



Driver Eligibility fact sheet



Eligibility Criteria

In order to drive a taxi or hire vehicle (including rideshare), a driver must be eligible and meet all of the eligibility criteria.

What are Eligibility Criteria?

There are three criteria which all drivers must meet.

1. They must meet the medical standards for commercial vehicle drivers. This will usually mean they have a PT Code applied to their licence. For more information on PT Codes, see the [Service NSW fact sheet](#).
2. They hold an unrestricted Australian driver licence and have held an unrestricted Australian driver licence for a total of at least 12 months in the preceding four years.
3. Must not have been convicted of any disqualifying offences, nor have been refused or had cancelled their driving authority issued under The Passenger Transport Act (1990) (or an application for a driving authority) in the past 10 years.

Additional criteria apply to taxi drivers in the Sydney metropolitan area and to wheelchair accessible taxi, hire and rideshare drivers across NSW.

A Sydney metropolitan taxi driver must also be able to communicate effectively in English with passengers about a hiring of the taxi.

In the case of wheelchair accessible taxi, hire and rideshare drivers across NSW, to be eligible they must also be able to demonstrate competence in the safe loading, restraining and unloading of a wheelchair passenger per Element 3 and 4 of [TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities](#).

How do I check for Eligibility Criteria?

The table on the following page explains how a service provider must check for eligibility criteria.

Eligibility Criteria – a driver must have all of these

Requirement	How to verify during onboarding <i>All documents must be no more than 90 days old when they are received.</i>	How to verify once onboard if using the DVD <i>This must be done regularly on an ongoing basis.</i>	How to verify once onboard if not using the DVD <i>This must be done regularly on an ongoing basis.</i>
1. For all taxi, hire and rideshare drivers, evidence of medical fitness to drive.	A PT code applied to their licence by Service NSW. Verify with drivers their current health. This will appear as a green light in the “P2P Eligibility” column in the DVD.	Monitor your drivers (formally and informally) and be aware of any changing health conditions which may affect their driving. Document this in your SMS.	
2. For all taxi, hire and rideshare drivers, current valid unrestricted Australian driver licence held for a total of at least 12 months in the preceding four years.	Check the age of their current licence and any previous Australian licences over the past two years. If the licence was issued in NSW, this information will automatically show in the DVD.	DVD will monitor this for all NSW licence holders.	Regular checks with drivers to ensure licences remain valid and unrestricted. Document this activity in your SMS.
3. For all taxi, hire and rideshare drivers, no cancelled driving authority issued under The Passenger Transport Act (1990) (or an application for a driving authority) in the preceding 10 years.	Will show on the DVD.	Will show on the DVD.	Request this information from Service NSW.
4. For people who drive a taxi in the Sydney metropolitan area, to communicate effectively in English with passengers about a hiring of the taxi.	Demonstrate a level of competence that is equal to, or has achieved results equal to the levels specified below: <ul style="list-style-type: none"> a) For the International English Language Testing System – an overall band score of at least 5.5, with marks of at least 5.5 for speaking and listening. b) For the International Second Language Proficiency Rating – at least level 2 for reading and writing and at least level 3 for speaking and listening. c) For the course English as a Second Language offered by the NSW Education Standards Authority as a Higher School Certificate Course – band 3. 	Not applicable.	
5. For wheelchair accessible taxi, hire and rideshare drivers across NSW, to demonstrate competence in the safe loading, restraining and unloading of a wheelchair passenger per Element 3 and 4 of TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities.	Refer to: <ul style="list-style-type: none"> • Wheelchair Accessible Taxis and Hire Vehicles Driver and Driver Assessor Competency 		

Further education

Related resources are available from the [Learning Centre](#) and the following links:

- [The Driver Vehicle Dashboard and the Traffic Light System](#)
- [Driver Onboarding](#)
- [Service provider obligations for managing drivers](#)
- [Driver Vehicle Dashboard – PT Code](#)
- [Disqualifying Offences for Drivers of Taxis or Hire Vehicles](#)

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