Point to Point
Transport Commissioner

Authorised Service Provider

User Guide

Contents

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1   Background

1.1   Who is the NSW Point to Point Transport Commissioner?

The NSW Point to Point Transport Commissioner is the regulator for the state's point to point transport industry and reports directly to the Minister for Transport and Infrastructure.

The Commissioner is tasked with ensuring point to point transport service providers comply with the strict safety standards set for the industry by the NSW Government and will have the power to impose significant penalties for individuals and companies who are putting the safety of customers at risk.

The NSW Point to Point Transport Commission has been established to support the Commissioner.

The Commissioner's functions include:

- To administer the authorisation and licensing schemes established by the Act
- To manage the enforcement of the Act and the Regulations
- To recommend safety and other standards for taxi services or booking services
- To assist in the determination of liability for, and enforcement of payment of, the passenger service levy, and
- To advise the Minister on matters relating to taxi services and booking services.

1.2   About this document

This Industry User Guide for Authorised Service Providers was written to assist the point to point transport industry, use the new Industry Portal.

1.3   Key definitions

All terminology in this User Guide is taken to mean the generally accepted or dictionary definition except for the following terms which have a specifically defined meaning.

- ASP - Authorised Service Provider
- TSP – Taxi Service Provider
- BSP – Booking Service Provider
- DVD – Driver Vehicle Dashboard
- PSP - Prospective Service Provider

1.4   Legal and legislative framework

The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* commenced on 1 November 2017, the Commissioner is responsible for ensuring point to point transport service providers keep their services, drivers and customers safe.

2 Register for Industry Portal Access

Use this procedure to register for access to the Industry Portal. You must register before you can apply to be an Authorised Service Provider.

It is assumed the person who registers during the application process is the primary contact and the first nominated director or manager for a corporation.

2.1 Registration Guidelines

When registering, you must select one of the following entity types.

Individual	Select entity type as "Individual" if registering as an individual to be a service provider
Corporate	Select entity type as "Corporate" if registering as a corporate to be a service provider
Joint Holders - Individual Partnership	Select entity type as an "Individual Partnership" if all the partners or joint holders are individual entities in the partnership
Joint Holders - Corporate Partnership	Select entity type as "Corporate Partnership" if any one of the partners or joint holders is a corporate entity in the partnership

2.2 How to Register

1. From your web browser, go to the Point to Point Transport Commissioner's website at pointtopoint.nsw.gov.au.

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2. Click on the "Industry Portal" link, just above the magnifying glass.

3. Click the "Continue with Point to Point" button which has been labelled below with the letter "A".
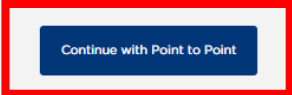
4. The "Log in" screen is displayed. Click on the blue text "Register here".

5. The "Applicant Registration" page is displayed.

Any field with a small red asterisk * is mandatory and you must fill it in.
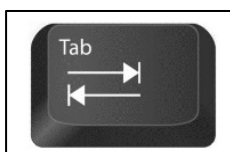
To enter information, click on the field with the mouse pointer and the field box will light up blue. This means the field is active and you can type in it.

To move to the next field, either click in the field, or press the "Tab" key on the computer keyboard.

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6. Type in your "First Given Name".

First Given Name *

7. Type in your "Family Name".

Family Name *

8. Type in your "Daytime Phone Number" which can be either a mobile or landline. Include the area code for a landline.

Daytime Phone Number (mobile or landline) *

9. Type in your "Email Address".

Email Address *
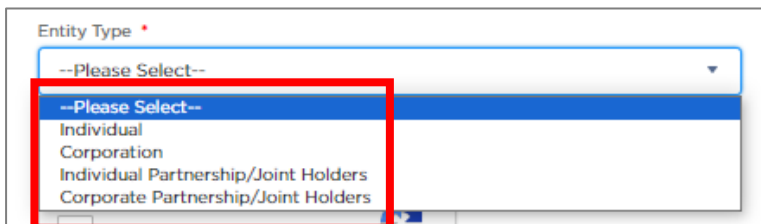
10. The next field is locked and the text "Service Provider" has been prefilled for you. Move to step 11.

Register for *

Service Provider

11. Select the "Entity Type" from the drop-down list. You can choose "Individual", "Corporation", "Individual Partnership/Joint Holders" or "Corporate Partnership/Joint Holders".

Entity Type *

--Please Select--

--Please Select--
Individual
Corporation
Individual Partnership/Joint Holders
Corporate Partnership/Joint Holders

12. Click the "I'm not a robot" check box. This is a security measure.

I'm not a robot
reCAPTCHA
Privacy - Terms

13. The check box will turn into a 'tick'.

14. Click "Register".

The screen will display the following message: "Now, check your email. Check the email account associated with your username for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't login, contact 131 727."

15. Check your email. There will be an email like the following:
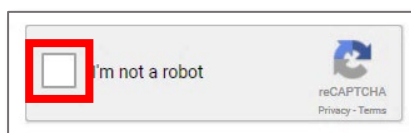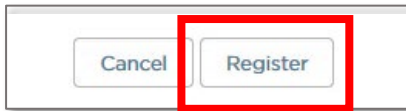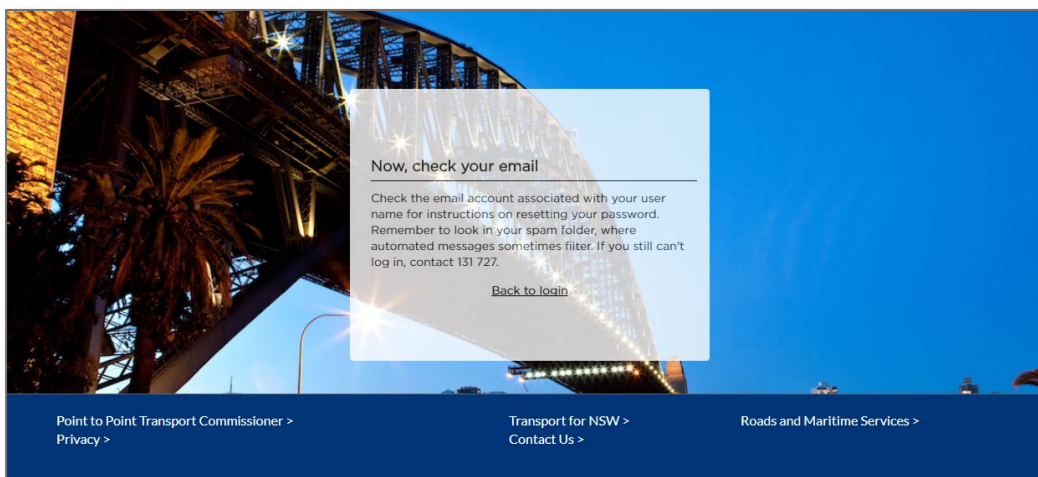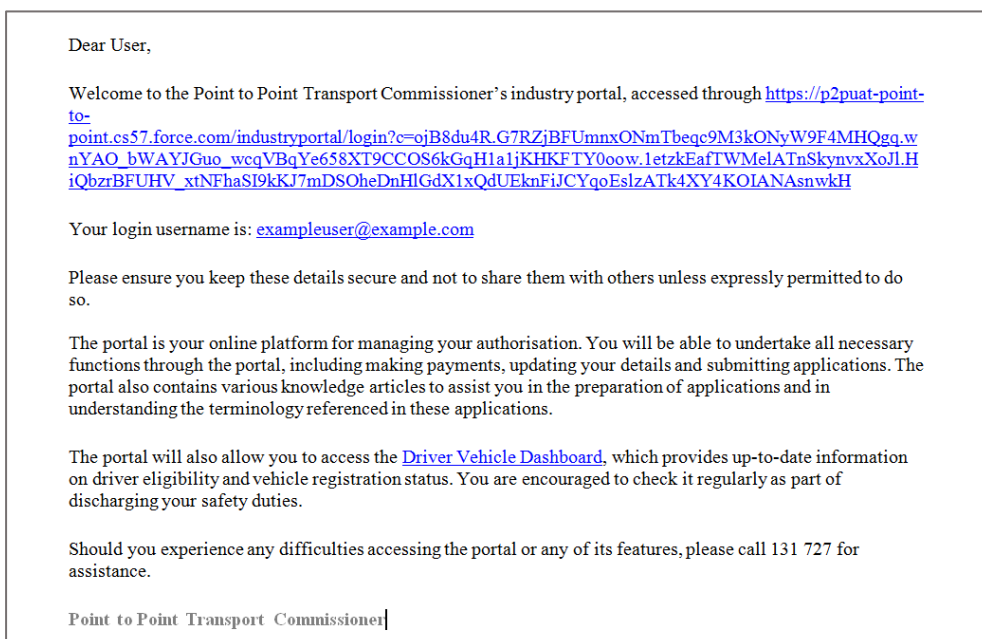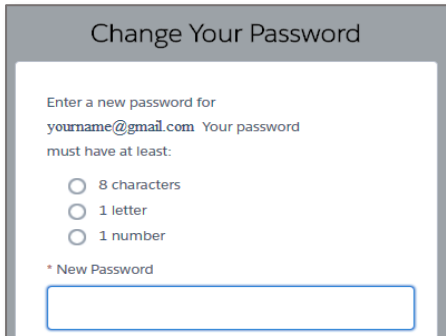

Dear User,

Welcome to the Point to Point Transport Commissioner's industry portal, accessed through https://p2puat-point-to-point.cs57.force.com/industryportal/login?c=ojB8du4R.G7RZjBFUmnxONmTbeqc9M3kONyW9F4MHQgq.wnYAO_bWAYJGuo_wcqVBqYe658XT9CCOS6kGqH1a1jKHKFTY0oow.1etzkEafTWMelATnSkynvxXoJl.HiQbzrBFUHV_xtNFhaSI9kKJ7mDSOheDnHlGdX1xQdUEknFiJCYqoEslzATk4XY4KOIANAsnwkH

Your login username is: exampleuser@example.com

Please ensure you keep these details secure and not to share them with others unless expressly permitted to do so.

The portal is your online platform for managing your authorisation. You will be able to undertake all necessary functions through the portal, including making payments, updating your details and submitting applications. The portal also contains various knowledge articles to assist you in the preparation of applications and in understanding the terminology referenced in these applications.

The portal will also allow you to access the Driver Vehicle Dashboard, which provides up-to-date information on driver eligibility and vehicle registration status. You are encouraged to check it regularly as part of discharging your safety duties.

Should you experience any difficulties accessing the portal or any of its features, please call 131 727 for assistance.

Point to Point Transport Commissioner

16. You now need to create your password for the Industry Portal. Click on the link in blue text:

> Welcome to the Point to Point Transport Commissioner's industry portal, accessed through https://p2puat-point-to-point.cs57.force.com/industryportal/login?c=ojB8du4R.G7RZjBFUmnxONmTbeqc9M3kONyW9F4MHQgq.wnYAO_bWAYJGuo_wcqVBqYe658XT9CCOS6kGqH1a1jKHKFTY0oow.1etzkEafTWMelATnSkynvxXoJl.HiQbzrBFUHV_xtNFhaSI9kKJ7mDSOheDnHlGdX1xQdUEknFiJCYqoEslzATk4XY4KOIANAsnwkH
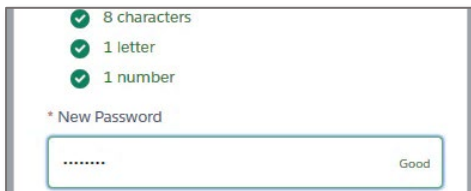>
> Your login username is: exampleuser@example.com

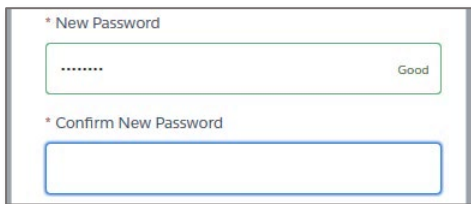The "Change Your Password" screen is displayed.

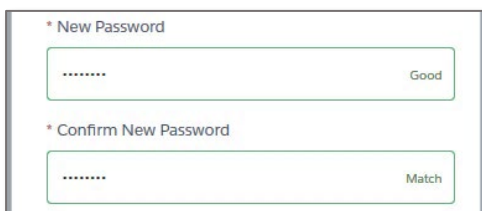17. Type your password into the "New Password" field.

Note: The password you choose must be at least 8 characters long and must include one number and one letter, e.g., nicecab1 or 2937354t. The field will display "Good" if the password is sufficient and white ticks on green circles will display.
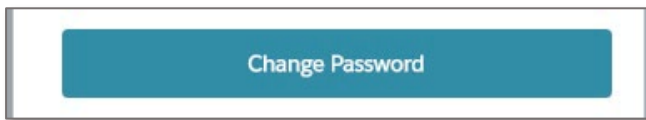
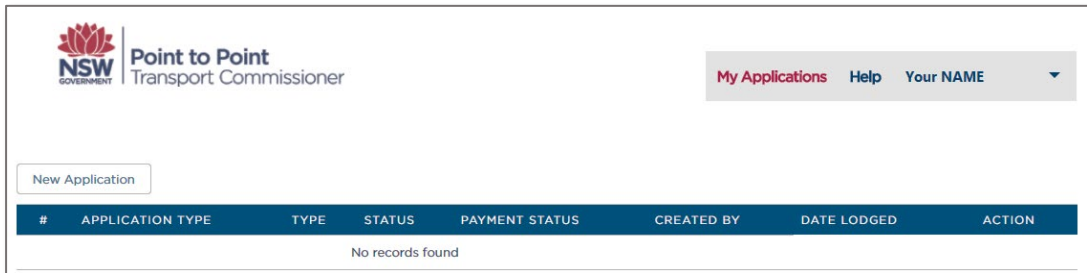18. Now type the same password into the "Confirm New Password" field.

The field will display "Match" if the passwords match.

19. Click the "Change Password" button which is now active.

20. The Industry Portal is now displayed for you to complete an application to become an Authorised Service Provider.

3 Apply to become an Authorised Service Provider

After registering for access to the Industry Portal, use this procedure to create a new application to become an Authorised Service Provider.

Remember that there are four types of entity:

- Individual
- Corporation
- Individual Partnership/Joint Holders, and
- Corporate Partnership/Joint Holders

3.1 Individual Partnership

In this example, we will be creating an Individual Partnership/Joint Holders application for a Booking Service.

For your application, the entity type will be the same as the one you registered with.

1. Log into the Industry Portal with your new login Username and Password.
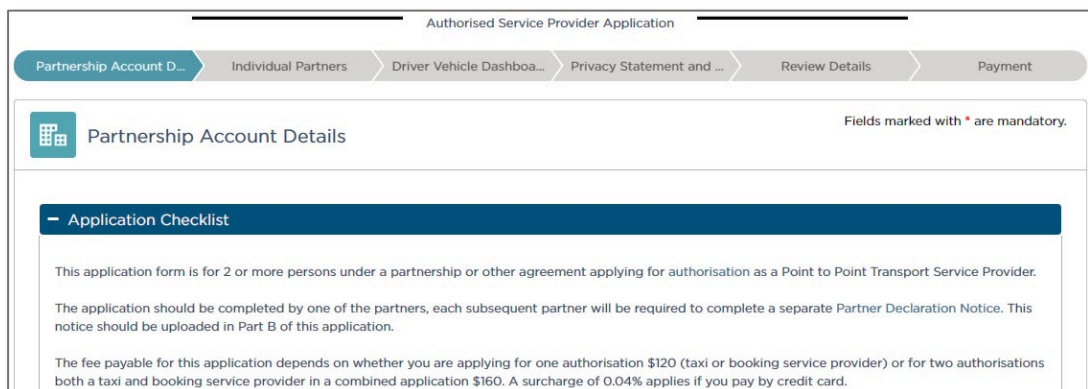
2. Click "New Application".
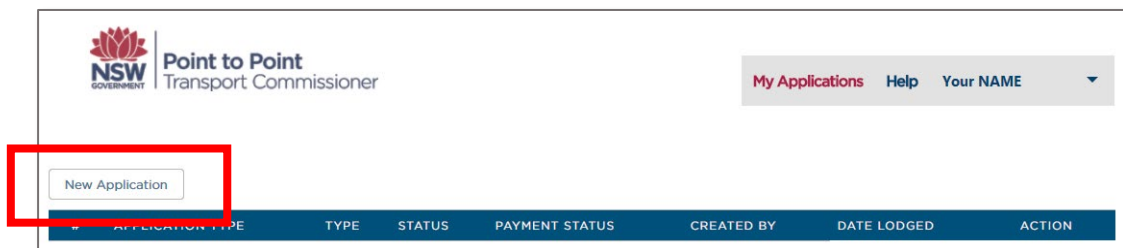
The "Authorised Service Provider Application" screen is displayed on the "Partnership Account Details" page.

3.1.1 Partnership Account Details

1. Read the "Application Checklist".

   Scroll down the screen to see the entire page.

2. Select the "Type" of service: "Booking Service".

Type *
○ Taxi Service   ● Booking Service   ○ Combined (Taxi and Booking Service)

3. The "Entity Type" will be set to what you selected during registration, e.g., "Partnership".

Entity Type
○ Company   ○ Individual   ● Partnership

4. The "Partnership Name" will have the name you entered during registration.

Partnership Name
Booking Partners

5. Does the partnership hold an Australian Business Number (ABN)? Select "Yes" or "No" from the drop-down list.

Does the partnership hold an ABN
Yes   ▼

If yes, go to Step 6.

If no, go to Step 7.

6. Type in the "Australian Business Number (ABN)".

Australian Business Number (ABN)

The ABN will be checked on the ASIC Business Register and the "Registered Business Name" is auto populated for you.

Registered Business Name

7. Select whether your "Business Address" is Australian or International.

Business Address * ❷
The premises where the business is operated.
● Australian Address   ○ International Address   Can't find address

Enter your street address starting with the street number and name, suburb and state.

8. Start to type in your "Business Address" (you need to type in at least 4 characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses listed.

Business Address * ❓
The premises where the business is operated.
◉ Australian Address ○ International Address
Can't find address

| 123 Railway Parade |

Enter your street address starting with the street number and name, suburb and state.

123 RAILWAY PDE, SEAFORD VIC 3198

123 RAILWAY PDE, POMONA QLD 4568

123 RAILWAY PDE, DARRA QLD 4076

123 RAILWAY PDE, PEAK HILL NSW 2869

123 RAILWAY PDE, LEURA NSW 2780

123 RAILWAY PDE, UPPER SWAN WA 6069

123 RAILWAY PDE, ALLANSON WA 6225

123 RAILWAY PDE, GLASS HOUSE MOUNTAINS QLD 4518

123-127 RAILWAY PDE, LOGAN VILLAGE QLD 4207

Tip: If your address is not in the list, click "Can't find address". You should do this for international addresses.

Business Address * ❓ The premises where the business is operated.
◉ Australian Address ○ International Address [Can't find address]

Enter your street address starting with the street number and name, suburb

Address fields are displayed so you can type in the address.

Business Address * ❓ The premises where the business is operated.
◉ Australian Address ○ International Address Find my address

Street

City/Suburb

State/Territory
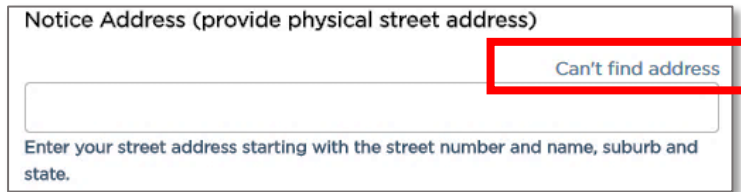
Please Select ▾

Postcode

9. Start to type in the address (you need to type in at least 4 characters) where records can be accessed from or made available, beginning with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

> Address where records can be accessed from or made
> available * ❓   ☐ Same as Business Address
> Availability of documents
>
>   Can't find address
>
> _____
>
> Enter your street address starting with the street number and name, suburb and
> state.

Tip: If the record keeping address is the same as the business address, select the "Same as Business Address" check box. The address will be automatically filled in for you.

> Address where records can be accessed from or made
> available * ❓   ☑ Same as Business Address
> Availability of documents
>
> 123 Railway Parade NSW Carlton 2218
>
> Enter your street address starting with the street number and name, suburb and
> state.
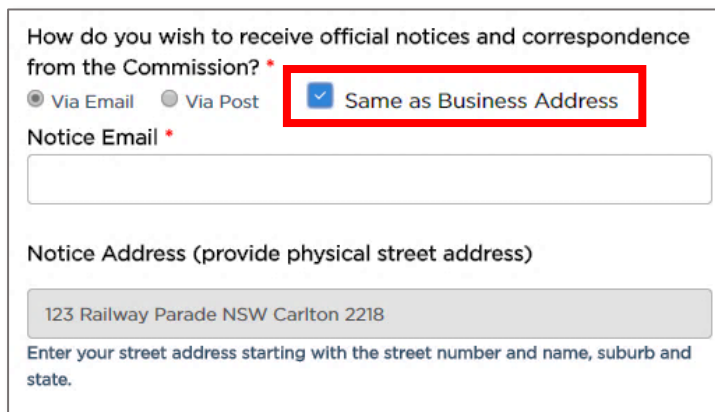
10. Select whether you want official notices and correspondence emailed or posted to you. You must provide an email address, and or/also a physical postal address.

> How do you wish to receive official notices and correspondence
> from the Commission? *
> ⦿ Via Email   ○ Via Post   ☐ Same as Business Address

11. Type in the "Notice Email" address if you want official notices and correspondence via email.

> Notice Email
>
> _____
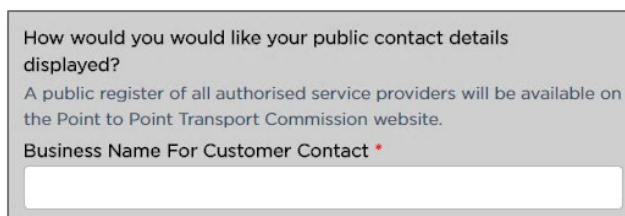
12. If you want official notices and correspondence via post, type in the physical street address (you need to type in at least 4 characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.
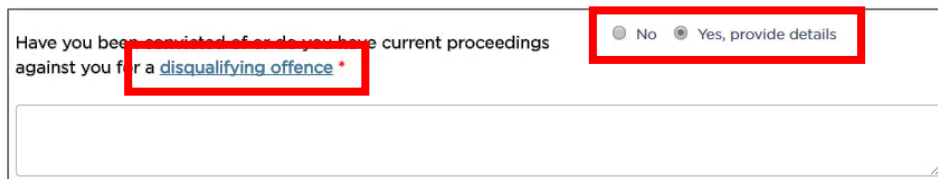
Notice Address (provide physical street address)

Can't find address

Enter your street address starting with the street number and name, suburb and state.
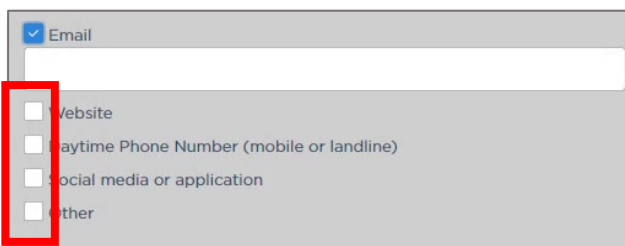
Tip: If the post address is the same as the business address, select the "Same as Business Address" check box. The address is automatically filled in for you.

How do you wish to receive official notices and correspondence from the Commission? *

○ Via Email   ○ Via Post   ☑ Same as Business Address

Notice Email *

Notice Address (provide physical street address)

123 Railway Parade NSW Carlton 2218

Enter your street address starting with the street number and name, suburb and state.

13. Type in the "Business Name for Customer Contact". This is how you want your business to be listed on the Point to Point Transport Commissioner's website.

How would you would like your public contact details displayed?
A public register of all authorised service providers will be available on the Point to Point Transport Commission website.

Business Name For Customer Contact *

14. Select the public method of contact you prefer and type in the matching address or number, e.g., "Email".

☑ Email

☐ Website
☐ Daytime Phone Number (mobile or landline)
☐ Social media or application
☐ Other

15. Click "Continue".

The "Individual Partners" page is displayed.
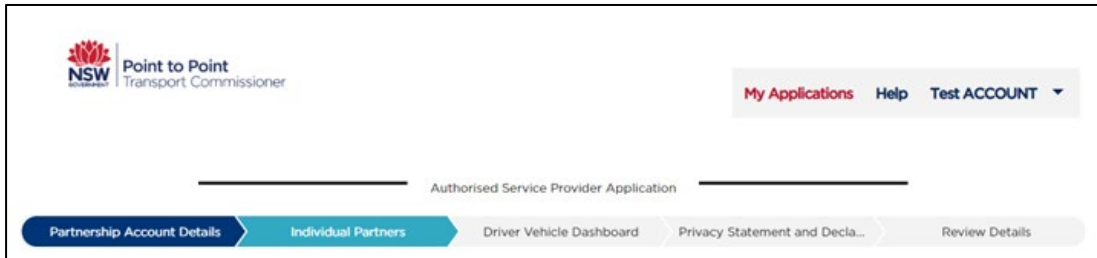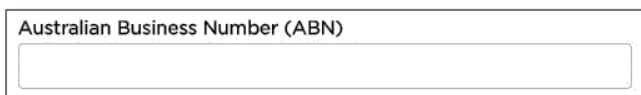
3.1.2 Individual Partners

3.1.2.1 Individual Partner 1 Details
On these pages you will start adding details for Partner 1. Remember, there must be two or more partners for a partnership.

1. Type in the "Australian Business Number (ABN)".

The ABN will be checked on the ASIC Business Register and the "Registered Business Name" will be auto populated for you.

2. Select Partner 1's "Title" from the drop-down list.

3. Type in the "First Given Name" of Partner 1.

4. Type in the "Family Name" of Partner 1.

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5. Type in "Other Given Names, If Applicable" of Partner 1.

Other Given Names, If Applicable

6. Is Partner 1 now, or has Partner 1 ever been, known by another name? Select "Yes, provide details" or "No".

   If yes, provide details in the text box.

Are you now or have you ever been known by another name? *   ○ No ◉ Yes, provide details

7. Type in the "Australian Driver Licence Number" of Partner 1.

Australian Driver Licence Number

8. Select the "State of Issue" from the drop-down list.

State of Issue
Please Select   ▼

9. Type in the "Daytime Phone Number" of Partner 1.

*Daytime Phone Number

10. Type in the "Email" address of Partner 1.

Email *

11. Type in the "Date of Birth (dd/mm/yyyy)" of Partner 1 or click on the calendar tool to select a date.

Date of Birth (dd/mm/yyyy) *
                                                    📅
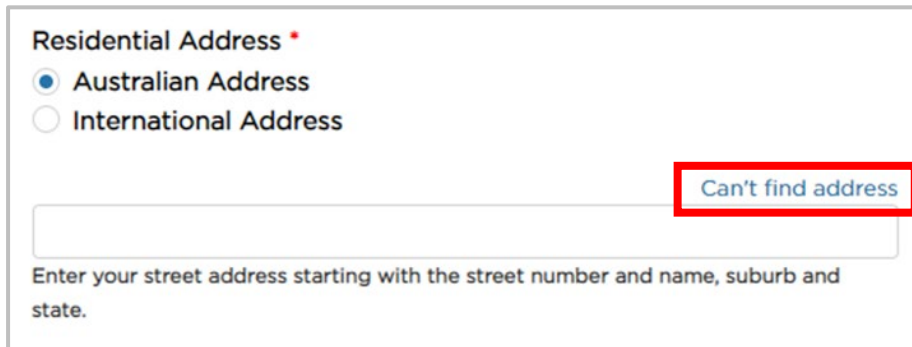
12. Select whether the "Residential Address" of Partner 1 is Australian or International.

Residential Address *
○ Australian Address
○ International Address

13. Start to type in the residential address of Partner 1, beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If the address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

14. Has Partner 1 ever been convicted of, or do they have current proceedings against them for a disqualifying offence? Select "Yes, provide details" or "No".

If no, skip to Step 20.
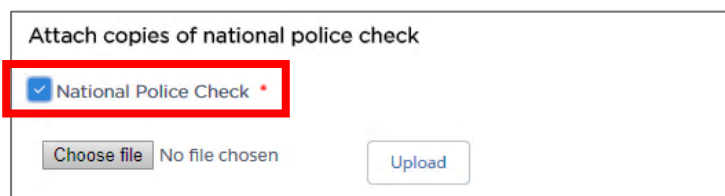
If yes, provide details in the text box. Click on the "disqualifying offence" link in blue text for more details.

15. Select the "National Police Check" box.

16. Click the "Choose file" button.

17. Find the folder on your computer where the National Police Check document for Partner 1 is located and click to select the file.
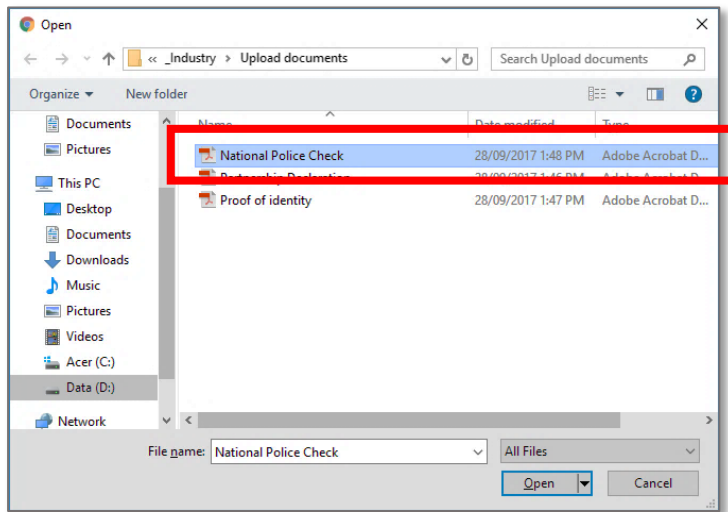
18. Click the "Open" button.
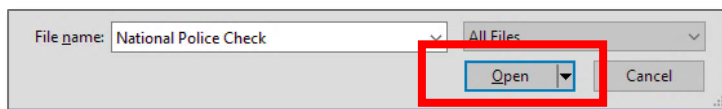
The name of the document is now displayed next to the "Choose file" button.

19. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.

File POI-National Police Check.pdf uploaded successfully

20. Has Partner 1 resided in Australia for the past 5 years? Select "Yes" or "No".

If yes, skip to Step 27.

If no, continue to Step 21, answer the additional questions and provide further evidence.

21. Type in the name of the country in which Partner 1 has spent most of their time over the last 5 years.

22. Select the "Police Certificate from the country nominated in above question" check box.

Note: Partner 1 must have completed an overseas police check from the country nominated above.

23. Click the "Choose file" button.

24. Find the folder on your computer where the Overseas Police Certificate document is located and click to select the file.
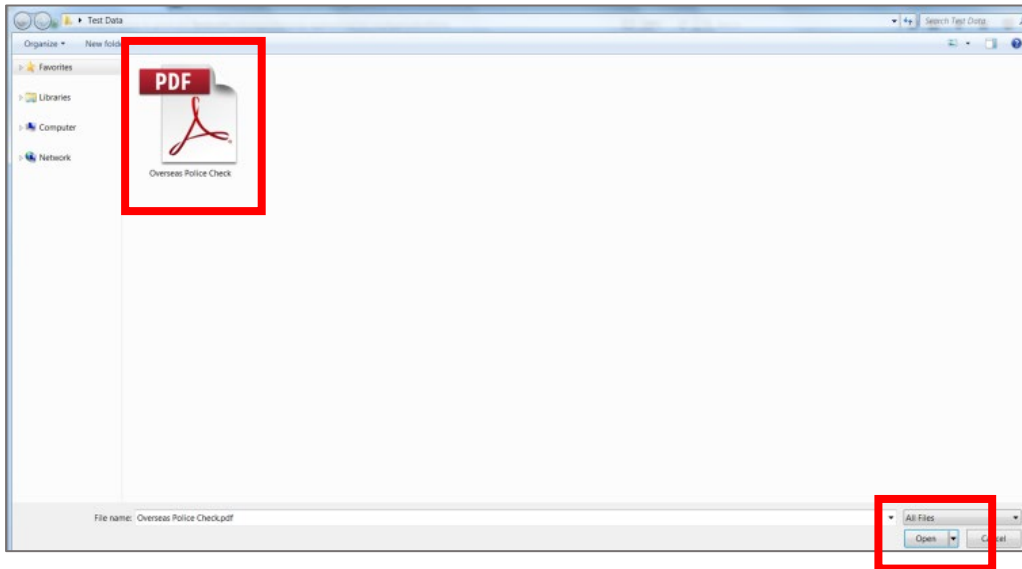
25. Click the "Open" button.

The name of the document is now displayed next to the "Browse" button.

26. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.
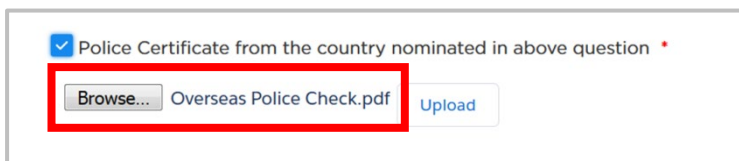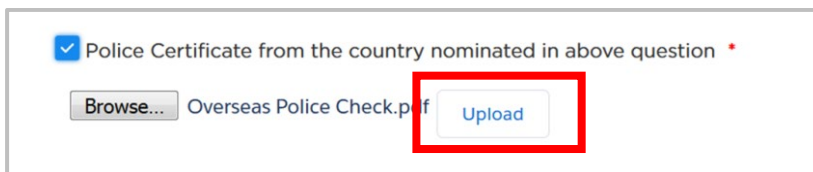
File PCC-Overseas Police Check.pdf uploaded successfully
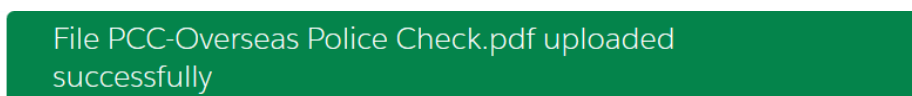
27. Does Partner 1 currently hold authorisation as a service provider? Select the relevant response from the drop down list.
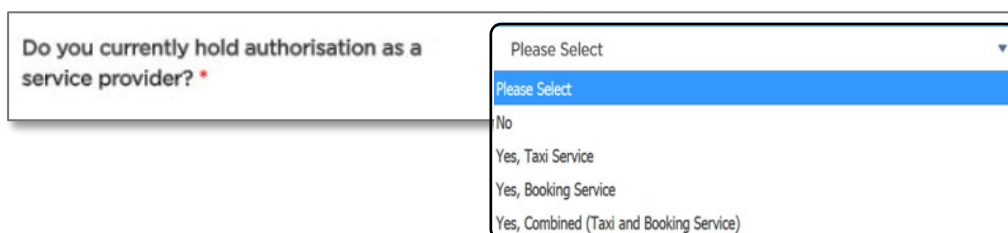
28. Has Partner 1 had an application for authorisation or accreditation under the Passenger Transport Act 1990 or the Passenger Transport Act 2014 refused, or has Partner 1 had an authorisation or accreditation cancelled within the last 12 months? Select "Yes, provide details" or "No".

If yes, provide details in the text box.

Have you had an application for authorisation or accreditation under the *Passenger Transport Act 1990* or the *Passenger Transport Act 2014* refused or have you had an authorisation or accreditation cancelled within the last 12 months? *	● No ○ Yes, provide details

29. Do you have a close associate:

- who has been convicted of or have current proceedings against them for a disqualifying offence, or
- who was a holder of an authorisation under the *Point to Point transport (Taxis and Hire Vehicles) Act 2016* that was cancelled or whose most recent application for any such authorisation was refused, or
- who was the holder of an accreditation, or an authorisation to operate a taxi-cab network, under the Passenger Transport Act 1990 that was cancelled, or whose most recent application for any such accreditation or authorisation was refused, or
- who was the holder of an accreditation to operate a public passenger service under the Passenger Transport Act 2014 that was cancelled, or whose most recent application for any such accreditation was refused.

Select "Yes" or "No".

Do you have a close associate: *
- who has been convicted of or has current proceedings against them for a disqualifying offence, or
- who was a holder of an authorisation under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016 that was cancelled or whose most recent application for any such authorisation was refused, or
- who was the holder of an accreditation, or an authorisation to operate a taxi-cab network, under the Passenger Transport Act 1990 that was cancelled, or whose most recent application for any such accreditation or authorisation was refused, or
- who was the holder of an accreditation to operate a public passenger service under the Passenger Transport Act 2014 that was cancelled, or whose most recent application for any such accreditation was refused

● No ○ Yes

30. The "Upload Documents" page is now displayed.

Upload Documents

Following documents are required for each partner
- Proof of identity documents
- National police check
- Partnership declaration

Attach files

⬆ Upload Files   Or drop files

FILETYPE	TITLE	ACTION
		🗑

🕒 Finish Later   ‹ Previous   › Continue

31. To upload the "Proof of identity documents" of Partner 1, you can either upload the file/s or 'drag and drop' the file/s from your computer's file management system.
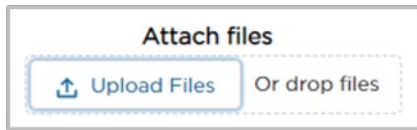
32. To upload the files, click on the "Upload Files" button.
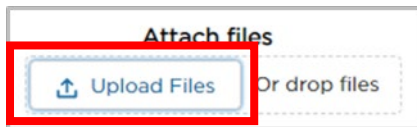
33. Find the folder on your computer where Partner 1's Proof of Identity (POI) document is located and click to select the file.
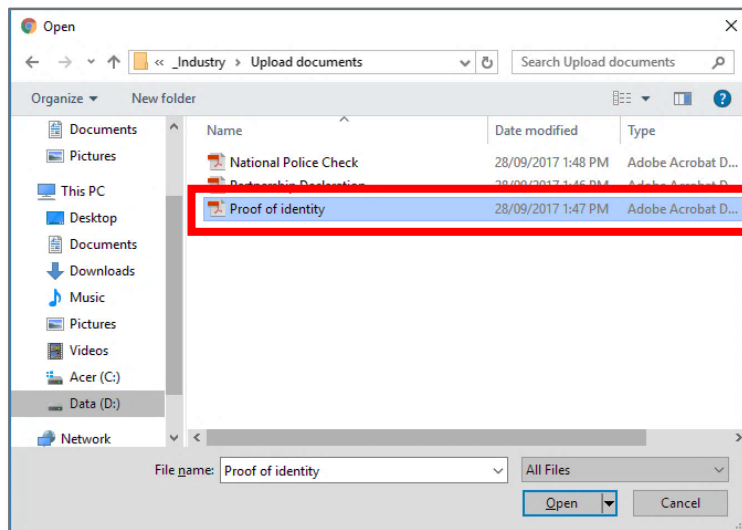
Note: There are known limitations related to attachments including:

- The inability to delete attachments that are uploaded. If you accidentally upload an attachment, contact the Industry Contact Centre on 131 727 for assistance.
- The ability to display only one attachment on screen at the time of upload. All attachments that are uploaded can be reviewed on the final review page of the application.
- When uploading files there is a limitation of 80 characters for file names, including the filename extension.

34. Click the "Open" button.

The name of the document is now displayed next to the "Choose file" button.

35. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.
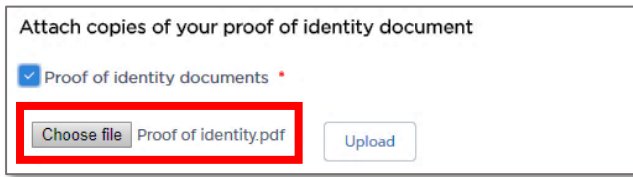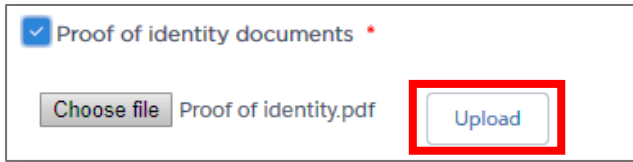
File POI-Proof of Identity.pdf uploaded successfully

36. To 'drag and drop' the files from your computer's file management system, simply drag the file from your computer's file management system and drop it onto the "Attach files" square.
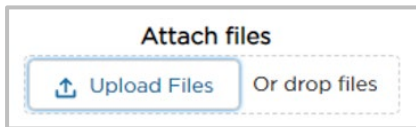
37. If you have more than one file which needs to be uploaded, repeat steps 31 to 35 or step 36 for each document to be uploaded.

If you answered "Yes" in Step 14 or "No" in Step 20, the 'police check' file you uploaded will already be visible on the "Upload Documents" page.

38. Once you have finished uploading the necessary files for Partner 1, click the "Continue" button.

39. This completes Partner 1 details. Now you have to add another one or more partners. Refer to '**3.1.2.2 Individual Partner 2 Details**' of this User Guide.

3.1.2.2   Individual Partner 2 Details

1. Click "Add Individual Partner".
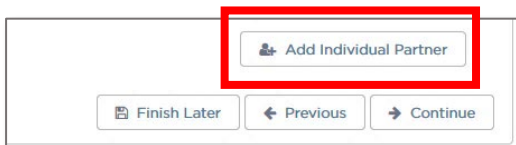
2. A new section, "Individual Partner 2 Details", is displayed underneath Individual Partner 1 Details.

3. Complete all the fields for Partner 2 as you did for Partner 1.

4. If you have a third partner to add, click "Add Individual Partner" and another section is added. The same applies for any more partners.

If you want to remove a partner, click "Remove Individual Partner".

5. When you have finished adding partners, click "Continue".

6. The "Driver Vehicle Dashboard" access page is displayed.

Indicate your response to the question "Do you require access to the Driver Vehicle Dashboard?" by selecting the option "Yes" or "No", and then click the "Continue" button.

If you want to go back to the last page, click "Previous".

Warning: You will lose the information you added on this page if you click "Previous".

If you want to complete your application later, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.
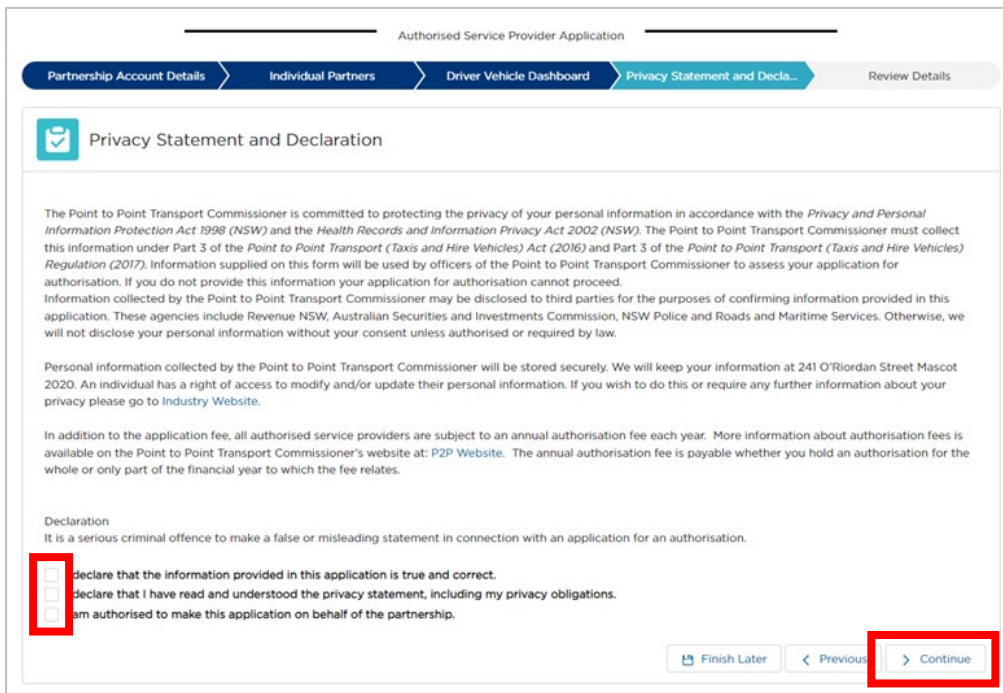
7. The "Privacy Statement and Declaration" page is displayed which requires that you read the privacy statement and make three declarations if you agree to them.

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

   If you agree, select the:

   - "I declare that the information provided in this application is true and correct" check box
   - "I declare that I have read and understood the privacy statement, including my privacy obligations" check box
   - "I am authorised to make this application on behalf of the partnership" check box.

   Then click on the "Continue" button.

8. The "Review Details" page is now displayed. It shows all of the information you have entered. It is a chance to double check your details before lodging your application. You will need to scroll the page to see all of the information.

Review all the information you supplied.
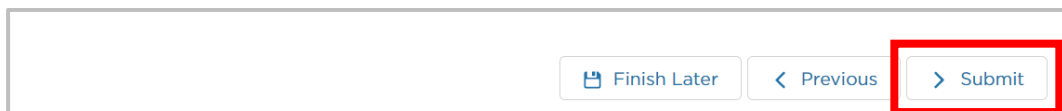
If you need to edit anything, click "Edit" for the page you want to edit. For example, to edit Business Details, click "Edit" as shown below

Make your changes and then click "Save".

Once you have checked that all your details are correct and you made any necessary changes, scroll to the bottom of the page, and click "Submit".

If you want to go back to the last page, click "Previous".

Warning: You will lose the information you added on this page if you click on "Previous".

If you want to complete your application later, click "Finish Later".

Your partially complete application has been saved and will be displayed on the Activities screen under the "Applications" tab.

9. If you selected "Submit", the Applications summary page is displayed. A green "Success" message is also displayed, confirming that your application has been submitted successfully.
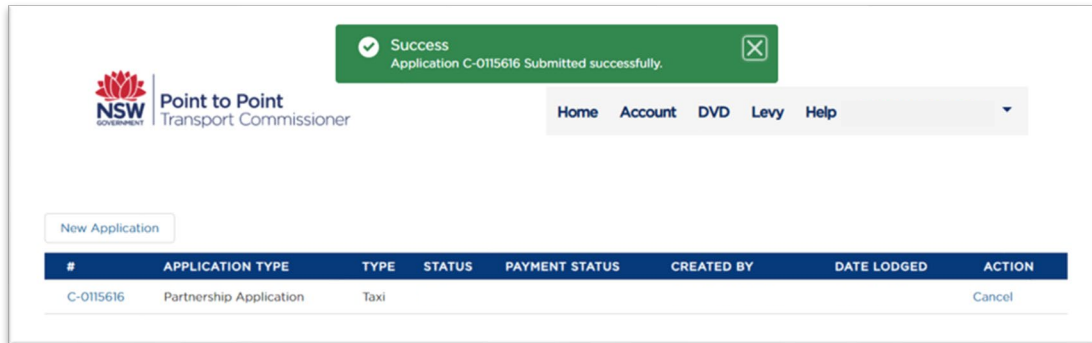
3.2 Combined Taxi & Booking Service

In this example we will be creating an Individual application for a Combined Taxi and Booking Service.

1. Log into the Industry Portal with your new login Username and Password.

2. Click "New Application".
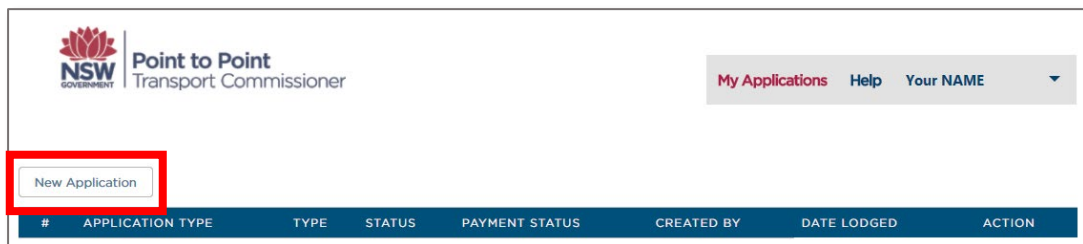
The "Authorised Service Provider Application" screen is displayed on the "Business Details" page.

3.2.1 Business Details

1. Read the "Application Checklist".

Tip: Scroll down the screen to see the entire page.

2. Select the "Type" of service: "Combined (Taxi and Booking Service)".

3. The "Entity Type" will be set to what you selected during registration, e.g., "Individual".

4. Select whether your "Business Address" is an Australian or International address.

5. Start to type in your "Business Address" starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses listed.

Tip: If your address is not in the list, click "Can't find address". This includes international addresses.

Address fields are displayed so you can type the address in.

OFFICIAL

6. Start to type in the "Address where records can be accessed from or made available", beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes international addresses.

Tip: If the record keeping address is the same as the business address, select the "Same as Business Address" check box. The address is filled in for you.

7. Select whether you want official notices and correspondence emailed or posted to you. You must provide either an email address or a physical postal address.

8. Type in the "Notice Email" address, if you have chosen "Via Email".

9. If you want official notices and correspondence via post, type in the physical street address starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

Tip: If the postal address is the same as the business address, select the "Same as Business Address" check box. The address is automatically filled in for you.

10. Type in the "Business Name for Customer Contact". This determines how your business will be listed on the Point to Point Transport Commission website.

11. Select the public method of contact you prefer and type in the matching address or number, e.g., "Email".

12. Click "Continue".

The "Applicant Details" page is displayed.

3.2.2 Applicant Details

1. Type in the "Australian Business Number (ABN)".

The ABN will be checked on the ASIC Business Register and the "Registered Business Name" is automatically filled in for you.

2. Select a "Title" from the drop-down list for the contact person.

3. Type in the "First Given Name".

4. Type in the "Family Name".

5. Type in "Other Given Names", if applicable.

Other Given Names, If Applicable

6. Type in the "Date of Birth (dd/mm/yyyy)" or click on the calendar tool to select a date.

Date of Birth (dd/mm/yyyy) *

7. Are you now, or have you ever been, known by another name? Select "Yes, provide details" or "No".

If no, go to Step 8.

If yes, provide details in the text box.

Are you now or have you ever been known by another name? *   ◯ No   ● Yes, provide details

8. Type in the "Australian Driver Licence Number".

Australian Driver Licence Number *

9. Select the "State of Issue" from the drop down list.

State of Issue *
Please Select

10. Select whether the "Residential Address" is an Australian or International address.

Residential Address *
◯ Australian Address   ◯ International Address

11. Start to type in the residential address starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click "Can't find address". This includes international addresses.

Residential Address *
○ Australian Address   ○ International Address

Can't find address

Enter your street address starting with the street number and name, suburb and state.

12. Type in the "Daytime Phone Number" which can be either a mobile or landline. Include the area code for a landline.

Daytime Phone Number (mobile or landline) *

13. Select the "Proof of Identity documents" check box.

Attach copies of your proof of identity document
☑ Proof of identity documents *
Choose file No file chosen   Upload

14. Click the "Choose file button".

Attach copies of your proof of identity document
☑ Proof of identity documents *
Choose file No file chosen   Upload

15. Find the folder on your computer where the Proof of Identity document is located and click to select the file.
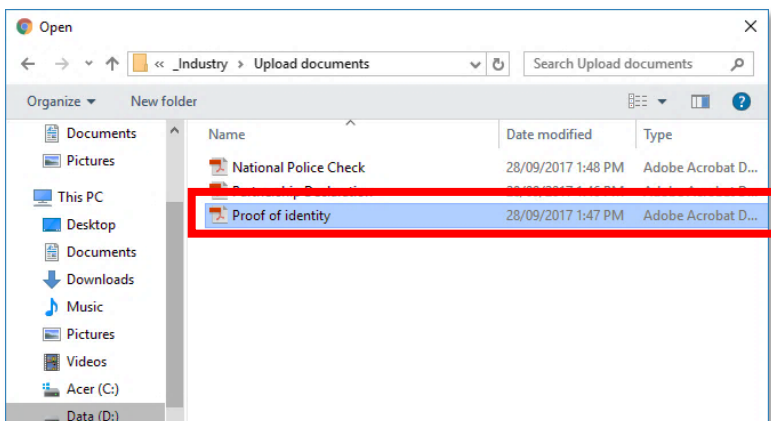
16. Click the "Open" button.
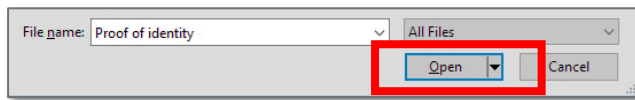
The name of the document is now displayed next to the "Choose file" button.

17. Click "Upload".

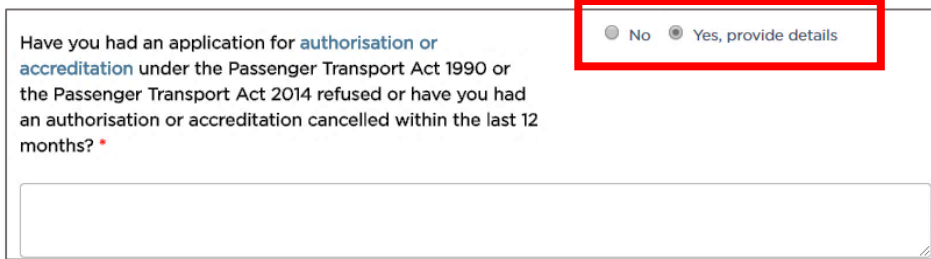A message is displayed to let you know the file was uploaded successfully.
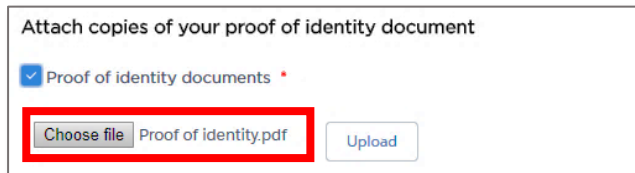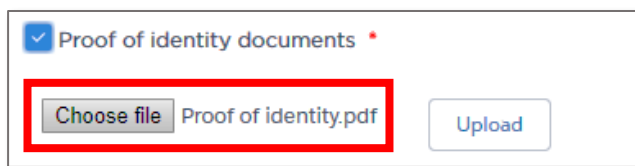
File POI-Proof of Identity.pdf uploaded successfully

If you have more than one proof of identity document, repeat Steps 14 to 17 for each document.

18. Click "Continue".

The "Additional Information" page is displayed.
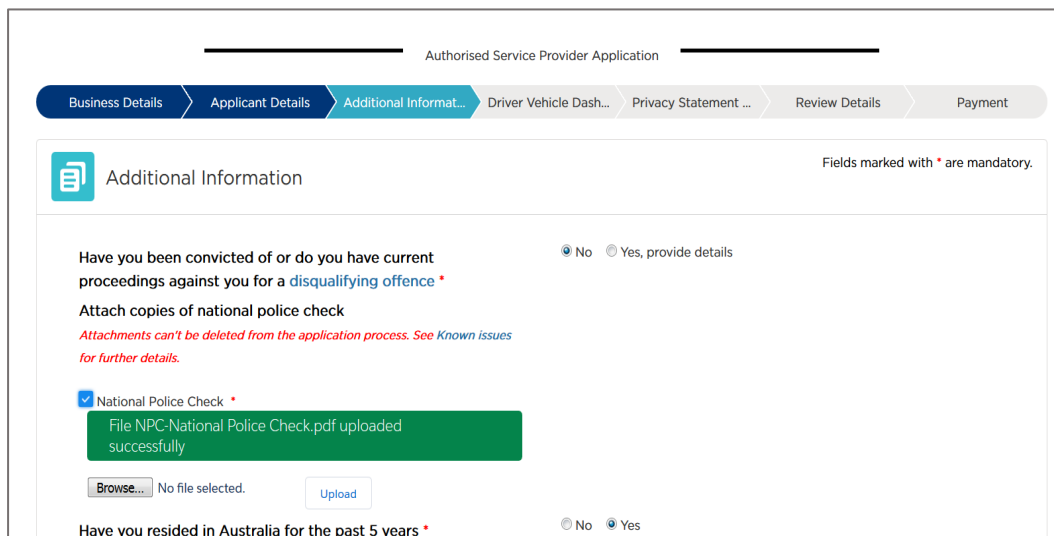
If you want to go back to the last page, click "Previous".

<u>Warning</u>: You will lose the information you added on this page if you click on "Previous".
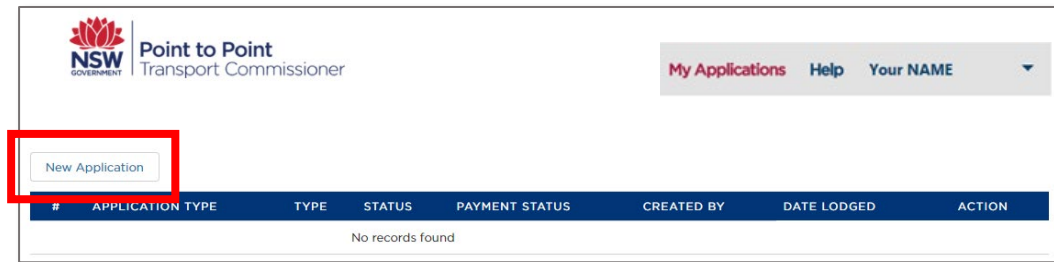

If you want to complete your application at a later time, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.2.3 Additional Information

1. Have you ever been convicted of, or do you have current proceedings against you for a disqualifying offence? Select "Yes, provide details" or "No".

   If no, go to Step 7.

   If yes, provide details in the text box. Click on the "disqualifying offence" link for more details.

2. You must provide a national police check. Select the "National Police Check" check box.

3. Click the "Choose file" button.

4. Find the folder on your computer where the National Police Check document is located and click to select the file.

5. Click the "Open" button.
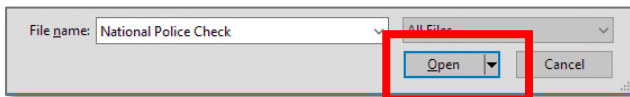
The name of the document is now displayed next to the "Choose file" button.
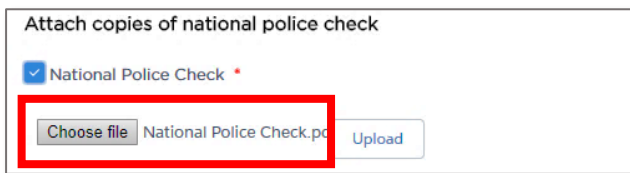
6. Click "Upload".
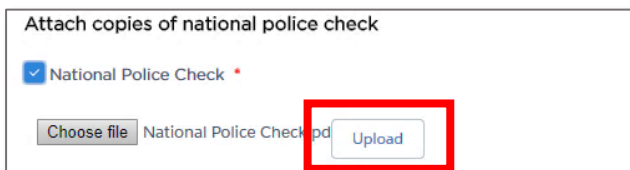
A message is displayed to let you know the file was uploaded successfully.

7. Have you resided in Australia for the past 5 years? Select "Yes" or "No".

If yes, skip to Step 14.

If no, continue to Step 8 to answer the additional questions and provide further evidence.

Have you resided in Australia for the past 5 years? * ◉ No ○ Yes

Which country have you spent most of your time in during the last 5 years? *

Attach copies of police certificate from country nominated

☑ Police Certificate from the country nominated in above question *

Choose file | No file chosen   Upload

8. Type in the name of the country in which you have spent most of your time over the last 5 years.

Which country have you spent most of your time in during the last 5 years? *

9. Select the "Police Certificate from the country nominated in above question" check box.

Attach copies of police certificate from country nominated

☑ Police Certificate from the country nominated in above question *

Choose file | No file chosen   Upload

10. Click the "Choose file" button.

Attach copies of police certificate from country nominated

☑ Police Certificate from the country nominated in above question *

Choose file | No file chosen   Upload

11. Find the folder on your computer where the Overseas Police Certificate document is located and click to select the file.
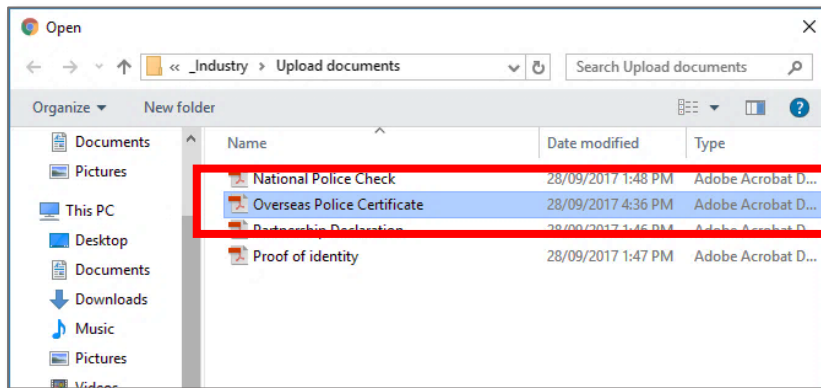
12. Click the "Open" button.
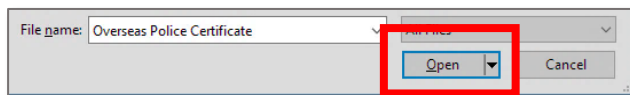
The name of the file is now displayed next to the "Choose file" button.

13. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.
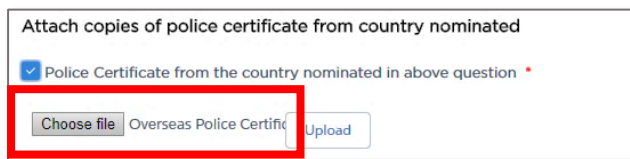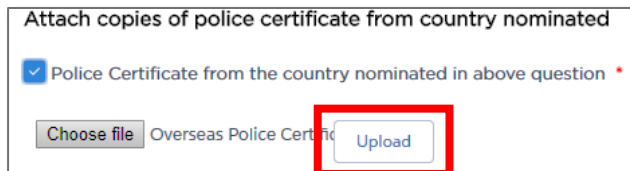
File PCC-Overseas Police Check.pdf uploaded successfully

14. Do you currently hold authorisation as a service provider? Select the correct response from the drop down list.

OFFICIAL

15. Have you had an application for authorisation or accreditation under the Passenger Transport Act 1990 or the Passenger Transport Act 2014 refused or have you had an authorisation or accreditation cancelled within the last 12 months? Select "Yes, provide details" or "No".

    If yes, provide details in the text box.

16. Do you have a close associate:

    - who has been convicted of or have current proceedings against them for a disqualifying offence, or
    - who previously held an authorisation that has been cancelled, or
    - whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

    Select "Yes" or "No".

17. Click "Continue".

    The "Driver Vehicle Dashboard" page is displayed.

    If you want to go back to the last page, click "Previous".

    Warning: You will lose the information you added on this page if you click on "Previous".

If you want to complete your application later, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.3 Booking Service

In this example we will be creating a Corporation application for a Booking Service.

Think of the application as a paper based form with pages for different types of information. Each page of the application is shown under the matching subheading.

1. Log into the Industry Portal with your new login Username and Password.
2. Click "New Application".

The "Authorised Service Provider Application" screen is displayed on the "Business Details" page.

3.3.1 Business Details

1. Read the "Application Checklist".

Tip: Scroll the screen to see the entire page.

2. Select the "Type" of service: "Booking Service".

3. The "Entity Type" will be set to what you selected during registration, e.g., "Company".

4. Select whether your "Business Address" is an Australian or International address.

5. Start to type in your "Business Address" starting with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses listed.

Tip: If your address is not in the list, click "Can't find address". This includes international addresses.

Address fields are displayed so you can type the address in.

6. Start to type in the "Address where records can be accessed from or made available", beginning with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields.

Tip: If the record keeping address is the same as the business address, select the "Same as Business Address" check box. The address is filled in for you.

7. Select whether you want official notices and correspondence emailed or posted to you.

Note: You must provide either an email address or a physical posting address.

OFFICIAL

8. Type in the "Notice Email" address if you want official notices and correspondence via email.

9. If you want official notices and correspondence via post, type in the physical street address starting with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

Tip: If you want the postal address for notices to be the same as your business address, select the "Same as Business Address" check box. The address is automatically filled in for you.

10. Type in the "Business Name For Customer Contact". This is how you want your business to be listed on the Point to Point Transport Commission website.

11. Select the public method of contact you prefer and type in the matching address or number, e.g., "Email".

12. Click "Continue".

The "Corporation Details" page is displayed.

3.3.2 Corporation Details

For a Corporate entity:

1. The "Corporation Name" will be filled in from the registration details.

2. The ACN or ARBN "Type" will be selected from the registration details.
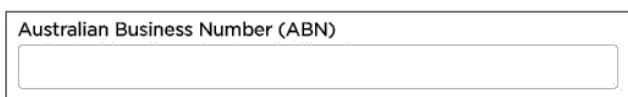
3. The "ACN or ARBN" number will be filled in from the registration details.

4. Type in the "Australian Business Number (ABN)".

OFFICIAL

The ABN will be checked on the ASIC Business Register and the "Registered Business Name" is filled in for you.

Registered Business Name

5. Type in the "Business Email" address.

Business Email

6. Type in the "Business Website" address.

Business Website

7. Has the corporation had an application for authorisation or accreditation under the Passenger Transport Act 1990 and the Passenger Transport Act 2014 refused or has the corporation had an authorisation or accreditation cancelled within the last 12 months? Select "Yes, provide details" or "No".

   If yes, provide details in the text box.

Has the corporation had an application for authorisation or accreditation under the *Passenger Transport Act 1990* and the *Passenger Transport Act 2014* refused or has the corporation had an authorisation or accreditation cancelled within the last 12 months? *

○ No   ● Yes, provide details

8. Do you have a close associate:
   - who has been convicted of or have current proceedings against them for a disqualifying offence, or
   - who previously held an authorisation that has been cancelled, or
   - whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

   Select "Yes" or "No".

Do you have a close associate: *
- who has been convicted of or have current proceedings against them for a disqualifying offence, or
- who previously held an authorisation that has been cancelled, or
- whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

○ No   ○ Yes

9. Provide your Company Extract; select the "Company Extract" check box.
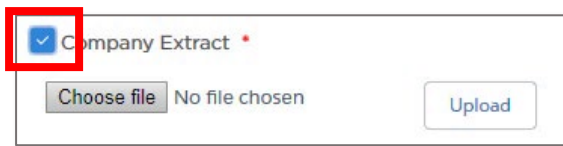
10. Click the "Choose file" button.
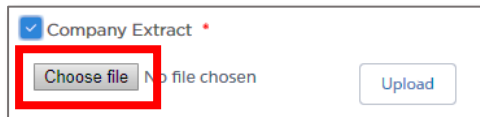
11. Find the folder on your computer where the company extract document is located and click to select the file.
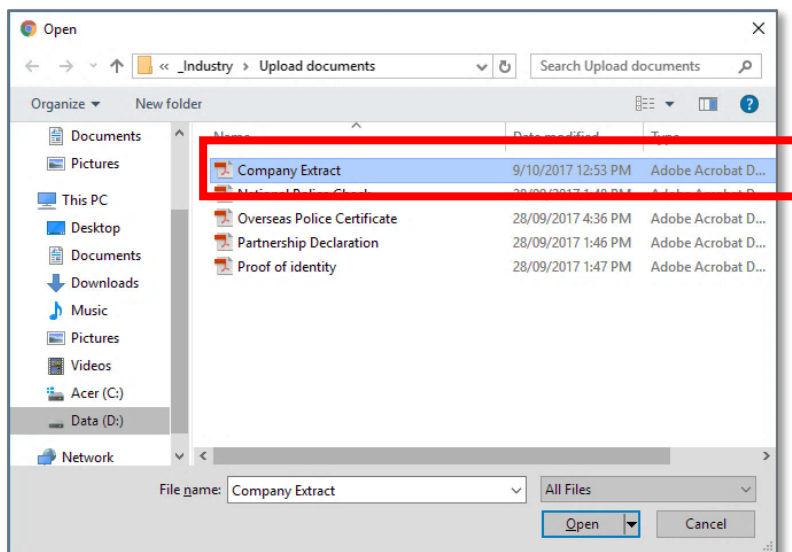
12. Click the "Open" button.

13. The name of the document is now displayed next to the "Choose file" button.

14. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.

File POI-Company Extract.pdf uploaded successfully

3.3.3 Nominated Director or Manager Details

A corporation is required to specify one or more directors or managers who are directly involved in the day-to-day management of the business. At least one of the nominated directors or managers must reside in NSW.

Tip: You will need to scroll the page to see all of the fields.

1. Select a director or manager's "Title" from the dropdown list.

2. Type in the "Date of Birth (dd/mm/yyyy)" or click on the calendar tool to select a date.

3. The "First Given Name" will be filled in from the registration details.

4. The "Family Name" will be filled in from the registration details.

5. Type in "Other Given Names, If Applicable".

Other Given Names, If Applicable

6. Are you now, or have you ever been, known by another name? Select "Yes, provide details" or "No".

   If yes, provide details in the text box.

   Are you now or have you ever been known by another name?
   ○ No   ● Yes, provide details

7. Select whether the "Residential Address" is an Australian or International address.

   Residential Address
   ○ Australian Address   ○ International Address

8. Start to type in the residential address (at least four characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

   Residential Address *
   ○ Australian Address   ○ International Address

   Can't find address

   Enter your street address starting with the street number and name, suburb and state.

9. The "Email" address will be filled in from the registration details.

   Email *

10. Type in the "Daytime Phone Number (mobile or landline)".

    Daytime Phone Number (mobile or landline) *

11. Type in the "Australian Driver Licence Number".

Australian Driver Licence Number *

12. Select the "State/Territory of Issue" from the dropdown list.

State/Territory of Issue *

Please Select ▼

13. Select a "Role" from the dropdown list.

Role *

Please Select
Company Secretary
Director
Manager

14. Have you resided in Australia for the past 5 years? Select "Yes" or "No".

If no, type in the name of the country in which you have spent most of your time over the last 5 years.

Have you resided in Australia for the past 5 years *   ◉ No ○ Yes

Which country have you spent most of your time in during the last 5 years? *

15. Have you been, at any time, a nominated director or manager for a corporation who held an authorisation and who was, while holding the authorisation, convicted of a disqualifying offence? Select "Yes, provide details" or "No".

If yes, type in details.

Have you been, at any time, a nominated director or manager for a corporation who held an authorisation and who was, while holding the authorisation, convicted of a disqualifying offence?   ○ No ◉ Yes, provide details

16. Have you been convicted of, or do you have current proceedings against you for a disqualifying offence? Select "Yes, provide details" or "No".
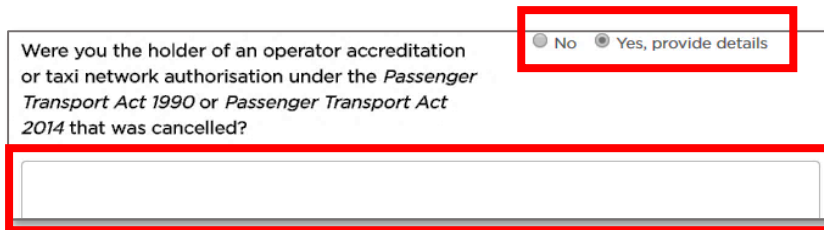
If yes, type in details.

Have you been convicted of or do you have current proceedings against you for a disqualifying offence?   ○ No ◉ Yes, provide details

17. Were you the holder of an operator accreditation or taxi network authorisation under the Passenger Transport Act 1990 or Passenger Transport Act 2014 that was cancelled? Select "Yes, provide details" or "No".
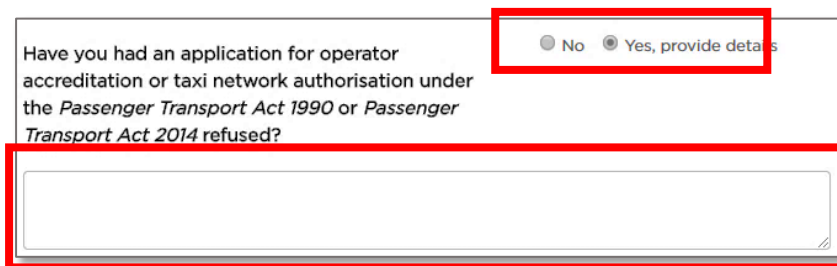
    If yes, type in details.

    Were you the holder of an operator accreditation or taxi network authorisation under the *Passenger Transport Act 1990* or *Passenger Transport Act 2014* that was cancelled?

    ○ No ● Yes, provide details

18. Have you had an application for operator accreditation or taxi network authorisation under the Passenger Transport Act 1990 or Passenger Transport Act 2014 refused? Select "Yes, provide details" or "No".
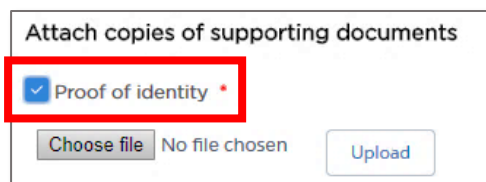
    If yes, type in details.

    Have you had an application for operator accreditation or taxi network authorisation under the *Passenger Transport Act 1990* or *Passenger Transport Act 2014* refused?

    ○ No ● Yes, provide details

19. Select the "Proof of Identity documents" check box.
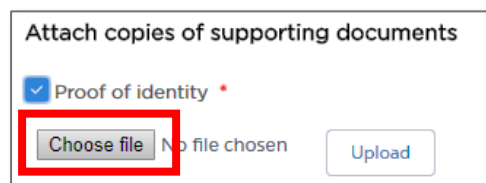
    Attach copies of supporting documents

    ☑ Proof of identity *

    Choose file | No file chosen   Upload

20. Click the "Choose file" button.

    Attach copies of supporting documents

    ☑ Proof of identity *

    Choose file | No file chosen   Upload

21. Find the folder on your computer where the Proof of Identity document is located and click to select the file.
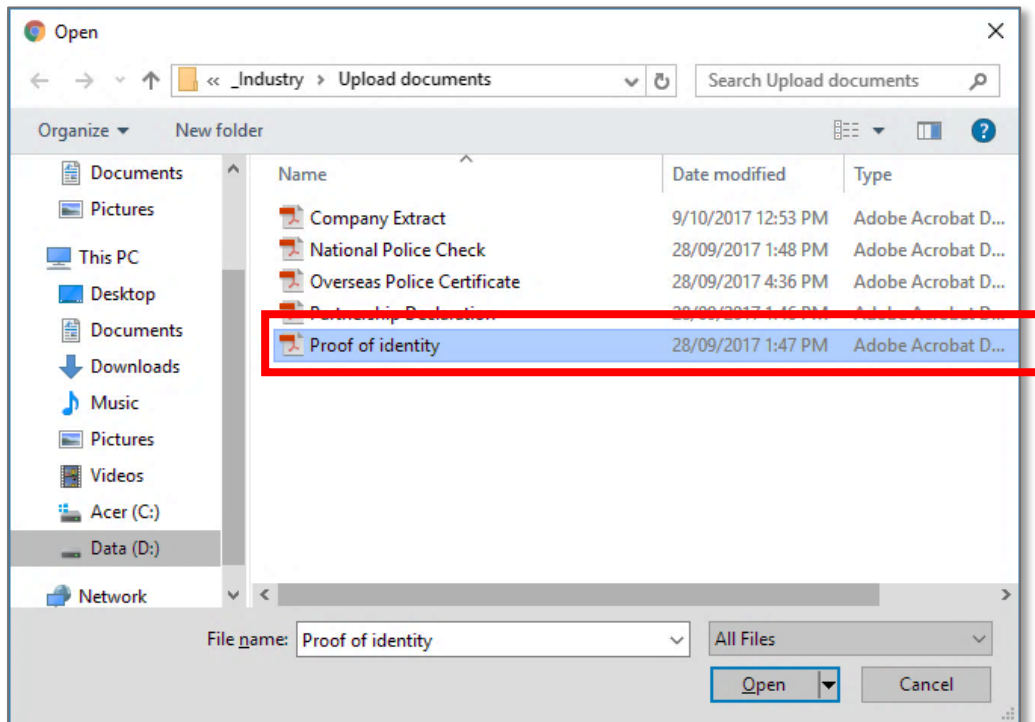
22. Click the "Open" button.
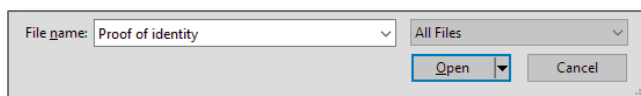
The name of the document is now displayed next to the "Choose file" button.

23. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.
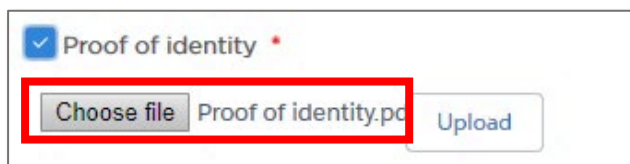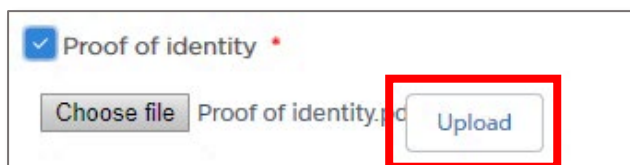
File POI-Proof of identity.pdf uploaded successfully
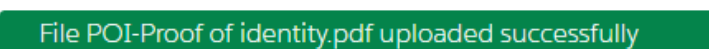
If you need to upload more than one document, repeat Steps 20 to 23 for each document.

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24. Select the "National Police Check" check box.
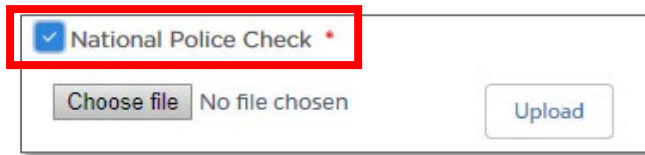
25. Click the "Choose file" button.
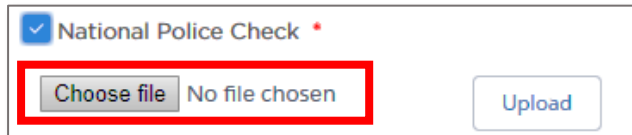
26. Find the folder on your computer where the National Police Check document is located and click to select the file.
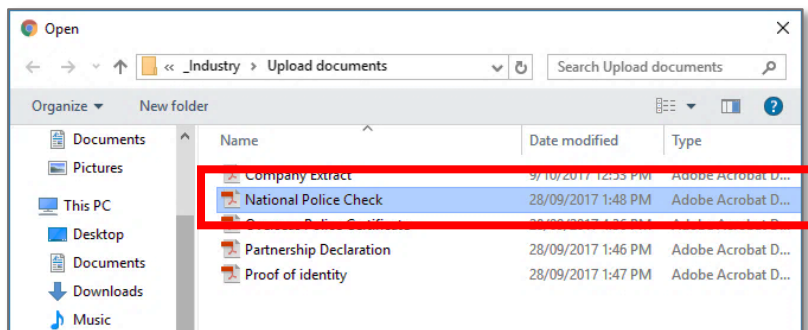
27. Click the "Open" button.
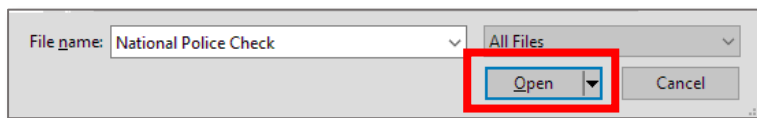
The name of the document is now displayed next to the "Choose file" button.

28. Click "Upload".

A message is displayed to let you know the file was uploaded successfully.
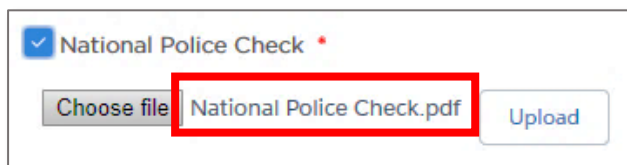
File POI-National Police Check.pdf uploaded successfully

29. Click "Continue".

The "Additional Nominated Director or Manager Details" page is displayed.

30. If you want to go back to the last page, click "Previous".

    Warning: You will lose the information you added on this page if you click on "Previous".

31. If you want to complete your application at a later time, click "Finish Later".

    Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.3.4 Additional Nominated Director or Manager Details

1. Do you want to nominate another director or manager? Select "Yes, provide details" or "No".

    If no, click "Continue".

If yes, a new section is displayed which mirrors the Nominated Director or Manager details. You will need to scroll the page to see all of the fields.

2. Complete all of the fields for the Additional Nominated Director or Manager as you did for the Nominated Director or Manager.

   When there is no more Additional Nominated Director or Managers to add, click "Continue". The "Driver Vehicle Dashboard" page is displayed.

3. If you have another director or manager to add, click "Add Director/Manager" and another section is added. Once again, complete all of the fields for the Additional Nominated Director or Manager as you did for the Nominated Director or Manager on the previous page. You will need to scroll the page to see all of the fields.

4. If you want to remove an Additional Nominated Director or Manager, click "Remove Director/Manager".

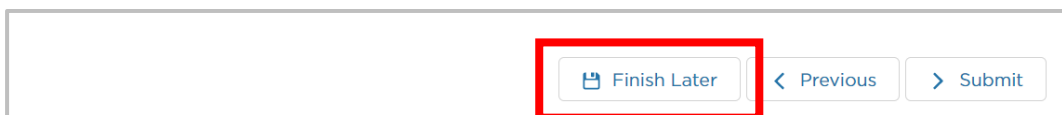   If you want to go back to the last page, click "Previous".

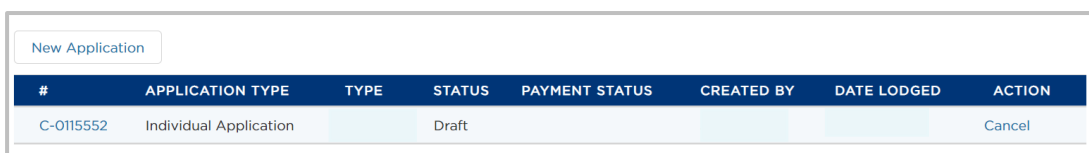   Warning: You will lose the information you added on this page if you click on "Previous".

If you want to complete your application at a later time, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.4 Driver Vehicle Dashboard

The Driver Vehicle Dashboard (DVD) is a user friendly tool which is in a convenient place within the Industry Portal and it will assist you in managing your safety obligations as an Authorised Service Provider (ASP). You don't have to use it, but it can assist you with your safety management obligations.
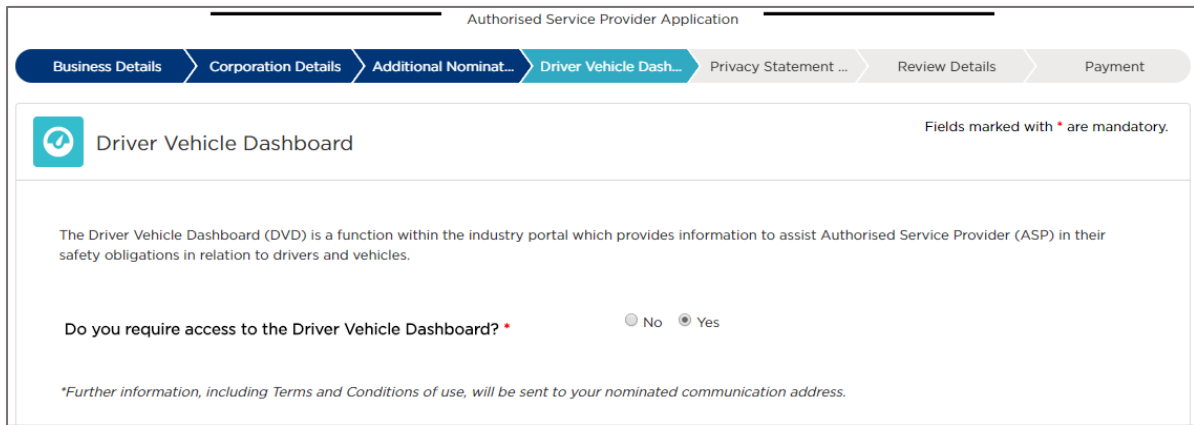
1. Do you require access to the Driver Vehicle Dashboard? Select "Yes" or "No".

If yes, further information including 'Terms and Conditions of Use' will be sent to your nominated communication address. These can be located on the Industry website.

2. Click "Continue".

The "Privacy Statement and Declaration" page is displayed.

3. If you want to go back to the last page, click "Previous".

Warning: You will lose the information you added on this page if you click on "Previous".

4. If you want to complete your application at a later time, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.5 Privacy Statement and Declaration

1. Read the "Privacy Statement and Declaration".

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

2. If you agree, select the "I declare that the information provided in this application is true and correct" check box.

3. If you agree, select the "I declare that I have read and understood the privacy statement" check box.

4. Click "Continue".

The "Review Details" page is displayed.

If you want to go back to the last page, click "Previous".

Warning: You will lose the information you added on this page if you click on "Previous".

If you want to complete your application at a later time, click "Finish Later".

Your partially complete application has been saved and will be displayed on the "Activities" screen under the "Applications" tab.

3.6 Review Details

The "Review Details" page displays all of the information you entered. It is a chance to double check your details before lodging and paying for your application. You will need to scroll the page to see all of the information.

1. Review all of the information you supplied.

2. If you need to edit anything, click "Edit" for the page you want to edit. For example, to edit Business Details, click "Edit" as shown below

3. Make your changes and then click "Save".

4. Once you have checked that all your details are correct and you made any necessary changes, scroll to the bottom of the page, and click "Submit".

If you want to go back to the last page, click "Previous".

Warning: You will lose the information you added on this page if you click on "Previous".

If you want to complete your application at a later time, click "Finish Later".

Your partially complete application has been saved and will be displayed on the Activities screen under the "Applications" tab.

5. If you selected "Submit", the Applications summary page is displayed.
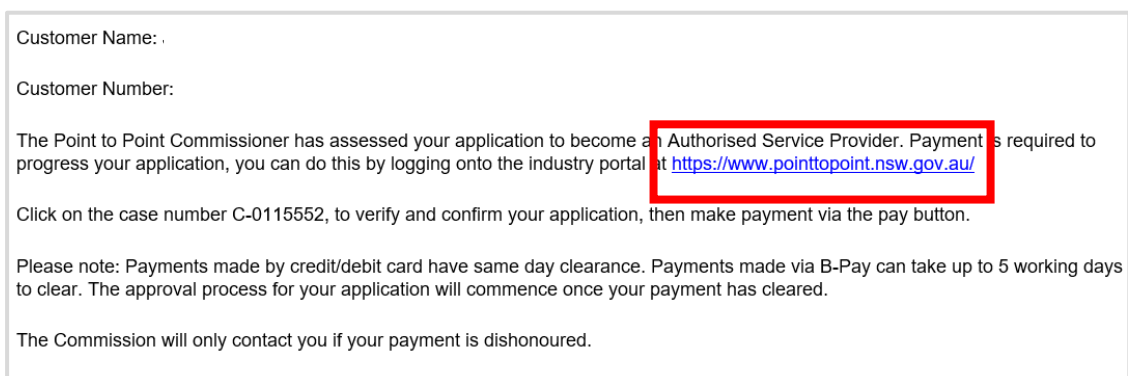
#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0115552	Individual Application		Draft				Cancel

6. Check your email.

There will be an email similar to the one below.

Click on the blue link in the email and log back into the Industry Portal with your Username and Password.

Customer Name: .

Customer Number:

The Point to Point Commissioner has assessed your application to become an Authorised Service Provider. Payment is required to progress your application, you can do this by logging onto the industry portal at https://www.pointtopoint.nsw.gov.au/

Click on the case number C-0115552, to verify and confirm your application, then make payment via the pay button.

Please note: Payments made by credit/debit card have same day clearance. Payments made via B-Pay can take up to 5 working days to clear. The approval process for your application will commence once your payment has cleared.
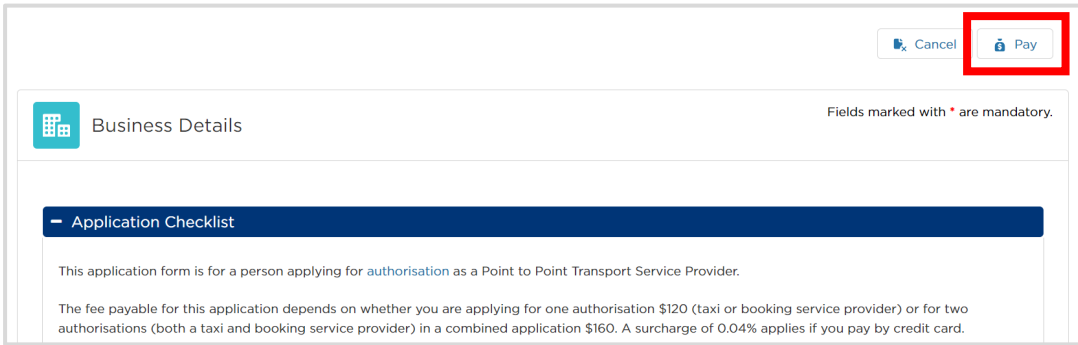
The Commission will only contact you if your payment is dishonoured.

7. Then click on the Case Number (in the "#" column) that corresponds with the case number in the email you just received.

8. You will then receive the option to make a payment. Click on the "Pay" button.

3.7 Payment

1. The 'Payment Details' screen will be displayed, showing the applicable fee and the various payment options.
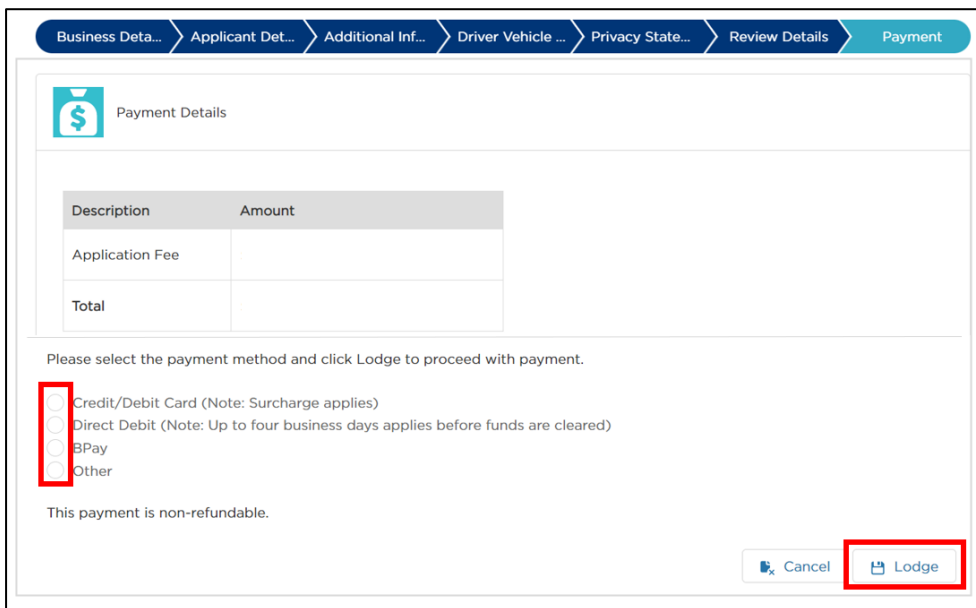
   Please ensure you have the details for your preferred payment method ready for the next steps.

   If you prefer to pay by **Credit/Debit Card**, refer to steps 2 to 6.

   If you prefer to pay by **Direct Debit**, refer to steps 7 to 11.

   If you prefer to pay by **BPAY**, refer to steps 12 to 14.

   Important: This payment in non-refundable.
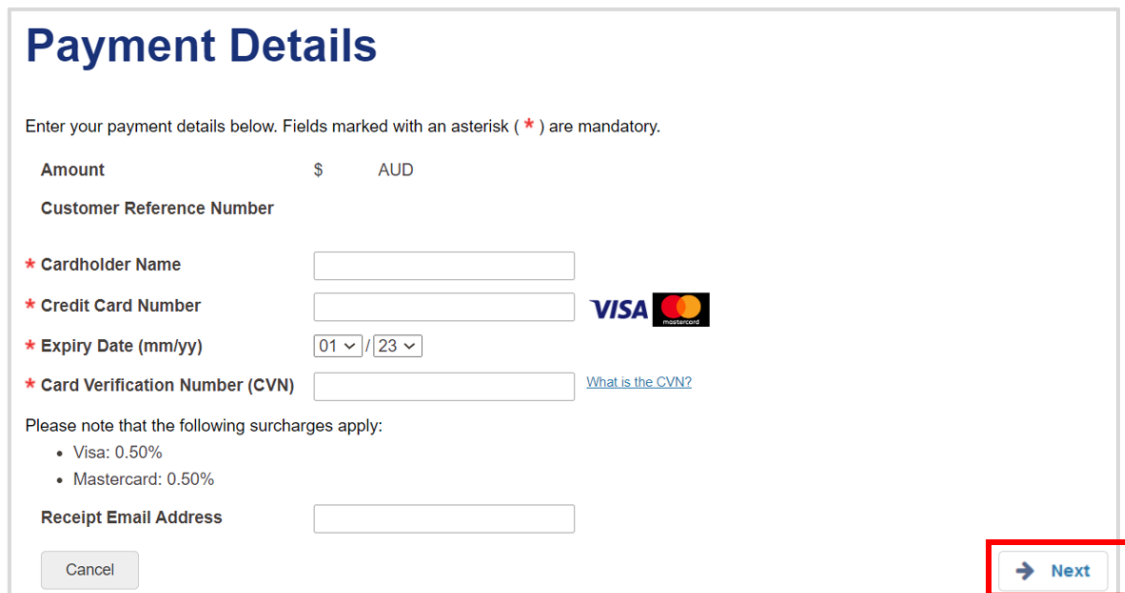
2. If you choose to pay by credit card or debit card, select the option button "Credit/Debit Card" and click on the "Lodge" button.

3. The "Payment Details" screen will appear. Enter your card's details and an email address for your receipt to be sent to.

    Click "Next" to process the payment.
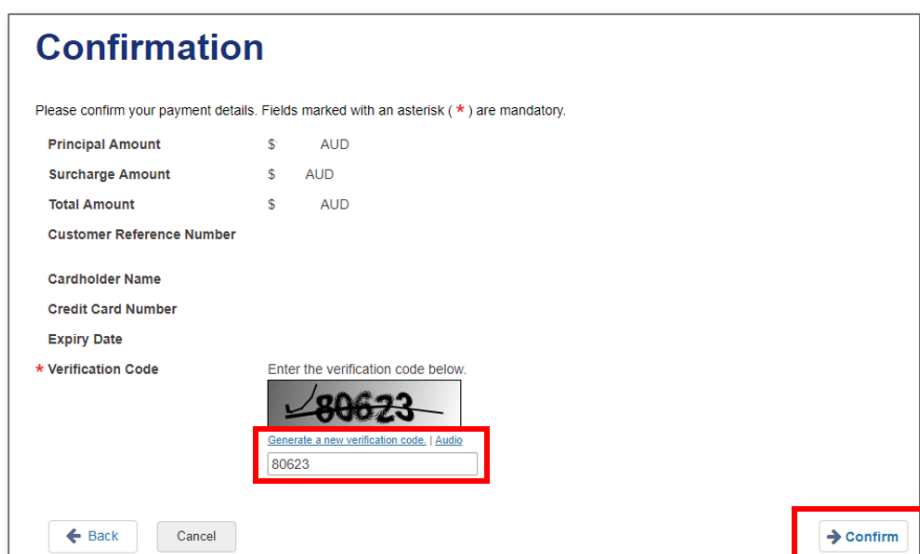
4. The "Confirmation" page is displayed.

    Type in the "Verification Code" displayed in the box. e.g., 80623. Note: 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, click "Audio".

    Click "Confirm".

5. You are returned to the screen where you clicked "New Application".

   Your application status is "Lodged" and your payment status is "Paid in Full".

6. Check your nominated email for a confirmation advice and your receipt.

7. If you choose to pay by direct debit, select the option button "Direct Debit" and click on the "Lodge" button.

8. On the next screen that is displayed (see below), read the "Direct Debit Request Service Agreement" (scroll down the screen to see the entire agreement) and, if you agree, tick the check box "I accept the Direct Debit Request"

   Then enter your bank account details and an email address for your receipt to be sent to.

   Click "Next" to progress your application.

9. The "Confirmation" screen for Direct Debit payment details will be displayed.

Check that the details displayed are correct

If the details are not correct, click the "Back" button and re-enter your Direct Debit payment details

If they details are correct, enter the verification code displayed e.g., 08538. <u>Note</u>: 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, click "Audio".
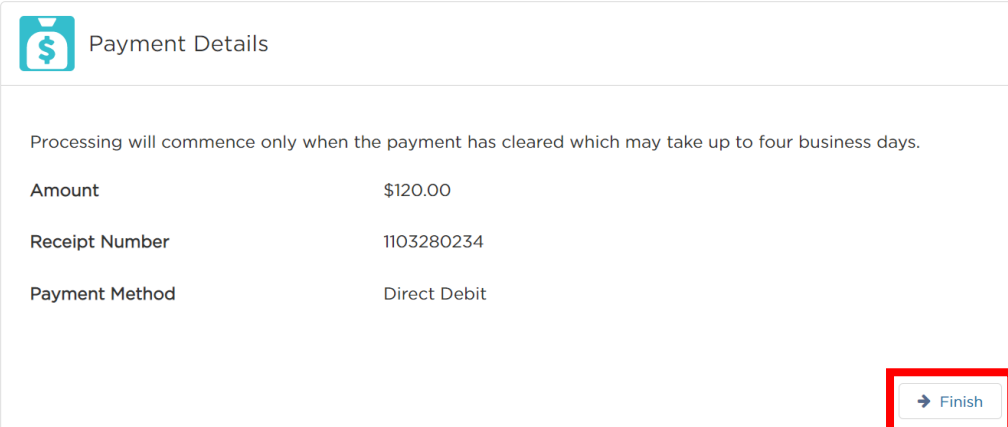
Click "Confirm".

10. The "Payment Details" screen for your Direct Debit payment will be displayed. Click "Finish" to progress your application.

11. You are returned to the screen where you clicked "New Application".

   Your application status is "Lodged" and your payment status is "Pending".

12. If you choose to pay by BPAY, select the option button "BPAY" and click on the "Lodge" button.

13. The "Payment Details" screen will be displayed and you will be provided with the details needed to make your BPAY payment.

   Note: You will also receive an email with these same BPAY payment details as well as instructions on how to pay.

   Click "Finish" to progress your application.

14. You are returned to the screen where you clicked "New Application".

   Your application status is "Lodged" and your payment status is "Pending".

3.8 Notice of Grant of Authorisation

Should your application for authorisation be granted, you will receive an email with details relating to your authorisation as well as your Authorisation Certificate, similar to the following:

30 September 2017

Customer Name: Booking Partners
Customer Number:

Your NAME,

Notice of grant of Authorisation

I am pleased to inform you that your application for authorisation of **Booking Partners** submitted on has been granted.

Your Authorisation Service Provider Certificate is enclosed.

As an Authorised Service Provider, you are required to comply with:

- *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*
- *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*
- The conditions of your Authorisation.

Further information on your obligations as an authorised service provider can be found on the commission's website.

Passenger Service Levy

It is a condition of authorisation that if you are liable to pay the passenger service levy then you must do so within 7 days of being liable to pay. If you have not done so already, this includes registering as a taxpayer. Further information can be found in the on the commission's website.

Changes to your circumstances

It is important that you tell us about any changes to your circumstances including change of name, contact details, address or nominated director or manager details, including if the nominated director or manager ceases to reside in NSW. You must do this in writing within 7 days of the change occurring. You can use the online portal to update your information **(link to update details FAQ)**.

Point to Point Transport Commission

4 Industry Portal – Authorised Service Provider access

Once you have registered, applied for authorisation and authorisation has been granted you will get access to the Authorised Service Provider Portal. Use this procedure to log in to the Industry Portal. You must be registered before you can log in to the Industry Portal.

4.1 Log in

1. Log in to the Industry Portal or go to pointtopoint.nsw.gov.au
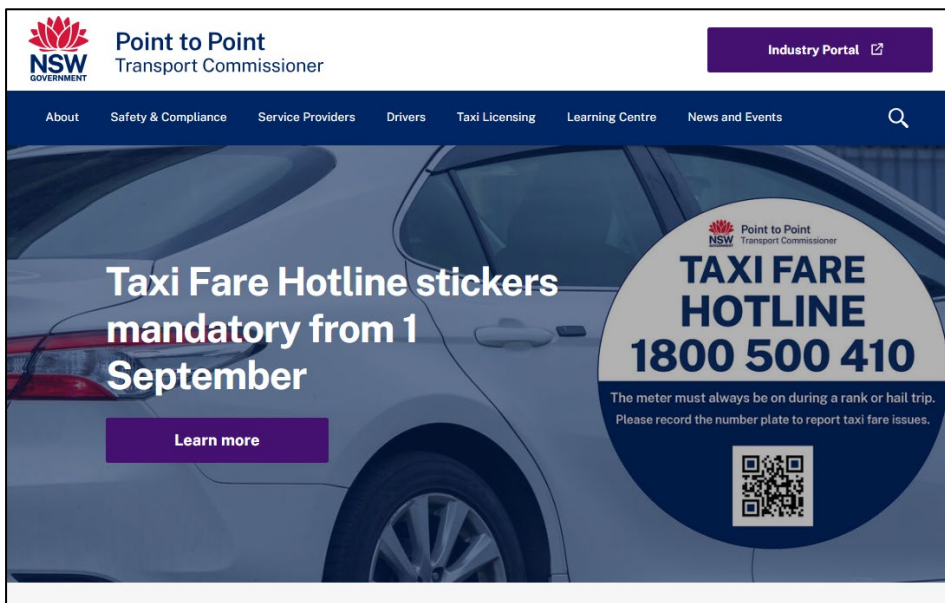
2. Click on the "Industry Portal" link, just above the magnifying glass.
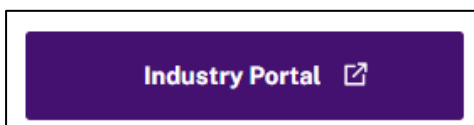
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3. Click the "Continue with Point to Point" button which has been labelled below with the letter "A".

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.

Authorised Service Provider Portal

Taxi Licence Portal

Authorised Service Provider Portal

Manage or apply for Service Provider Authorisations

A | Continue with Point to Point |

Further options

Taxi Licence Portal

Manage or apply for taxi licences

Log in or register using your MyServiceNSW Account

For fewer passwords and a simpler application process, you can use your MyServiceNSW Account.

| Continue with Service NSW |

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.

Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.

---------------------------------- OR ----------------------------------

Log in or register using your Point to Point Account

| Continue with Point to Point |

4. The "Log in" screen is displayed.

   Type in your "Username". This is the email address you used to register.

   Type in your "Password".

   You must click the "Terms and Conditions" link to read the Terms and Conditions.

   If you agree, select the "I agree to the Terms and Conditions" check box.

   Click "Log in".
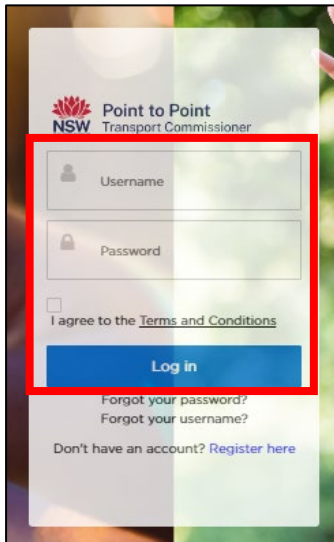
5. The "Home" page is displayed.
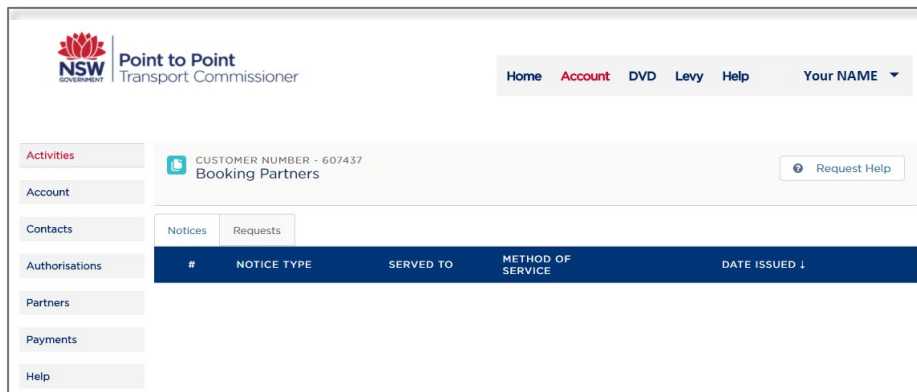
4.1.1 Forgot your password?

1. Click the "Forgot your password?" link under the "Log in" button.
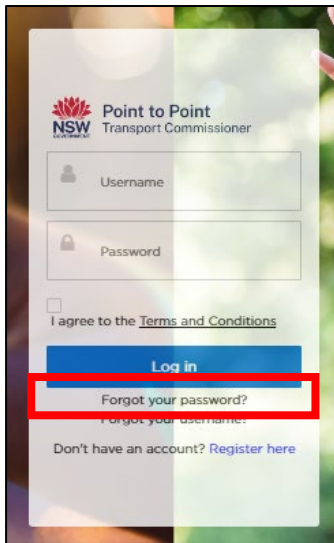
   The "Forgot your Password" screen is displayed.

2. Type in your "Username" and then click "Submit".
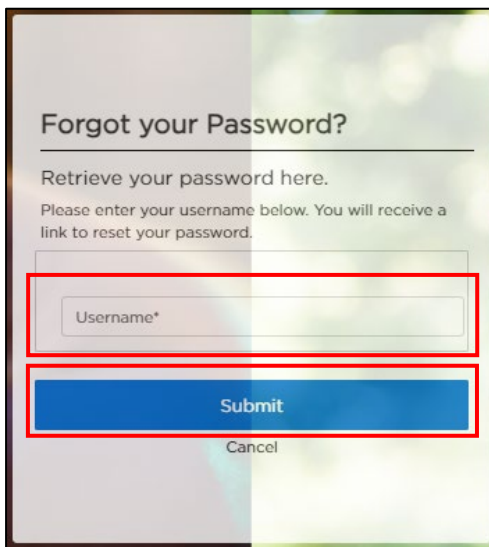
3. Check your email account for a link to reset your password.

4.1.2 Forgot your username?

1. Click the "Forgot your username?" link under the "Log in" button.
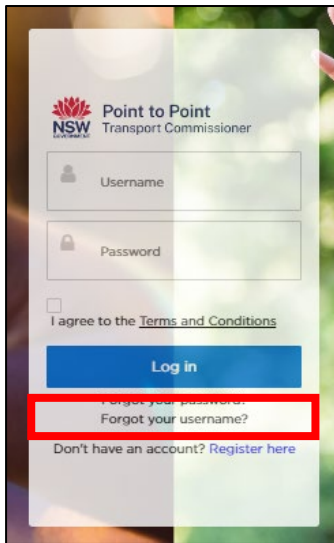
   The "Forgot your Username" screen is displayed.

2. Type in the email address that you have registered with the Point to Point Transport Commission and then click "Submit".
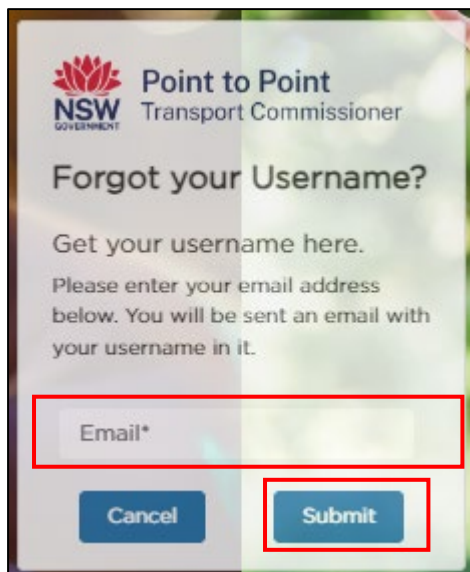
3. Check your email account for an email with details regarding your username.
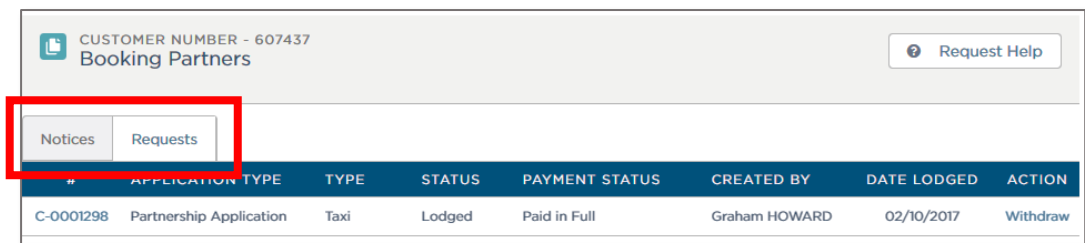
4.2 Activities

Use the "Activities" screen to check your notices and requests.

1. Click the "Activities" tab on the left hand menu.

The "Activities" screen is displayed. In the following image, the "Requests" tab is displayed showing that a Partnership Application has been lodged and paid in full.

2. Click either the "Notices" or "Requests" tab to switch views.

4.3 Account

Use the "Account" screen to check and edit contact information.

1. Click the "Account" tab on the left hand menu.

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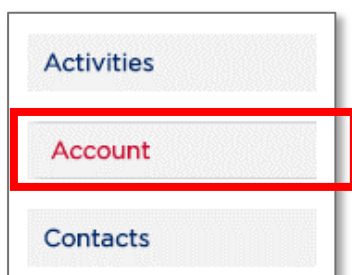
The "Account" screen is displayed.

Note: Only the white fields are active and can be edited. Grey fields cannot be edited.

2. Click "Save" if you have changed any details.

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4.3.1 New Application

You can submit an application for another service associated with your authorisation. For example, you may hold an authorisation for a Booking Service and want to apply for authorisation as a Taxi Service.

From the "Account" screen:

1. Click "New Application"

2. Follow the new application process in "3. Apply to become an Authorised Service Provider".

4.3.2 Contacts

Use the "Contacts" screen to check and edit contact information.

1. Click the "Contacts" tab on the left hand menu.
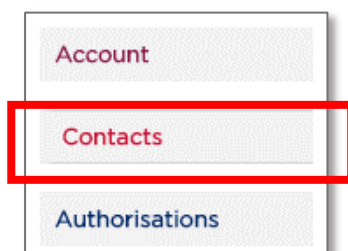
The "Contacts" screen is displayed.

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4.3.3 Edit a contact

Use this function to:

- Edit the details of a contact
- Modify access levels to the DVD
- Upload or update the contact's POI or criminal history check information

Use the "Contacts" screen:

1. Click the "Edit" icon for the contact you want to edit.

   The "Edit Contact" window is displayed.

2. Make your changes.

   <u>Note</u>: Only the white fields are active and can be edited. Grey fields cannot be edited without advising the Point to Point Transport Commission in writing and with supporting evidence.
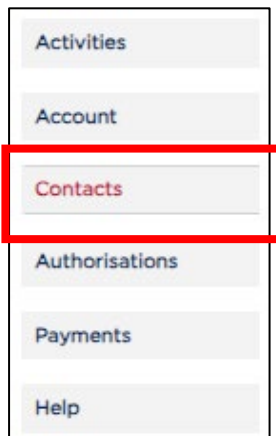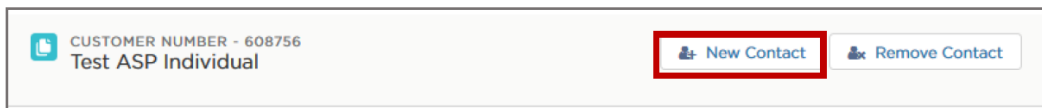
3. Click "Update".

4.3.4 Add a contact

The process of registering a 'new contact' must be begun by one of the Authorised Service Provider's 'current contacts'. The 'current contact' must complete steps 1 to 9.

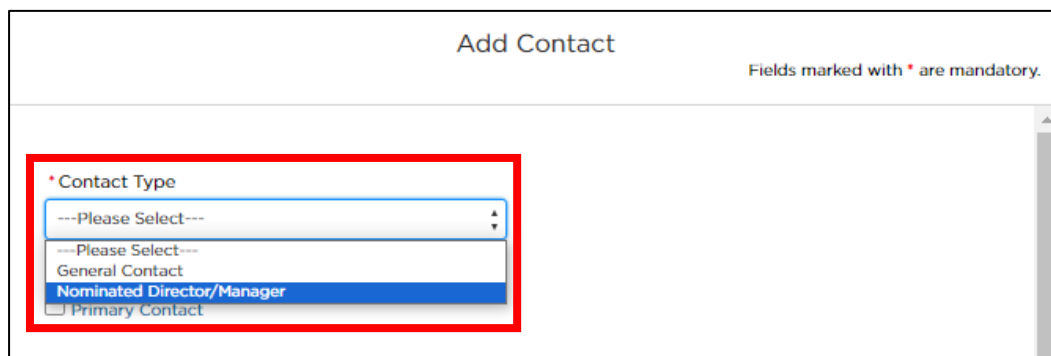1. Click on the "Contacts" tab on the left hand menu.

2. Click on the "New Contact" button.

The "Add Contact" window is now displayed.

3. Click on the "Contact Type" drop-down list to display the options and select "Nominated Director/Manager".

4. This will then prompt the display of another drop-down list with the title "Role". Select the relevant role.

5. The 'current contact' needs to enter the details for the 'new contact' into the "Add Contact" form:
   - If the 'new contact' will be the "Primary Contact", check the box
   - Type the "First Given Name"
   - Type the "Family Name"
   - Type the "Email" address
   - Type the "Daytime Phone Number"
   - If the 'new contact' will have "Authorisation Account Administrator" access, check the box
   - If the 'new contact' will have "Driver Vehicle Dashboard Administrator" access, check the box
   - If the 'new contact' will have "Taxi Portal" access, check the box.

6. Scroll down the page and read the "Privacy Statement and Declaration".

   If you agree with it, check the two declaration boxes.

7. Click on the "Lodge" button.

8. A new window will appear advising you of the next steps and requesting confirmation of the new contact's email address.

   If correct, click on "Confirm".

   If incorrect, click on "Cancel" and correct the email address. Once the email address has been corrected, return to Step 5.

9. A message will display confirming that your request has been successfully submitted.
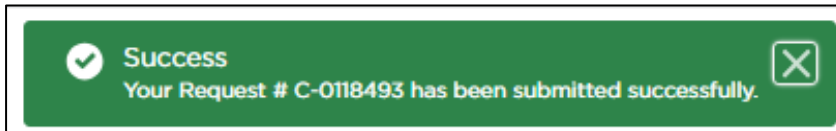
Nothing else is required of the 'current contact'. The 'new contact' is now required to complete steps 10 to 22.

Steps 1 to 9 will have triggered the sending of two emails to the email address provided for the 'new contact' in step 5.

Note: the user details in the below example emails are not real, they are for demonstration purposes only.

- Email 1

Dear

Welcome to the Point to Point Transport Commissioner's Industry Portal.

You can access the portal by clicking here:

Your login username is

Please ensure you keep details secure and do not share them with others unless expressly permitted to do so.

Should you experience any difficulties accessing the portal or any of its features, please call 131 727 for assistance.

- Email 2

Dear

Reference Number: C-0118493

You have been nominated to apply for access to the Point to Point Transport Commissioner's Industry Portal for the following account: Test ASP NEW.

You should have received a separate email with login details with the subject "Welcome: Point to Point Transport Commissioner's Industry Portal".

You will need to complete the contact details section before further portal access is granted

1. Access the portal

2. Complete the contact details section, including uploading proof of identity documents.
Note: Supporting documents will need to be uploaded if you are a nominated director or manager.

Once submitted, the information will be reviewed by the Point to Point Transport Commission. An email will be sent to you when full access has been approved.

Please ensure you keep details secure and do not share them.

Should you experience any difficulties accessing the portal or any of its features, please call 131 727 for assistance.

The 'new contact' must now complete steps 10 to 14.

10. Open 'Email 1' and click on the word "here" from the sentence "You can access the portal by clicking here".

You can access the portal by clicking here:

11. Your internet browser will open to a webpage which asks you to change, or set, your password for the Industry Portal. Follow the instructions and then click on "Change Password".

Change Your Password

Enter a new password for
                                    . Make sure to
Include at least:

✓ 8 characters

Also Include at least 3 of the following:

✓ 1 uppercase letter
✓ 1 lowercase letter
✓ 1 number
✓ 1 special character ⓘ

* New Password

[•••••••••   Good]

* Confirm New Password

[•••••••••| Match]

Change Password

Password was last changed on 7/11/2023 3:10 PM.

12. The next screen will be pre-filled with some of your details. Enter your details for the fields that are not yet complete:

- Type in your "Australian Driver Licence Number'.
- Use the drop-down list to select the "State/Territory of Issue".
- Type in your "Date Of Birth" or click on the calendar tool to select a date.
- Respond to the question "Are you now or have you ever been known by another name?" by clicking on either "No" or "Yes".
- If you answer "Yes" to this question, an additional field with the title "Other Name" will be displayed. Enter the other names by which you were known by or are currently known by.
- Start to type in your "Residential Address", beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If the address is not in the list, click "Can't find address" and type the address into the displayed fields. This includes for international addresses.

13. Check the details you have entered and, once you have checked and confirmed they are correct, click "Continue".
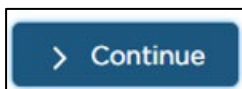
14. You now need to upload your identity documents. Each identity document has a 'points' value. You must upload one 'primary document' and one or more 'secondary documents'. The documents you upload must add up to a minimum of 100 points. The most commonly used identity documents are listed on this webpage.

15. Click on the link "Acceptable Proof of Identity documents" to see a full list of valid documents. Make sure that the documents you intend on using are suitable.

Decide which documents you will use to prove your identity and then create a computer file which has a clear colour image of each document. This can be done in a variety of ways, for example, by using a Smartphone to take a photo of the document or by using a scanner to create an image file.

Note: The checkboxes next to each type of primary and secondary document are there only to help you as you work through this step. For example, you might check a box once you have uploaded the relevant document. You do not have to check any of these boxes to submit your uploaded proof of identity documents.
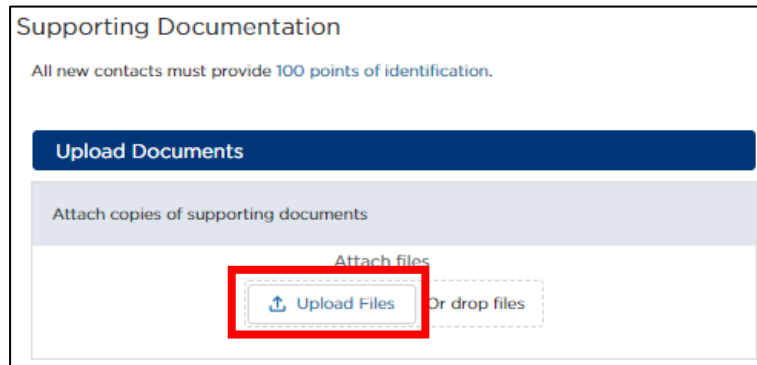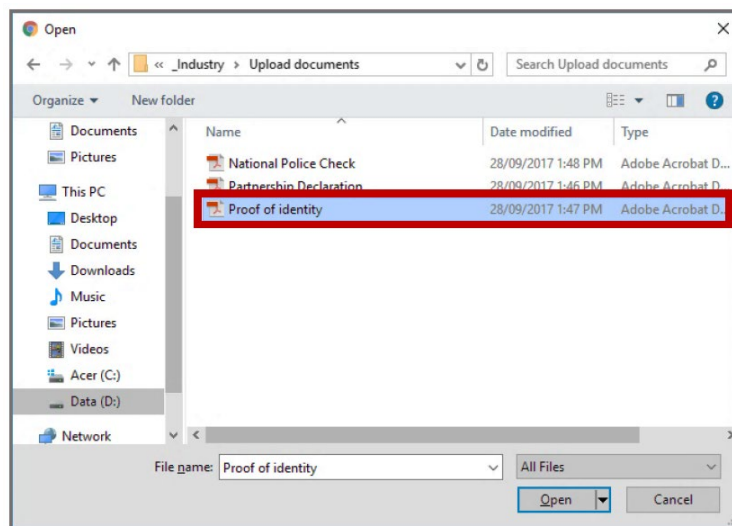
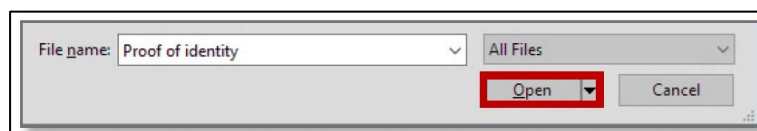16. There are two ways you can upload a document to this form:

Option 1: Upload files

- Click on the "Upload Files" button.

- Find the folder on your computer where your first proof of identity document is located and click on the file to select the file.
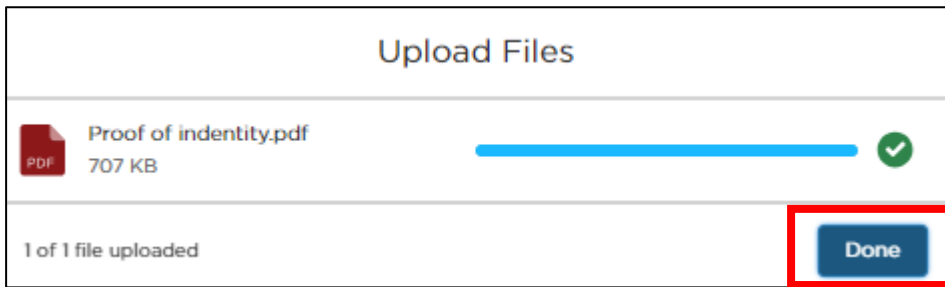

- Click the "Open" button.

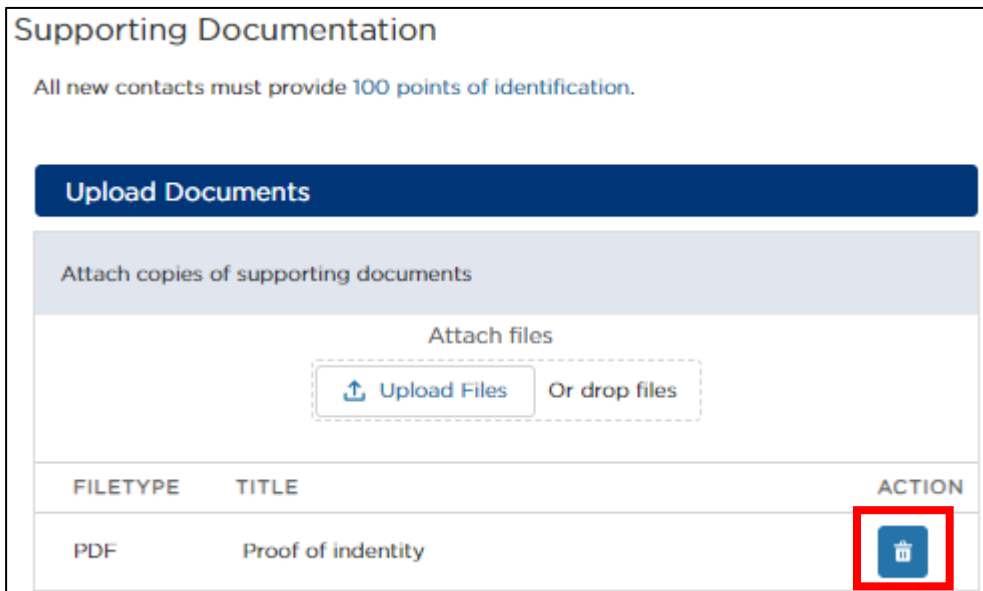A message is displayed to let you know the file was uploaded successfully.

- Click the button "Done" to close the message.

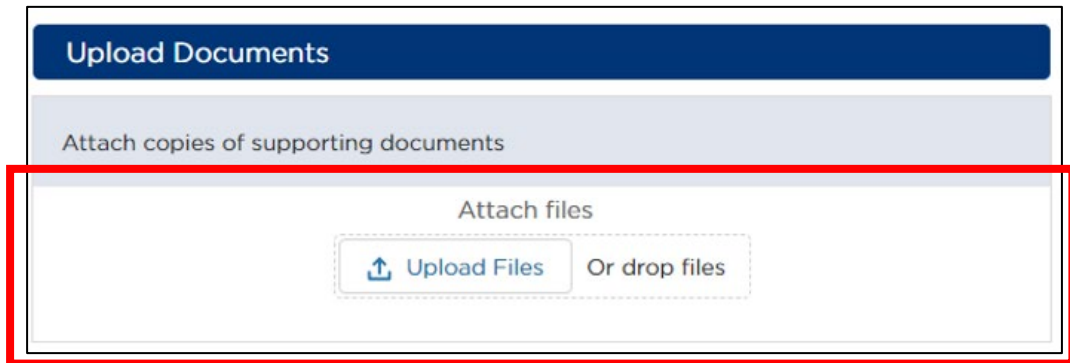Another confirmation message will display.

- Repeat these steps to upload additional documents in the same way.
- If you upload the wrong file, it can be deleted by clicking on the 'recycle bin' icon.
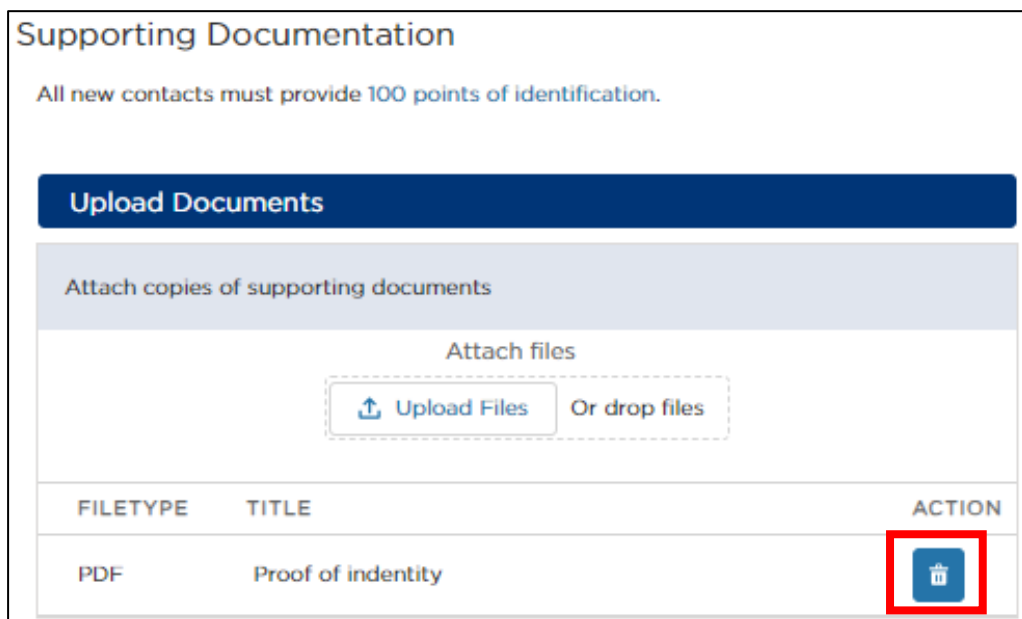
Option 2: Drop files

- To drag and drop the files from your computer's file management system:
    - open your computer's file management system
    - hover your mouse pointer over the proof of identity file
    - press and hold down the left button of the mouse
    - drag the file from your computer's file management system and drop it onto the "Attach files" rectangle.

Upload Documents

Attach copies of supporting documents

Attach files

⬆ Upload Files | Or drop files

- Repeat these steps to upload another document in the same way.

- If you upload the wrong file, it can be deleted by clicking on the 'recycle bin' icon.

Supporting Documentation

All new contacts must provide 100 points of identification.

Upload Documents

Attach copies of supporting documents

Attach files

⬆ Upload Files | Or drop files

FILETYPE	TITLE	ACTION
PDF	Proof of indentity	🗑

17. If you have been designated as a 'Nominated Manager or Director' by the Authorised Service Provider, then an additional section will be displayed, as follows:

You will need to upload additional documents if this is the case:

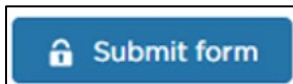| 1. "Nominated Manager or Director Declaration" form	• Download this form to your computer by clicking on the name of the form "Nominated Manager or Director Declaration" which is in blue text Nominated Manager or Director Declaration • Open the form and complete it • Save the changes you made to the form • Use either 'Option 1: Upload files' or 'Option 2: Drop files' from step 16 to upload the file
2. Copy of the full company extract from Australian Securities & Investment Commission (ASIC)	• Use either 'Option 1: Upload files' or 'Option 2: Drop files' from step 16 to upload the file which contains an image of the Authorised Service Provider's company extract
3. A letter, on company letterhead, signed by a director or the Company Secretary confirming the nomination and authority to act on behalf of the corporation Alternatively, a copy of Board Meeting minutes that confirm approval for you to be on the Industry Portal can be used	• Use either 'Option 1: Upload files' or 'Option 2: Drop files' from step 16 to upload the file which contains an image of the confirmation
4. A national police check	• If you have been a resident of Australia for at least the last five years, it should be an Australian national police check which has been done in the last three months. • If you have not been a resident of Australia for at least the last five years, it should be a police check from your former country of residence. If the police check is not in English, a translation will also need to be provided. • Use either 'Option 1: Upload files' or 'Option 2: Drop files' to upload the file which contains an image of the police check.

18. When all the necessary documents have been uploaded, click "Continue".

> Continue
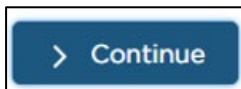
19. Read the "Privacy Statement and Declaration". If you agree with it, check the two declaration boxes.

| Contact Details | Supporting Documents | Privacy Statement and Declaration |

New Contact Registration

Fields marked with * are mandatory.

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)*. Information collected on this form will be used by officers of the Point to Point Transport Commissioner to record the details of the person nominated as the contact person for the authorised serviceprovider or to record the details of the person nominated as the manager or director. Provision of the details of a person named as the contact person is voluntary. However a failure to nominate a contact person may impact on the ability of the officers of the Point to Point Transport Commission to communicate with you.

Information on the nominated manager or director, must be collected under Part 3 of the *Point to Point Transport(Taxis and Hire Vehicles) Act 2016* and Part 3 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017. It is a general standard of the authorisation to provide a taxi service or a booking service that persons are nominated as managers and/or directors.

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 Transport for NSW. 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
It is a serious criminal offence to make a false or misleading statement.

* ☐ 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.

🗑 Save as draft   ‹ Previous   🔒 Submit form

20. Click "Submit form".

🔒 Submit form

21. A "Confirmation" window will be displayed.

If you would like to proceed, click 'Submit'.

If you would like to return to the application and amend it, click on the 'Return to Application" button.

Confirmation

The request to be a contact for this account will be submitted for review and approval by the Point to Point Transport Commission.

Do you wish to continue?

Return to Application   Submit

22. A message advising that the application was submitted successfully will be displayed.
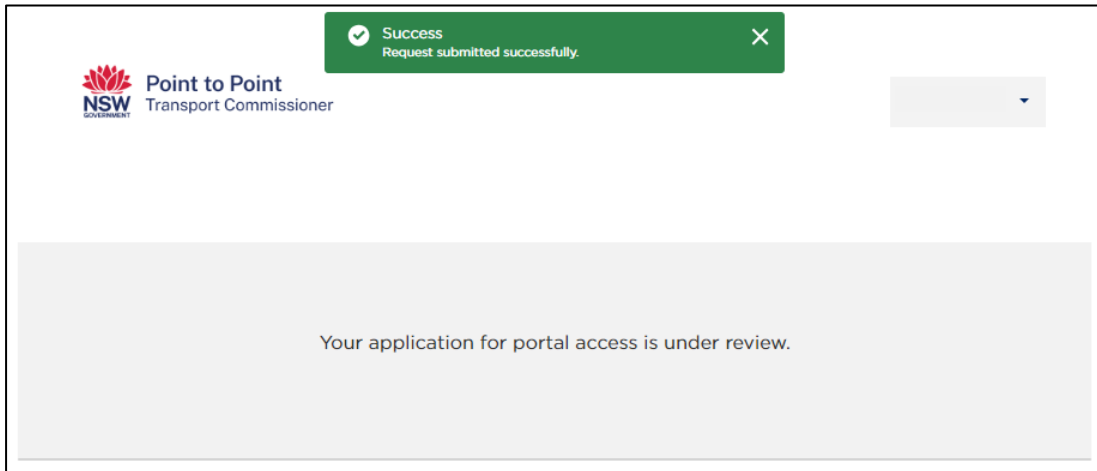

The 'new contact' will receive an email when their request has been reviewed and approved by the Point to Point Transport Commission.

Industry Portal access will be in line with the access initially requested in step 5.

If there are issues with the submission, the Point to Point Transport Commissioner will reach out to the 'new contact' and try to resolve those issues.

4.3.5 Deactivate a contact

1. If you wish to remove one of your existing contacts from the Industry Portal, select the contact you wish to remove by clicking the circular button in the SELECT column next to the contact.
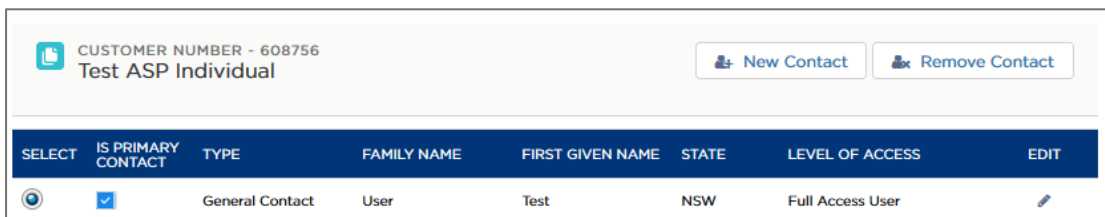
Note: You cannot select a contact if you have already requested that they be removed.

2. Click on the "Remove Contact" button

3. You will receive confirmation, click "Confirm" to proceed, otherwise you can click "Cancel" to cancel your request.
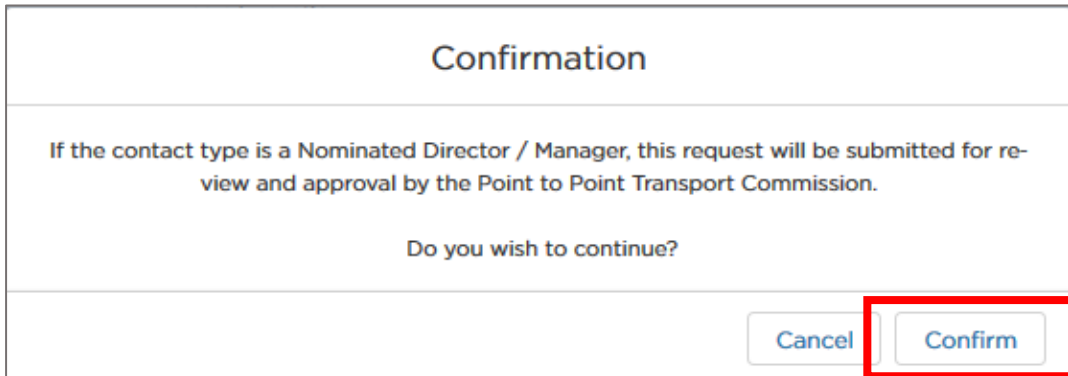
Upon successful removal you will receive the below notification on your screen.
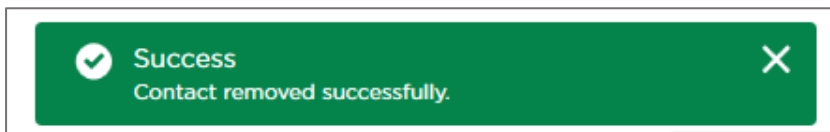
4.3.6 Cancel (Withdraw) a Request

If you no longer wish to proceed with one or more of your requests, you can cancel a request.

1. Click on the "Activities" link on the left hand side menu.
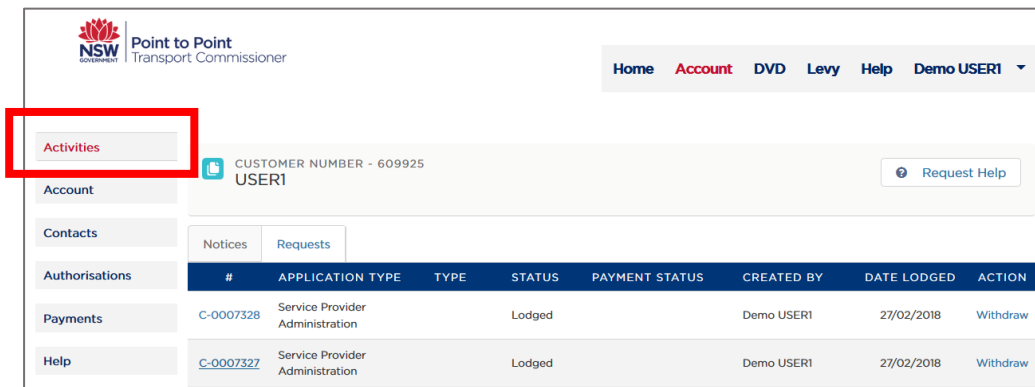
2. Click on the "Requests" tab under your "Customer Number".
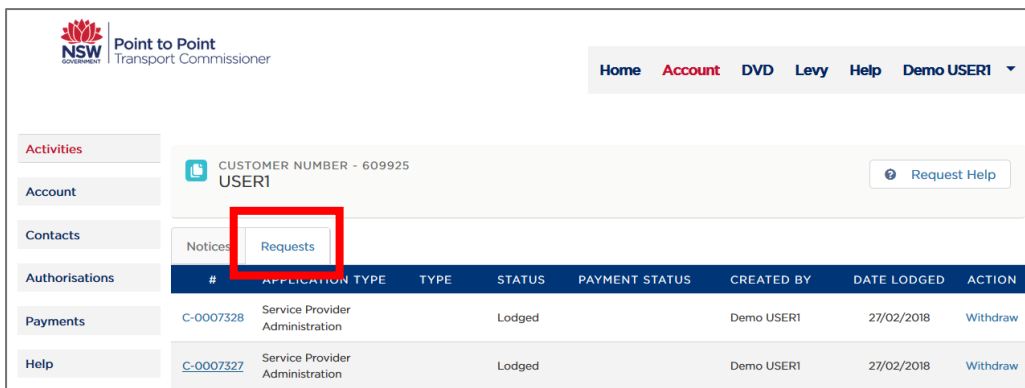
3. Choose the request you wish to cancel. Check that it is the one you wish to cancel by clicking on the request number in the "#" column.

4. Click on the "Withdraw" link in the "Action" column on the right hand side of the screen.

5. You will be asked to confirm. Click "Confirm" if you wish to proceed or "Cancel" if not.

Upon successful cancellation, you will receive the below notification on your screen.
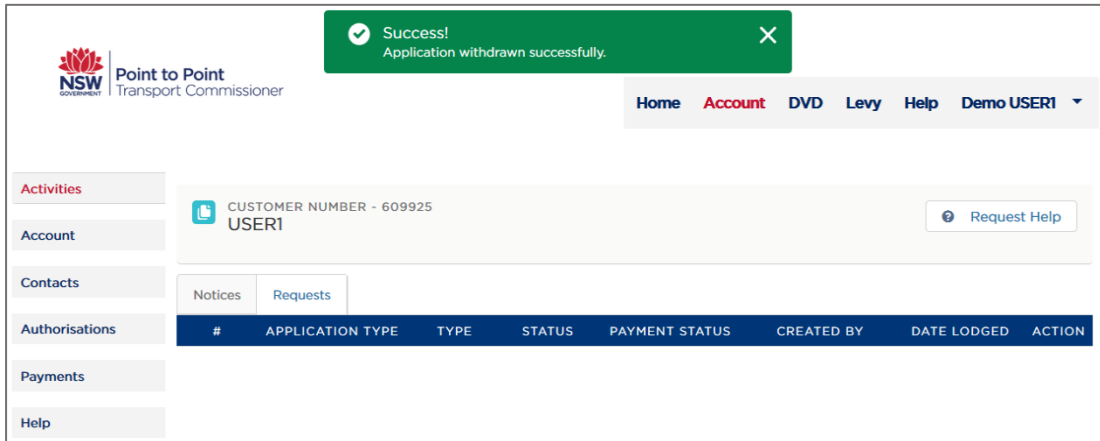
4.4 Authorisations

Use the "Authorisations" screen to check the status and dates for your authorisations and to voluntarily surrender an authorisation if necessary.

1. Click the "Authorisations" tab on the left hand menu.
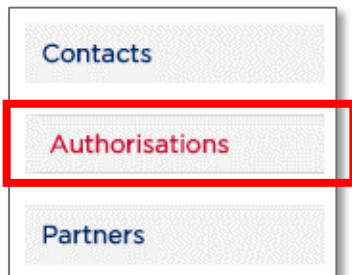
The "Authorisations" screen is displayed.

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4.4.1 Voluntary Surrender Authorisation

Use this function to voluntarily surrender an authorisation.

1. On the "Authorisations" screen, select the authorisation you want to surrender.

2. Click "Surrender".
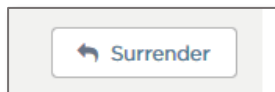
3. The Voluntary Surrender message is displayed. Read it carefully.

   Enter the date you would like to surrender your authorisation, tick the declaration box and click on the "Submit" button.

   To enter the date, click on the calendar icon and select the date you would like to surrender your authorisation.

4. If you agree, click "Confirm" to continue.
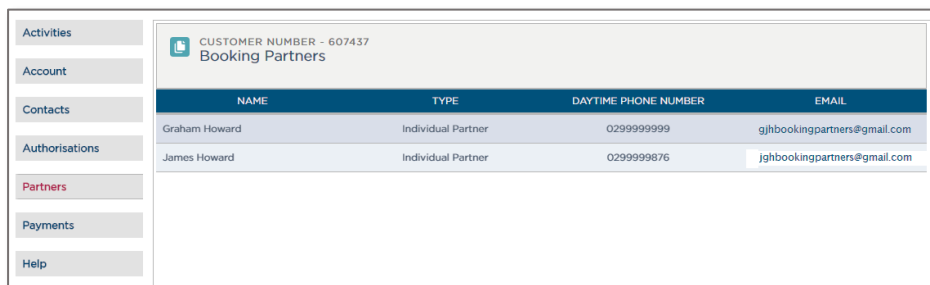
4.5 Partners

Use the "Partners" screen to view partner information.

1. Click the "Partners" tab on the left hand menu.

The "Partners" screen is displayed.
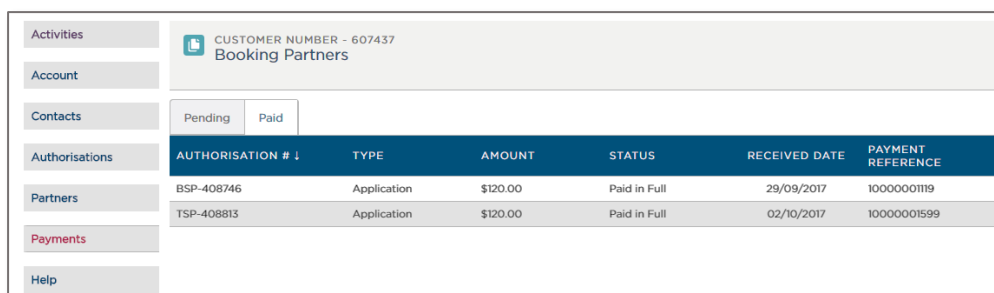
4.6 Payments

Use the "Payments" screen to check payments that are pending, and payments you have made.

1. Click the "Payments" tab on the left hand menu.
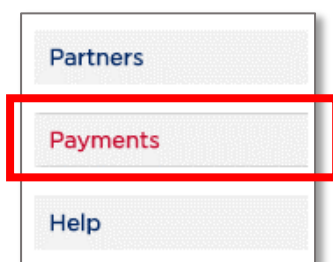
The "Payments" screen is displayed.

2. Click either the "Pending" or "Paid" tab to switch views.
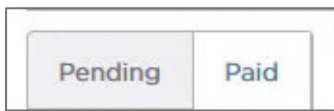
4.7 Apply for an Internal Review

You can apply for an Internal Review of a decision through the Industry Portal.

1. After logging in to the Authorised Service Provider Gateway, click on the "Authorisations" tab.
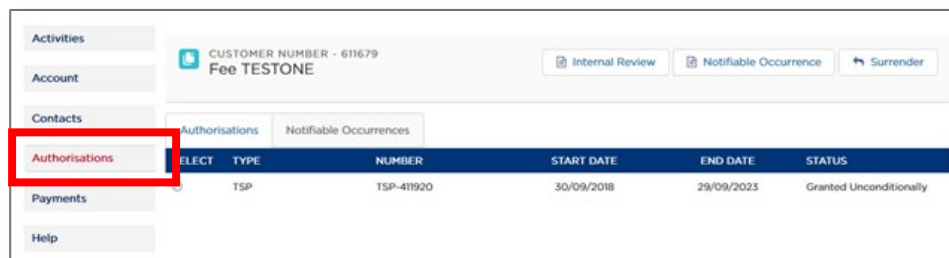
2. Click the radio button next to the authorisation your internal review request relates to, then click the "Internal Review" button.
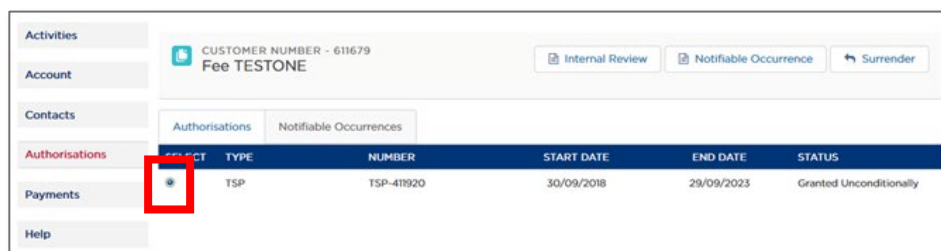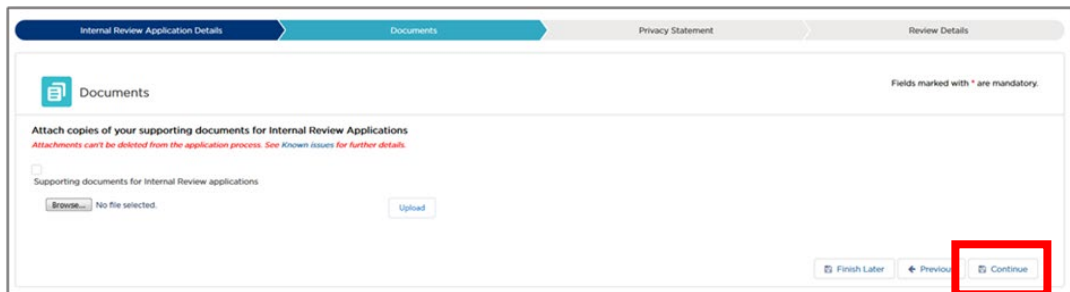

The Internal Review application form is shown.

3. Complete the application form and tick the check box if you have a copy of the original decision.
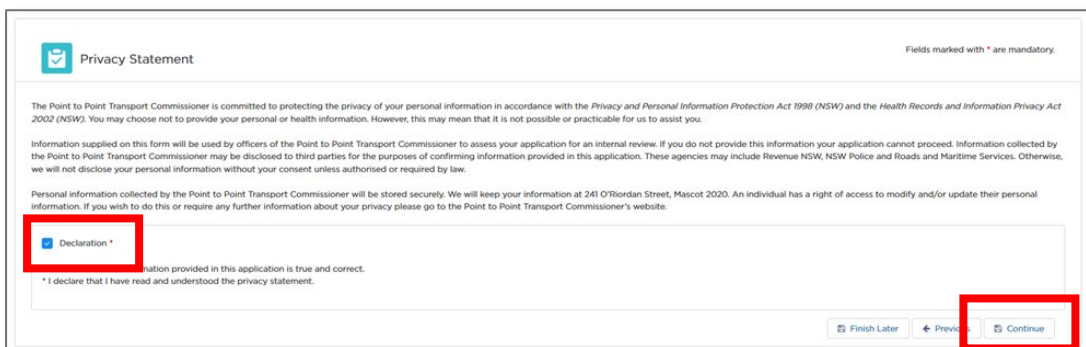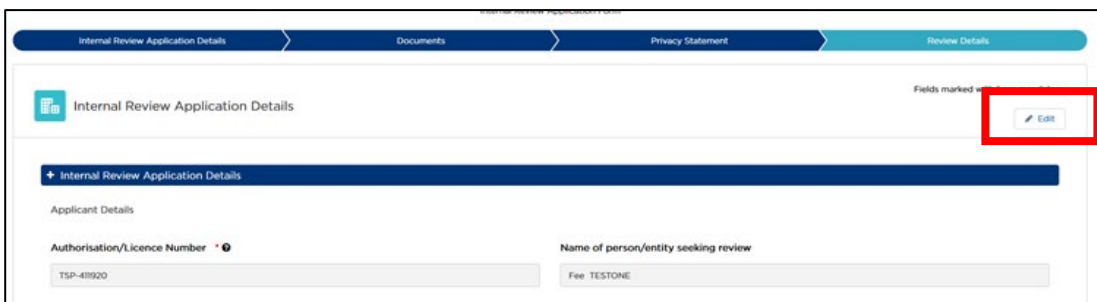
4. Click "Continue".

5. Upload any supporting documents and click "Continue".

6. Read the Privacy Statement and Declaration. Agree to it by checking the box, then click "Continue".

7. Review that all of the details you have provided in your application are correct.

   If they are correct, click "Lodge".

   If they are not, click "Edit" and change them.

8. You can view your application and its status under "Requests" on the "Activities" tab.

   Click on the case number (in the "#" column) to view the details of the application.
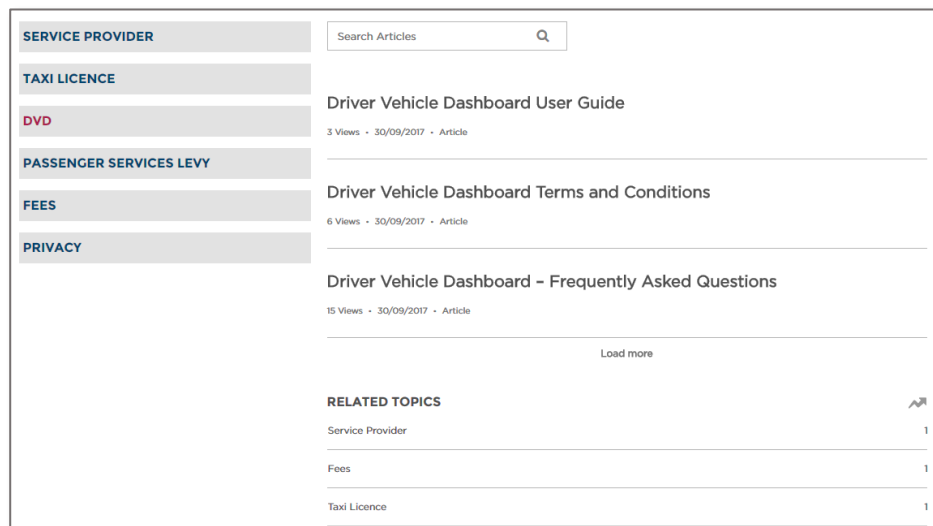
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5 Help

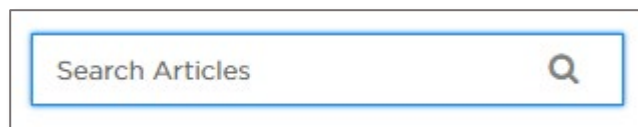Use the "Help" screen to search for and view help articles.

1. Click the "Help" tab on the left hand menu.

The "Help" screen is displayed.

2. Type what you are looking for into the "Search Articles" field and click the magnifying glass icon to search.

Articles matching your search criteria are displayed.