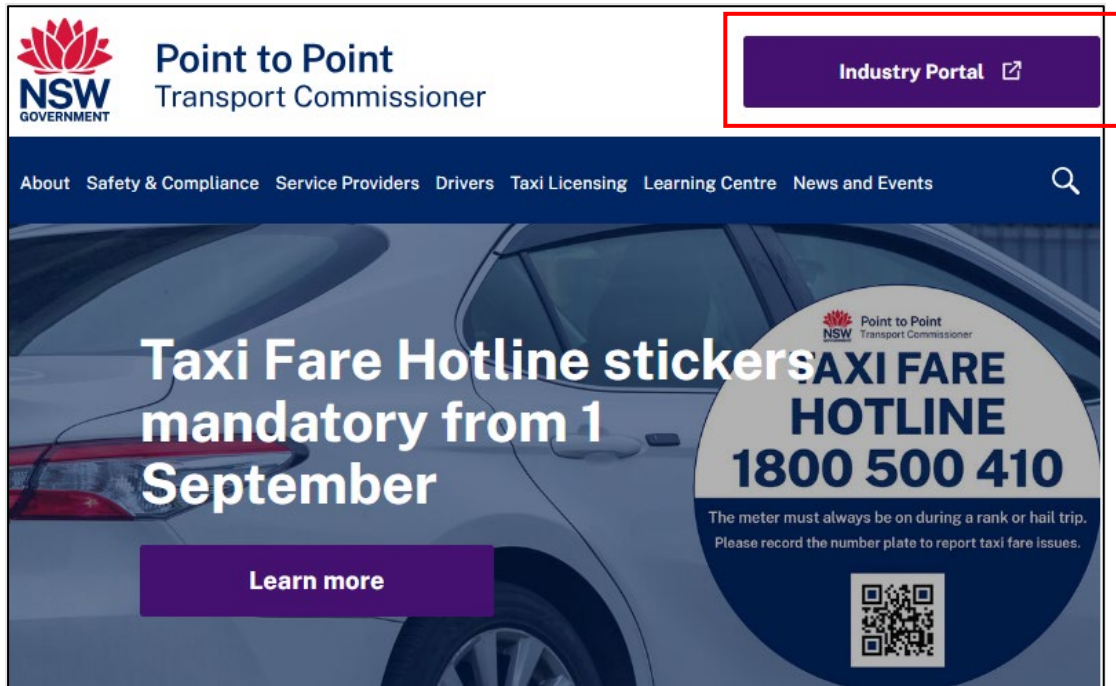


Renewing a taxi licence – Step by step guide

This step by step guide will help you to renew your taxi licence via the Point to Point Transport Commissioner's 'Industry Portal'.

1. Using your internet browser, navigate to pointtopoint.nsw.gov.au and click on the 'Industry Portal' button.



The screenshot shows the website header for the Point to Point Transport Commissioner. The NSW Government logo is on the left, followed by the text 'Point to Point Transport Commissioner'. On the right, a purple button labeled 'Industry Portal' with an external link icon is highlighted by a red rectangular box. Below the header is a navigation menu with links for 'About', 'Safety & Compliance', 'Service Providers', 'Drivers', 'Taxi Licensing', 'Learning Centre', and 'News and Events', along with a search icon. The main content area features a banner for 'Taxi Fare Hotline stickers mandatory from 1 September' with a 'Learn more' button. To the right of the banner is a circular graphic for the 'TAXI FARE HOTLINE 1800 500 410' with a QR code and a note: 'The meter must always be on during a rank or hail trip. Please record the number plate to report taxi fare issues.'

2. Log in to the “Taxi Licence Portal”.

You can do this in one of two ways:

- Use your Point to Point Transport Commission login details by selecting the “Continue with Point to Point” button. Proceed to step 3 below.
- Use your ServiceNSW login (if you have one) by selecting the “Continue with ServiceNSW” button. Proceed to step 4 below.

Note: You may consider it worthwhile setting up access to the “Taxi Licence Portal” via ServiceNSW if you have not already done so. It is a simple and quick process, and it will consolidate the number of logins you have. For more information on how to set up this access, refer to the [Accessing the Industry Portal through MyServiceNSW fact sheet](#).

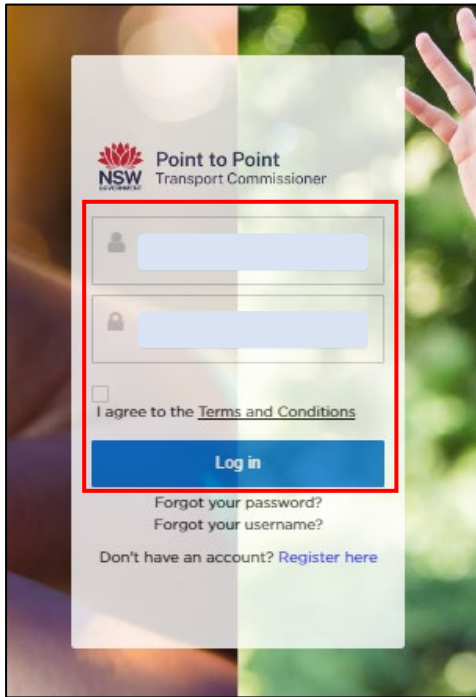
Welcome to the Industry Portal

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 portals below.

Authorized Service Provider Portal	Taxi Licence Portal
<p>Authorized Service Provider Portal</p> <p>Manage or apply for Service Provider Authorisations</p> <p>Continue with Point to Point</p> <p>Further options</p>	<p>Taxi Licence Portal</p> <p>Manage or apply for taxi licences</p> <p>Log in or register using your MyServiceNSW Account</p> <p>For fewer passwords and a simpler application process, you can use your MyServiceNSW Account.</p> <p>Continue with Service NSW</p> <p>By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.</p> <p>Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.</p> <p>OR</p> <p>Log in or register using your Point to Point Account</p> <p>Continue with Point to Point</p>

3. If you selected to “Continue with Point to Point” button, the following screen will display. Enter your Industry Portal username and password, tick the box if you agree to the “Terms and Conditions” and then select the “Log in” button.



NSW Point to Point
Transport Commissioner

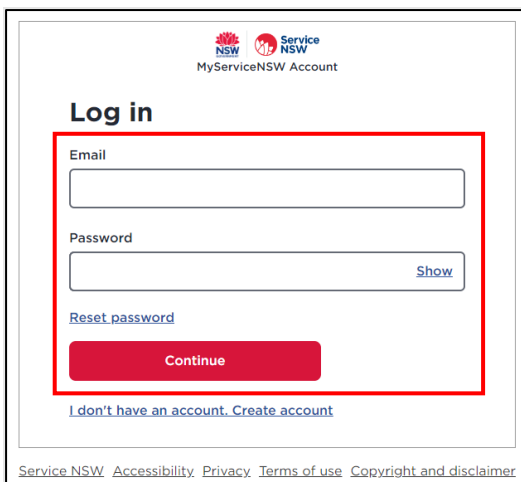
I agree to the [Terms and Conditions](#)

Log in

[Forgot your password?](#)
[Forgot your username?](#)

Don't have an account? [Register here](#)

4. If you selected to “Continue with ServiceNSW” button, the following screen will display. Enter the email address and password you use for your MyServiceNSW account, and select the “Continue” button.



NSW Service NSW
MyServiceNSW Account

Log in

Email

Password
 [Show](#)

[Reset password](#)

Continue

[I don't have an account. Create account](#)

[Service NSW](#) [Accessibility](#) [Privacy](#) [Terms of use](#) [Copyright and disclaimer](#)

- The “Activities” screen of the Taxi Licence Portal is displayed. If your taxi licence needs to be renewed within the next 28 days, then it will be displayed under the “Requests” tab.

In the screenshot below, there are two taxi licences that are in the renewal phase. One licence is in draft and requires action, and one has been lodged. The lodged application requires no further action from the licence holder.

These taxi licences are examples only and, like the account for ‘John Smith’, they have been created for illustrative purposes only.

To proceed with the renewal of a taxi licence, select the text (in blue) under the “Case number” symbol for the licence that you want to renew.

The screenshot shows the 'Point to Point' Transport Commissioner interface. The user is logged in as 'John SMITH'. The 'Requests' tab is selected, showing a table of renewal applications. Two applications are listed: one 'Lodged' and one 'Draft'. The 'CASE NUMBER' column is highlighted with a red box, and the 'Requests' tab is also highlighted.

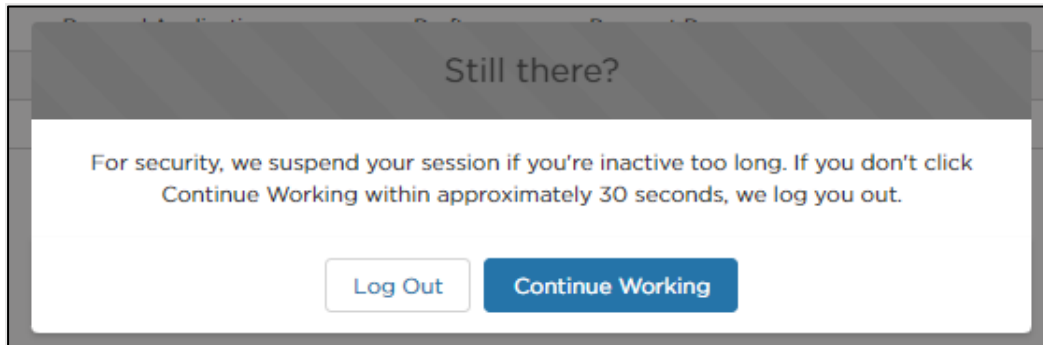
CASE NUMBER	REQUEST	LICENCE #	PLATE #	STATUS	PAYMENT STATUS	DATE LODGED	ACTION
C-0182682	Renewal Application	TLN23-438955	TC926	Lodged	Payment Due	11/12/2023	
C-0182655	Renewal Application	TLN23-438938	T9012	Draft	Payment Due	27/11/2023	

Note: If you are accessing the Taxi Licence Portal from a Smartphone, the screen layout will look slightly different – see below. To proceed with a taxi licence renewal, select the text (in blue) under the word “CASE” for the licence that you want to renew.

The screenshot shows the mobile version of the 'Point to Point' Transport Commissioner interface. The user is logged in as 'John SMITH'. The 'Requests' tab is selected, showing a table of renewal applications. Two applications are listed: one 'Lodged' and one 'Draft'. The 'CASE' column is highlighted with a red box, and the 'Requests' tab is also highlighted.

CASE	REQUEST	STATUS	DETAILS
C-0182682	Renewal Application	Lodged	Details
C-0182655	Renewal Application	Draft	Details

Note: If, while renewing a taxi licence through the Portal, you are inactive within the Portal for 15 minutes, a warning message will be displayed.

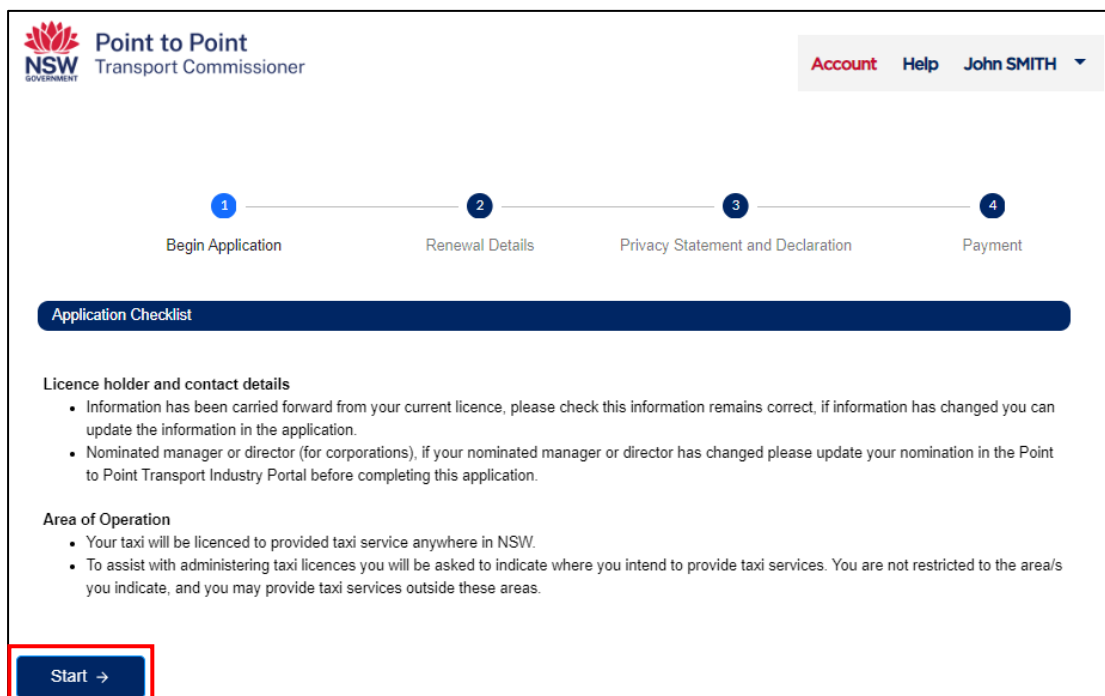


If you see the message and you do not wish to continue at that time, click “Log Out” and resume the renewal when you are next able to do so.

If you see the message and wish to continue with the renewal, click “Continue Working”. You have approximately 30 seconds from when the message is first displayed to do so, otherwise you will be automatically logged out of the Portal.


If you are automatically logged out of the Portal, you will be able to resume the renewal when you next log in to it.

6. The “Begin Application” screen is displayed. Read through the text on the screen and, when you are ready to proceed, select the “Start” button.



- The "Renewal Details" screen is displayed. Check the information in the top six boxes, as shown below. You will not be able to edit these. If you believe there are errors with this information, call the Industry Contact Centre on 131 727 for assistance.

If the information is correct, proceed to step 8.

**Point to Point**
Transport Commissioner

[Account](#) [Help](#) [John SMITH](#) ▾

1 2 3 4

Begin Application Renewal Details Privacy Statement and Declaration Payment


Renewal Details

Licence	Plate Number
<input type="text" value="TLN23-438938"/>	<input type="text" value="T9012"/>
Licence Start Date	Licence End Date
<input type="text" value="09/01/2023"/>	<input type="text" value="08/01/2024"/>
Licence Category	Application Fee
<input type="text" value="Taxi Licence"/>	<input type="text" value="\$ 200.00"/>


To assist with administering taxi licences, please indicate below the area/s you intend to provide taxi services:





Where will the taxi be operating? *	LGAs of Operation
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>

Note: If you are accessing the Taxi Licence Portal from a Smartphone, the layout of this screen will look slightly different (see below), but it will have the same information.



Point to Point
Transport Commissioner

MENU 

1  2  3  4 

Renewal Details

Licence
TLN23-438938

Plate Number
T9012


Licence Start Date
09/01/2023


Licence End Date
08/01/2024


Licence Category
Taxi Licence

Application Fee
\$ 200.00

To assist with administering taxi licences, please indicate the below the area/s you intend to provide taxi services:

Where will the taxi be operating
Please Select 

LGAs of Operation
Please Select 

 [Finish Later](#) [← Previous](#) [Continue →](#)

8. The next step is for you to indicate where you intend to provide taxi services.

Begin by opening the drop down menu “Where will the taxi be operating?”.

Note that this information is only collected for statistical purposes, however it is a mandatory field. You are not restricted to operating in the area(s) you indicate.

To assist with administering taxi licences, please indicate the below the area/s you intend to provide taxi services:

Where will the taxi be operating? *

Please Select

LGAs of Operation

Please Select

Finish Later Previous Next

9. Select the relevant region, or regions, within NSW.

Note: The regions that have been selected in the example are for illustrative purposes only.

NSW GOVERNMENT Point to Point Transport Commissioner Account Help John SMITH

Begin Application Renewal Details Privacy Statement and Declaration Payment

Renewal Details

Licence TLN23 438039

Plate Number T9012

Licence End Date 08/01/2024

Application Fee \$ 200.00

you intend to provide taxi services:

LGAs of Operation

Please Select

Greater Sydney Newcastle, Central Coast & Greater Hunter Illawarra, Shoalhaven & South East Riverina Murray Central West, Orana & Far West North Coast New England North West

Greater Sydney

Finish Later Previous Next

10. The next step is for you to indicate in which local government areas (LGAs) your taxi will be operating. This step is optional and you can proceed to step 12 without entering any data.

If you would like to indicate which local government areas (LGAs) your taxi will be operating in, select the field “LGAs of Operation”.

To assist with administering taxi licences, please indicate the below the area/s you intend to provide taxi services:

Where will the taxi be operating? *

Greater Sydney Illawarra, Shoalhaven & South East

LGAs of Operation

Please Select

[Finish Later](#) [← Previous](#) [Next →](#)

11. A drop down menu will then be displayed. Select the relevant LGA, noting that you can select multiple LGAs if you intend on operating across two or more LGAs.

NSW Point to Point
GOVERNMENT Transport Commissioner

Account Help John SMITH

1 2 3 4

Begin Application Renewal Details Privacy Statement and Declaration Payment

Renewal Details

Licence: TLN23-438938

Licence Start Date: 09/01/2023

Licence Category: Taxi Licence

To assist with administering taxi licences, please indicate below the area/s you intend to provide taxi services:

Where will the taxi be operating? *

Greater Sydney Illawarra, Shoalhaven & South East

Plate Number

Albury City Council

Armidale Regional Council

Ballina Shire Council

Balranald Shire Council

Bathurst Regional Council

Bayside Council

Bega Valley Shire Council

Bellingen Shire Council

Please Select

[Finish Later](#) [← Previous](#) [Next →](#)

12. When you have finished indicating where your taxi will be operating, select the “Next” button.

NSW GOVERNMENT **Point to Point** Transport Commissioner

Account Help John SMITH ▾

1 **2** 3 4
Begin Application Renewal Details Privacy Statement and Declaration Payment

Renewal Details

Licence: TLN23-438938 Plate Number: T9012
Licence Start Date: 09/01/2023 Licence End Date: 08/01/2024
Licence Category: Taxi Licence Application Fee: \$ 200.00

To assist with administering taxi licences, please indicate below the area/s you intend to provide taxi services:

Where will the taxi be operating? *
Greater Sydney x Illawarra, Shoalhaven & South East x

LGAs of Operation
Burwood Council x City of Parramatta Council x

Finish Later Previous **Next** →

13. The “Privacy Statement and Declaration” page will be displayed. Read through the text and, if you agree with it, check both boxes. Then select the “Submit & Pay” button.

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Account Help John SMITH ▾

1 2 **3** 4
Begin Application Renewal Details Privacy Statement and Declaration Payment

Privacy Statement and Declaration

The Point to Point Transport Commissioner is committed to protecting the privacy of your personal information in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) and the Health Records and Information Privacy Act 2002 (NSW). The Point to Point Transport Commissioner must collect this information under Part 4 of the Point to Point Transport (Taxis and Hire Vehicles) Act (2016) and Part 4 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation (2017). Information supplied on this form will be used by officers of the Point to Point Transport Commissioner to assess your application for a taxi licence. If you do not provide this information your application for a taxi licence cannot proceed.

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

Personal information collected by the Point to Point Transport Commissioner will be stored securely. We will keep your information 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 any further information about your privacy please go to the [Commissioner's Website](#).

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

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.

Finish Later Previous **Submit & Pay**

14. The “Payment” page will be displayed, showing the applicable fee and the various payment options.

Note:

- The surcharge applicable to a Credit/Debit Card payment is \$1.00.
- BPAY payments can take up to five business (working) days to clear. Your renewal application will not progress until payment has cleared and applied to the application.
- Payment is non-refundable.

If you want to pay by credit/debit card, select the radio button next to the text “Credit/Debit Card” and then select the “Next” button. Go to steps 15 to 18 of this guide for help with completing your credit/debit card payment.

If you want to pay by BPAY, select the radio button next to the text “BPAY” and then select the “Next” button. Go to step 19 of this guide for help with completing your BPAY payment.

NSW GOVERNMENT **Point to Point** Transport Commissioner

Account Help John SMITH ▾

Begin Application Renewal Details Privacy Statement and Declaration **4** Payment

Payment

Application Fee

\$ 200.00

Choose payment method

Credit/ Debit Card (surcharge applies)

BPAY (BPAY can take up to 5 working days to clear. The application will not progress until payment has been cleared.)

This payment is non-refundable.

Cancel Next →

15. The “Payment Details” screen will be displayed. Enter your credit/debit card details and an email address for your receipt to be sent to.

Note: The payment details and email address displayed below are for illustrative purposes only.

Select “Next” to process the payment.

Payment Details

Enter your payment details below. Fields marked with an asterisk (*) are mandatory.

Amount \$200.00 AUD
Customer Reference Number 10000398249

* Cardholder Name John Smith
* Credit Card Number 42424242424242
* Expiry Date (mm/yy) 10 / 25
* Card Verification Number (CVN) 123

Please note that the following surcharges apply:
• Visa: 0.50%
• Mastercard: 0.50%

Receipt Email Address exampleonly@email.com

Cancel Next

16. The “Confirmation” page is displayed. Type in the “Verification Code” displayed in the box. In this example it is “70683”. Your code will be different.

If the code isn’t clear, click “Generate a new verification code”. If you would prefer to hear the verification code, select “Audio”.

When paying by credit/debit card, a surcharge of \$1.00 applies. To progress with the payment, you need to accept the surcharge. To do so, tick the box next to the text “I accept the surcharge of \$1.00 AUD.”

Once the verification code has been entered and the surcharge accepted, click “Confirm”.

Confirmation

Please confirm your payment details. Fields marked with an asterisk (*) are mandatory.

Principal Amount \$200.00 AUD
Surcharge Amount \$1.00 AUD
Total Amount \$201.00 AUD
Customer Reference Number 10000398249

Cardholder Name John Smith
Credit Card Number 424242...242
Expiry Date 10/25

* Verification Code Enter the verification code below.
70683
[Generate a new verification code.](#) [Audio](#)

I accept the surcharge of \$1.00 AUD.

Back Cancel Confirm

17. The “Payment Receipt” page is displayed. A payment receipt has already been sent to the email address entered in step 15.

If you would like a second payment receipt to be emailed to an additional email address, different to the one you entered in step 15, enter that email address now in the field next to the text “Send Receipt Email To”. Then select the “Send” button.

Note: If you do not need a second payment receipt, leave this field blank.

When ready to progress, select the “Finish” button.

Payment Receipt

Status	Approved
Receipt Number	1115879875
Date	12 Dec 2023 13:41 AEDT
Principal Amount	\$200.00 AUD
Surcharge Amount	\$1.00 AUD
Total Amount	\$201.00 AUD
Customer Reference Number	10000398259
Cardholder Name	John Smith
Credit Card Number	424242...242
Expiry Date	10/25

A receipt has been emailed to exampleonly@email.com.

Send Receipt Email To [Send](#)

[Print](#) [→ Finish](#)

18. The “Payment Details” page is displayed.

These details will match the details of the payment receipt(s) that have already been emailed, however, if required you can record them from this screen for your records.

When ready to progress, select the “Finish” button and go to step 20.

Payment Details

Your payment has been processed successfully.

Amount	\$200.00
Surcharge Amount	\$1.00
Receipt Number	1115385851
Payment Method	Credit Card/Debit Card

[→ Finish](#)

19. If you chose to pay by “BPAY” in step 14, this “Payment Details” screen will be displayed. It provides you with the details you need to make your BPAY payment – the “Biller Code” and the “Ref”. Contact your bank or financial institution and use these details to make your payment.

Note: The biller code and reference number shown below are not for use. They are for illustrative purposes only.

Select “Finish” to progress your application.

Point to Point
NSW Transport Commissioner

Account Help John SMITH ▾

Payment Details

Processing will commence only when the payment has cleared which may take up to four business days.

Amount	\$200.00
Payment Method	BPay

iB PAY

Biller Code:	273870
Ref:	66100003982593

Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au Any payment must be for the exact amount of this invoice and be made by the due date. Otherwise, any amount paid will not be accepted and will be returned.

→ Finish

20. You are now returned to the “Activities” screen where you began the renewal of your taxi licence.

If a licence has been renewed with a successful credit/debit card payment, it will no longer be displayed in this screen because no further activity is required.

If a licence is renewed with a BPAY payment, it will still be displayed in this screen and it will have a “STATUS” of “Lodged”. For these licences, the text under “PAYMENT STATUS” will remain as “Payment Due” until the BPAY payment is processed by the banking system and the Point to Point Transport Commission has applied it to this renewal application. When the BPAY payment is applied, the licence will no longer be displayed in this screen.

The screenshot shows the 'Activities' screen for user John SMITH (Customer Number: 615570). A table displays the following information:

CASE NUMBER	REQUEST	LICENCE #	PLATE #	STATUS	PAYMENT STATUS	DATE LODGED	ACTION
C-0182682	Renewal Application	TLN23-438955	TC926	Lodged	Payment Due	11/12/2023	

21. If you now switch to the ‘Taxi Licences’ tab, you will be able to see the expiry dates for each of your taxi licences.

For licences that have been successfully renewed, the “EXPIRY DATE” will be one year on from the previous expiry date.

The change of “EXPIRY DATE” will occur when your payment is processed and applied.

This will be almost immediately in the case of a successful credit/debit card payment and within five business days for a BPAY payment.

For licences renewed by BPAY payment, if, after five business days, the “EXPIRY DATE” has not changed to next year’s renewal date, please call our Industry Contact Centre on 131 727 for assistance.

The screenshot shows the 'Taxi Licences' tab for user John SMITH. A table displays the following information:

SELECT	LICENCE #	PLATE #	CATEGORY	STATUS	EXPIRY DATE
<input type="radio"/>	TLN23-438958	T9012	Taxi Licence	Granted	08/01/2025
<input type="radio"/>	TLN23-438955	TC926	Taxi Licence	Granted	08/01/2024