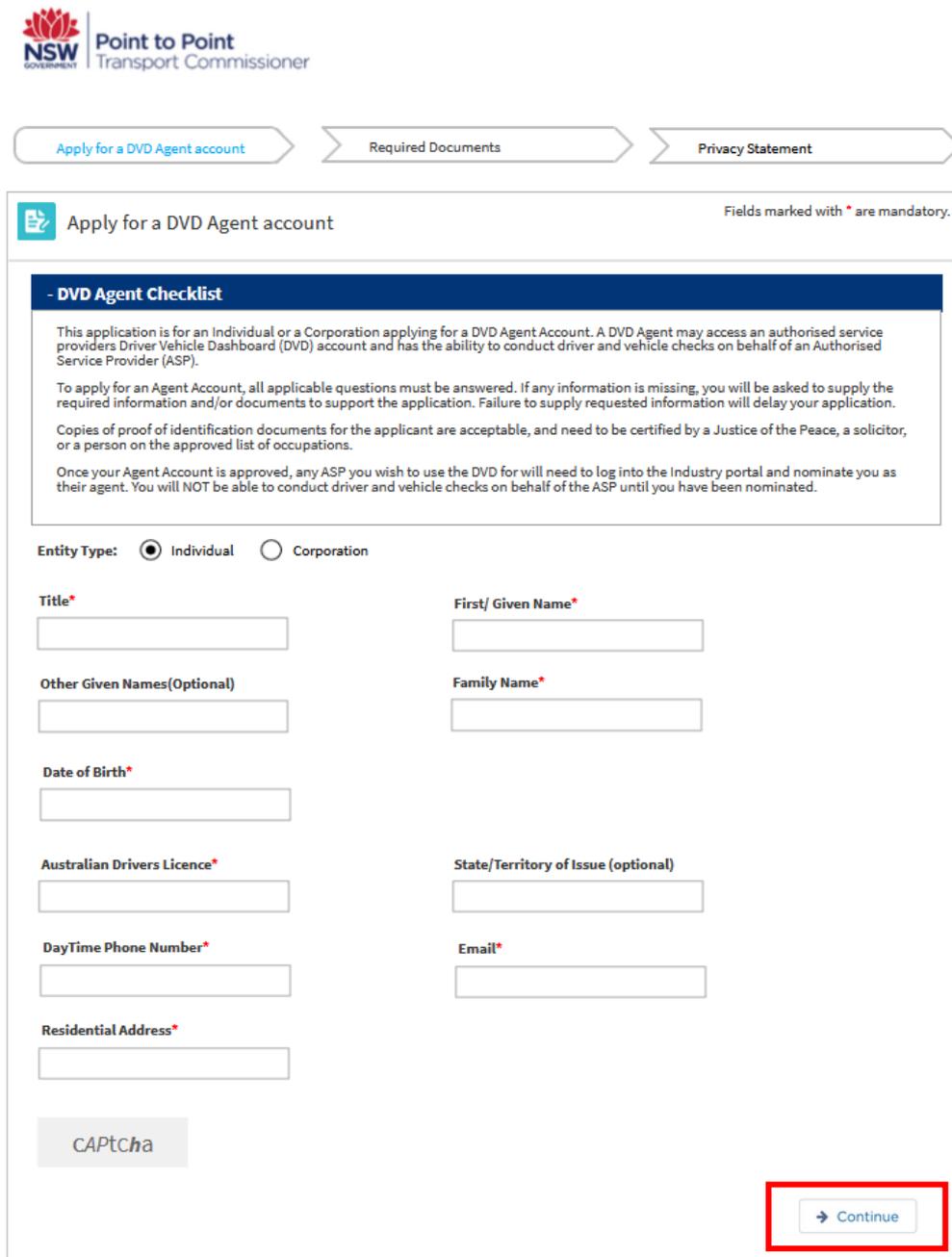
Taxi Licensees and Agents can manage their taxi licences, taxi account details and apply for or renew Wheelchair Accessible Taxi Licences here. Click the Login button below.

To act on behalf of someone in relation to a taxi licence transfer, you need to Register as an Agent

Login

2.2. For an individual applying to be a DVD Agent

If you are applying to become a DVD Agent as individual, select 'Individual' as the entity type and complete the following form and click 'Continue'. *If you are applying as a corporation, see below.*



Apply for a DVD Agent account

Required Documents

Privacy Statement

Apply for a DVD Agent account

Fields marked with * are mandatory.

- DVD Agent Checklist

This application is for an Individual or a Corporation applying for a DVD Agent Account. A DVD Agent may access an authorised service providers Driver Vehicle Dashboard (DVD) account and has the ability to conduct driver and vehicle checks on behalf of an Authorised Service Provider (ASP).

To apply for an Agent Account, all applicable questions must be answered. If any information is missing, you will be asked to supply the required information and/or documents to support the application. Failure to supply requested information will delay your application.

Copies of proof of identification documents for the applicant are acceptable, and need to be certified by a Justice of the Peace, a solicitor, or a person on the approved list of occupations.

Once your Agent Account is approved, any ASP you wish to use the DVD for will need to log into the Industry portal and nominate you as their agent. You will NOT be able to conduct driver and vehicle checks on behalf of the ASP until you have been nominated.

Entity Type: Individual Corporation

Title*

First/ Given Name*

Other Given Names(Optional)

Family Name*

Date of Birth*

Australian Drivers Licence*

State/Territory of Issue (optional)

DayTime Phone Number*

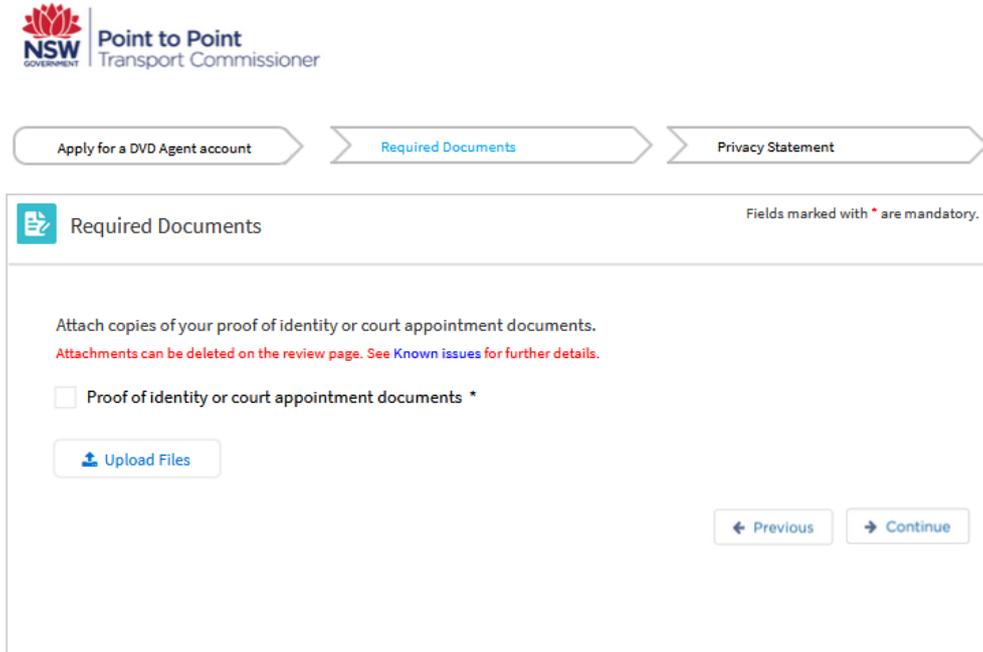
Email*

Residential Address*

CAPtcha

→ Continue

Then upload and attach proof of identity ([at least 100 points](#)) or court appointment documents then click 'Continue'.



The screenshot shows the 'Required Documents' step of the application process. At the top, there is a progress bar with three steps: 'Apply for a DVD Agent account', 'Required Documents' (the current step), and 'Privacy Statement'. Below the progress bar, the 'Required Documents' section is titled 'Required Documents' and includes a note: 'Fields marked with * are mandatory.' The main content area contains the instruction: 'Attach copies of your proof of identity or court appointment documents. Attachments can be deleted on the review page. See Known issues for further details.' Below this instruction is a checkbox labeled 'Proof of identity or court appointment documents *'. Underneath the checkbox is an 'Upload Files' button. At the bottom right of the form, there are two buttons: 'Previous' and 'Continue'.

2.3. For a corporation (or organisation) applying to be a DVD Agent

If you are applying to become a DVD Agent as a corporation select 'corporation' as the entity type and complete the following form, then click 'Continue'.

Apply for a DVD Agent account Primary Contact Details Privacy Statement

Apply for a DVD Agent account Fields marked with * are mandatory.

- Agent Checklist

This application is for an Individual or a Corporation applying for a DVD Agent Account. A DVD Agent may access an authorised service providers Driver Vehicle Dashboard (DVD) account and has the ability to conduct driver and vehicle checks on behalf of an Authorised Service Provider (ASP).

To apply for an Agent Account, all applicable questions must be answered. If any information is missing, you will be asked to supply the required information and/or documents to support the application. Failure to supply requested information will delay your application.

Copies of proof of identification documents for the applicant are acceptable, and need to be certified by a Justice of the Peace, a solicitor, or a person on the approved list of occupations.

Once your Agent Account is approved, any ASP you wish to use the DVD for will need to log into the Industry portal and nominate you as their agent. You will NOT be able to conduct driver and vehicle checks on behalf of the ASP until you have been nominated.

Entity Type: Individual Corporation

ABN*	Registered Business Name
<input type="text"/>	<input type="text"/>
DayTime Phone Number*	Business Address*
<input type="text"/>	<input type="text"/>

CaPTCHa → Continue

Then enter contact details of the Primary Contact and upload at least 100 points of identification for that person. Then click 'Continue'.



Apply for a DVD Agent account

Primary Contact Details

Privacy Statement



Primary Contact Details

Fields marked with * are mandatory.

Title*

First/ Given Name*

Other Given Names(Optional)

Family Name*

Date of Birth*

Australian Drivers Licence *

State/Territory of Issue (optional)

DayTime Phone Number*

Email*

Attach copies of your proof of identity or court appointment documents.

Attachments can be deleted on the review page. See [Known issues](#) for further details.

Proof of identity or court appointment documents *

 Upload Files

← Previous

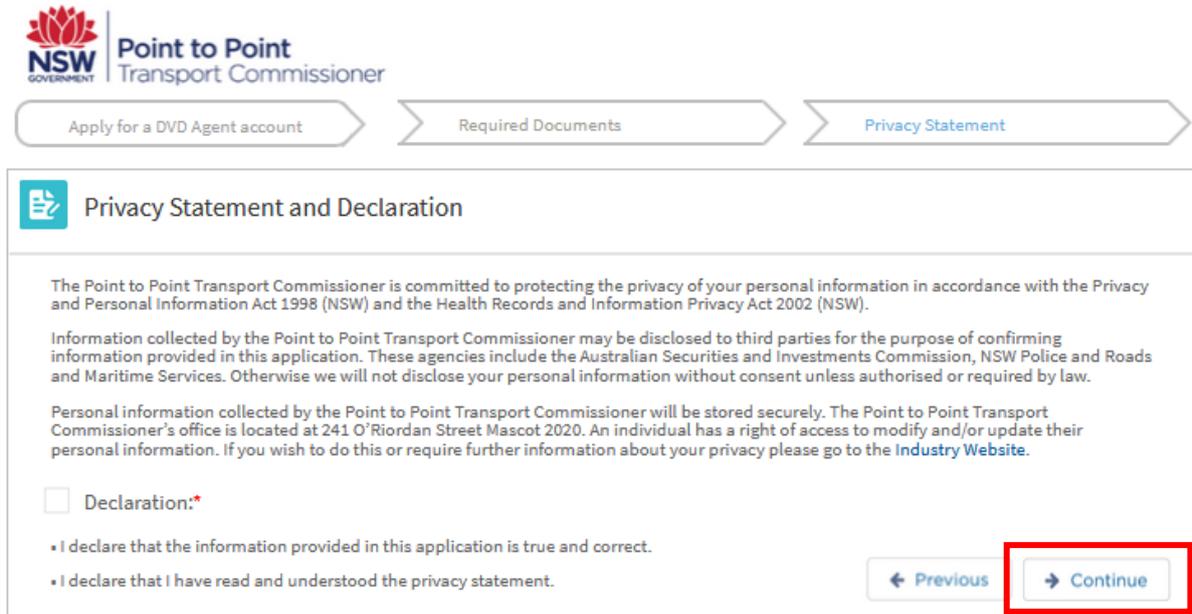
Continue →

2.4. Privacy statement and declaration

Read the privacy statement. Then click the 'Declaration' box to declare that:

- The information provided in this application is true and correct, and
- That you have read and understood the privacy statement.

Then click 'Continue'.



The screenshot shows the application progress bar with three steps: 'Apply for a DVD Agent account', 'Required Documents', and 'Privacy Statement'. The 'Privacy Statement' step is currently active. Below the progress bar, the 'Privacy Statement and Declaration' section is displayed. It contains the following text:

The Point to Point Transport Commissioner is committed to protecting the privacy of your personal information in accordance with the Privacy and Personal Information Act 1998 (NSW) and the Health Records and Information Privacy Act 2002 (NSW).

Information collected by the Point to Point Transport Commissioner may be disclosed to third parties for the purpose of confirming information provided in this application. These agencies include the Australian Securities and Investments Commission, NSW Police and Roads and Maritime Services. Otherwise we will not disclose your personal information without consent unless authorised or required by law.

Personal information collected by the Point to Point Transport Commissioner will be stored securely. The Point to Point Transport Commissioner's office is located at 241 O'Riordan Street Mascot 2020. An individual has a right of access to modify and/or update their personal information. If you wish to do this or require further information about your privacy please go to the [Industry Website](#).

Declaration:*

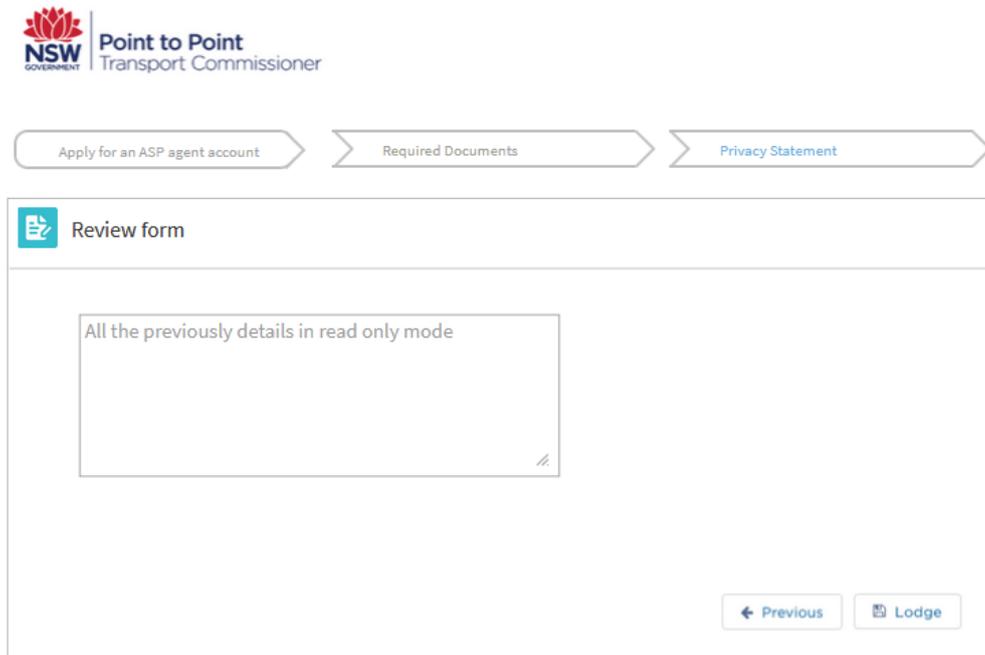
- I declare that the information provided in this application is true and correct.
- I declare that I have read and understood the privacy statement.

At the bottom right of the form, there are two buttons: 'Previous' and 'Continue'. The 'Continue' button is highlighted with a red border.

2.5. Review and lodge

This page will display a recap of all the information provided so far in the registration form.

Review the information and, if necessary, make any corrections by clicking on 'Previous' at the bottom right side of the form. If everything is correct, click 'Lodge' to submit the registration.



The screenshot displays the 'Review form' interface. At the top, there is a progress bar with three steps: 'Apply for an ASP agent account', 'Required Documents', and 'Privacy Statement'. Below this, the 'Review form' section is visible, containing a large text area with the text 'All the previously details in read only mode'. At the bottom right of the form, there are two buttons: 'Previous' and 'Lodge'.

Your application has now been submitted.

The Point to Point Transport Commission will then review the information provided in your application.

2.6. Access to the Driver Vehicle Dashboard

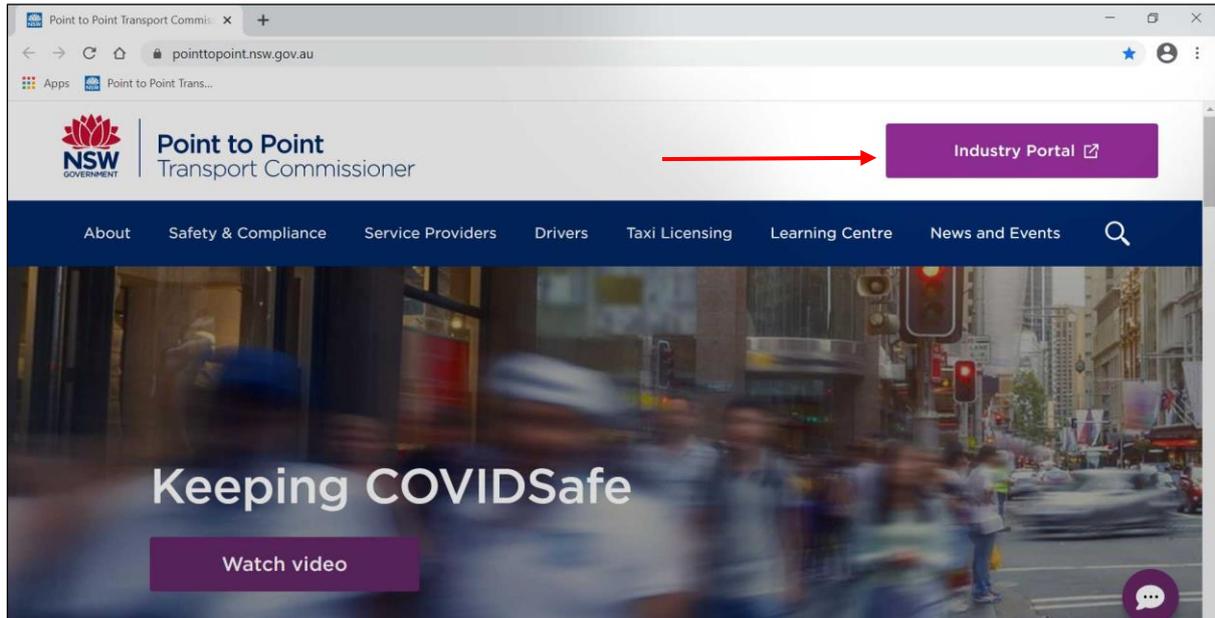
The Authorised Service Provider who has nominated you to act as their agent will need to complete the process by nominating you via the Industry Portal.

Once approved, you will be sent an email which will include a unique DVD Agent identifier number. To become a DVD Agent, you will need to provide the Authorised Service Provider with this identifier number before they can complete this process. The Authorised Service Provider will need to log into the Industry Portal and, using your identifier number, fill out the nomination form to grant you access to their DVD.

3. Nominating a DVD Agent

3.1. Logging into the Industry Portal

Access the Industry Portal on the Point to Point website then log into the Portal as a Service Provider.



3.2. How to nominate a DVD Agent

Below is the Industry Portal home screen.

Click on the Account page in the menu at the top right.



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Manage Account

Apply for authorisation as a service provider, manage your contacts and authorisations, and payments.

For instructions on how to register for the Levy [click here](#) and go to Page 8

Manage Account



Driver Vehicle Dashboard

Authorised service providers can manage their drivers and vehicles, and run reports on driver and vehicle eligibility which helps with their safety obligations.

Dashboard



Passenger Services Levy

Authorised service providers are required to pay the passenger service levy. Providers must complete a monthly return and ensure sufficient funds are in their nominated account.

Manage Levy

Now, navigate to the Authorisations tab on the Account page and click on the 'Nominate DVD Agent' tab.

Activities

Account

Contacts

Authorisations

Payments

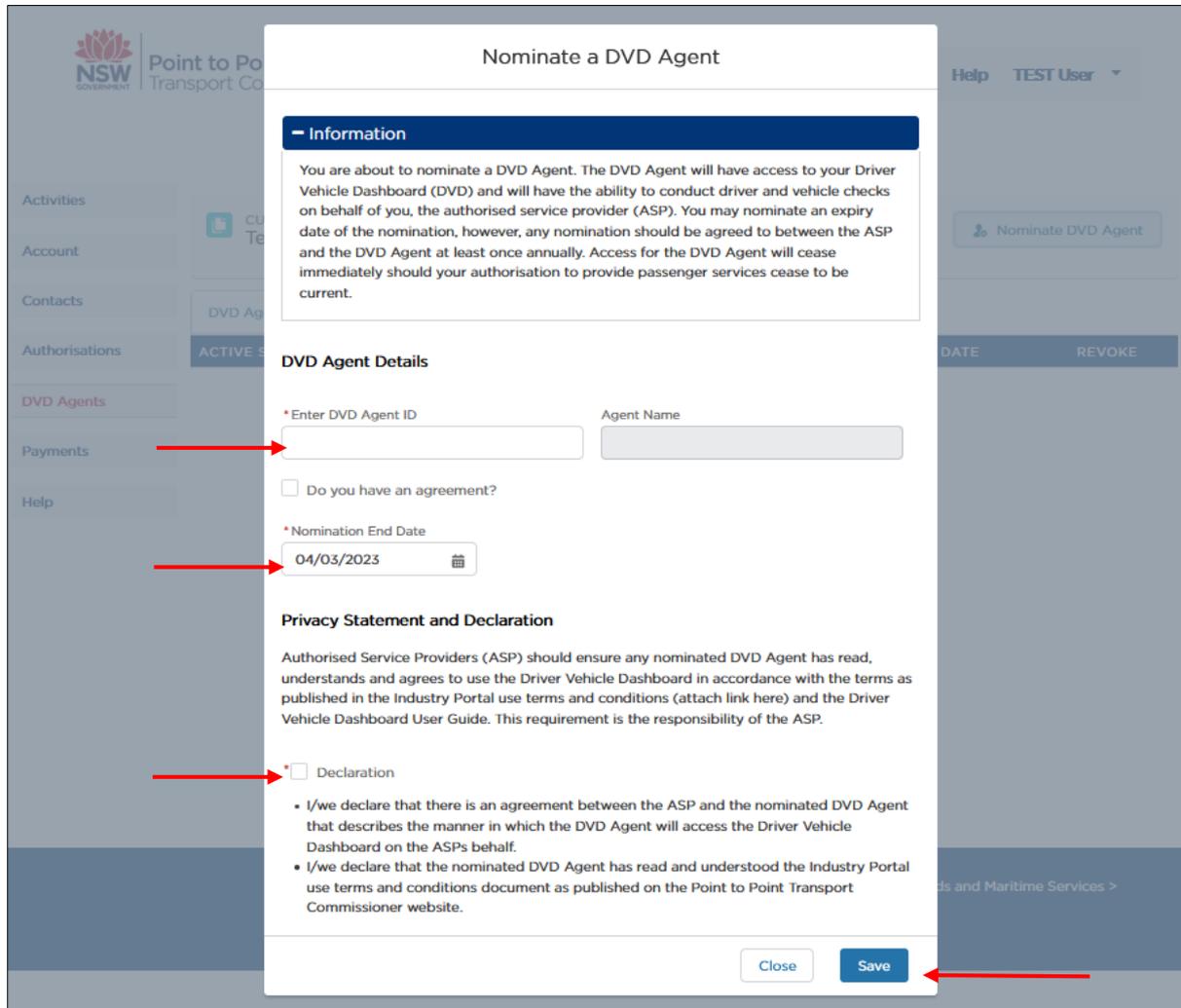
Help

CUSTOMER NUMBER - 607959
P2P Operations Test Account

Internal Review Surrender **Nominate DVD Agent**

SELECT	TYPE	NUMBER	START DATE	END DATE	STATUS
<input type="radio"/>	TSP	TSP-418167	27/10/2021	26/10/2026	Granted Unconditionally
<input type="radio"/>	BSP	BSP-401457	26/06/2019	25/06/2024	Granted Unconditionally

You will see the Nominate a DVD Agent pop up screen.



Nominate a DVD Agent

Information

You are about to nominate a DVD Agent. The DVD Agent will have access to your Driver Vehicle Dashboard (DVD) and will have the ability to conduct driver and vehicle checks on behalf of you, the authorised service provider (ASP). You may nominate an expiry date of the nomination, however, any nomination should be agreed to between the ASP and the DVD Agent at least once annually. Access for the DVD Agent will cease immediately should your authorisation to provide passenger services cease to be current.

DVD Agent Details

* Enter DVD Agent ID Agent Name

Do you have an agreement?

* Nomination End Date

Privacy Statement and Declaration

Authorised Service Providers (ASP) should ensure any nominated DVD Agent has read, understands and agrees to use the Driver Vehicle Dashboard in accordance with the terms as published in the Industry Portal use terms and conditions (attach link here) and the Driver Vehicle Dashboard User Guide. This requirement is the responsibility of the ASP.

* Declaration

- I/we declare that there is an agreement between the ASP and the nominated DVD Agent that describes the manner in which the DVD Agent will access the Driver Vehicle Dashboard on the ASPs behalf.
- I/we declare that the nominated DVD Agent has read and understood the Industry Portal use terms and conditions document as published on the Point to Point Transport Commissioner website.

3.3. Entering DVD Agent ID and nomination end date

Fill in the following details on the nomination pop up screen:

- Enter the DVD Agent ID. Your proposed DVD Agent will be able to supply this ID number.
- Enter the nomination end date. This date must not be later than your Service Provider Authorisation expiry. (Note: your nomination end date can be found on the Authorisations tab in the Industry Portal).
- Select the Declaration checkbox and then select Save.

This how the ‘Nominate a DVD Agent’ pop up screen should appear once completed.

DVD Agent Details

* Enter DVD Agent ID Agent Name

DVD600014 Mr. NICHOLSON Bill

Do you have an agreement?

* Nomination End Date

18/11/2021

Privacy Statement and Declaration

Authorised Service Providers (ASP) should ensure any nominated DVD Agent has read, understands and agrees to use the Driver Vehicle Dashboard in accordance with the terms as published in the Industry Portal use terms and conditions (attach link here) and the Driver Vehicle Dashboard User Guide. This requirement is the responsibility of the ASP.

Declaration

- I/we declare that there is an agreement between the ASP and the nominated DVD Agent that describes the manner in which the DVD Agent will access the Driver Vehicle Dashboard on the ASPs behalf.
- I/we declare that the nominated DVD Agent has read and understood the Industry Portal use terms and conditions document as published on the Point to Point Transport Commissioner website.

4. Using the DVD Agent solution

4.1. DVD Agent Nominations for the Authorised Service Provider

Once the nomination is saved by the Authorised Service Provider, a new DVD Agents tab will appear in the Industry Portal on the Account page.

All Inactive and Active DVD Agent nominations will appear on this tab. For a DVD Agent that is Active, there will be a button available to revoke the nomination.

This nomination can be revoked at any time by clicking on the “x” icon in the ‘Revoke’ column.

Please note: The option to revoke a nomination is available to both the Authorised Service Provider and the nominated DVD Agent.

Activities

Account

Contacts

Authorisations

Partners

Payments

DVD Agents

Help

CUSTOMER NUMBER - 607959
P2P Operations Test Account

DVD Agents

ACTIVE STATUS	AGENT ID	AGENT NAME	NOMINATION END DATE	REVOKE
Active	DVD600002	Mr. AGENT DVD testing	29/07/2023	
Inactive	DVD600003	Mr. AGENT DVD testing	29/07/2021	
Inactive	DVD600003	Mr. AGENT DVD testing	24/06/2021	
Inactive	DVD600002	Mr. AGENT DVD testing	10/06/2021	

4.2. DVD Access for the Agent

For the DVD Agent, there will be two tabs visible on the DVD tab in the industry portal, Active DVD Access, which will list the current DVD Agent nominations, and Inactive DVD Access, which will list DVD Agent nominations that are no longer current.

To access the DVD of an Authorised Service Provider, click on the Access DVD button. Only one DVD can be accessed at a time.

This nomination can be revoked at any time by clicking on the “x” icon in the ‘Revoke’ column.

Please note: The option to revoke a nomination is available to both the Authorised Service Provider and the nominated DVD agent.

Activities

Account

Contacts

DVD

Help

DVD AGENT ID - DVD123456
YOUR NAME WILL APPEAR HERE

Active DVD Access Inactive DVD Access

ACCESS DVD	CUSTOMER NUMBER	ASP NAME	AGREEMENT EXPIRY DATE	REVOKE
	123456	Your Cab Company Pty Limited	01/11/2022	
	123456	XYZ Cabs Pty Limited	01/11/2022	
	123456	Sample NSW Taxi Service provider	01/11/2022	

Note:

- An Authorised Service Provider can only nominate one DVD Agent at a time
- If you wish to nominate a different DVD Agent, you must revoke the existing nominee
- All active and inactive nominations will be visible on this page