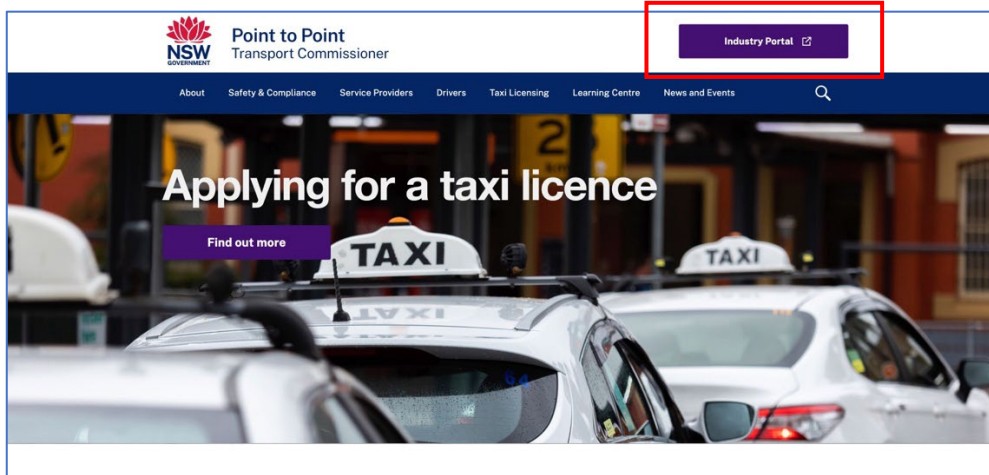# Applying for a taxi licence

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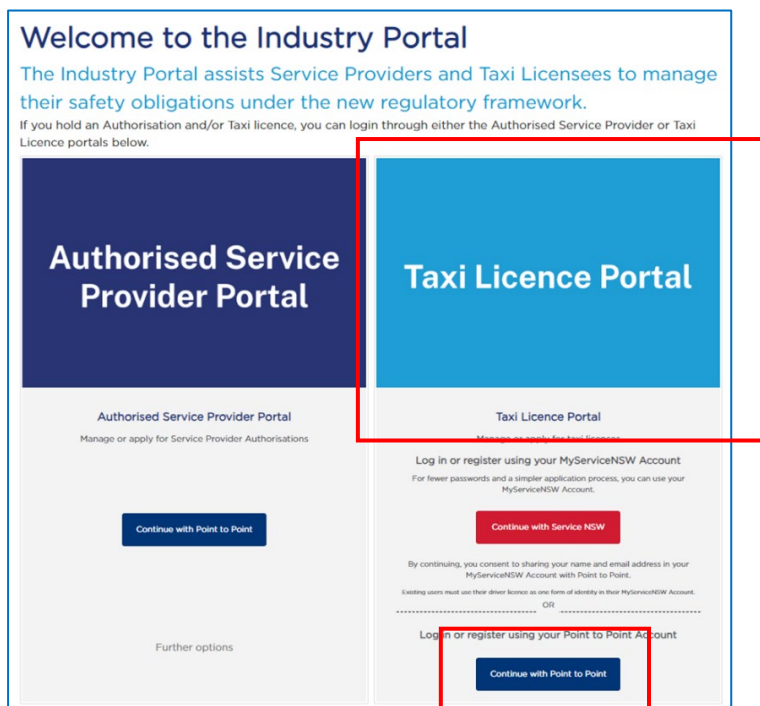
3. If you do not have a login, you have a choice about how you set up your access. You can access the Portal via a:
   - Service NSW login, or
   - Point to Point Transport Commission login.

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.
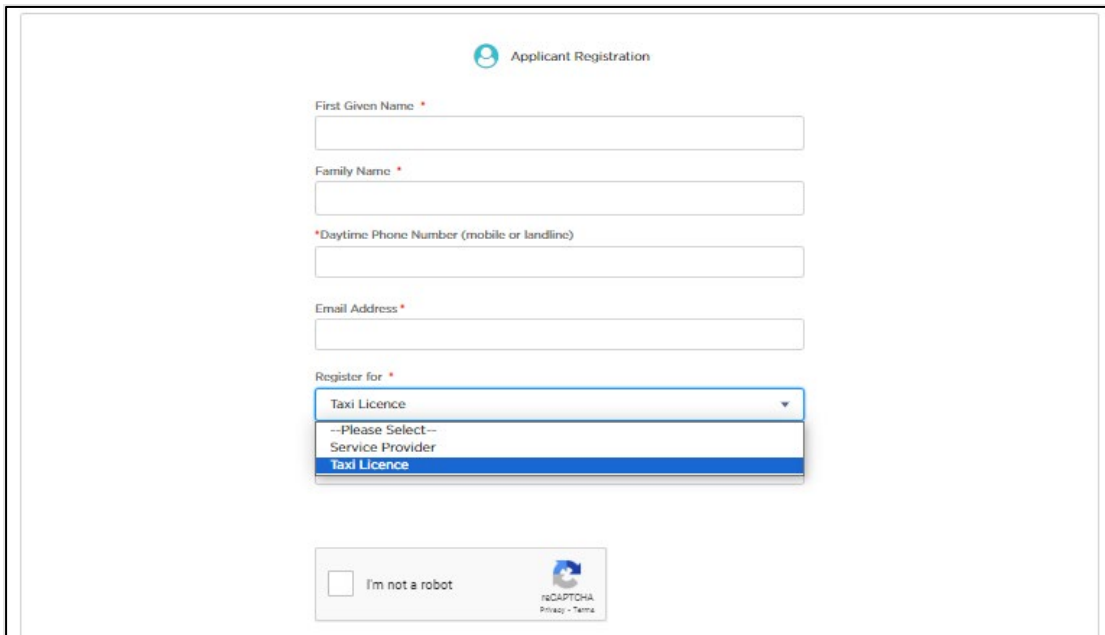
4. To register and create a Point to Point Transport Commission login, click the "Continue with Point to Point" button at the bottom right of the screen.
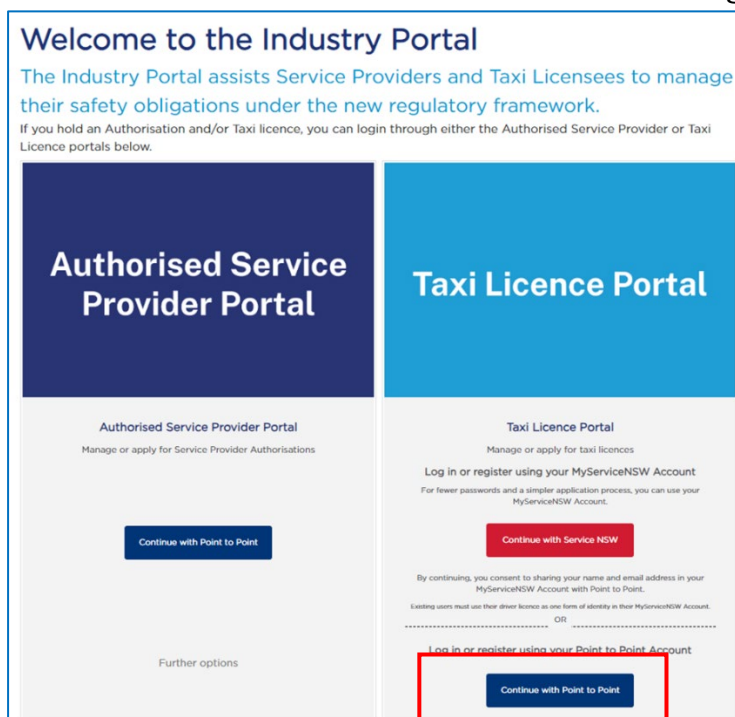
5. Click the blue text "Register here".
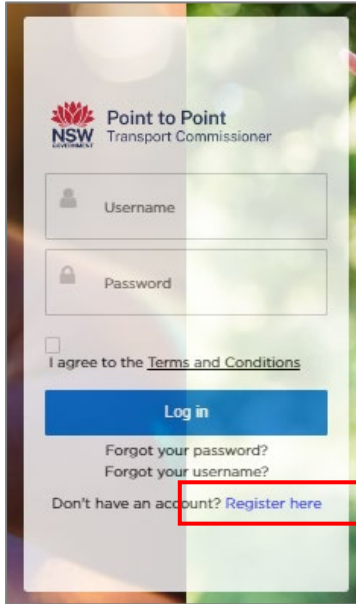
6. The "Registration" page is now displayed.

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
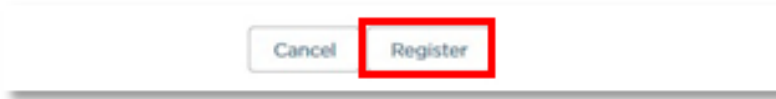Corporation
Individual Partnership/Joint Holders
Corporate Partnership/Joint Holders

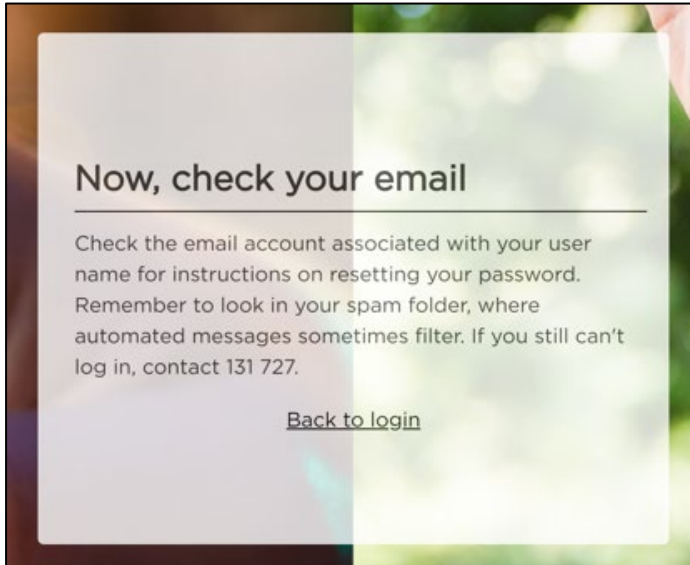12. Click the "I'm not a robot" check box. This is a security measure.

I'm not a robot
reCAPTCHA
Privacy - Terms

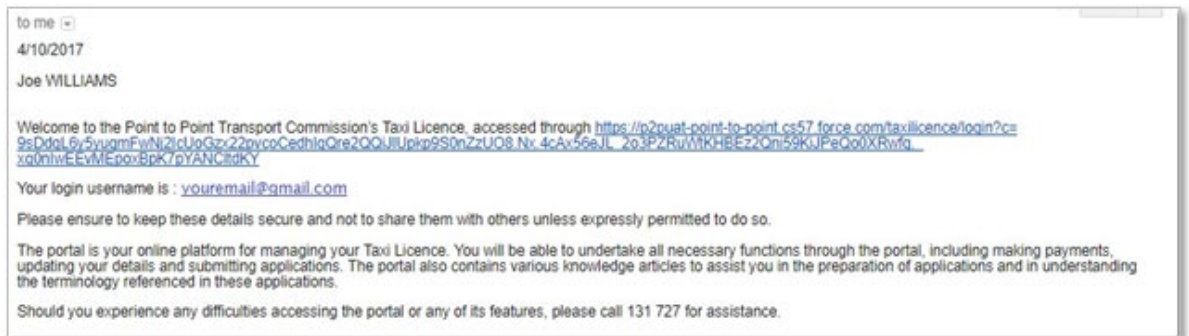✓ I'm not a robot
reCAPTCHA
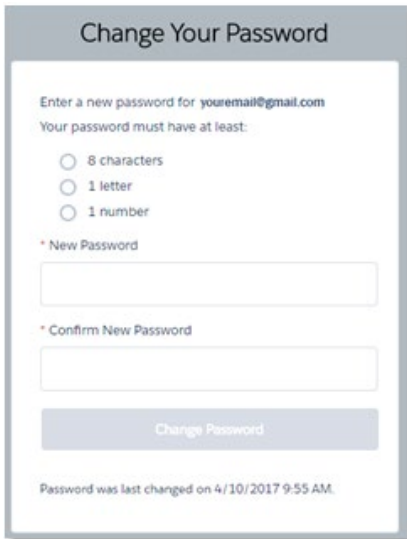Privacy - Terms

13. Click "Register".

This screen will display:

Now, check your email

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact 131 727.

Back to login

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

to me

4/10/2017

Joe WILLIAMS

Welcome to the Point to Point Transport Commission's Taxi Licence, accessed through https://p2puat-point-to-point.cs57.force.com/taxilicence/login?c= 9sDdqL6y5yugmFwNi2lcUoGzv22pvcoCedhlqQre2QQUiUpixp9S0nZzUO8.Nx.4cAv56eJL_2o3PZRuWfKHEEz2Qni59KJPeQo0XRwfg_xq0nlwEEvMEpoxBpK7pYANCifdKY

Your login username is : youremail@gmail.com

Please ensure to 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 Taxi Licence. 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.

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

15. Click on the long link in the email.

Welcome to the Point to Point Transport Commission's Taxi Licence, accessed through https://p2puat-point-to-point.cs57.force.com/taxilicence/login?c= 9sDdqL6y5yugmFwNi2lcUoGzv22pvcoCedhlqQre2QQUiUpixp9S0nZzUO8.Nx.4cAv56eJL_2o3PZRuWfKHEEz2Qni59KJPeQo0XRwfg_xq0nlwEEvMEpoxBpK7pYANCifdKY

16. The "Change Your Password" screen is displayed.

17. Type your password into the "New Password" field.
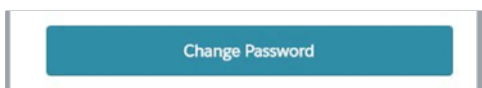
Note: The password you choose must be at least 8 characters long and must include at least one number and at least one letter. For example, nicecab1 or 2937354t. The screen will display the word "Good" and white ticks on green circles if the password is suitable.
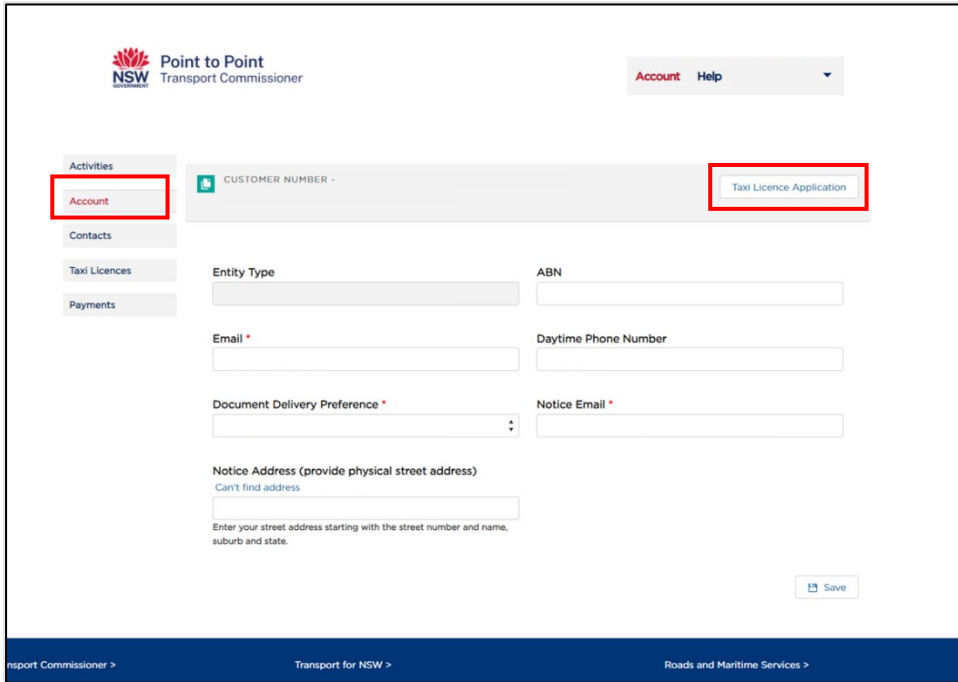
18. Now type the same password into the "Confirm New Password" field. The field will display "Match" if the passwords are the same.

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.

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

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.

Point to Point
Transrt Commissioner

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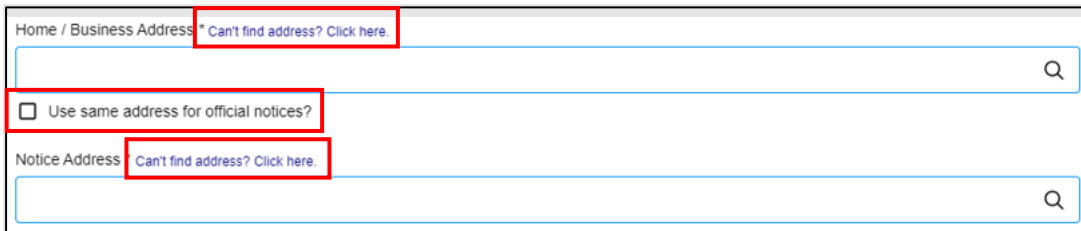

26. Note: when entering your "Email Address", you can use your "Email Address" for general contact purposes and for official notices. If you want to do so, click the "Use same email address for official notices?" checkbox.

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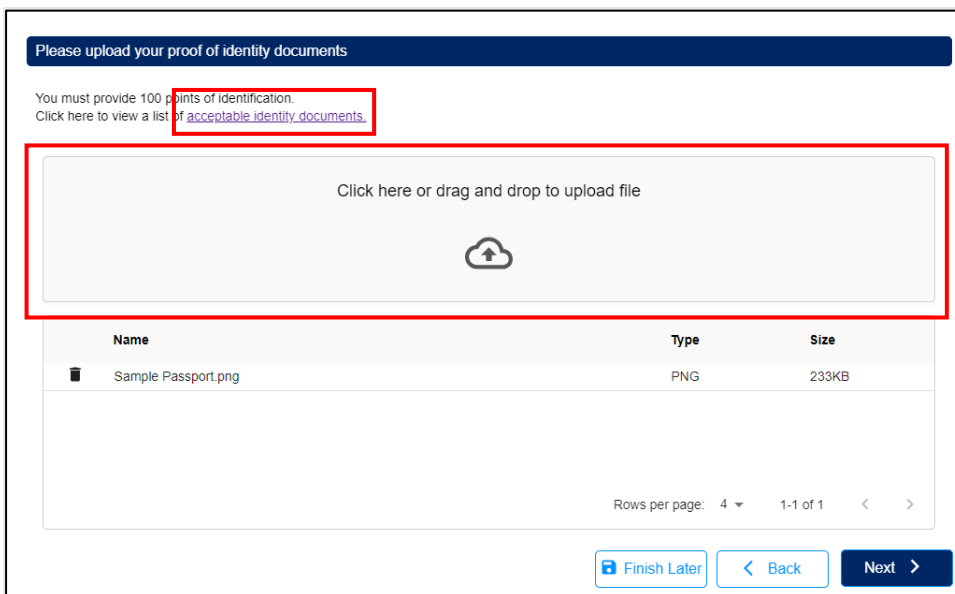
28. If you have not done so already, you will need to provide the Point to Point Transport Commissioner with 100 points of identification.

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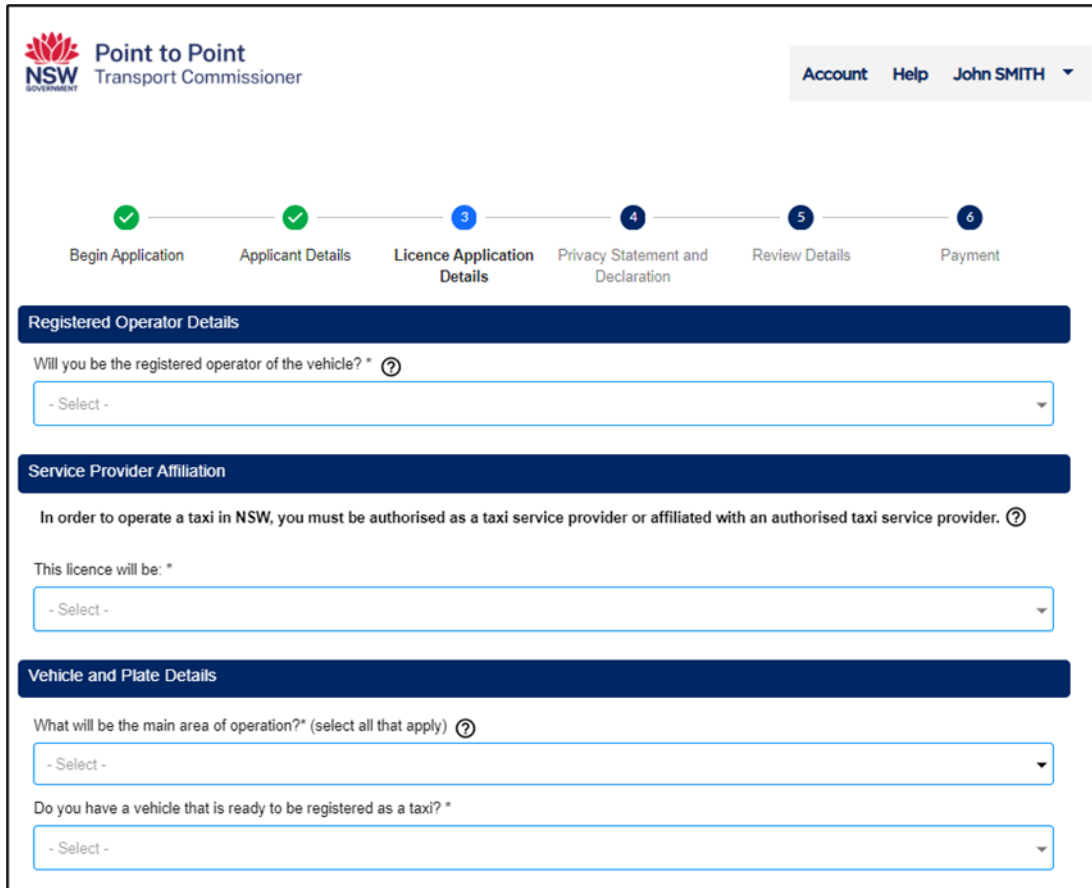
    Once you have uploaded your identity documents, click on the "Next" button.

    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.

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".
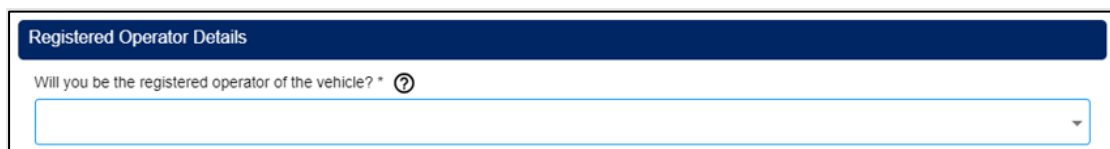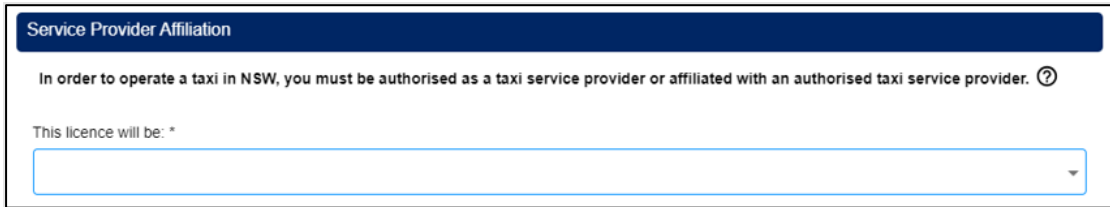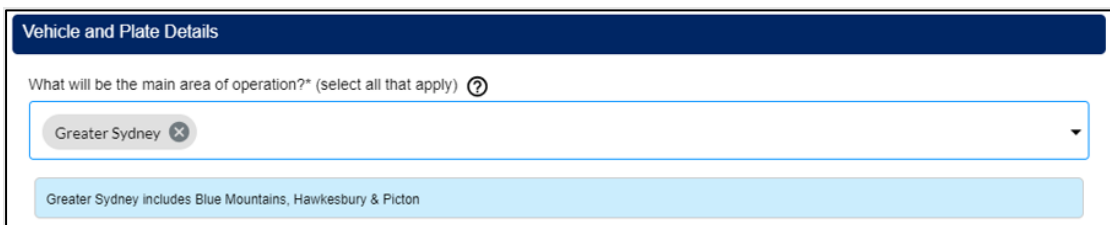
Service Provider Affiliation

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. ⑦

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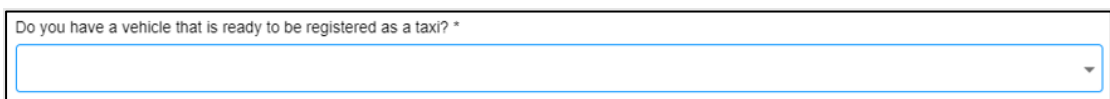
Select "Greater Sydney" if you intend to operate in the Sydney area, the Blue Mountains or Picton, or all these places.

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.

Vehicle and Plate Details

What will be the main area of operation?* (select all that apply) ⑦

Greater Sydney ⊗

Greater Sydney includes Blue Mountains, Hawkesbury & Picton
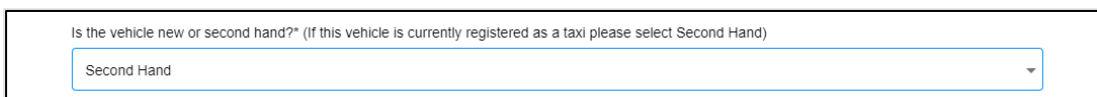
33. Next indicate if you have a vehicle that is ready to be registered as a taxi. Choose "Yes" or "No".

Do you have a vehicle that is ready to be registered as a taxi? *

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".)

Is the vehicle new or second hand?* (If this vehicle is currently registered as a taxi please select Second Hand)

Second Hand

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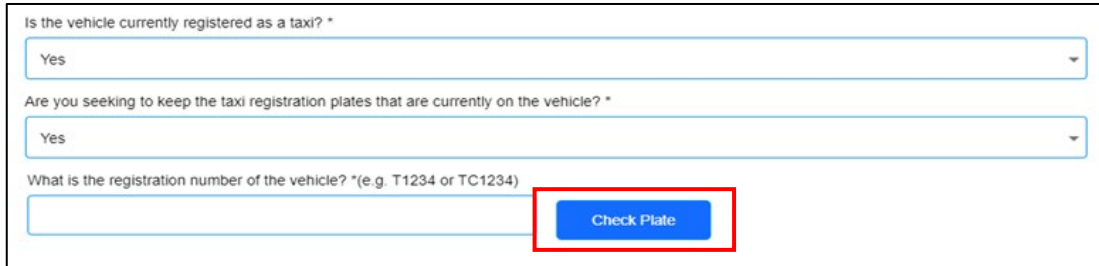
    If you select "Yes" to that question, enter the vehicle's registration number (for example, T1234 or TC1234) and click the "Check Plate" button to verify the plate.

    Is the vehicle currently registered as a taxi? *

    Yes   ▾

    Are you seeking to keep the taxi registration plates that are currently on the vehicle? *

    Yes   ▾

    What is the registration number of the vehicle? *(e.g. T1234 or TC1234)

    [   ]   Check Plate

    If the vehicle's registration number has been validated, scroll down the page and click the "Next" button.

    🖫 Finish Later   ‹ Back   Next ⬇›

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.

    Taxi Plate Pickup Location *

    Select the Service NSW Service center you would like to collect your plates from

    Option 1   Option 2

    Plates at these locations are available for collection 24 hours after your license is granted

    Plates at these locations are available for collection 5 business days after your license is granted

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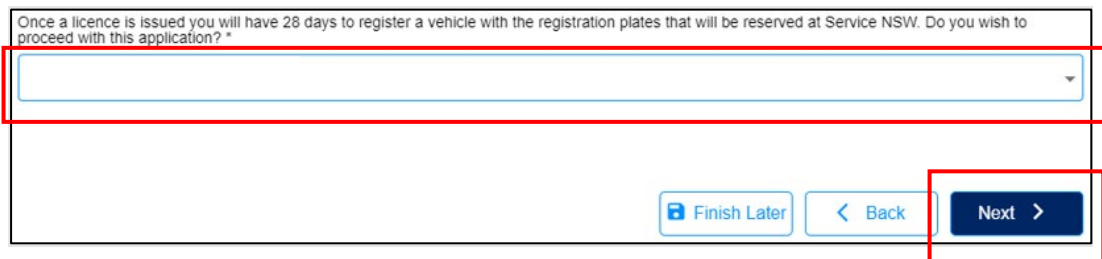
37. The last question on this page notifies you that once a taxi licence is issued, you will have 28 days to register a vehicle with the registration plates that will be reserved at the Service NSW location you have chosen.

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.

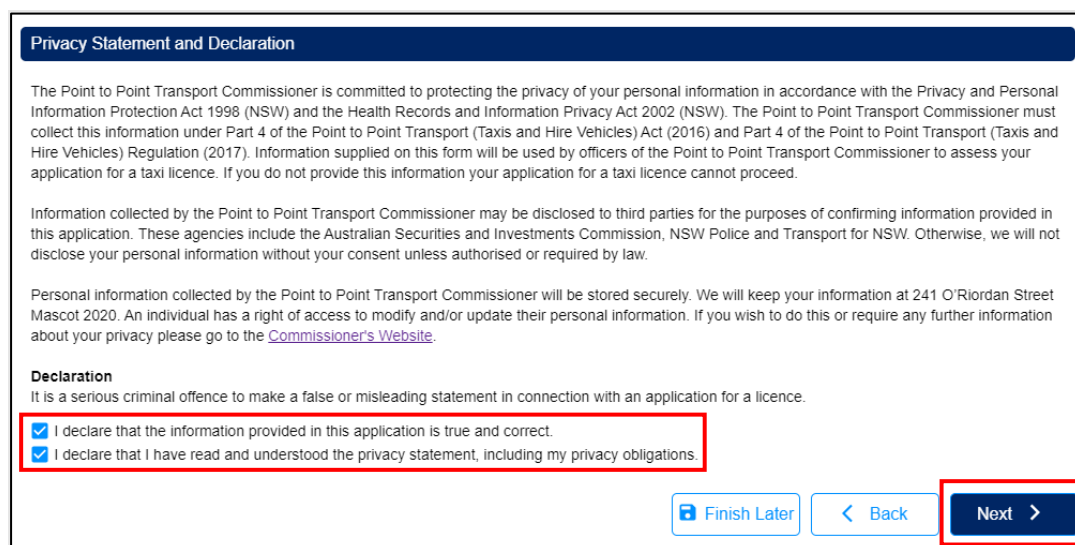Select "Yes" or "No" and then click on the "Next" button.

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? *

Finish Later   < Back   Next >

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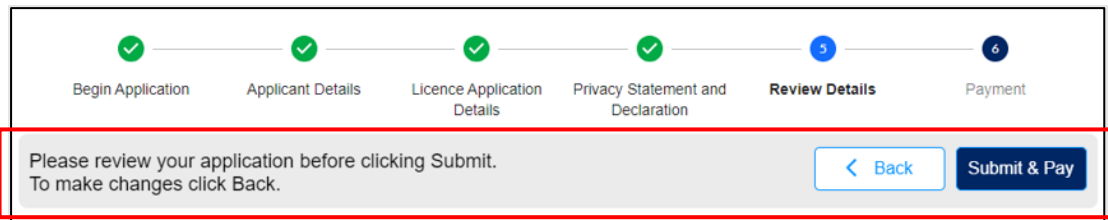
Declaration
It is a serious criminal offence to make a false or misleading statement in connection with an application for a licence.

☑ 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.

Finish Later   < Back   Next >

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.

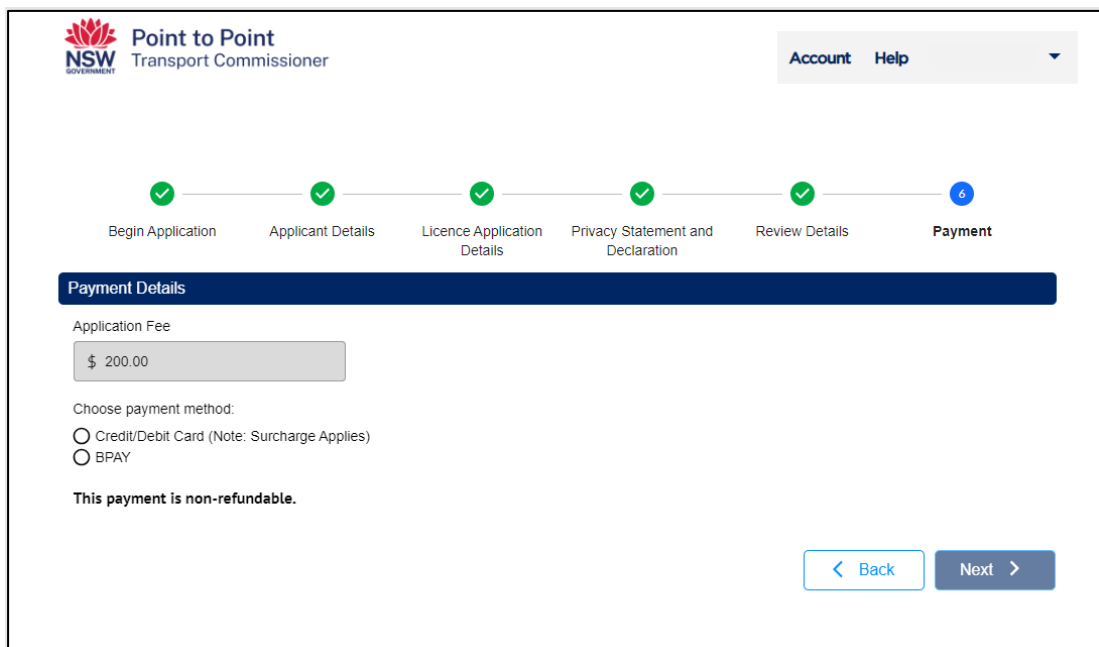When you are sure that all details are correct, click the "Submit & Pay" button.

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.

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

Choose payment method:
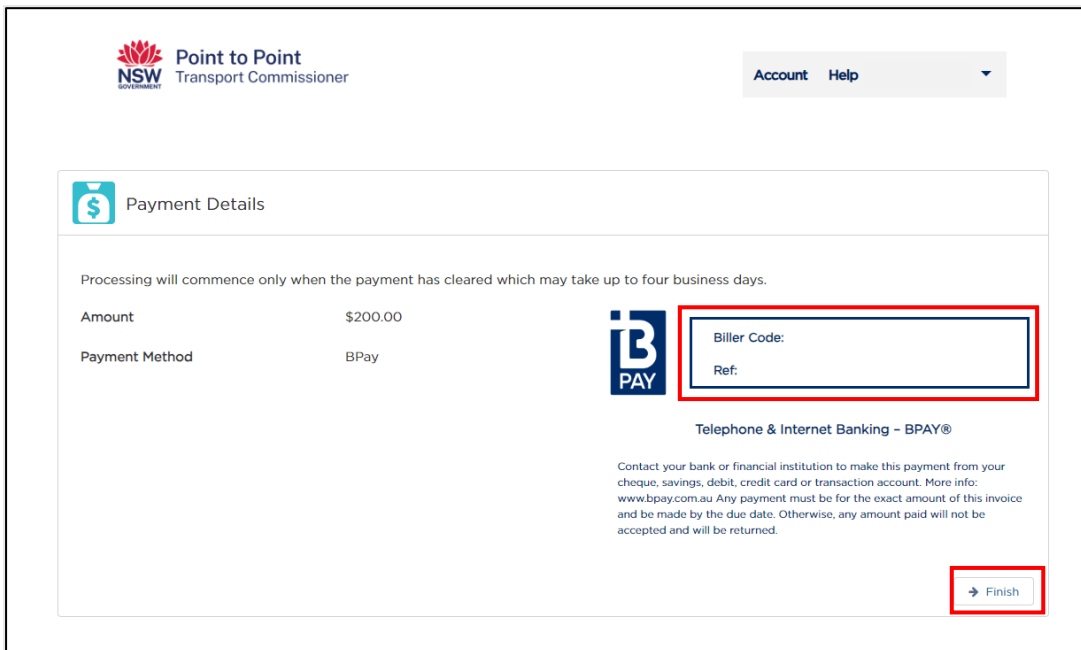- ○ Credit/Debit Card (Note: Surcharge Applies)
- ○ BPAY

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".

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 |

BPAY

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.
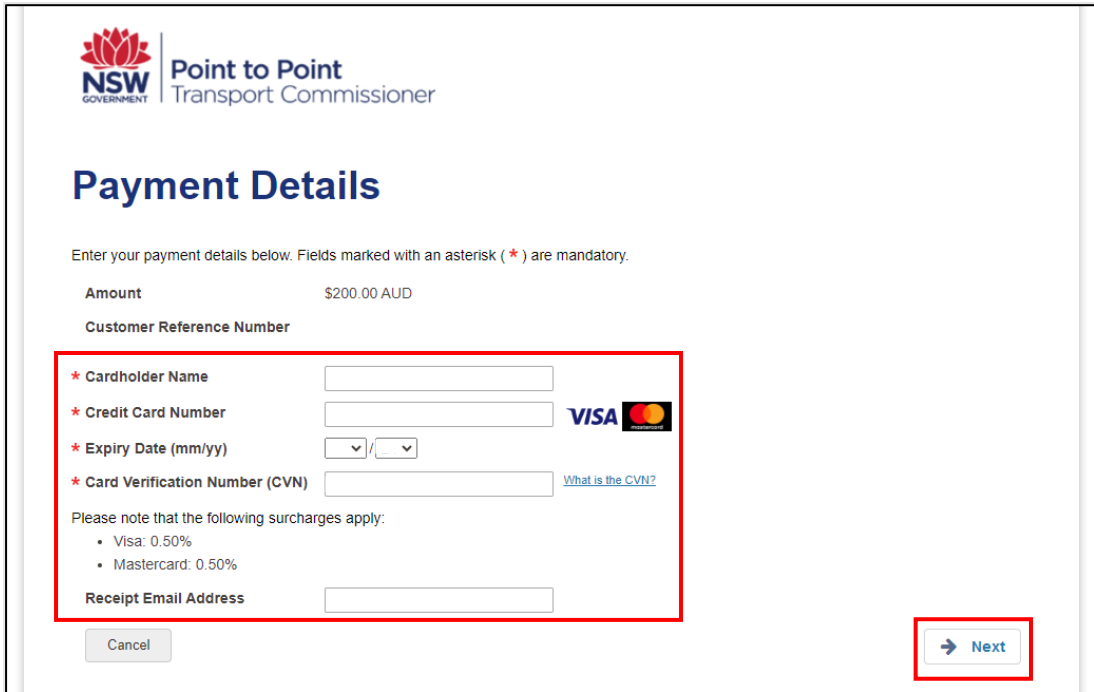
Choose payment method:
- ○ Credit/Debit Card (Note: Surcharge Applies)
- ○ BPAY

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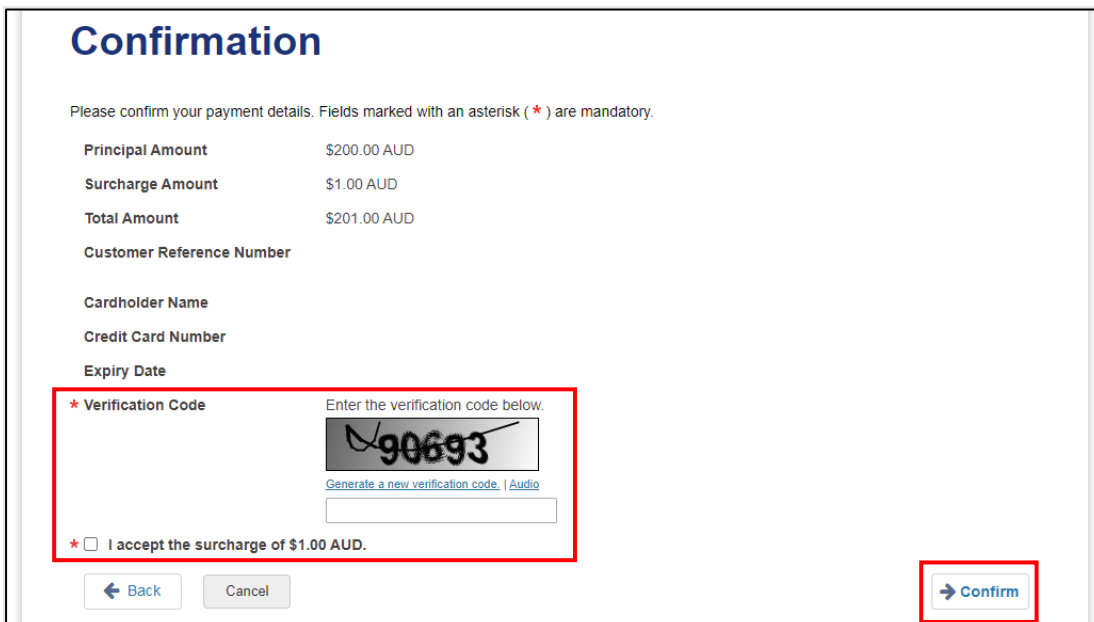
45. Now enter the "Verification Code" and tick the box to accept the $1 surcharge. Click "Confirm".

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.

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

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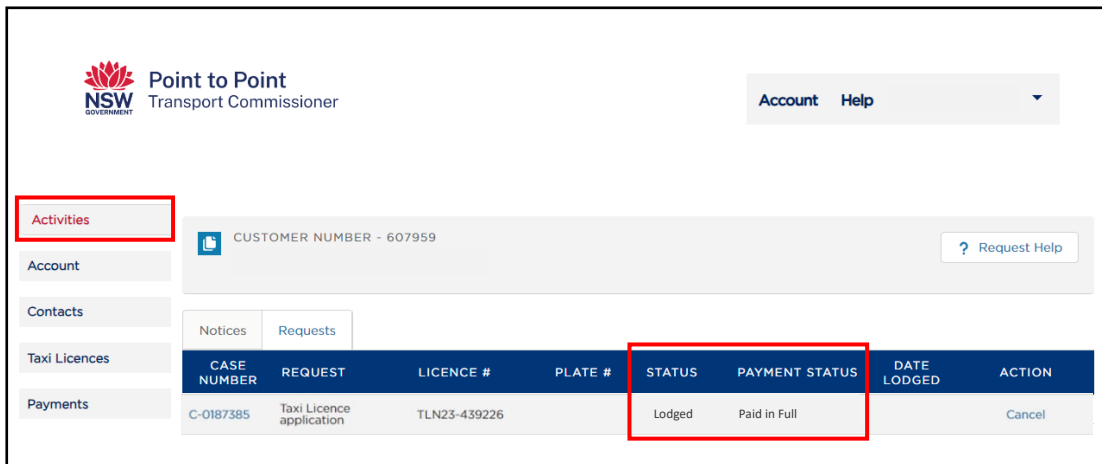
48. Once you have made your payment, your application is complete.

   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".