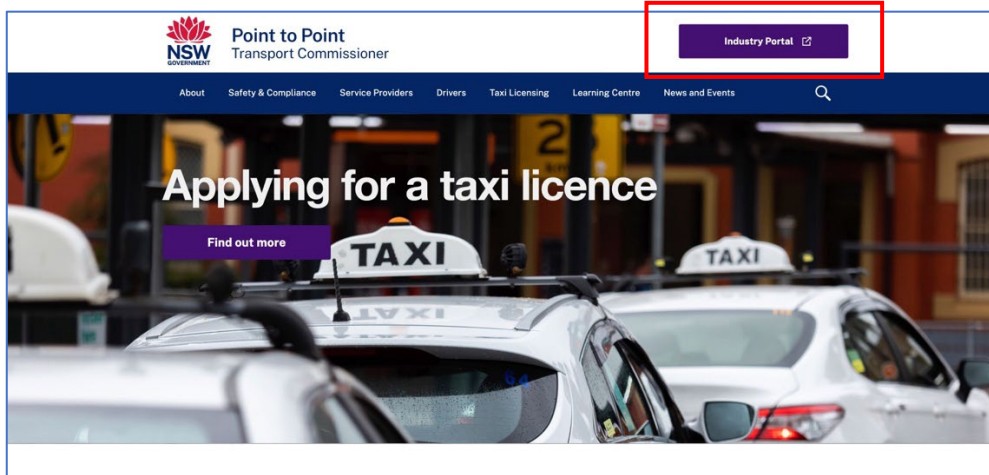


Applying for a taxi licence

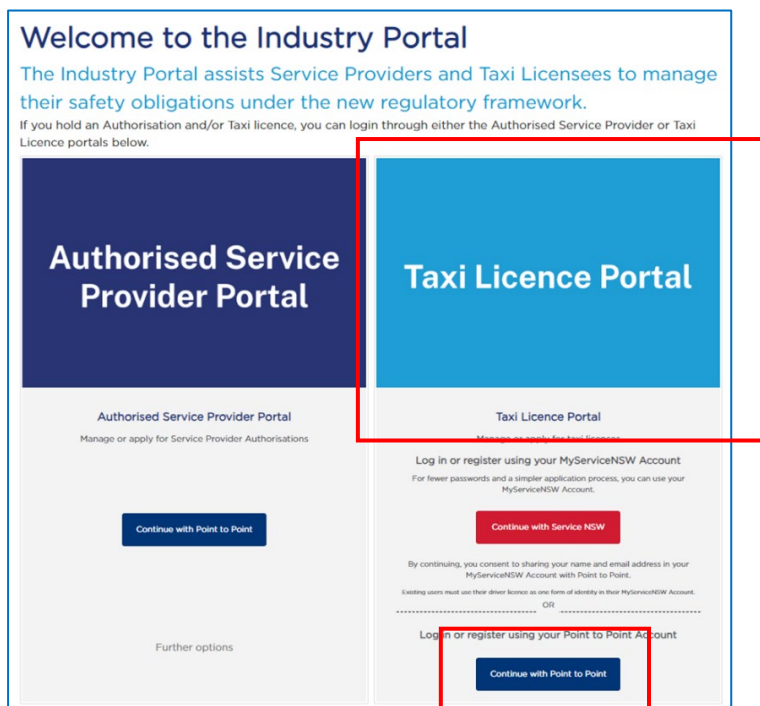
This step by step guide will help you apply for a taxi licence via the Point to Point Transport Commissioner’s “Industry Portal”.

1. Navigate to <https://www.pointtopoint.nsw.gov.au/> and click on the “Industry Portal” button.



2. To apply for a taxi licence, you will need to access the Taxi Licence Portal.

If you already have a login, you can access the Taxi Licence Portal by clicking the “Continue with Point to Point” button at the bottom right of the screen and entering your username and password. Then skip to step 22 of this guide.



3. If you do not have a login, you have a choice about how you set up your access. You can access the Portal via a:
 - Service NSW login, or
 - Point to Point Transport Commission login.

Via a Service NSW login

Accessing the “Taxi Licence Portal” via Service NSW is an efficient way of logging into the Portal.

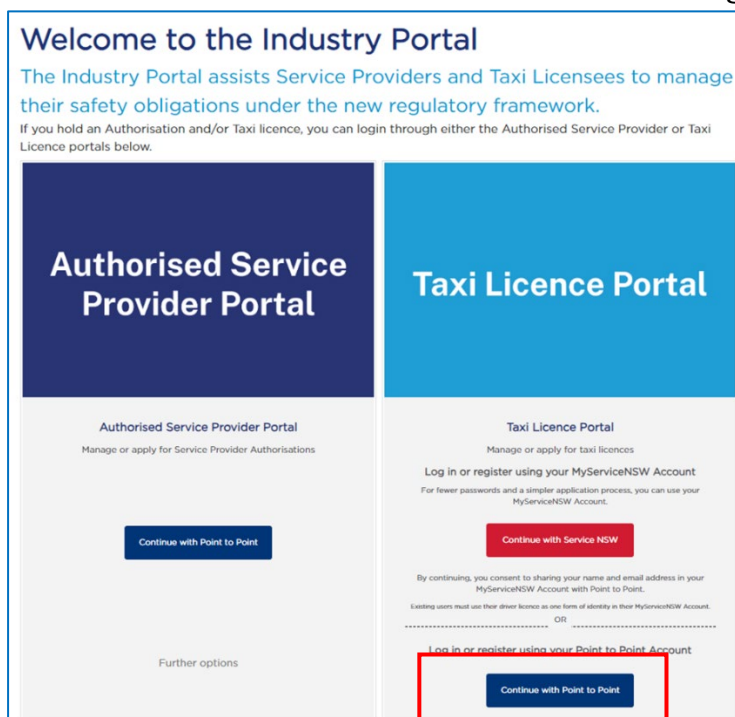
If you have not already done so, it is a simple and quick process to get a Service NSW login, and it will reduce the number of logins you have. Also, you will not need to upload Proof of Identity documents when applying for a taxi licence as your identity has already been checked by Service NSW.

If you choose to access the “Taxi Licence Portal” via Service NSW, set up your access by following the instructions shown in the [‘Accessing the Industry Portal through MyServiceNSW’ fact sheet](#) and then skip to step 20 of this guide.

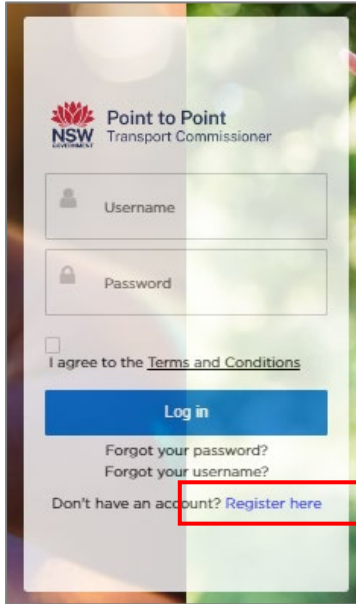
Via a Point to Point Transport Commission login

If you choose to access the “Taxi Licence Portal” using a Point to Point Transport Commission login, and you do not have one already, you will need to register and create a login. To do so, proceed to step 4 of this guide.

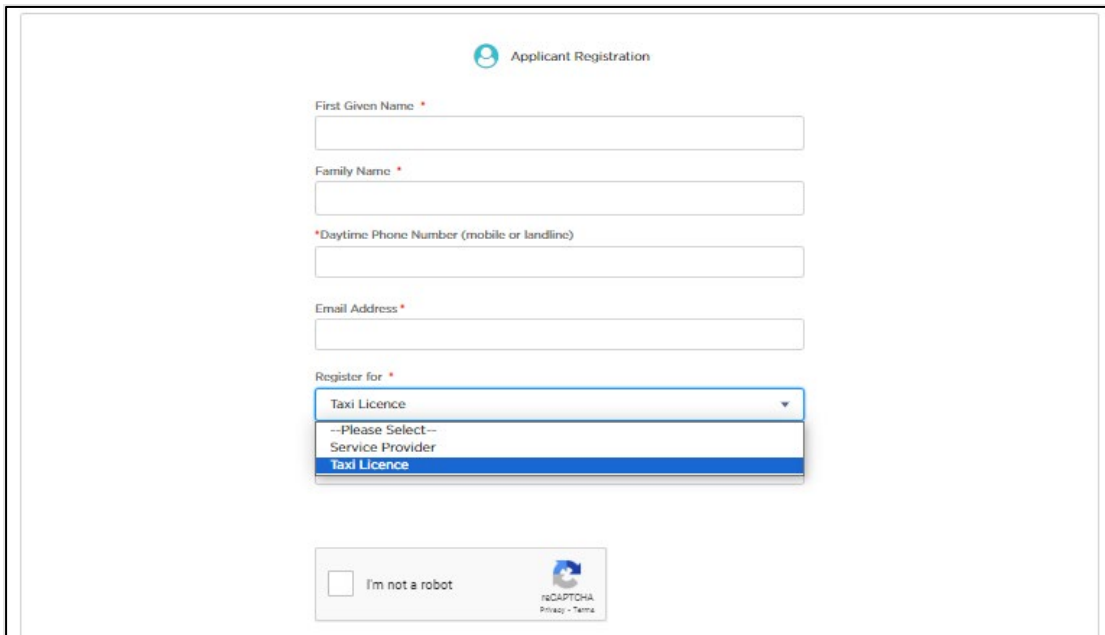
4. To register and create a Point to Point Transport Commission login, click the “Continue with Point to Point” button at the bottom right of the screen.



5. Click the blue text “Register here”.



6. The “Registration” page is now displayed.



7. Type in your first name and your family name/surname.

First Given Name *

Family Name *

8. Type in your mobile or landline “Daytime Phone Number”. Include the area code for a landline. Do not put spaces between the numbers.

Daytime Phone Number (mobile or landline) *

9. Type in your email address.

Email Address *

10. The next field has been prefilled for you.

Register for *

Taxi Licence ▼

You can register for a taxi licence via Service NSW. Click [here](#) to continue with Service NSW.

11. Select your “Entity Type” from the dropdown list. If you are unsure, get your own legal or financial advice.

Entity Type *

--Please Select--


Individual


Corporation

Individual Partnership/Joint Holders

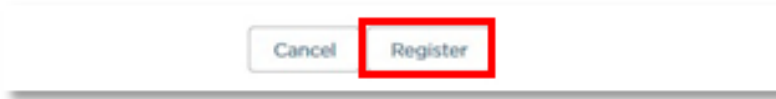
Corporate Partnership/Joint Holders

12. Click the “I’m not a robot” check box. This is a security measure.

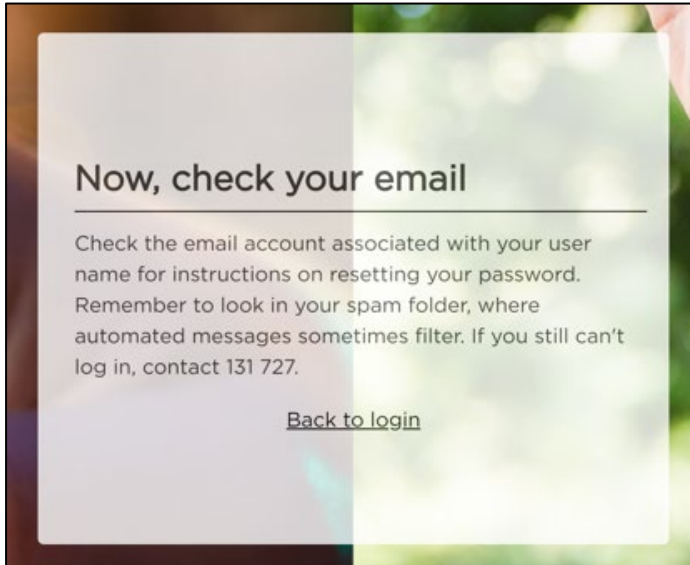
I'm not a robot  reCAPTCHA
Privacy - Terms

I'm not a robot  reCAPTCHA
Privacy - Terms

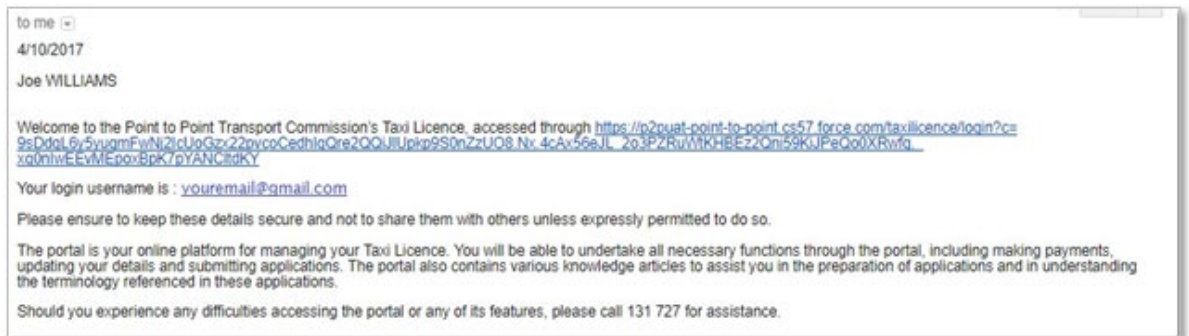
13. Click “Register”.



This screen will display:



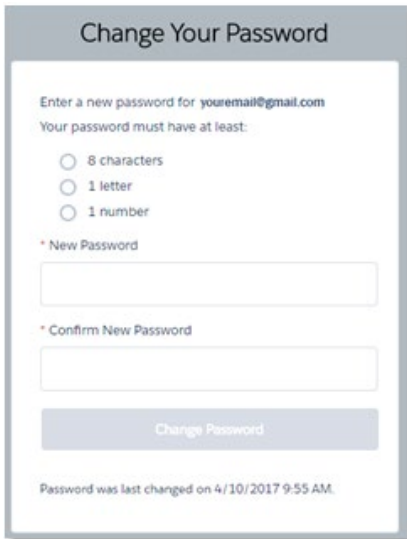
14. Check your email account. There will be an email containing a link and a login username.



15. Click on the long link in the email.



16. The “Change Your Password” screen is displayed.



17. Type your password into the “New Password” field.

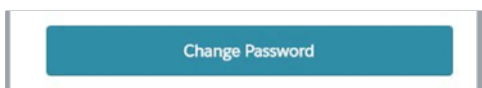


Note: The password you choose must be at least 8 characters long and must include at least one number and at least one letter. For example, nicecab1 or 2937354t. The screen will display the word “Good” and white ticks on green circles if the password is suitable.

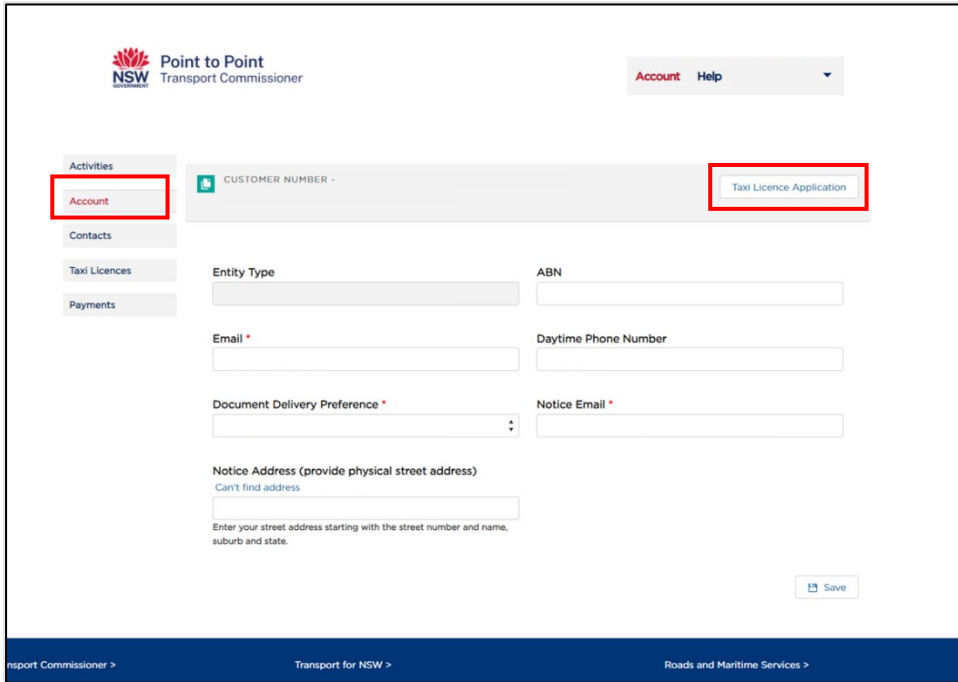
18. Now type the same password into the “Confirm New Password” field. The field will display "Match" if the passwords are the same.



19. Click the “Change Password” button.



20. Go back to the Industry Portal webpage found at <https://portal.pointtopoint.nsw.gov.au/industryportal/s/index>
21. Log in to the Taxi Licence Portal using your preferred way, either via ‘Service NSW’ or ‘Point to Point’.
22. The Taxi Licence Portal is now displayed. Click the “Account” button on the left of the screen. Then click on the “Taxi Licence Application” button on the right of the screen.



The screenshot shows the 'Taxi Licence Application' form in the Point to Point portal. The 'Account' button in the left sidebar and the 'Taxi Licence Application' button in the top right are highlighted with red boxes. The form contains the following fields:

- Entity Type
- ABN
- Email *
- Daytime Phone Number
- Document Delivery Preference *
- Notice Email *
- Notice Address (provide physical street address)
- Can't find address
- Enter your street address starting with the street number and name, suburb and state.

A 'Save' button is located at the bottom right of the form.

23. Select the type of licence you would like to apply for – either “Taxi Licence” or “Wheelchair Accessible Taxi Licence” – and then click “Continue”.



The screenshot shows the 'Application Type' selection screen in the Point to Point portal. The 'Taxi Licence' radio button and the 'Continue' button are highlighted with red boxes. The 'Wheelchair Accessible Taxi Licence' radio button is also visible.

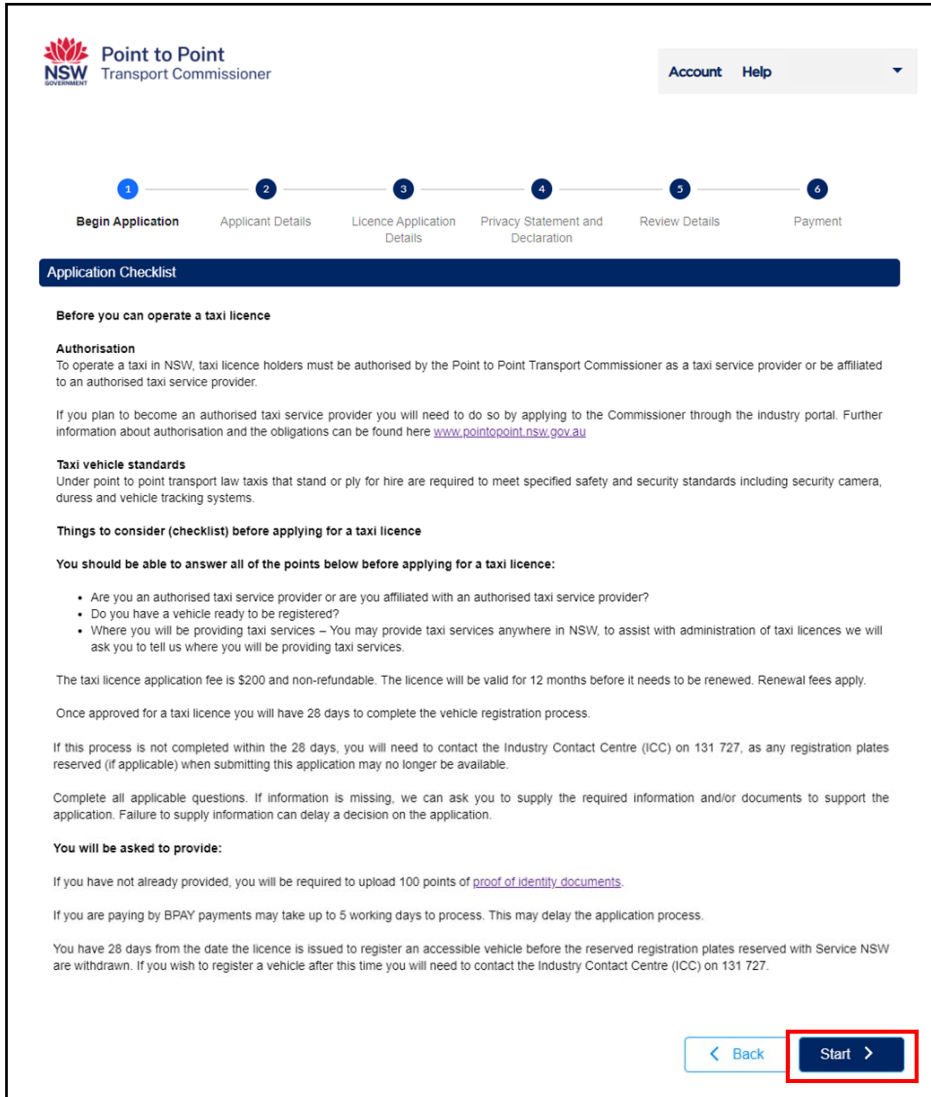
The form contains the following options:

- Taxi Licence
- Wheelchair Accessible Taxi Licence

'Cancel' and 'Continue' buttons are located at the bottom right of the form.

24. An application checklist is shown on the “Begin Application” screen. You need to read through this checklist. Make sure that you have everything you need before beginning the application.

When ready, click the “Start” button at the bottom of the screen.



The screenshot shows the 'Begin Application' screen of the Point to Point Transport Commissioner website. At the top, there is a navigation bar with the NSW Government logo and the text 'Point to Point Transport Commissioner'. To the right of the navigation bar are links for 'Account' and 'Help'. Below the navigation bar is a progress indicator with six steps: 1. Begin Application (highlighted), 2. Applicant Details, 3. Licence Application Details, 4. Privacy Statement and Declaration, 5. Review Details, and 6. Payment. Below the progress indicator is a dark blue header for the 'Application Checklist'. The main content area contains the following text:

Before you can operate a taxi licence

Authorisation
To operate a taxi in NSW, taxi licence holders must be authorised by the Point to Point Transport Commissioner as a taxi service provider or be affiliated to an authorised taxi service provider.

If you plan to become an authorised taxi service provider you will need to do so by applying to the Commissioner through the industry portal. Further information about authorisation and the obligations can be found here www.pointtopoint.nsw.gov.au

Taxi vehicle standards
Under point to point transport law taxis that stand or ply for hire are required to meet specified safety and security standards including security camera, duress and vehicle tracking systems.

Things to consider (checklist) before applying for a taxi licence

You should be able to answer all of the points below before applying for a taxi licence:

- Are you an authorised taxi service provider or are you affiliated with an authorised taxi service provider?
- Do you have a vehicle ready to be registered?
- Where you will be providing taxi services – You may provide taxi services anywhere in NSW, to assist with administration of taxi licences we will ask you to tell us where you will be providing taxi services.

The taxi licence application fee is \$200 and non-refundable. The licence will be valid for 12 months before it needs to be renewed. Renewal fees apply.

Once approved for a taxi licence you will have 28 days to complete the vehicle registration process.

If this process is not completed within the 28 days, you will need to contact the Industry Contact Centre (ICC) on 131 727, as any registration plates reserved (if applicable) when submitting this application may no longer be available.

Complete all applicable questions. If information is missing, we can ask you to supply the required information and/or documents to support the application. Failure to supply information can delay a decision on the application.

You will be asked to provide:

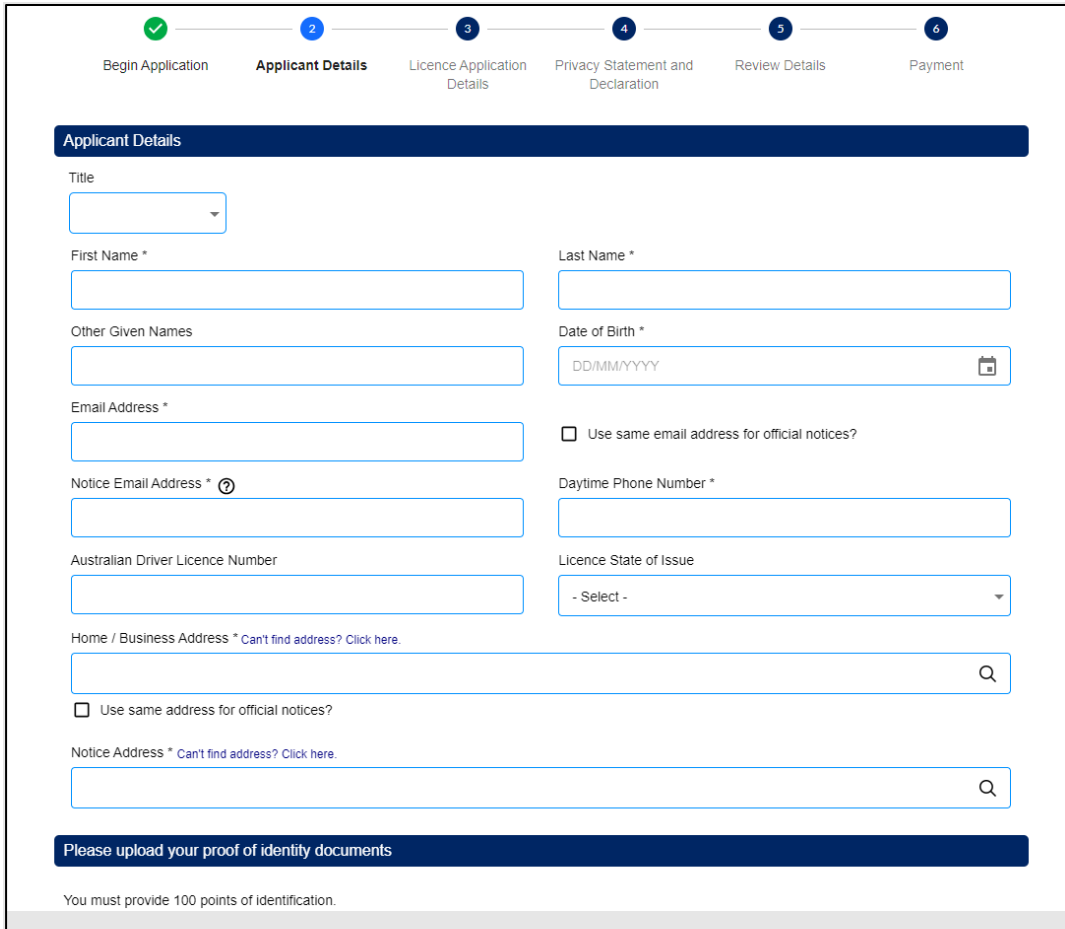
If you have not already provided, you will be required to upload 100 points of [proof of identity documents](#).

If you are paying by BPAY payments may take up to 5 working days to process. This may delay the application process.

You have 28 days from the date the licence is issued to register an accessible vehicle before the reserved registration plates reserved with Service NSW are withdrawn. If you wish to register a vehicle after this time you will need to contact the Industry Contact Centre (ICC) on 131 727.

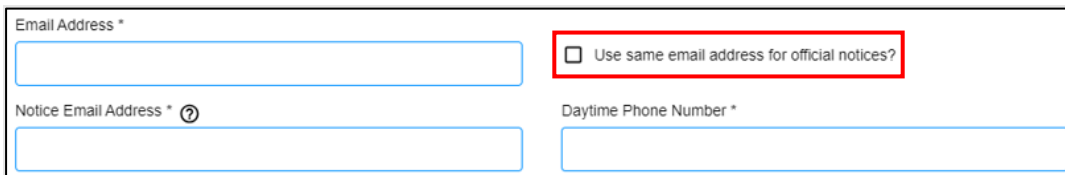
At the bottom right of the screen, there are two buttons: a light blue button with '< Back' and a dark blue button with 'Start >'. The 'Start >' button is highlighted with a red rectangle.

25. The next screen, “Applicant Details”, may already be prefilled with information, or it may need filling in. Enter and/or update all fields.



The screenshot shows a multi-step application process. The current step is 'Applicant Details', which is highlighted in blue. The progress bar at the top shows six steps: 1. Begin Application (green checkmark), 2. Applicant Details (blue circle), 3. Licence Application Details (blue circle), 4. Privacy Statement and Declaration (blue circle), 5. Review Details (blue circle), and 6. Payment (blue circle). The 'Applicant Details' form includes the following fields: Title (dropdown), First Name * (text), Last Name * (text), Other Given Names (text), Date of Birth * (calendar icon, format DD/MM/YYYY), Email Address * (text), Notice Email Address * (text, with a help icon), Australian Driver Licence Number (text), Licence State of Issue (dropdown menu with '- Select -'), Home / Business Address * (text, with a search icon and a link 'Can't find address? Click here.'), Notice Address * (text, with a search icon and a link 'Can't find address? Click here.'), and a checkbox 'Use same email address for official notices?'. Below the form is a blue bar with the text 'Please upload your proof of identity documents' and a note: 'You must provide 100 points of identification.'

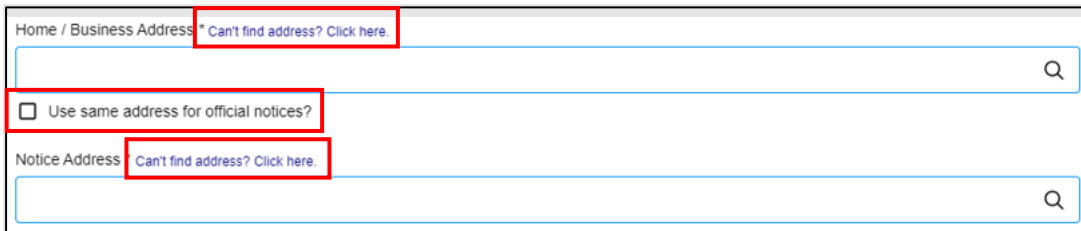
26. Note: when entering your “Email Address”, you can use your “Email Address” for general contact purposes and for official notices. If you want to do so, click the “Use same email address for official notices?” checkbox.



This close-up shows the 'Email Address *' text input field and the checkbox 'Use same email address for official notices?'. The checkbox is highlighted with a red border. Below it are the 'Notice Email Address *' (with a help icon) and 'Daytime Phone Number *' text input fields.


27. To enter your “Home / Business Address”, start typing your address beginning with the street number and then the street name. In most cases the system will complete the address for you. However, if the system cannot do this, click on the “Can’t find address? Click here” link.

Note: you can use “Home / Business Address” for general contact purposes and for official notices. If you want to do so, click the “Use same address for official notices?” checkbox.



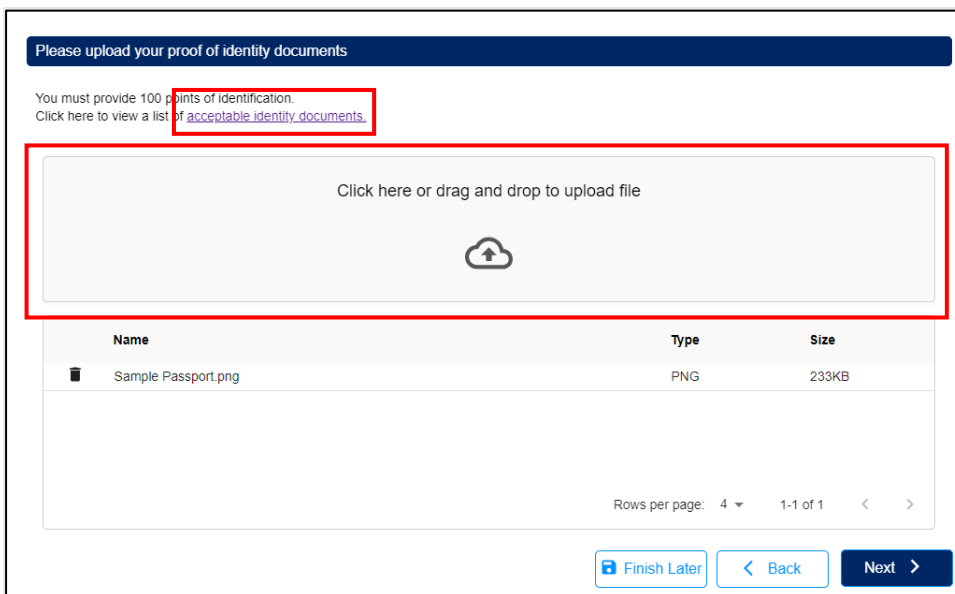
28. If you have not done so already, you will need to provide the Point to Point Transport Commissioner with 100 points of identification.


Upload photo files or quality scan files of the identity documents. You can upload the files either by:

- Clicking on the  button and following the steps, or
- Dragging and dropping the files onto the area marked out.

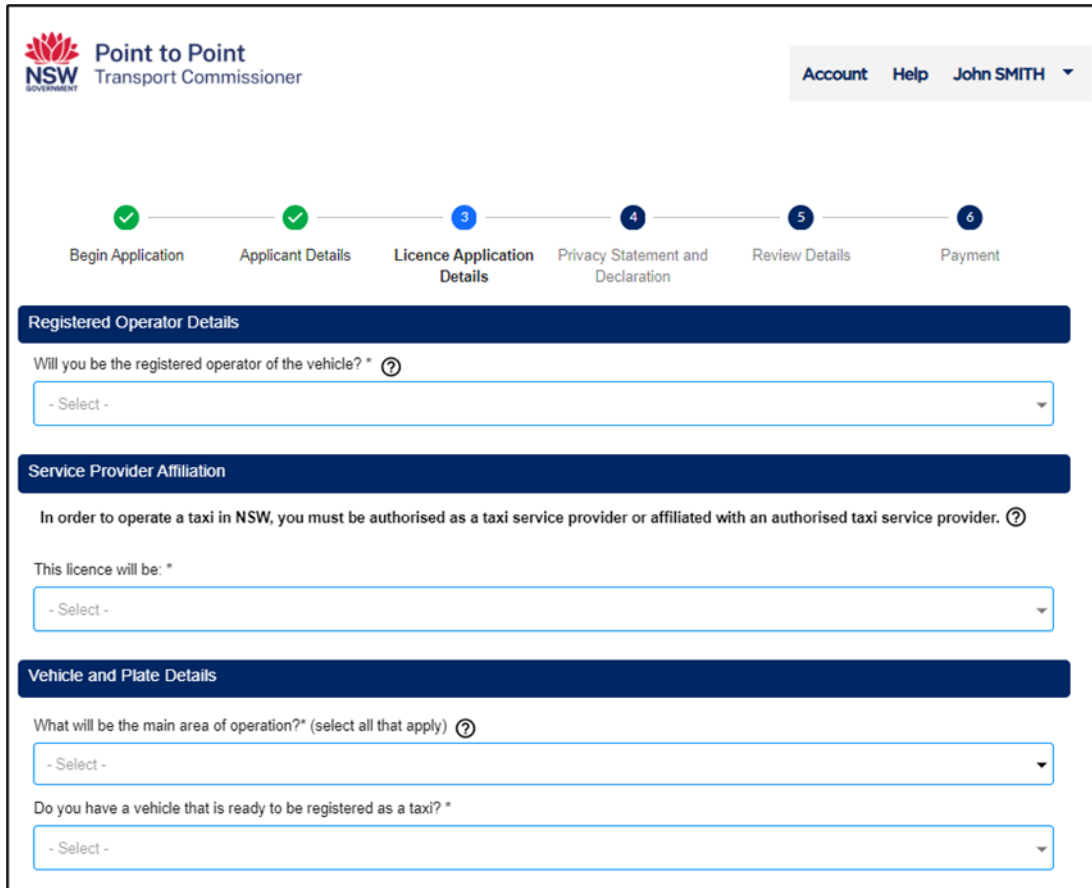
Once you have uploaded your identity documents, click on the “Next” button.

Note: If you would like to check which documents are considered acceptable, click on the “acceptable identity documents” link at the top left of the screen.




Name	Type	Size
 Sample Passport.png	PNG	233KB

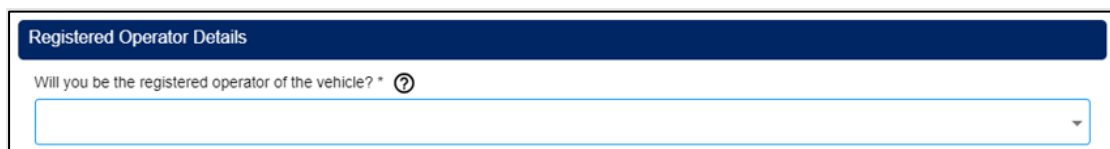
29. The 'Licence Application Details' screen will display next.



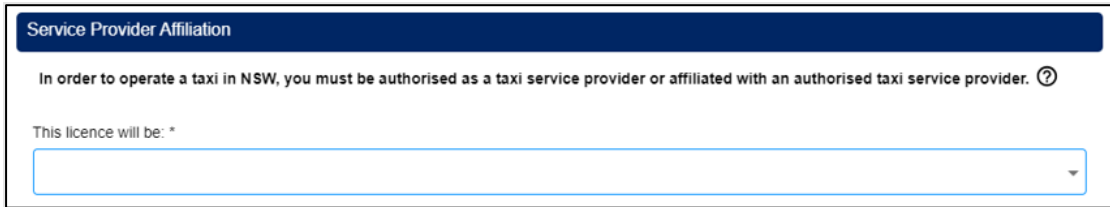
Use the drop-down menus to complete the “Licence Application Details”.

Note: Extra information is available whenever you see the question mark icon: . Simply hover your cursor over the icon to reveal the additional information.

30. Tell us whether you will be the registered operator of the vehicle by selecting “Yes” or “No”.



31. Next, indicate whether you will be “Affiliated with a taxi service provider” or whether you will be “Operating under my own taxi service provider authorisation”.



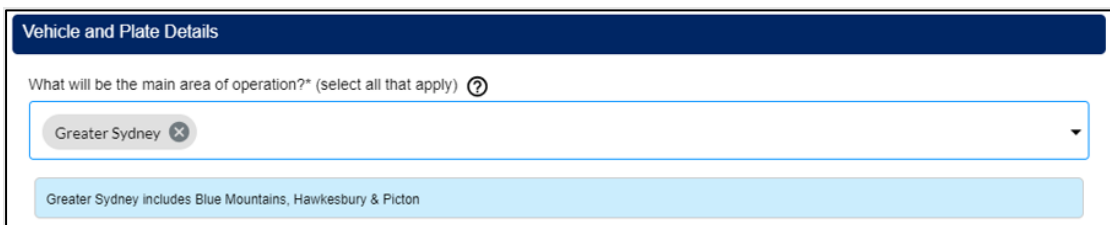
The screenshot shows a form titled "Service Provider Affiliation". Below the title, there is a note: "In order to operate a taxi in NSW, you must be authorised as a taxi service provider or affiliated with an authorised taxi service provider." Below this note, there is a dropdown menu with the label "This licence will be: *".

32. Now tell us your “main area of operation”.

Note: **This information is collected for statistical purposes only.** Taxi licence holders can provide taxi passenger services anywhere in NSW as operating area restrictions have been removed.

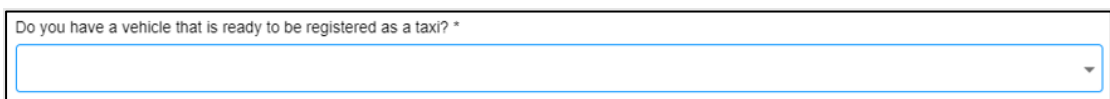
Select “Greater Sydney” if you intend to operate in the Sydney area, the Blue Mountains or Picton, or all these places.

When choosing a non-Sydney region, you can also select the LGA's that apply to your main area of operation but note that this is optional.



The screenshot shows a form titled "Vehicle and Plate Details". Below the title, there is a question: "What will be the main area of operation?* (select all that apply)". Below this question, there is a dropdown menu with "Greater Sydney" selected. Below the dropdown menu, there is a light blue box containing the text: "Greater Sydney includes Blue Mountains, Hawkesbury & Picton".

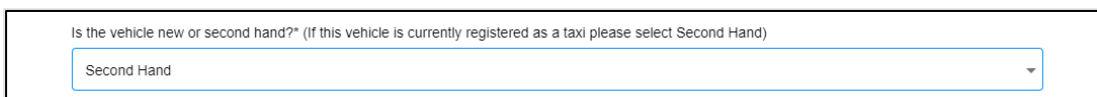
33. Next indicate if you have a vehicle that is ready to be registered as a taxi. Choose “Yes” or “No”.



The screenshot shows a form with the question: "Do you have a vehicle that is ready to be registered as a taxi? *". Below the question, there is a dropdown menu.

34. Then tell us if the vehicle is “New” or “Second Hand” (used).

(If this vehicle is currently registered as a taxi, please select “Second Hand”.)

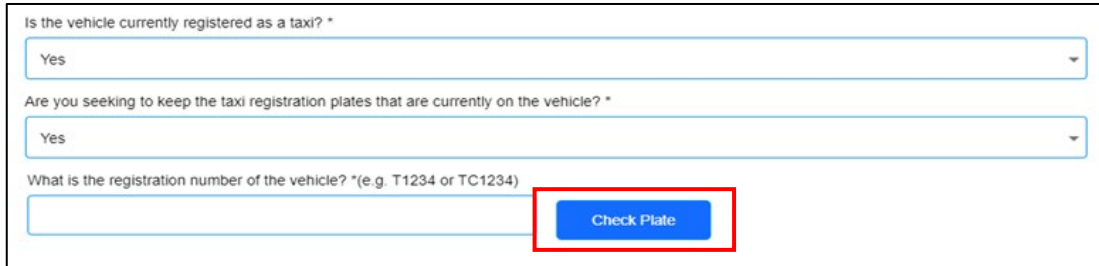


The screenshot shows a form with the question: "Is the vehicle new or second hand?* (if this vehicle is currently registered as a taxi please select Second Hand)". Below the question, there is a dropdown menu with "Second Hand" selected.

35. Now indicate if the vehicle is currently registered as a taxi. Select “Yes” or “No”.

If you select “Yes”, answer the next question “Are you seeking to keep the taxi registration plates that are currently on the vehicle?” by selecting “Yes” or “No”.

If you select “Yes” to that question, enter the vehicle’s registration number (for example, T1234 or TC1234) and click the “Check Plate” button to verify the plate.



The screenshot shows a form with three dropdown menus and a button. The first dropdown menu is labeled "Is the vehicle currently registered as a taxi? *" and has "Yes" selected. The second dropdown menu is labeled "Are you seeking to keep the taxi registration plates that are currently on the vehicle? *" and has "Yes" selected. The third dropdown menu is labeled "What is the registration number of the vehicle? *(e.g. T1234 or TC1234)" and is empty. To the right of the third dropdown menu is a blue button labeled "Check Plate" which is highlighted with a red box.

If the vehicle’s registration number has been validated, scroll down the page and click the “Next” button.



The screenshot shows three buttons: "Finish Later" (with a plus icon), "Back" (with a left arrow icon), and "Next" (with a right arrow icon). The "Next" button is highlighted with a red box.

36. If you select “No” to the question “Is the vehicle currently registered as a taxi?”, you will be offered the option to pick up your taxi plates from your preferred location within 24 hours (Option 1) or five business days (Option 2).

Select from either “Option 1” or “Option 2”.

Note: The 24 hour option is only available in certain Service NSW locations.



The screenshot shows a form titled "Taxi Plate Pickup Location *". Below the title is the instruction "Select the Service NSW Service center you would like to collect your plates from". There are two options, "Option 1" and "Option 2", each with a red box around its label. Under "Option 1", it says "Plates at these locations are available for collection 24 hours after your license is granted" and there is a dropdown menu. Under "Option 2", it says "Plates at these locations are available for collection 5 business days after license is granted" and there is a dropdown menu with "- Select -" as the only visible option.

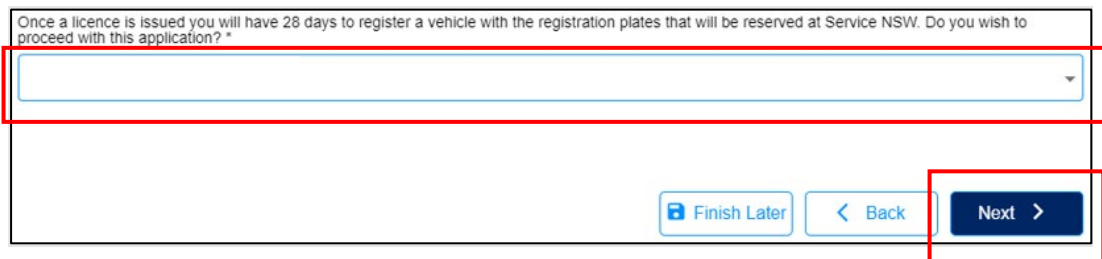
37. The last question on this page notifies you that once a taxi licence is issued, you will have 28 days to register a vehicle with the registration plates that will be reserved at the Service NSW location you have chosen.

If you select “No” to this question, your application will not proceed.

If you do not have a vehicle ready to be registered as a taxi, you will still have 28 days to register a vehicle.

You must select “Yes” to this question to continue with your application.

Select “Yes” or “No” and then click on the “Next” button.



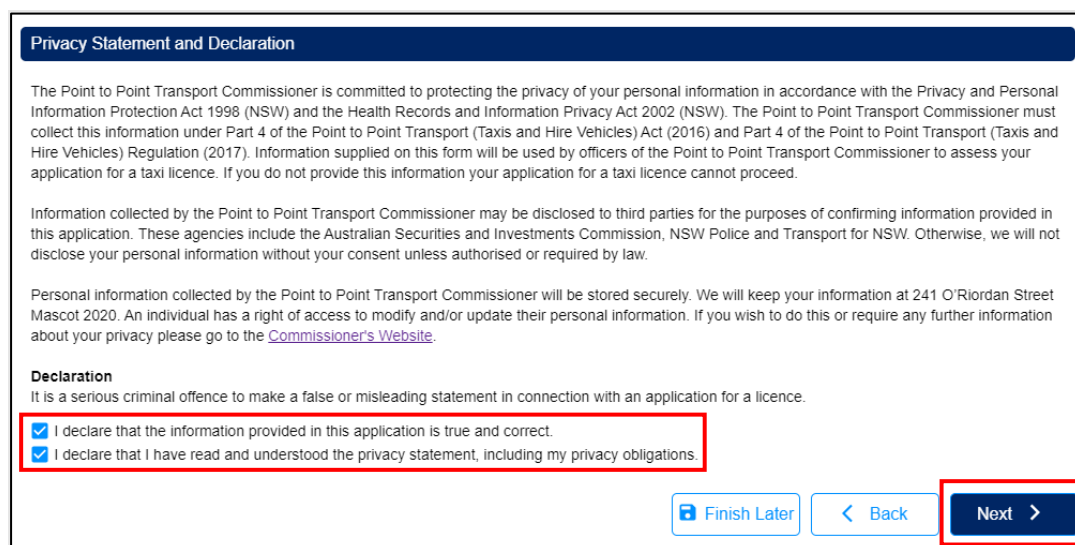
Once a licence is issued you will have 28 days to register a vehicle with the registration plates that will be reserved at Service NSW. Do you wish to proceed with this application? *

38. You will now need to complete a “Privacy Statement and Declaration”.

It is important that you take your time to read and understand the information on this page before you make the declarations.

If you agree with the two statements next to the checkboxes, click on the first checkbox that says, “I declare that the information provided in this application is true and correct”. Then click on the second check box that says, “I declare that I have read and understood the privacy statement, including my privacy obligations”.

When ready, click “Next” at the bottom of the screen.



Privacy Statement and Declaration

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

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

Personal information collected by the Point to Point Transport Commissioner will be stored securely. We will keep your information at 241 O’Riordan Street Mascot 2020. An individual has a right of access to modify and/or update their personal information. If you wish to do this or require any further information about your privacy please go to the [Commissioner’s Website](#).

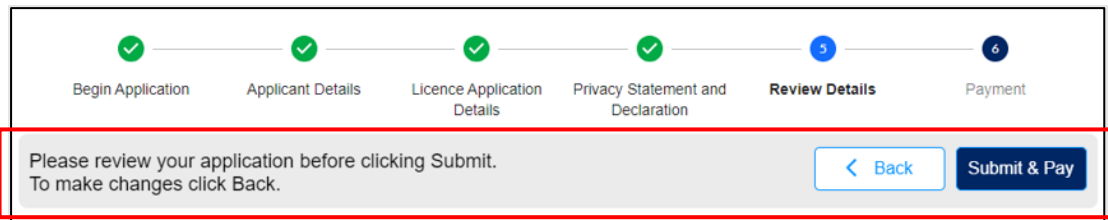
Declaration
It is a serious criminal offence to make a false or misleading statement in connection with an application for a licence.

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.

39. The next screen, “Review Details”, provides you with an opportunity to review all the details which you have entered.

Read and check all details carefully. Select the “Back” button if you need to make any changes. Once you have made corrections and saved them, you will be taken back to the “Review Details” page.

When you are sure that all details are correct, click the “Submit & Pay” button.

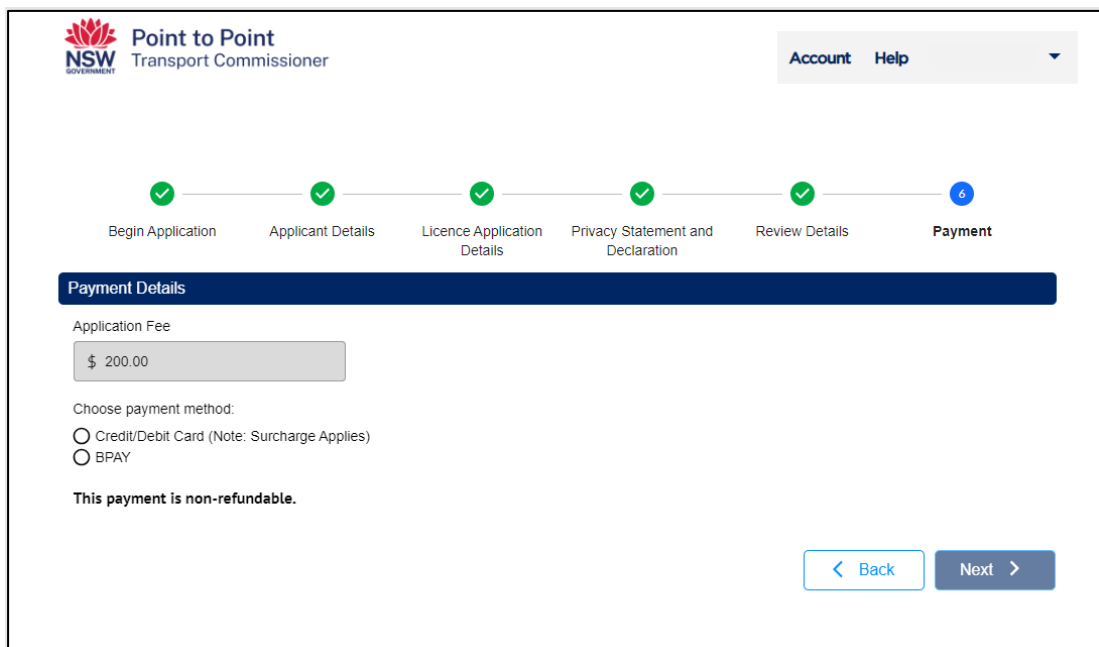


The screenshot shows a progress bar with six steps: Begin Application, Applicant Details, Licence Application Details, Privacy Statement and Declaration, Review Details, and Payment. Steps 1-4 are marked with green checkmarks, while step 5 is highlighted with a blue circle. Below the progress bar, a grey box contains the text: "Please review your application before clicking Submit. To make changes click Back." To the right of this text are two buttons: a blue "Back" button and a dark blue "Submit & Pay" button.

40. The next screen is the “Payment” screen. The “Application Fee” of \$200 is now due for payment. You can choose to pay by credit/debit card or by BPAY (this type of payment can take up to five business days to clear).

Note:

- A \$1 surcharge applies to payments made by credit/debit cards.
- Payment is non-refundable.
- Your application will not be processed until funds have cleared.



The screenshot shows the "Payment" screen. At the top left is the "Point to Point Transport Commissioner" logo. At the top right are "Account" and "Help" links. Below the logo is a progress bar with six steps: Begin Application, Applicant Details, Licence Application Details, Privacy Statement and Declaration, Review Details, and Payment. Steps 1-5 are marked with green checkmarks, while step 6 is highlighted with a blue circle. Below the progress bar is a dark blue header "Payment Details". Underneath, the "Application Fee" is shown as "\$ 200.00" in a grey box. Below that, the text "Choose payment method:" is followed by two radio button options: "Credit/Debit Card (Note: Surcharge Applies)" and "BPAY". Below the options, the text "This payment is non-refundable." is displayed. At the bottom right are two buttons: a blue "Back" button and a dark blue "Next" button.

41. If paying by BPAY, click in the “BPAY” radio button and then click “Next”.



Choose payment method:

Credit/Debit Card (Note: Surcharge Applies)

BPAY

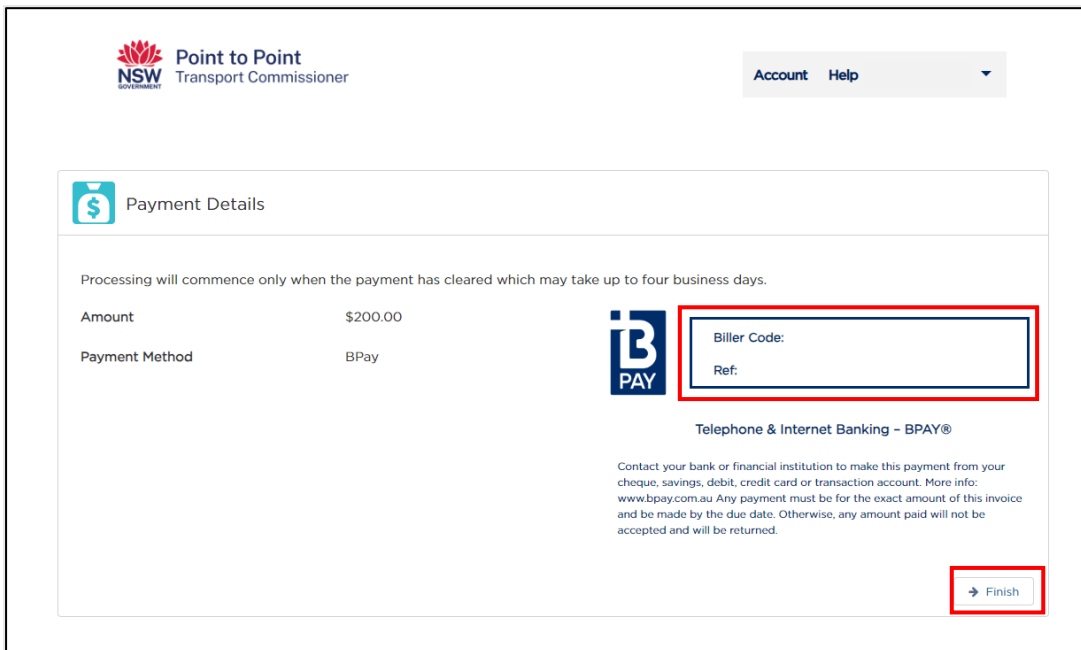
This payment is non-refundable.

[Back](#) [Next](#)

42. You will now be provided with a BPAY Biller Code and Reference number which you need to use to pay the \$200 fee. The BPAY payment can be done by telephone or internet banking using your financial institution’s BPAY service.

Note: When paying by BPAY, your taxi licence application won't be processed until the funds are received. This may take up to five business days.

Once you have paid, click on “Finish”.



NSW Government Point to Point Transport Commissioner

Account Help

Payment Details

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

Amount	\$200.00
Payment Method	BPay

B
PAY


Biller Code:
Ref:

Telephone & Internet Banking - BPAY®

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

[Finish](#)

43. If paying by credit or debit card, click in the “Credit/Debit Card” radio button and then click “Next”. Credit and debit card payments are processed immediately.



Choose payment method:

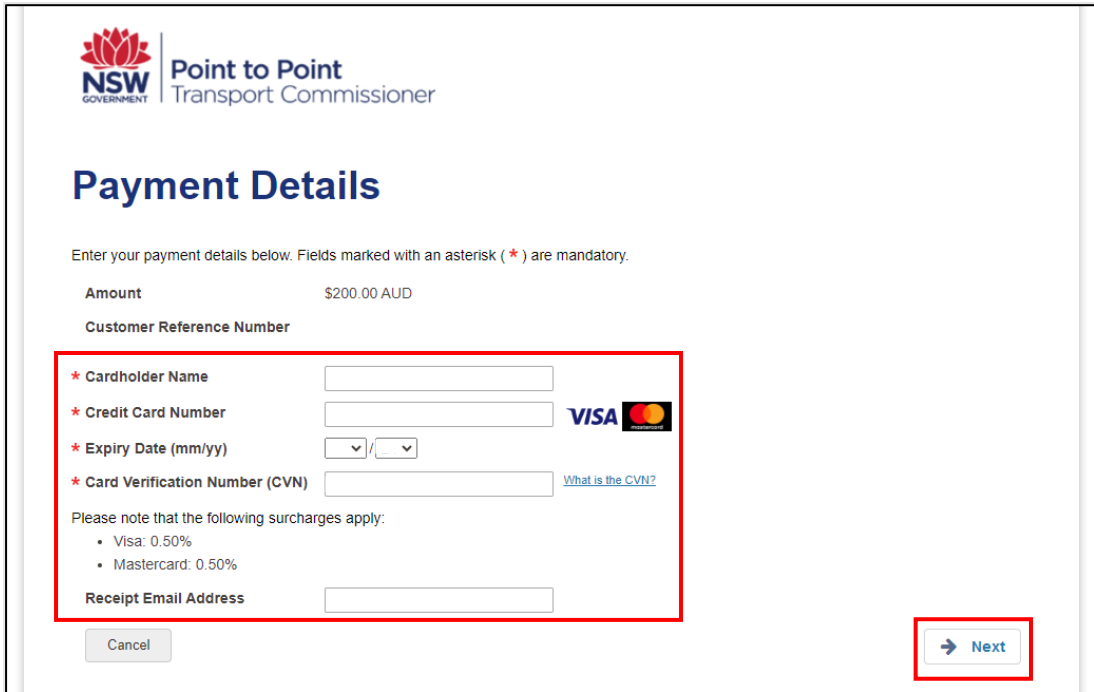
Credit/Debit Card (Note: Surcharge Applies)

BPAY

This payment is non-refundable.

[Back](#) [Next](#)

44. To make the credit or debit card payment, enter the card's details. Enter your email address if you would like a receipt to be sent to you for this payment. Click on "Next".



NSW | **Point to Point**
GOVERNMENT | Transport Commissioner


Payment Details

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

Amount \$200.00 AUD

Customer Reference Number

* Cardholder Name

* Credit Card Number 

* Expiry Date (mm/yy) /

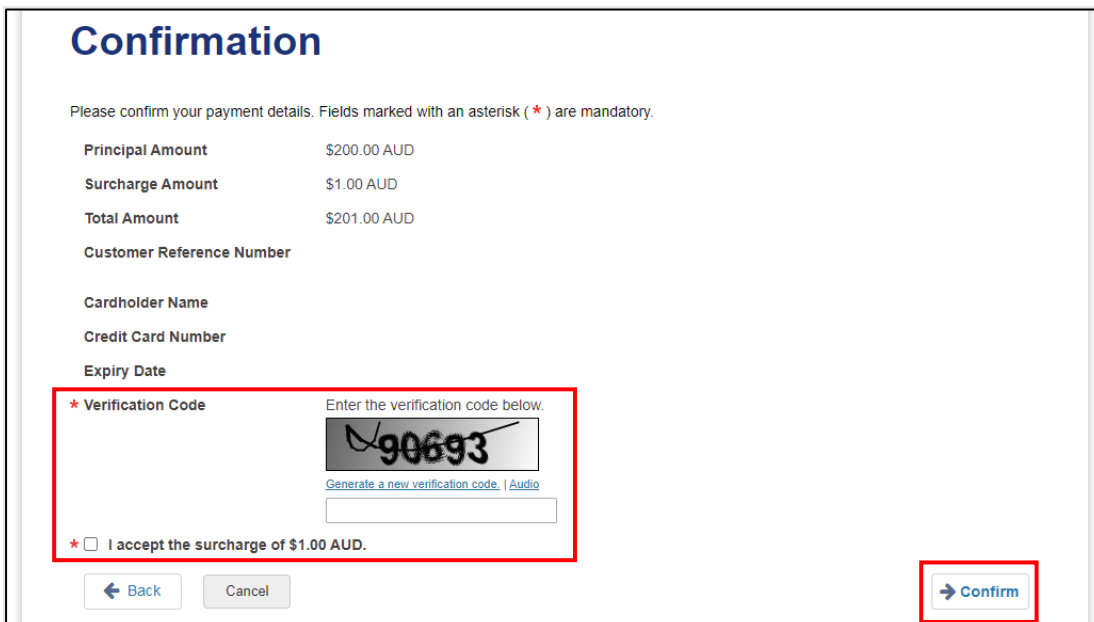
* Card Verification Number (CVN) [What is the CVN?](#)

Please note that the following surcharges apply:

- Visa: 0.50%
- Mastercard: 0.50%

Receipt Email Address

45. Now enter the "Verification Code" and tick the box to accept the \$1 surcharge. Click "Confirm".



Confirmation

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

Principal Amount \$200.00 AUD

Surcharge Amount \$1.00 AUD

Total Amount \$201.00 AUD

Customer Reference Number

Cardholder Name

Credit Card Number

Expiry Date

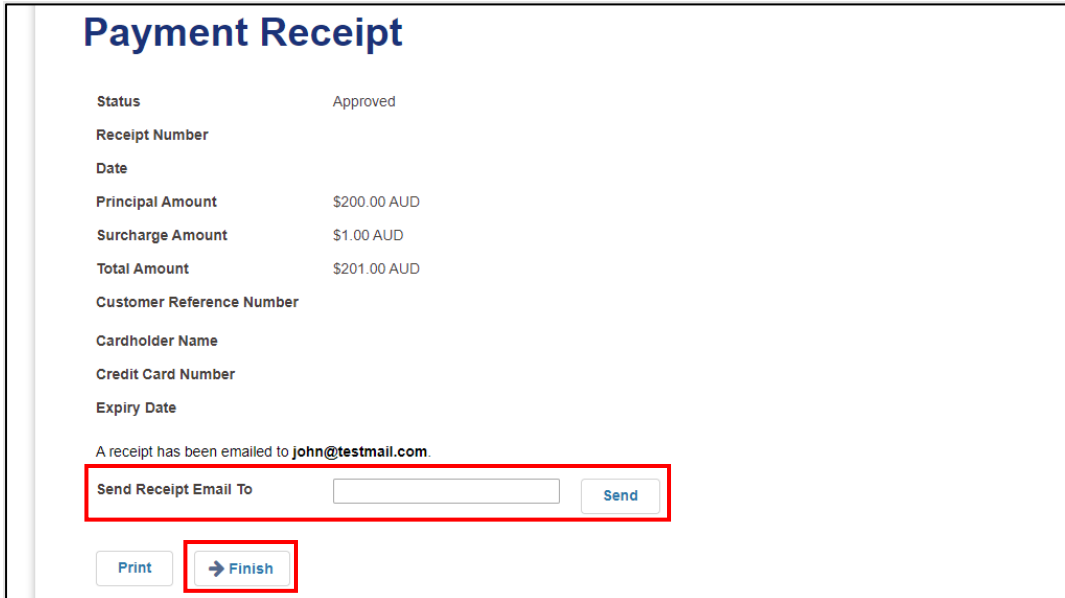
* Verification Code Enter the verification code below.

[Generate a new verification code.](#) | [Audio](#)

* I accept the surcharge of \$1.00 AUD.

46. A “Payment Receipt” screen will show next. You can record the details or have them sent to the address you nominate in the “Send Receipt Email To” field.

Click “Finish” when ready.



Payment Receipt

Status Approved

Receipt Number

Date

Principal Amount \$200.00 AUD

Surcharge Amount \$1.00 AUD

Total Amount \$201.00 AUD

Customer Reference Number

Cardholder Name

Credit Card Number

Expiry Date

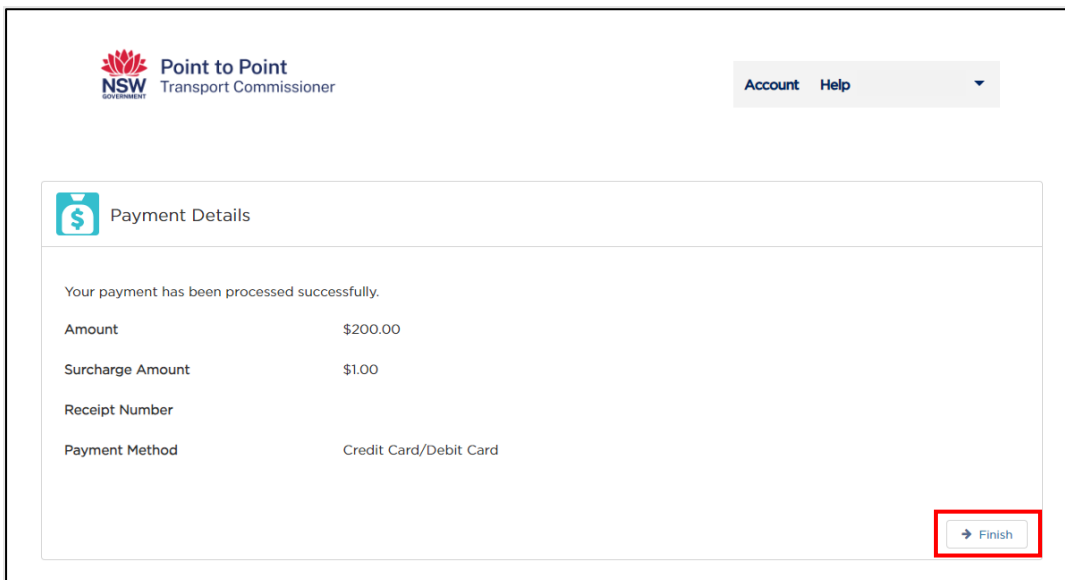
A receipt has been emailed to **john@testmail.com**.


Send Receipt Email To [Send](#)

[Print](#) [→ Finish](#)


47. A second credit/debit card payment confirmation screen will be displayed if the payment has been processed successfully.

Click “Finish”.



 **Point to Point**
Transport Commissioner

[Account](#) [Help](#) ▾

 **Payment Details**

Your payment has been processed successfully.

Amount \$200.00

Surcharge Amount \$1.00

Receipt Number

Payment Method Credit Card/Debit Card

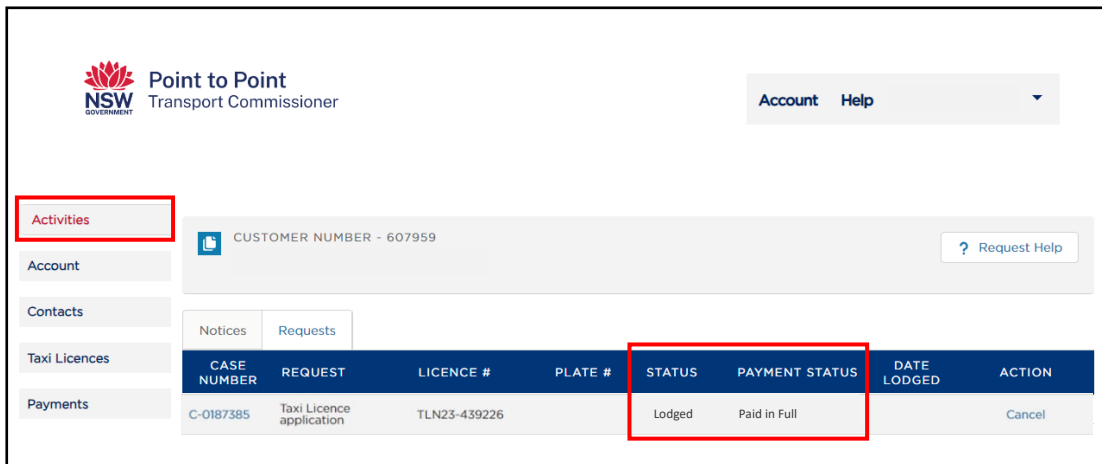
[→ Finish](#)

48. Once you have made your payment, your application is complete.

If you navigate to the “Activities” tab, you will be able to check that your application has been successfully lodged.

The “Payment Status” will show as “Paid in Full” if you paid by credit/debit card.

If you paid by BPAY, it will show as “Awaiting Payment”. When the BPAY funds have cleared (up to five business days) the status will change to “Paid in Full”.



The screenshot shows the Point to Point Transport Commissioner web interface. The 'Activities' tab is highlighted with a red box. Below the navigation menu, there is a section for 'CUSTOMER NUMBER - 607959' with a 'Request Help' button. A table of requests is displayed, with the 'STATUS' and 'PAYMENT STATUS' columns highlighted by a red box. The table contains one row with the following data:

CASE NUMBER	REQUEST	LICENCE #	PLATE #	STATUS	PAYMENT STATUS	DATE LODGED	ACTION
C-0187385	Taxi Licence application	TLN23-439226		Lodged	Paid in Full		Cancel