



Industry Newsletter December 2024

Dear Industry members,

This email will contain information including:

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**Message from the Point to Point Transport Commissioner,
Anthony Wing**



With the busy holiday period already underway in NSW, and more and more people catching taxis, rideshare and hire vehicles during the summer festive season, I want to remind you all that safety is my priority, and I want every ride to be a safe ride.

All service providers should ensure they have reviewed their risk registers and Safety Management System to ensure the unique risks of the holiday period have been considered, such as increased traffic and pedestrians on the road, heat waves and other summer weather conditions, more people out on the streets across the state celebrating the festive season, and increased risk of driver fatigue.

Please ensure you communicate clearly with your drivers your expectations and requirements regarding their and their passengers' safety.

This holiday season, I also want to promote respect as essential in ensuring every ride is an enjoyable, and safe ride for passengers and your drivers. There is no place in this industry for passengers disrespecting their driver or drivers disrespecting their passengers. Please share this message widely with your drivers.

My team of Authorised Officers will be out in force doing plain clothes and highly visible operations across the state during the festive period to ensure not only compliance with the law but safety across the industry.

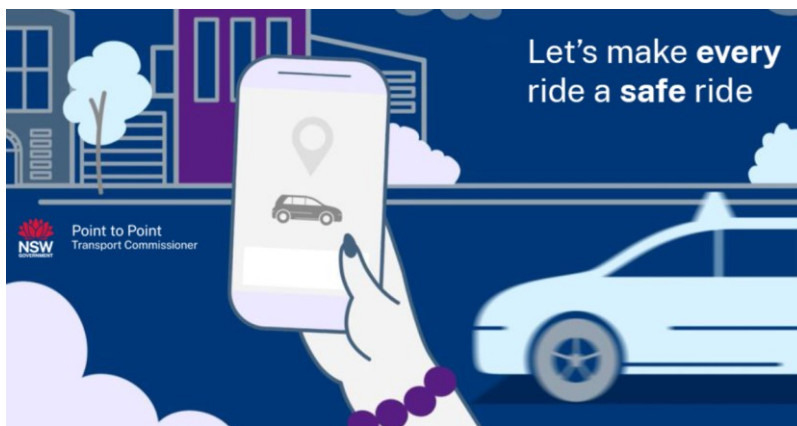
Finally, 2024 has been a busy time for the point to point transport industry and

one of continued growth. I want to take this opportunity to wish you and your family and loved ones all the very best as we go into 2025, it has been wonderful to see the industry flourish this year, and I look forward to our continued efforts to ensure every ride is a safe one in the coming year.

Happy holidays, Anthony Wing

Commissioner highlights

Public Safety Campaign - Make every ride a safe ride



The Commissioner's regular public safety campaign, Let's make every ride a safe ride, went live this week. NSW has strong safety laws to ensure the safety of taxi, rideshare and hire vehicle passenger services. Our campaign promotes handy tips for passengers to support the safety of everyone travelling, such as making sure the car registration of the vehicle picking them up matches their booking.

Why not share these tips with your passengers too! See a link to our campaign [here](#).

Working together across the industry to ensure safety and better outcomes for all

Assistance animals - It's been a paws-itively big year

There have been many highlights across 2024, one example is the industry working together to ensure people travelling with assistance animals are able to travel independently and safely in rideshare, taxis and all hire vehicles.



Passengers with guide dogs or other assistance animals rely on safe and equitable access to point to point transport services. As such, it is illegal for any driver who is providing passenger services in a taxi, rideshare or hire vehicle to refuse to transport a passenger with an assistance animal (for example, a guide dog) or an assistance animal in training. This year the Commissioner and his team, has worked closely with the industry, people who travel with assistance animals and organisations like Guide Dogs NSW/ACT to address concerns regarding a minority of drivers refusing to transport passengers with assistance animals.

Streamlining complaints

An important step in ensuring people travelling with assistance animals can do so confidently and safely is to ensure they are able to easily report a refusal or cancellation and know it will be investigated and actioned by the service provider.

This week, the Commissioner communicated to the industry that he requires all service providers to report all complaints regarding an assistance animal refusal or a cancellation of a journey involving an assistance animal to the Commission via the Industry Portal as soon as possible following receiving a complaint. Service providers must also report the actions they took in

response to the report and how the complaint was resolved.

To find about more about this direction and how to report please read our recent news article - [reporting assistance animals refusals](#)

Puppy Day



In October, The Point to Point Transport Commissioner along with Guide Dogs NSW/ACT and Sydney Airport held an interactive driver education day – “Puppy Day” at the International Airport to give drivers an opportunity to talk with and ask questions to passengers who travel with highly trained Guide Dogs and even get hands on with puppies training to learn more about the vital role these animals play.

Read more about [Puppy Day](#)

Fine increase

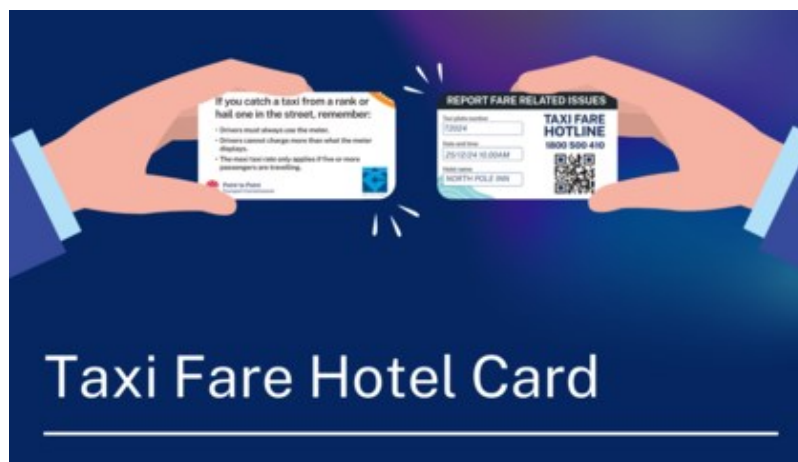
In May this year the Minister for Transport raised the fine for drivers refusing assistance animals from \$300 to \$1000. This fine increase indicated the seriousness of drivers refusing anyone travelling with an assistance animal or assistance animal in training.

Plain clothes operations

Throughout the year joint operations were conducted in both Sydney and regional NSW by the Point to Point Transport Commissioner's Authorised Officers with the support of Guide Dogs NSW/ACT. These covert operations caught six drivers refusing assistance animals. These drivers have been issued a \$1000 fine.

Since the fine increase, a total of nine drivers have been penalised for refusing to transport assistance animals. Operations will continue in 2025.

Taxi Fare Hotel Cards



The Point to Point Transport Commissioner has partnered with the NSW Taxi Council to support visitors to Sydney travel confidently and understand the fare-related taxi rules in NSW through new Taxi Fare Hotel cards for Sydney hotel patrons travelling in taxis.

The Taxi Fare hotel cards have been popular with hotel patrons as they help visitors to Sydney feel more confident with how rank and hail taxi fares work in NSW by providing information on fare-related rules. Read more about this initiative [here](#).

In the regions - keeping Cobar connected



In regional and remote NSW, access to public transport can be limited, making the availability of safe point to point transport services critical for many communities.

The Point to Point Transport Commissioner and his team works together with industry, Councils, Transport for NSW and other Government agencies to support individuals and organisations to get authorised and on the road safely.

This week the Commissioner's Engagement & Education team was in Cobar. [Read more](#) about how we got Jamie safely on the road before Christmas.

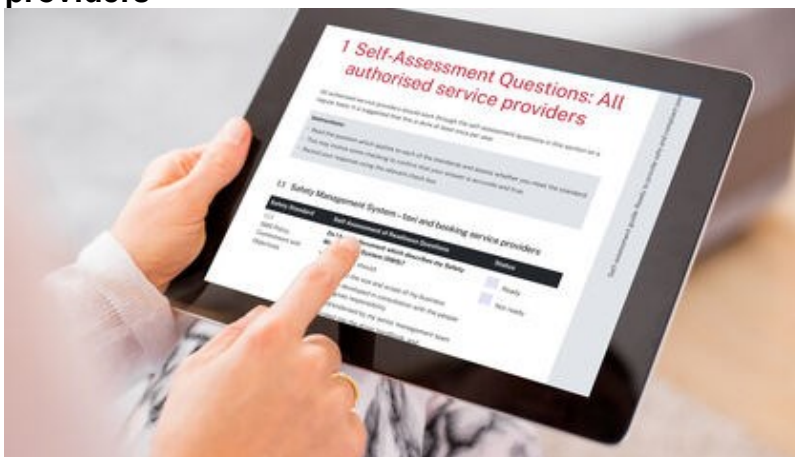
What's New

Report on the Availability of Wheelchair Accessible Services Roundtables released



The Hon Jo Haylen MP, Minister for Transport; the Hon Kate Washington MP, Minister for Families and Communities and Minister for Disability Inclusion and the Hon Jenny Aitchison MP, Regional Transport and Roads have released the NSW Government's response to the Availability of Wheelchair Accessible Services Roundtables - Key Findings Report and announced a \$15 million program over 12 months as a first step to address the current decline of wheelchair accessible services and support improvements in customer experience. Please find a letter from the Ministers and the Report on [Transport for NSW's website](#).

Self-assessment guide now available for new authorised service providers



Authorised service providers are responsible for ensuring that their business operates legally under point to point transport law. Compliance with the law

supports safe journeys for all.

To help service providers check that they comply with all relevant safety standards and obligations, we've developed a [Self-Assessment of Readiness Guide](#).

Read more about this guide [here](#).

Weekly wrap up – on street compliance



Have you read our weekly wrap ups of on-street compliance activities? Our Weekly Wrap Ups are published every Friday and can be easily shared.

You can read more about on-street observations, and the top offences identified in the [news section](#) of our website.

What's coming up in 2025

Annual Review

Look out for the Commissioner's Annual Review early in the new year.

News of note in the last quarter

- [Prohibition notice update – duress alarm systems in taxis](#)
- [In the Courts](#)
- [New disqualifying offences for taxi drivers](#)

- [DiDi improves its safety systems and process following safety audit](#)
- [Commissioner imposes safety controls for Uber PIN booking trial at Sydney Airport T1](#)
- [Before the courts](#)
- [Uber in court for alleged safety breaches for allowing Uber Eats drivers to provide rideshare services](#)
- [Commissioner targeting rogue drivers covering taxi meters](#)

Have a safe and wonderful festive season and see you in 2025!



Point to Point
Transport Commissioner

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