



**Point to Point**  
Transport Commissioner

## Industry newsletter December 2022

Dear service providers,

**Lets' get everyone ho ho ho home safely!**

It's the holiday season and the roads are getting busy with people out and about celebrating. During this busy holiday season, safety is our priority! Please remind your drivers to take care on the roads, watch out for extra pedestrians and drivers on the road, and not drive while fatigued.

This email contains important industry information on:

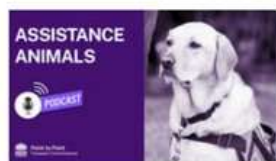
- Commissioner's end of year message
- Get to the Point podcast
- Public facing campaigns are live
- Reminder 21/22 authorisation fees are due soon
- Taxi Fare Hotline
- Rank and Hail fare order update
- Upgrade to Wheelchair Book & Ride app
- Industry Contact Centre hours

## Point to Point Transport Commissioner's end of year message



It has been a big year in the point to point transport industry with industry getting back on the road after last year's lockdowns and safety continuing to be the priority. The Commissioner, Anthony Wing, in his annual video, reflects on the highlights of 2022. You can watch his full end of year message [here](#).

## 'Get to the Point' podcast series



### Assistance Animals Podcast

In this podcast, we speak about passengers who travel with assistance animals

8 December 2022



### Community Transport Podcast

In this podcast, we speak about community transport and the role of point to point transport in NSW

8 December 2022

We are pleased to let you know our podcast series '[Get to the Point](#)' has launched.

The series explores issues related to the point to point transport in an engaging manner. You can listen to the podcasts on the go, or watch them online – they're bite sized ways of learning and understanding more about the industry and your obligations. You can find them here '[Get to the Point](#)' Let us know what you think!

**Let's make every ride a safe ride & Don't get taken for a ride**



Have you seen our two public facing campaigns?

Both campaigns are currently in market with advertising offering tips on travelsafe behaviours such as matching the vehicle's number plate with the booking app, and the dangers of accepting rides from drivers who approach them and offer illegal services – a practice known as touting.

Advertising can be seen at Sydney and regional airports, at popular venues, a range of social media and digital platforms and even on the side of buses!

[Point to Point Safety: Let's make every ride a safe ride - YouTube](#)

## **REMINDER: 21/22 Authorisation fees**



Service providers pay authorisation fees annually. These fees are to be paid annually and are calculated on the number of passenger service transactions carried out in a financial year.

In August 2022 notices were issued for authorisation fees for the 21/22 financial year. If you not already done so, you must make the payment by Monday 16 January 2023. You can do this through our [Industry Portal](#). More information about authorisation fees can be found on our [website](#).

## Information for the taxi industry

### Maximum fares for rank and hail taxis from 1 January 2023



Transport for NSW (TfNSW) has approved an increase to the maximum rank and hail fares by 10 cents per kilometre.

The new fares order will take effect on **1 January 2023** and have been published on the [NSW legislation website](#)

If you choose to move to the new maximum fares you must still comply with the point to point transport law. You can find out about how these changes on our website (link to be inserted)

### Taxi Fare Hotline



The Point to Point Transport Commissioner has launched a 24 hour Taxi Fare Hotline dedicated to collecting feedback from passengers on drivers not using the meter, overcharging or refusing a fare unless they agree on fixed fare

The Commission records cases received through the hotline and they are referred back to the relevant taxi service provider for action.

Taxi service providers are required to report back to the Commission on a weekly basis through the [Industry Portal](#). A [factsheet](#) to guide you through this process is available on our website. You can also call the Industry Contact Centre on 131 727.

The Point to Point Transport Commissioner appreciates the efforts of the Taxi industry towards addressing complaints referred from the hotline and taking appropriate action against their drivers.

### **Upgrade to Wheelchair Book & Ride app**



To support wheelchair accessible taxi (WAT) drivers with improved access to available and upcoming WAT jobs, Spinal Cord Injuries Australia has released an upgrade to the Wheelchair Book & Ride driver app.

Drivers were notified of the upcoming improvements to the Wheelchair Book & Ride app on December 2, 2022, via SMS and are required to update their current app to access the upgrade. More information on updating their app and accessing new features can be found at <https://scia.org.au/driver-app/>.

Stay up to date with our future events by following us on [LinkedIn](#) and [Facebook](#).

Please note that our Industry Contact Centre will be closed for the December - January public holidays (26 – 27 December, 1 January and 26 January). We will also be closed on weekends, as per standard hours.

The Taxi Fare Hotline will remain open throughout the holiday period

Wishing you and your family a safe and happy holiday.

### **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 [p2pevents@transport.nsw.gov.au](mailto:p2pevents@transport.nsw.gov.au).