

# NSW Taxi Licence Reforms

## FACT SHEET

pointtopoint.nsw.gov.au

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## Introduction

This fact sheet provides important information on the taxi licence transition period, beginning 1 February. During this period, a person who operates a taxi service (taxi licence holder) can obtain a new (replacement) licence at no cost. It is a simple process to complete and they can keep their current number plate.

## Background

In response to the Point to Point Independent Review in 2020, the Point to Point Transport (Taxis and Hire Vehicles) Amendment Act 2022 was passed. This Act provides a package of reforms to help the point to point transport industry provide more choice and availability of services for customers. A financial assistance scheme for eligible taxi licence owners has been announced along with a new licensing system.

Under the new laws, the person or company who operates the taxi service (taxi licence holder) will need to have a licence in their name and transition to a new (replacement) licence. The Point to Point Transport Commissioner will manage the transition to the new licensing framework for operators of a taxi service (taxi licence holders) and taxi licence owners. Transport for NSW will manage the financial assistance scheme for existing taxi licence owners.

Scan this QR code to access the  
taxi licence reforms webpage.



# Frequently asked questions

## What do the reforms to the taxi licensing system mean?

Under the new system, the person or company who operates the taxi service (taxi licence holder) will need to have a licence in their name and transition to a new (replacement) licence.

**If you currently own a licence and operate a taxi service (taxi licence holder), or lease a licence and operate a taxi service (taxi licence holder), and want to continue operating a taxi service, you will need to transition to a new (replacement) licence.**

## Who is a taxi licence holder?

Currently, a taxi licence holder is the person or corporation/ partnership who operates a taxi service, either using a licence they own or one they lease from someone else.

Under the new law, the taxi licence holder remains the person, corporation or partnership who operates the taxi service and their name will now appear on the licence.

Under the point to point transport law, taxi licence holders have safety obligations which they must comply with.

## If I operate a taxi service and do not own the licence, what do I need to do?

If you currently operate a taxi service (taxi licence holder) you will need to apply for a new (replacement) licence. The new licence will replace the current licence you are operating under.

No application fee will apply during the transition period for eligible applicants. The existing taxi licence will remain valid while your application is being considered. This means the taxi can continue to operate under the existing licence while the new (replacement) licence is being issued. Existing conditions regarding areas of operation will need to be complied with during the transition period.

The Point to Point Transport Commissioner will be emailing operators of taxi services with details on how to apply online.

You will need the following information when completing the online application:

- the unique reference number included in your email from the Point to Point Transport Commissioner
- individuals and/ or businesses are required to provide copies of a minimum of 100 points of identity documents which must include 1 primary document such as a passport or birth certificate, and 1 secondary document, such as a driver's licence. Copies of these documents, however, do not need to be certified making the current process even simpler and easy to complete. [Please visit the Proof of Identity \(POI\) webpage for more information.](#)
- the NSW taxi plate number of the taxi you are operating
- the last 5 digits of your vehicles, VIN

## What happens to the previous licence?

Once your new (replacement) taxi licence has been granted, the owner of the 'old' taxi licence will be notified within 21 days that their taxi licence has been transitioned to the new licensing framework, and the licence will be automatically cancelled by the new laws. **Under the new licensing system, the person who operates the taxi will be the person who holds the taxi licence.**

All taxi licences which are not transitioned (replaced) by the end of the transition period will be automatically cancelled by the new laws. The transition period is expected to run for approximately three months.

## What about leasing arrangements?

If you currently lease a taxi licence and operate the taxi, you will need to apply for a new (replacement) licence during the transition period.

Until you apply for and are issued a new (replacement) licence in your own name, you will need to continue to lease an existing taxi licence in order to operate a taxi service.

Any arrangements between you and the owner of the taxi licence – including lease fees – can continue unchanged until your new (replacement) licence is issued, at which time the ‘old’ licence will be cancelled. The owner of ‘old’ the taxi licence will be informed that their licence has been cancelled when your new (replacement) licence is issued.

If you currently own a taxi licence and have a leasing agreement, these arrangements can remain in place/ unchanged until:

- The person who is leasing a licence from you and operates a taxi service (taxi licence holder) has applied for and been granted a new (replacement) licence by the Commissioner under the new licensing system.
- The existing taxi licence is then automatically cancelled by the new laws. You will receive notification of the cancellation from the Point to Point Transport Commissioner within 21 days.
- Once your licence has been cancelled any existing arrangements will cease as the ‘old’ licence is no longer valid.
- The cancellation of your licence does not affect your eligibility for assistance under Transport for NSW’s Financial Assistance Scheme if you are entitled to assistance from Transport for NSW as a result of owning an eligible licence. Please go to their website for further information: [Transport for NSW point to point reforms](#).

## I am a current taxi licence owner, when will my taxi licence be cancelled?

Under the new law passed by the Government at the end of 2022, once the current operator of a taxi service has applied for and been granted a new licence by the Commissioner, the ‘old’ licence is automatically cancelled by law.

The Point to Point Transport Commission will contact the licence owner to notify them of the cancellation. The Commissioner does not have any discretion regarding the timing of the licence’s cancellation, as this is determined by the law.

Once the existing licence has been cancelled any existing leasing arrangements will cease. The cancellation of a taxi licence will not affect eligibility for assistance under Transport for NSW’s Financial Assistance Scheme.

## Can taxi licences be transferred after 1 February?

No. From 1 February 2023 taxi licences can no longer be transferred, traded or sold. Under the new licensing system, the person who operates the taxi will be the person who holds the taxi licence.

## I am currently a taxi licence owner and want to continue operating a taxi service?

If you are an eligible taxi licence owner and want to operate a taxi service, you will need to hold a taxi licence at the start of the transition period on 1 February 2023.

This means, if you are not operating a taxi service with your taxi licence on 1 February 2023 you will not be able to transition to a new (replacement) licence, however you will be able to apply for a new taxi licence at the end of the transition period and an application fee of \$200 will apply.

## **Do the conditions regarding areas of operation remain in place during the transition period?**

Yes. New (replacement) licences are subject to the condition that during the transitional period, the taxi can only be used to provide rank and hail taxi services within the area of operation specified in the nominated existing taxi licence. At the end of the transitional period the area of operation will be removed, and the taxi will be able to operate anywhere in NSW.

## **I am a Wheelchair Accessible Taxi (WAT) licence holder, do I need to apply for a new (replacement) licence?**

Yes, you will need to transition to the new licensing system and apply to the Commissioner. However, the existing WAT licence won't be cancelled until the end of the transition period.

At the end of the transition period, any remaining 'old' licences, including WAT licences, will be cancelled. Wheelchair accessible taxi licences will continue to be available during the transition period at no cost.

## **I am a taxi licence owner, and my licence has been cancelled, am I still eligible for financial assistance?**

The cancellation of your licence does not affect your eligibility for assistance under Transport for NSW's Financial Assistance Scheme, if you are entitled to assistance from Transport for NSW as a result of owning an eligible licence. Please go to their website for further information: [Transport for NSW point to point reforms](#).

## **What happens after the transition period has finished?**

Under the new laws, taxi licences will be available from the Point to Point Transport Commissioner to any person who intends to operate a taxi service for an application fee of \$200. All new taxi licences will be renewable annually and cannot be traded or leased.

Operating area restrictions will be lifted at the end of the transition period, and taxis will be able to provide services anywhere in NSW.

All operators providing a taxi service (taxi licence holders) will need to be connected to an authorised service provider, or be an authorised service provider, prior to applying for a licence, and should be aware that they have safety obligations under the point to point transport law which they must comply with.

## **Where can I get help?**

The Point to Point Transport Commission will support licence holders throughout the transition period through regular communications and educational resources available on the Commissioner's website. Please visit our website regularly for updates: [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au).

The Commissioner's team will also be holding a series of workshops to provide one on one support for taxi licence holders looking to gain further information and/or assistance.

During these workshops, team members will be available for one on one 15 minute sessions to assist with understanding how the changes affect individuals and how to transition to a new replacement licence. Please check our website for dates and locations.

## **Further education**

Related resources are available from the Learning Centre and the Taxi licence reforms section on our website [pointtopoint.nsw.gov.au/taxi-licensing/taxi-licence-reforms](http://pointtopoint.nsw.gov.au/taxi-licensing/taxi-licence-reforms).

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

Scan this QR code to  
access the Learning Centre



## Step by step guide on how to apply for a new (replacement) licence

If you currently operate a taxi service (taxi licence holder) you will need to apply for a new (replacement) licence. The new licence will replace the current licence you are operating under.

No application fee will apply during the transition period for eligible applicant

The following will guide you through the online application for a 'new' (replacement) licence during the taxi licence transition period.

Before you start the application process, make sure you have the following information:

- The unique reference number included in an email you will receive from the Point to Point Transport Commissioner
- 100 points of ID (unless you have previously supplied this to the Commissioner) [Please visit this link if you require more information on proof of identity](#)
- The NSW taxi plate number of the taxi you are operating
- The last 5 digits of your vehicles VIN

Eligible applicants will receive an emailed letter containing important information for the online licence application, including an email address and a unique reference number.

### To start, click on the 'online application' link in the emailed letter.

This will take you to the Point to Point Transport Taxi Licence Transition Gateway screen on the website (shown below).

For those who have used the Commissioner's Industry Portal before this gateway is different to the Industry Portal, so it will not look familiar.

1. Type in your email address (the one listed in the email), and the unique reference number, which is also in the email, then click 'next'.

#### Welcome to the Point to Point Transport Taxi Licence Transition Gateway

Eligible applicants can apply for a taxi Licence during the transitional period, enter your email address and unique reference code below:

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If you require any assistance, please contact the Industry Contact Centre (ICC) on 131 727



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**NOTE** : Once you start your application, please do not use the Back button of your browser, or reload the page.

2. A 'Verification Code' will then be sent to your email address (the one recorded in the Commission's email to you). Please check this email address to get the Verification Code.
3. Type the 'Verification Code' from the email into the text box and click 'Submit'.

**Confirm Verification Code**

A new verification code has been sent to your email address. Please enter this verification code below:

  
 

**Handy tip:**

Your code expires in an hour  
If you didn't get your code:

- It can take up to 10 minutes to arrive
- Check your spam, junk or trash folders

[Get a new code](#)

4. Next, you will need to type in the taxi plate number of the taxi you are operating, followed by the last five digits of the vehicle's VIN or chassis number.

If you have more than one vehicle, click on 'Add more vehicles' and you will have the option to type in the details for up to 10 vehicles. If you have more than 10 vehicles, you will need to make multiple applications.

5. Tick the declaration boxes. Click 'submit and next.'

Please enter the registration (Plate) number and the last 5 digits of the VIN for the Taxi Licence/s you are applying for.  
If you have more than one vehicle, click **Add More Vehicle/s** to apply for more Licence/s.

#	PLATE NUMBER	LAST 5 DIGITS OF VIN OR CHASSIS #
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>

In relation to the above listed licence/s I am either the owner, lessee or sub-lessee of the licence/s, and  
 I currently have the benefit of the licence/s by providing (operating) a taxi service under the authority of the licence/s.



6. Next, enter your personal details by typing in the text boxes. The fields that have an asterisk are mandatory – they must be completed.

Please complete the below details

* First Given Name	* Family Name
<input type="text"/>	<input type="text"/>
* Daytime Phone Number (mobile or landline)	* Date of Birth
<input type="text"/>	<input type="text" value="DD/MM/YYYY"/> <input type="button" value="15"/>
* Australian Driver Licenco Number	* State of Issue
<input type="text"/>	select ▼
Australian Business Number (ABN)	
<input type="text"/>	
* Residential Address	
<input type="text" value="Street Address"/>	
<input type="text" value="Address Line 2"/>	
<input type="text" value="City"/>	<input type="text" value="State / Province / Region"/>
<input type="text" value="Postal / Zip Code"/>	<input type="text" value="Australia"/>

7. If the Commission does not currently have any proof of identity for you on file, you will be asked to upload this information – 100 points of ID.

**Upload Proof of Identity Documents**

Please provide as many documents as required in this guide: [Proof of identity documents](#)  
You can upload up to four documents. You can delete any uploaded document using the bin button.

To upload your files, click on this button:  ←

\* At least one document should be uploaded.

File Name ▾

8. Scroll down, then tick the declaration boxes. Then click 'submit and next'

**Declaration**

It is a serious criminal offence to make a false or misleading statement in connection with an application

I declare that the information provided in this application is true and correct.

I declare that I have read and understood the privacy statement, including my privacy obligations.

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9. Once submitted, you will see a screen with your case reference number. Please record or write this down and store it in a safe and secure place that you will remember.

Note: that your 'old' taxi licence remains valid while your application is being processed.

You will receive an email confirming that your application has been successfully submitted.

Your application has been successfully submitted and will now be processed.

Please note your case reference: C-0111098



The nominated licence continue to be valid. Once finalised, you will receive an email confirming your new licence details.

10. Once your application is processed, and application granted, you will receive an email from the Commission that includes your new licence details.
11. If you require assistance, please call the Industry Contact Centre on 131 727.