



Point to Point
Transport Commissioner

Taxi Licences User Guide

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1. Introduction

1.1. About this document

This user guide aims to help people and organisations apply for, and manage, taxi licences via the Taxi Licence Portal which can be accessed through the Point to Point Transport Commissioner's Industry Portal. The Industry Portal is located at pointtopoint.nsw.gov.au.

The Taxi Licence Portal allows taxi licence holders to:

- apply for a standard taxi licence or Wheelchair Accessible Taxi (WAT) licence
- manage their details
- surrender a licence
- renew a taxi licence or a WAT licence
- lodge an application for Internal Review.

1.2. Key definitions

All terminology in this user guide is taken to mean the generally accepted or dictionary definition with the exception of the following terms which have specific defined meanings:

- **ASP:** Authorised Service Provider.
- **DVD:** Driver Vehicle Dashboard.
- **The Act:** [Point to Point Transport \(Taxis and Hire Vehicles\) Act 2016](#).
- **The Regulation:** [Point to Point Transport \(Taxis and Hire Vehicles\) Regulation 2017](#).
- **WAT:** Wheelchair Accessible Taxi.

1.3. The NSW Point to Point Transport Commissioner (Commissioner)

The Commissioner is responsible for regulating the NSW point to point transport industry and service providers, like taxis, hire car and rideshare services.

The Commissioner ensures that service providers comply with the safety standards set by the NSW Government and can impose significant penalties for companies who are putting customers at risk.

The Commissioner's functions and powers come from the Act and the Regulation and include:

- administering the authorisation and taxi licensing schemes
- managing enforcement and compliance
- recommending safety and other standards for taxi and booking services
- administering and enforcing the Passenger Service Levy
- advising the Minister on matters relating to taxi and booking services.

1.4. Conventions



A red box is used to highlight areas which need to be clicked on.

Commonly used icons are:



Upload



Export



Edit



Search

1.5. Further information

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.

2. Accessing the Taxi Licence Portal

If you wish to become a Taxi Licence Holder (a person who provides a taxi service under the licence), you will need to apply via the Taxi Licence Portal which can be found on the Industry Portal webpage.

There are two ways to access the Taxi Licence Portal and this is explained in more detail below in '2.2 How to set up access to the Taxi Licence Portal'.

Once you have access to the Taxi Licence Portal you can:

- apply for a taxi licence or a WAT licence
- renew a taxi licence
- surrender a taxi licence
- manage your details and add or remove contacts
- make payments related to your taxi licence(s).

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, if applying on behalf of a corporation.

2.1. Identify your entity type

When registering, you will need to select one of the following entity types.

- **Individual:** if registering as an individual taxi licence holder
- **Corporate:** if registering as a corporate taxi licence holder
- **Joint Holders – Individual Partnership:** if all the partners or joint holders are individual entities in the partnership
- **Joint Holders – Corporate Partnership:** if any one of the partners or joint holders is a corporate entity in the partnership.

2.2. How to set up access to the Taxi Licence Portal

1. Go to the Commission's website at pointtopoint.nsw.gov.au

In the top right-hand corner of the page, click on "Industry Portal".



2. You can access the 'Taxi Licence Portal' in two ways. You can use a:

- Service NSW login, or
- Point to Point Transport Commission login.

Via a Service NSW login

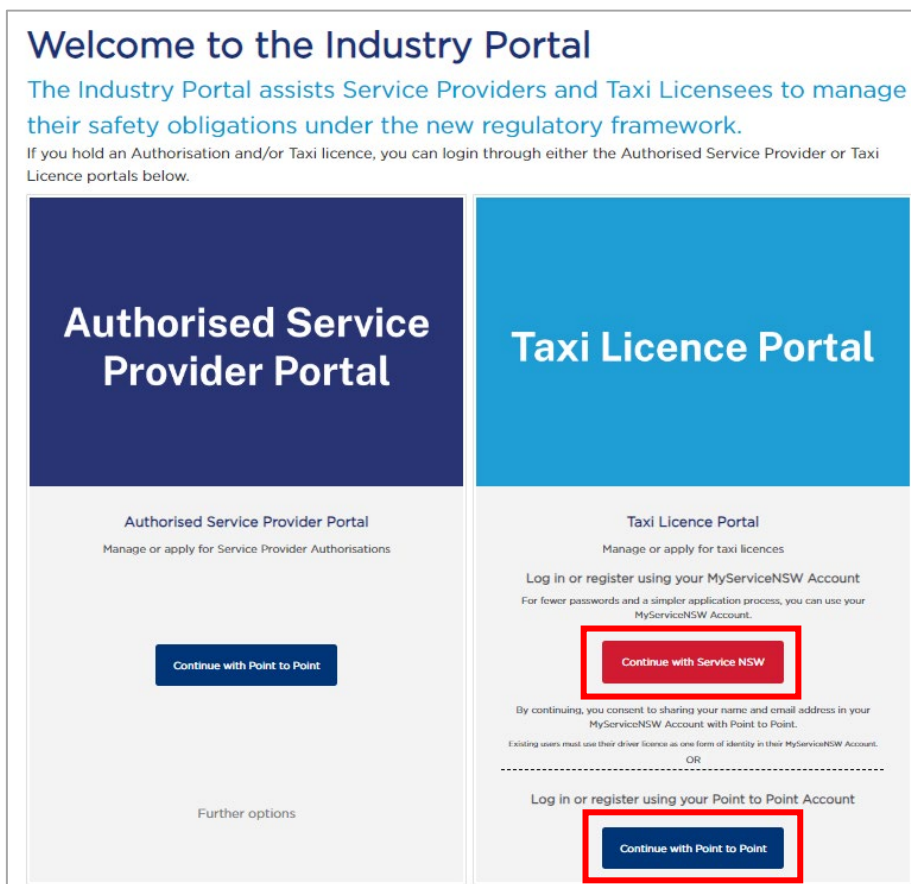
Accessing the "Taxi Licence Portal" via Service NSW is an efficient way of logging into the Portal.

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](#).

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, go to step 3.



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

Authorised Service Provider Portal
Manage or apply for Service Provider Authorisations

[Continue with Point to Point](#)

Further options

Taxi Licence Portal

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](#)

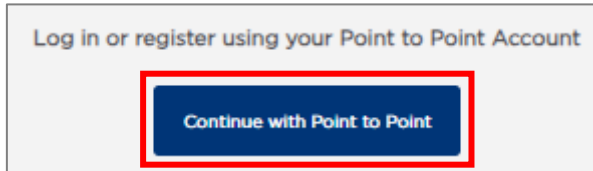
By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.
Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.

OR

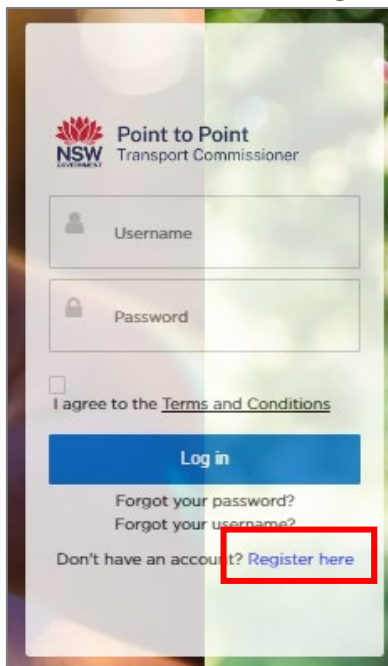
Log in or register using your Point to Point Account

[Continue with Point to Point](#)

3. To register and create a Point to Point Transport Commission login, select the “Continue with Point to Point” button.




4. Select the blue text “Register here”.



5. The 'Registration' page is now displayed.

Note: Any field with a small red asterisk * is mandatory and you must fill it in.




Point to Point
 Transport Commissioner

- Registration Guidelines

If you are already an Authorised Service Provider or Taxi Licence holder and have a login to the portal you don't need to Register
 If you did not receive a login contact the industry contact centre on 131 727

- Registration Guidelines**
 - Individual :**
 Select entity type as individual if registering as an Individual service provider/ taxi licence holder.
 - Corporate :**
 Select entity type as corporate if registering as a corporate service provider/taxi licence holder.
 - Individual Partnership/Joint Holders :**
 Select entity type as an Individual partnership if all the partners/joint holders are individual entity in the partnership.
 - Corporate Partnership/Joint Holders :**
 Select entity type as corporate partnership if any one of the partner/joint holder is an corporate entity in the partnership.
 - Registrations and access to the Industry Portal will be removed after 90 days if no application to become an Authorised Service Provider or for a WAT licence is received.


 Applicant Registration

First Given Name *

Family Name *

*Daytime Phone Number (mobile or landline)

Email Address *


Register for *

--Please Select--

Entity Type *

--Please Select--

☐ I'm not a robot


 reCAPTCHA
[Privacy](#) - [Terms](#)

Cancel

Register

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

First Given Name *

Family Name *

7. 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) *

8. Type in your “Email Address”.

Email Address *

9. 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.

10. Select your “Entity Type” from the dropdown list (see 2.1 above). 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

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

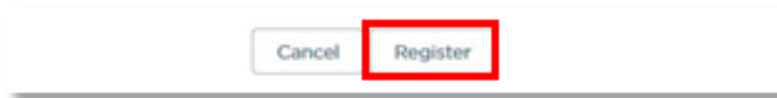
☐ I'm not a robot
 

reCAPTCHA
[Privacy](#) - [Terms](#)

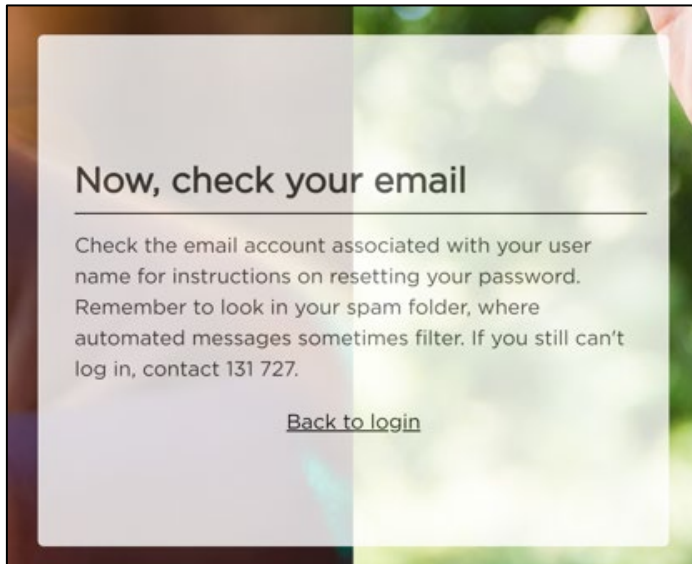
☒ I'm not a robot
 

reCAPTCHA
[Privacy](#) - [Terms](#)

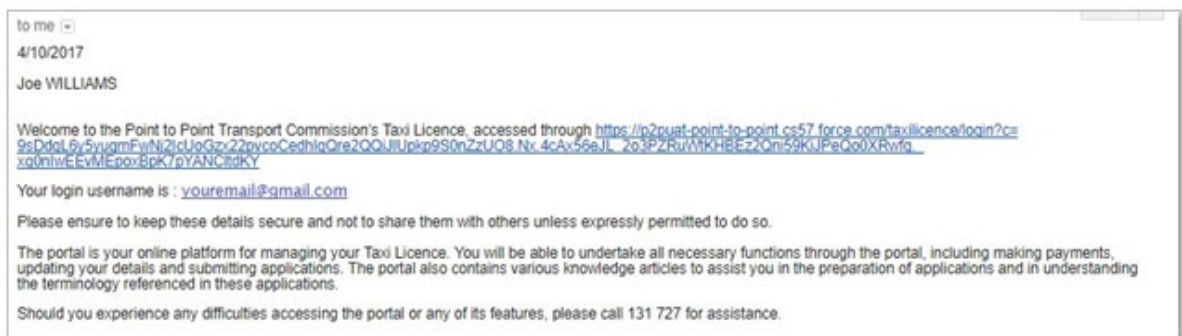
12. Click "Register".



This screen will display:



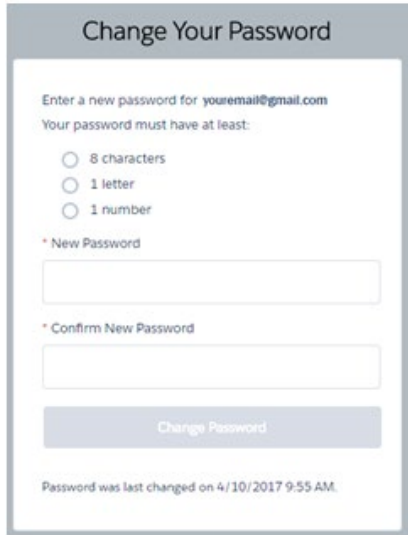
13. Check your email account. There will be an email containing a link and a login username.



14. Click on the long link in the email.

Welcome to the Point to Point Transport Commission's Taxi Licence, accessed through https://p2p.transport-commission.nsw.gov.au/taxi-licence/login?ce=9c0d015f5400mFwN2dUcGz22aysoCedhQOreZQQUJUpm9S0nZzU08Nx4cA55eJL_2oP28wVt0H8EzZQn59kuUPeQoIXPwq_xoMwEEYIEp0d5K/pYAN_50K1

The “Change Your Password” screen is displayed.



Change Your Password

Enter a new password for **youremail@gmail.com**

Your password must have at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

* New Password

* Confirm New Password

Change Password

Password was last changed on 4/10/2017 9:55 AM.

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



- ☒ 8 characters
- ☒ 1 letter
- ☒ 1 number

* New Password

Good

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.

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



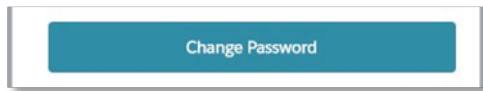
* New Password

Good

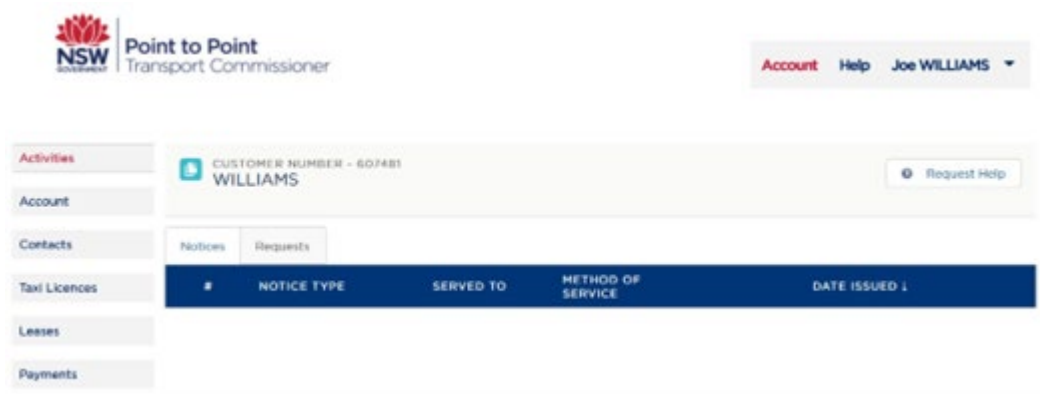
* Confirm New Password

Match

17. Click the “Change Password” button.



The Taxi Licence Portal is now displayed.



3. Taxi Licence Portal basics

When you have registered, you will be granted access to the Taxi Licence Gateway.

3.1. Logging in

1. Go to the Commission's website at pointtopoint.nsw.gov.au

In the top right-hand corner of the page, click on "Industry Portal"



2. Log in to the "Taxi Licence Portal".

You can do this in one of two ways:

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

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

Authorised Service Provider Portal

Manage or apply for Service Provider Authorisations

Continue with Point to Point

Further options

Taxi Licence Portal

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.

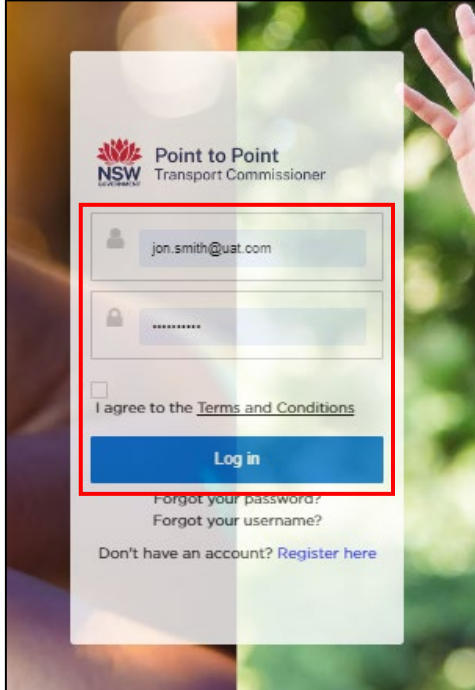
Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.

OR

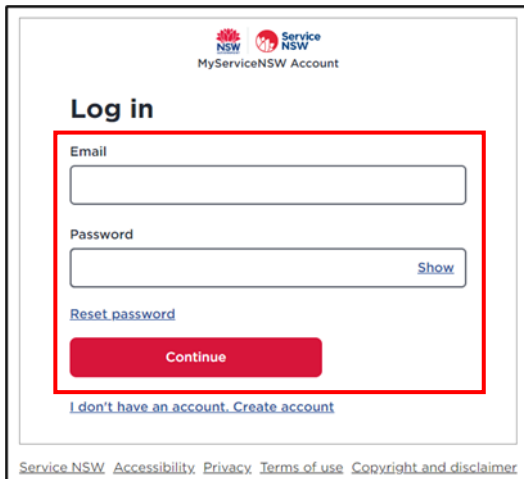
Log in or register using your Point to Point Account

Continue with Point to Point

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

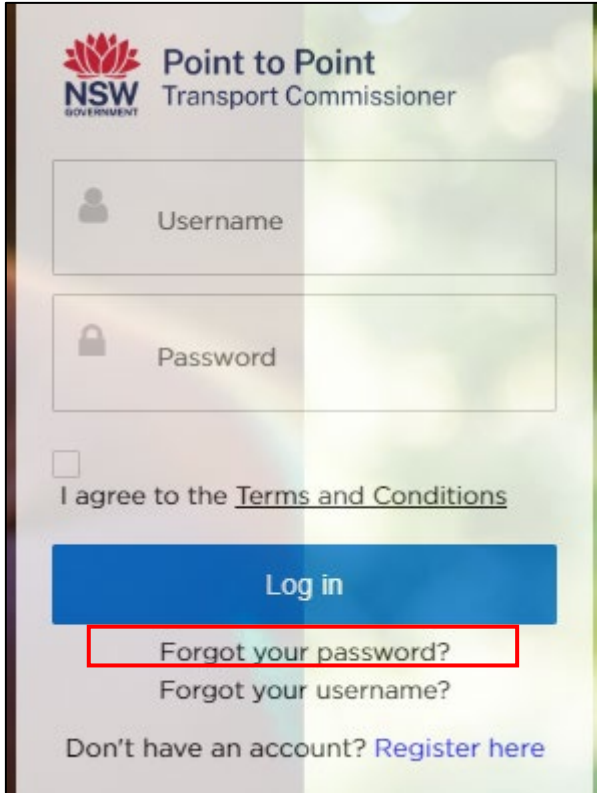


4. If you selected the “Continue with ServiceNSW” button, the following screen will display. Enter the email address and password you use for your MyServiceNSW account, and select the “Continue” button.



3.2. Forgot your password?

1. From the login screen, click the “Forgot your password?” link under the “Log in” button.



Point to Point
Transport Commissioner

Username

Password

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

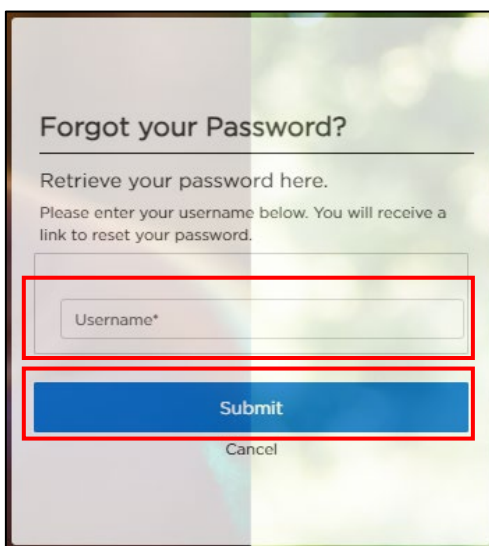
Log in

[Forgot your password?](#)

[Forgot your username?](#)

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

2. Type in your “Username” and then click “Submit”.



Forgot your Password?

Retrieve your password here.

Please enter your username below. You will receive a link to reset your password.

Username*

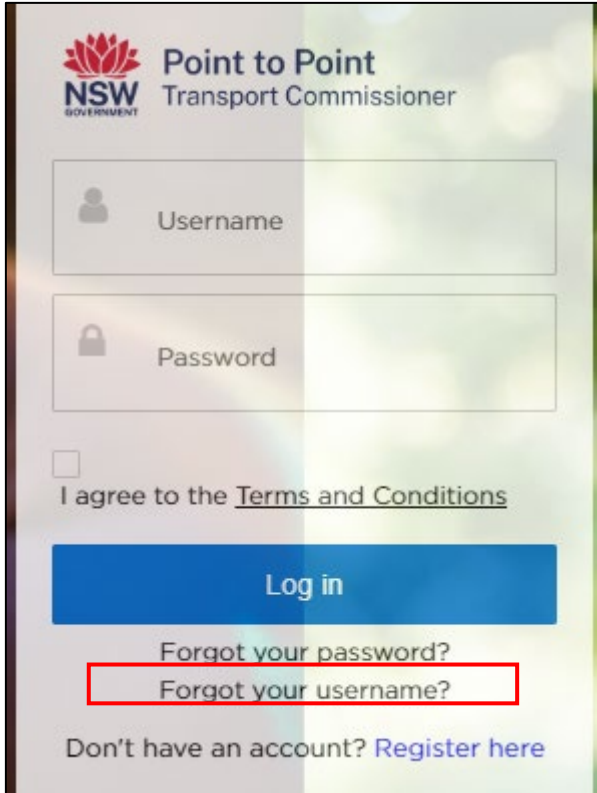
Submit

[Cancel](#)

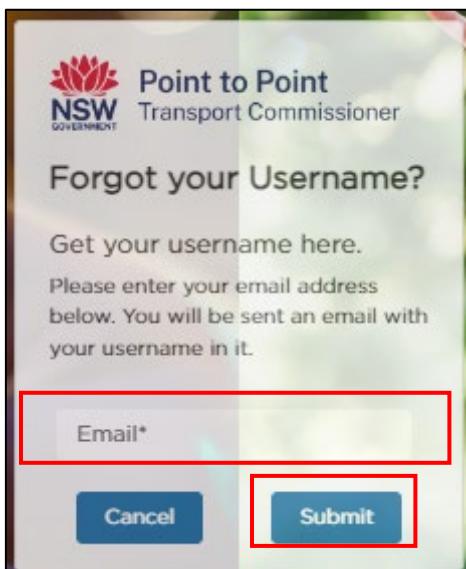
3. Check your email account for a link to reset your password.

3.3. Forgot your username?

1. From the login screen, click the “Forgot your username?” link under the “Log in” button.



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.

3.4. Activities tab

Use the “Activities” screen to check your notices and requests.

1. Click the “Activities” tab on the left-hand menu.



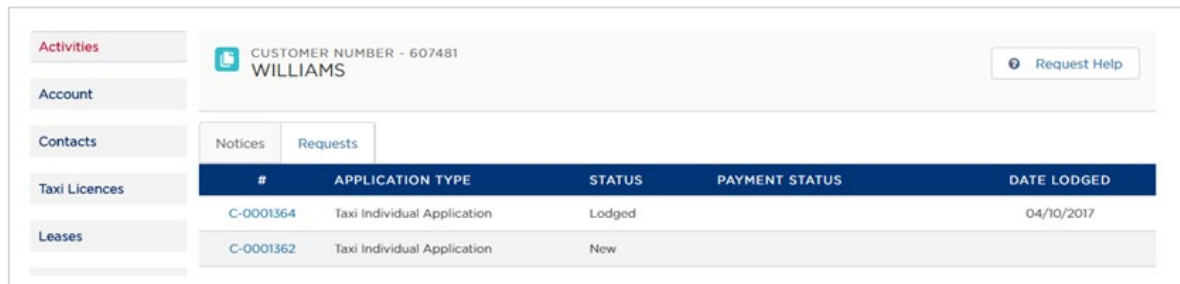
The “Activities” screen is displayed.

Click on the “Notices” or “Requests” tabs to switch between them.

The “Requests” tab shows the status of your applications.

In the following image, the “Requests” tab is displayed showing that “Taxi Individual Application” has been lodged.

The “Notices” tab is where you will find any notices relating to your taxi licences.

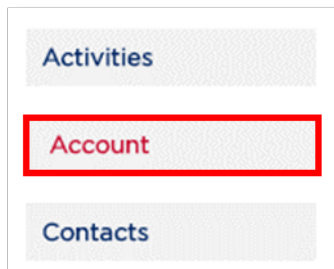


#	APPLICATION TYPE	STATUS	PAYMENT STATUS	DATE LODGED
C-0001364	Taxi Individual Application	Lodged		04/10/2017
C-0001362	Taxi Individual Application	New		

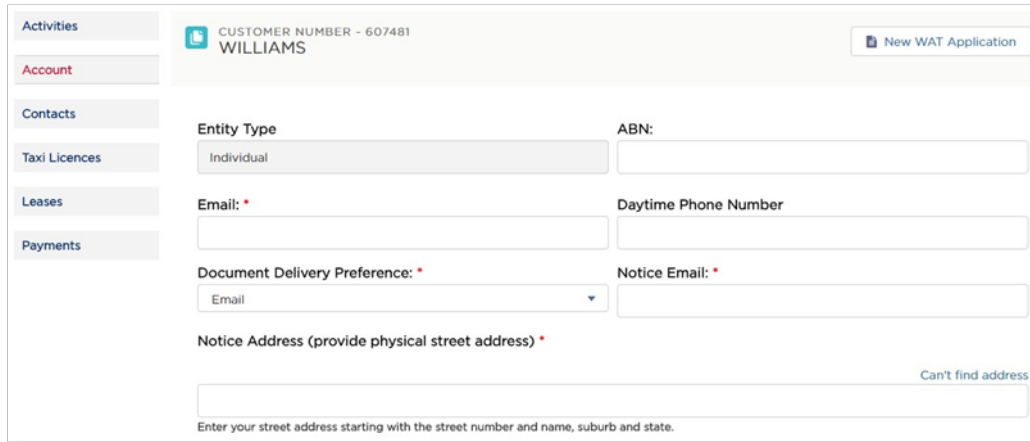
3.5. Account

Use the “Account” screen to check and edit contact information.

1. Click the “Account” tab on the left-hand menu.



The “Account” screen is displayed.



NOTE: The white fields can be edited. The grey fields cannot be edited.

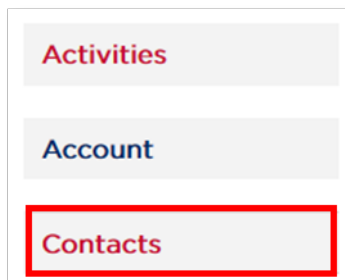
2. Click “Save” if you have edited any details.



3.6. Contact information

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.



IS PRIMARY CONTACT	TYPE	FAMILY NAME	FIRST GIVEN NAME	STATE	EDIT
<input checked="" type="checkbox"/>	Nominated Director/Manager	WILLIAMS	Joe		Edit

- From the “Contacts” screen, click the “Edit” icon for the contact you want to edit.

IS PRIMARY CONTACT	TYPE	FAMILY NAME	FIRST GIVEN NAME	STATE	EDIT
<input checked="" type="checkbox"/>	Nominated Director/Manager	WILLIAMS	Joe		

- The “Edit Contact” screen is displayed.

Make your changes.

Edit Contact

Contact Type *

Nominated Director/Manager

Family Name *

WILLIAMS

First Given Name *

Joe

Date Of Birth

Daytime Phone Number

Email *

Residential Address *

Cancel

Update

NOTE: Any of the white fields that are active can be edited. The grey fields cannot be edited.

- Click “Update”.

3.7. Taxi licences

Use the “Taxi Licences” screen to check the status and dates of your licence(s).

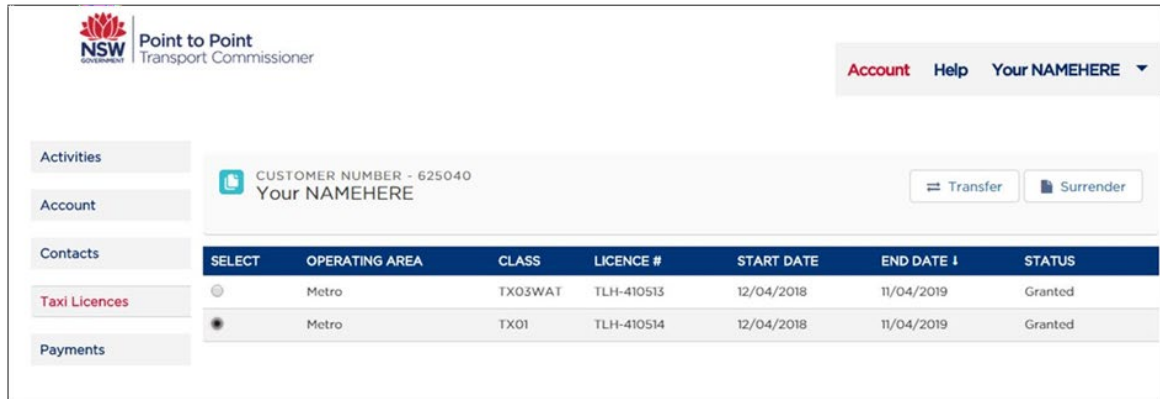
- Click the “Taxi Licences” tab on the left-hand menu.

Contacts

Taxi Licences

Payments

The “Taxi Licences” screen is displayed.



The screenshot shows the 'Taxi Licences' screen. On the left is a sidebar menu with 'Activities', 'Account', 'Contacts', 'Taxi Licences' (highlighted), and 'Payments'. The main content area shows the user's profile: 'Your NAMEHERE' with 'CUSTOMER NUMBER - 625040'. There are 'Transfer' and 'Surrender' buttons. Below is a table of taxi licences:

SELECT	OPERATING AREA	CLASS	LICENCE #	START DATE	END DATE	STATUS
<input type="radio"/>	Metro	TX03WAT	TLH-410513	12/04/2018	11/04/2019	Granted
<input checked="" type="radio"/>	Metro	TX01	TLH-410514	12/04/2018	11/04/2019	Granted

3.8. Payments

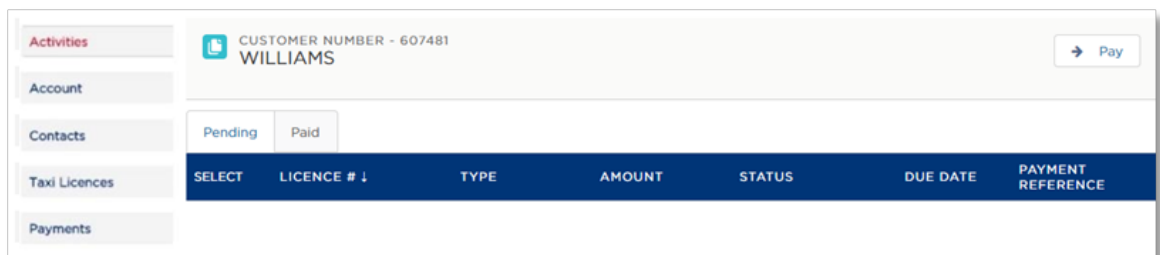
Use the “Payments” screen to check any payments you have pending and payments you have made.

1. Click the “Payments” tab on the left-hand menu.



The screenshot shows the left-hand menu with three items: 'Contacts', 'Taxi Licences', and 'Payments'. The 'Payments' item is highlighted with a red rectangular border.

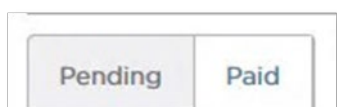
The “Payments” screen is displayed.



The screenshot shows the 'Payments' screen. The sidebar menu is the same as before. The main content area shows the user's profile: 'WILLIAMS' with 'CUSTOMER NUMBER - 607481'. There is a 'Pay' button. Below are two tabs: 'Pending' and 'Paid'. Below the tabs is a table of payments:

SELECT	LICENCE # ↓	TYPE	AMOUNT	STATUS	DUE DATE	PAYMENT REFERENCE
--------	-------------	------	--------	--------	----------	-------------------

2. Click either the “Pending” or “Paid” tab to switch views.

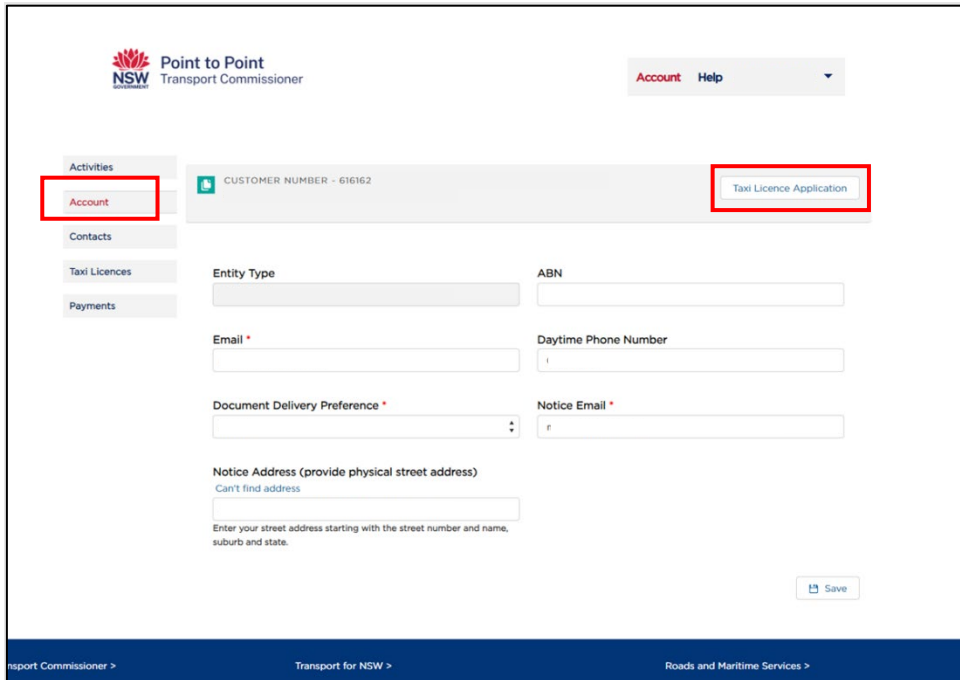


The screenshot shows the two tabs: 'Pending' and 'Paid'. The 'Pending' tab is currently selected and highlighted.

4. Applying for a new taxi licence

- Once you have logged in to the Taxi Licence Portal (see “3.1. Logging in” for help with that), 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 Point to Point Transport Commissioner portal. On the left sidebar, the 'Account' button is highlighted with a red box. In the top right corner, the 'Taxi Licence Application' button is also highlighted with a red box. The main content area displays a form for creating a new taxi licence application, including fields for Entity Type, ABN, Email, Daytime Phone Number, Document Delivery Preference, Notice Email, and Notice Address.

- 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' section of the portal. It features two radio button options: 'Taxi Licence' and 'Wheelchair Accessible Taxi Licence'. The 'Continue' button at the bottom right is highlighted with a red box.

- 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.


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[Account](#)
[Help](#)

1

2

3

4

5

6

Begin Application

Applicant Details

Licence Application Details

Privacy Statement and Declaration

Review Details

Payment

Application Checklist

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.pointopoint.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:

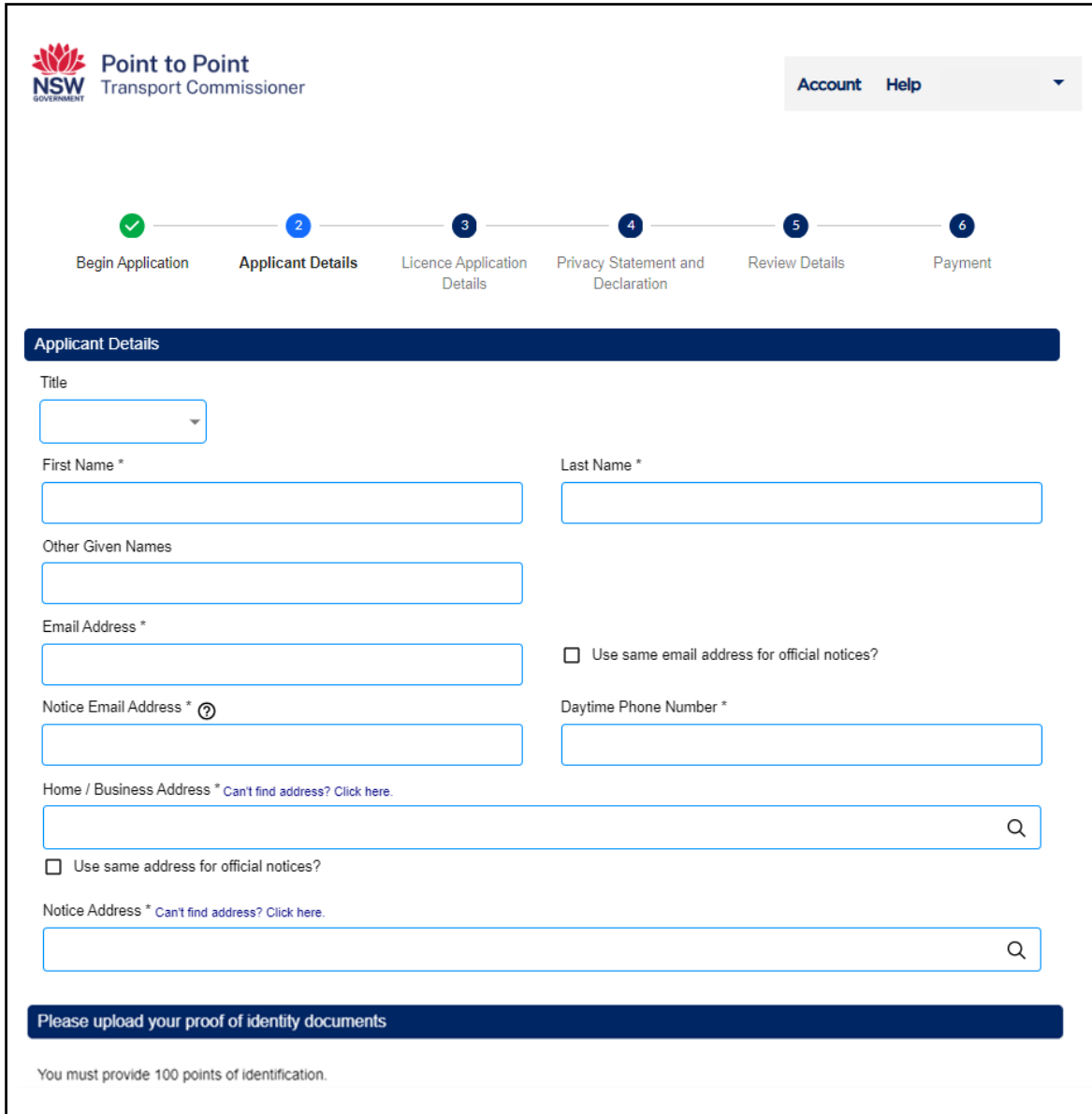
If you have not already provided, you will be required to upload 100 points of [proof of identity documents](#).

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.

[< Back](#)
[Start >](#)

- The next screen, 'Applicant Details', may already be pre-populated with information, or it may need filling in. Enter and/or update all fields.



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Account Help

1 **Begin Application** 2 **Applicant Details** 3 Licence Application Details 4 Privacy Statement and Declaration 5 Review Details 6 Payment

Applicant Details

Title

First Name *

Last Name *

Other Given Names

Email Address *

☐ Use same email address for official notices?

Notice Email Address * ?

Daytime Phone Number *

Home / Business Address * [Can't find address? Click here.](#)

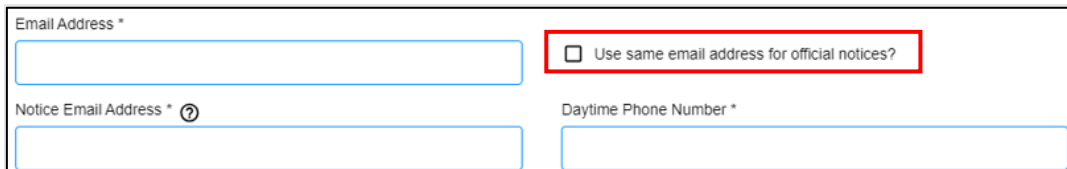
☐ Use same address for official notices?

Notice Address * [Can't find address? Click here.](#)

Please upload your proof of identity documents

You must provide 100 points of identification.

- 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.



Email Address *

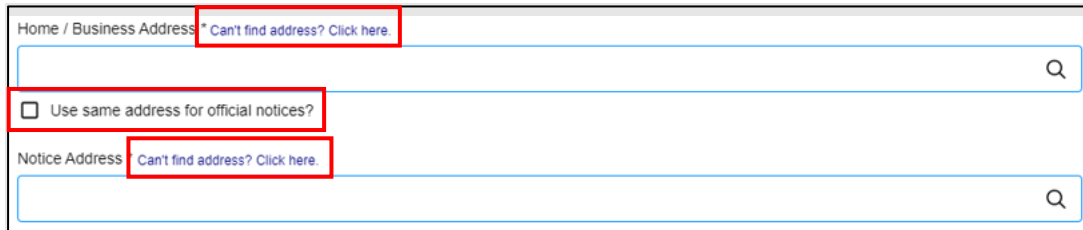
☐ Use same email address for official notices?

Notice Email Address * ?

Daytime Phone Number *


- 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.



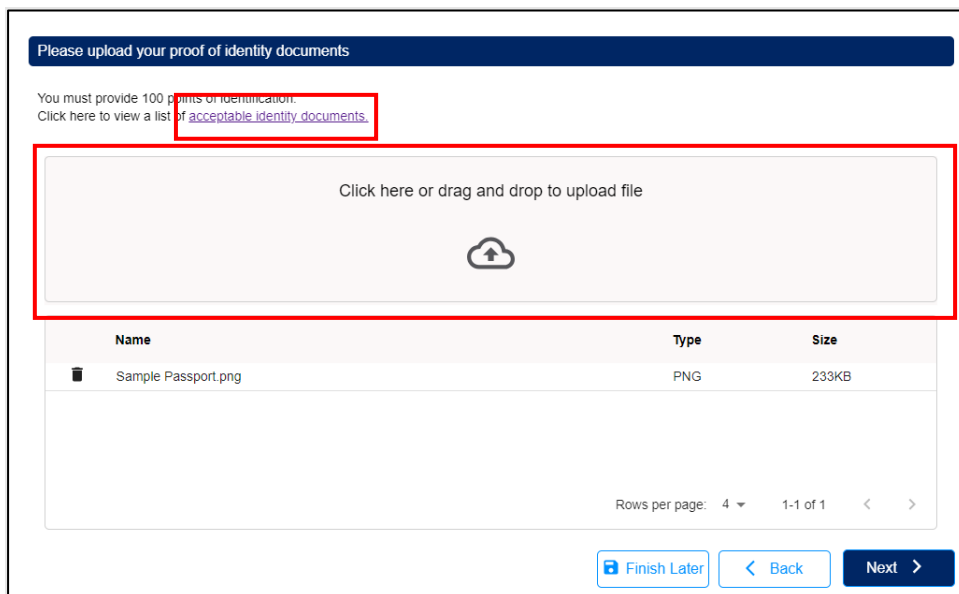
- If you have not done so already, you will need to provide the Point to Point Transport Commissioner with 100 points of identification.


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 set 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.

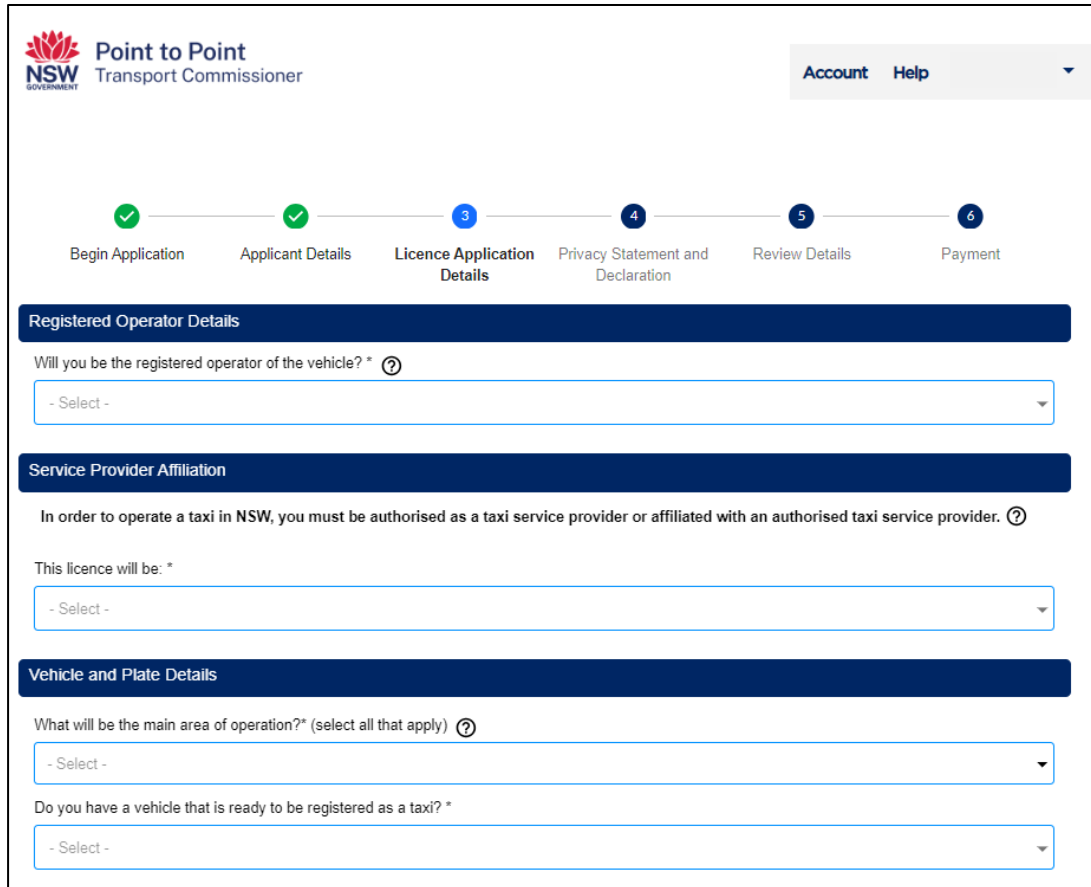


Name	Type	Size
 Sample Passport.png	PNG	233KB

Rows per page: 4 1-1 of 1 < >

[Finish Later](#) [Back](#) [Next >](#)

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



Point to Point
Transport Commissioner

Account Help

1 **Begin Application** 2 **Applicant Details** 3 **Licence Application Details** 4 **Privacy Statement and Declaration** 5 **Review Details** 6 **Payment**

Registered Operator Details

Will you be the registered operator of the vehicle? * ?

- Select -

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. ?

This licence will be: *

- Select -

Vehicle and Plate Details

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


- Select -

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

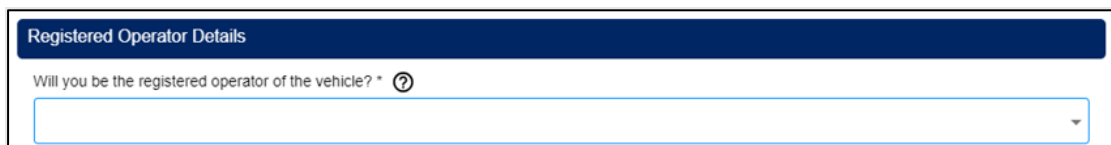
- Select -

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.

9. Tell us whether you will be the registered operator of the vehicle by selecting 'Yes' or 'No'.



Registered Operator Details

Will you be the registered operator of the vehicle? * ?

- Select -

10. 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. ?

This licence will be: *

11. 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) ?

Greater Sydney

Greater Sydney includes Blue Mountains, Hawkesbury & Picton

12. 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? *

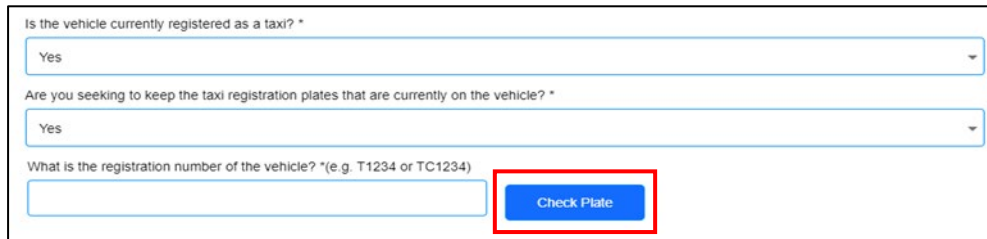
13. Then tell us if the vehicle is 'New' or 'Second Hand' (used).

(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)

14. 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.



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



15. 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.



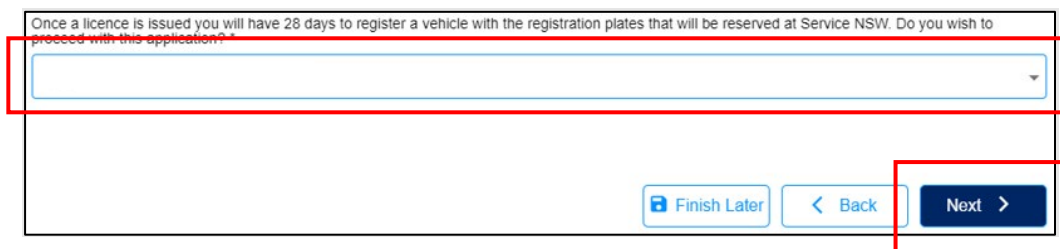
16. The last question on this page notifies you that once a taxi licence is issued, you will have 28 days to register a vehicle with the registration plates that will be reserved at the Service NSW location you have chosen.

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?

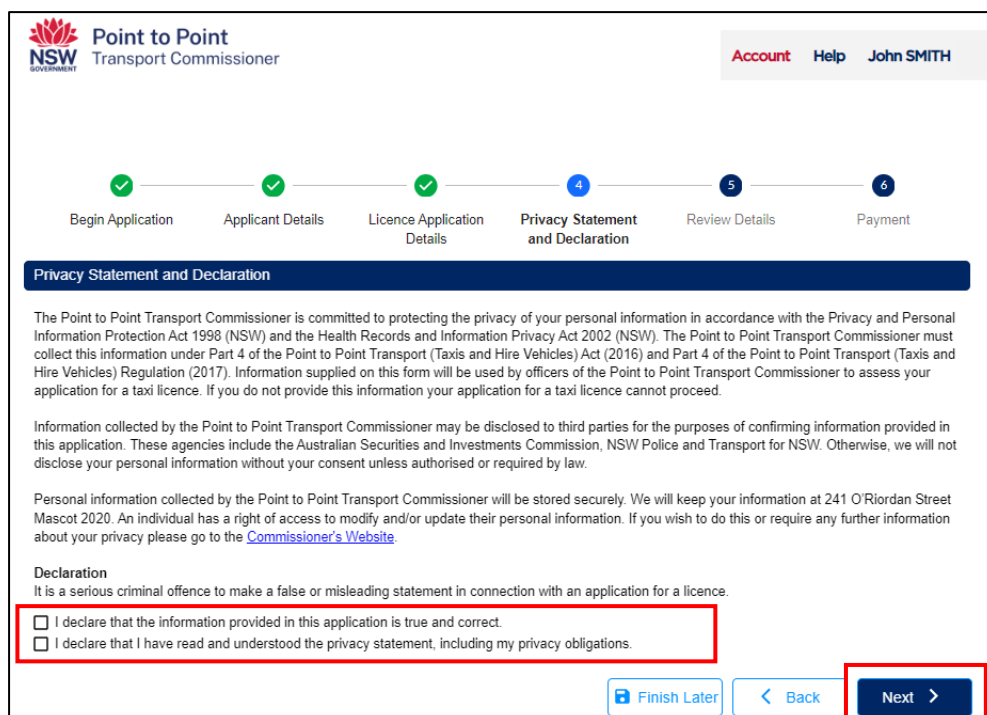
[Finish Later](#) [< Back](#) [Next >](#)

17. 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.



Point to Point
Transport Commissioner

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

Begin Application ☒ Applicant Details ☒ Licence Application Details ☒ **Privacy Statement and Declaration** ☒ Review Details ☒ Payment ☒

Privacy Statement and Declaration

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

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

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

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

☐ I declare that the information provided in this application is true and correct.

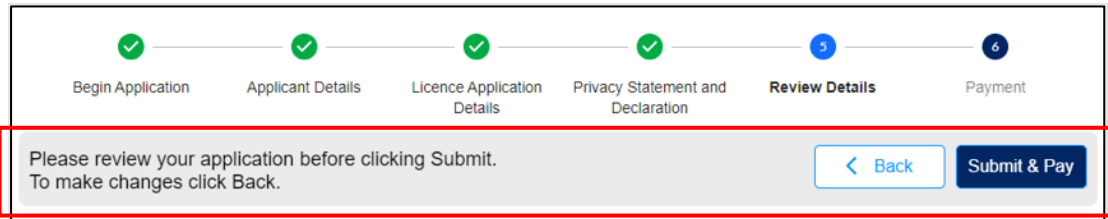
☐ I declare that I have read and understood the privacy statement, including my privacy obligations.

[Finish Later](#) [< Back](#) [Next >](#)

18. 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 the corrections and saved them, you will be taken back to the 'Review Details' page.

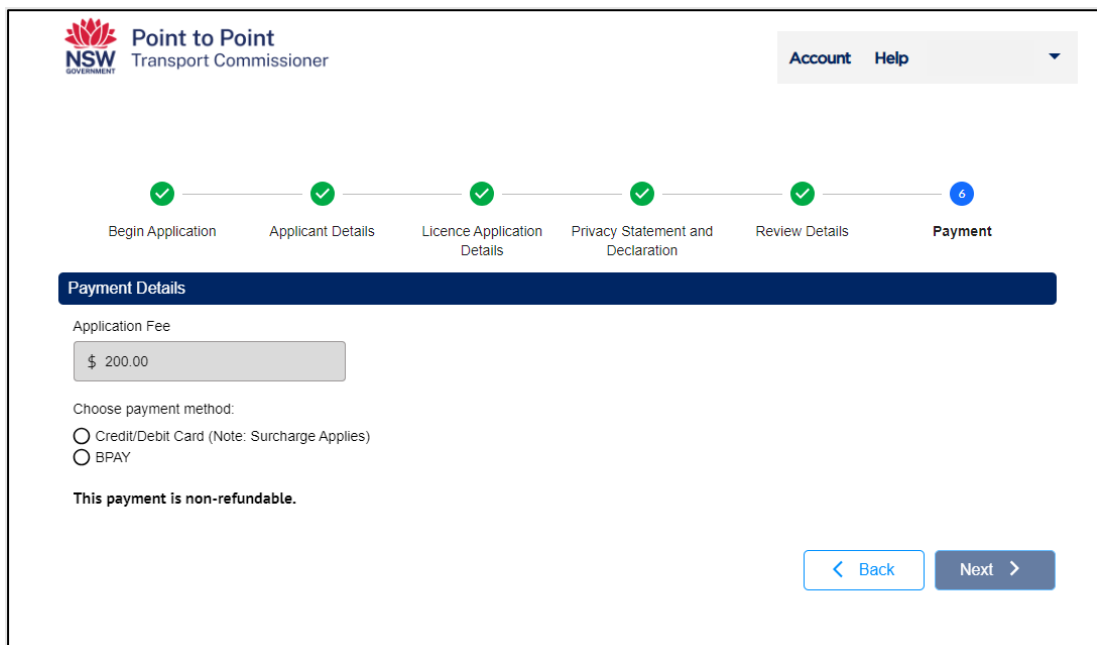
When you are sure that all details are correct, click the 'Submit & Pay' button.



19. 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.



20. If paying by BPAY, click in the 'BPAY' radio button and then click 'Next'.



Choose payment method:

☐ Credit/Debit Card (Note: Surcharge Applies)

☒ BPAY

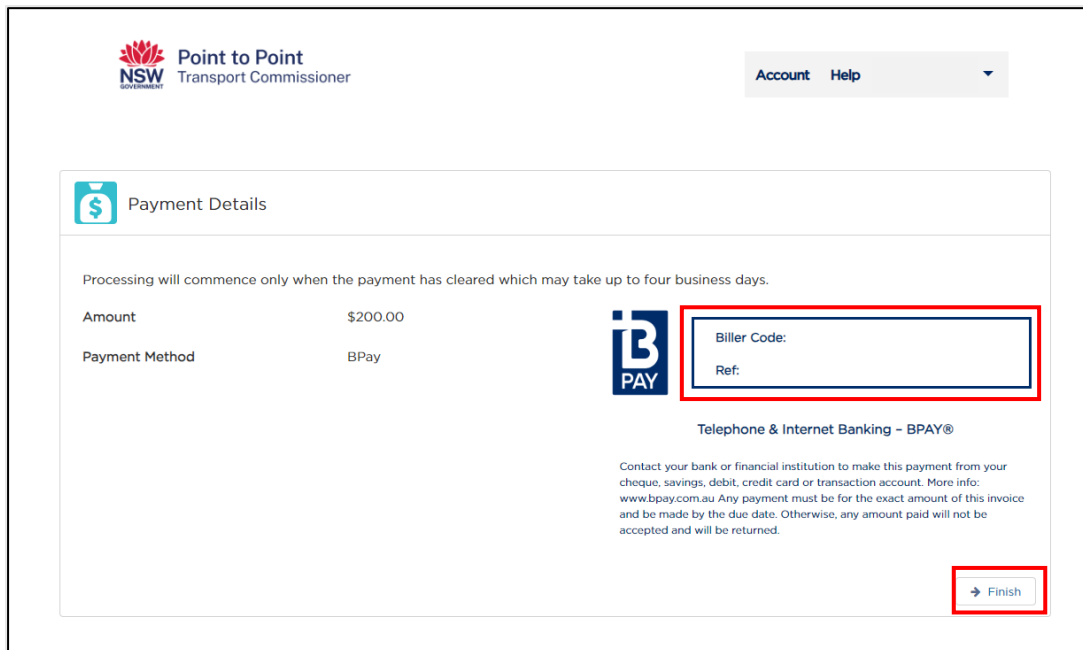
This payment is non-refundable.


[< Back](#) [Next >](#)

21. 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

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](#)

22. 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:

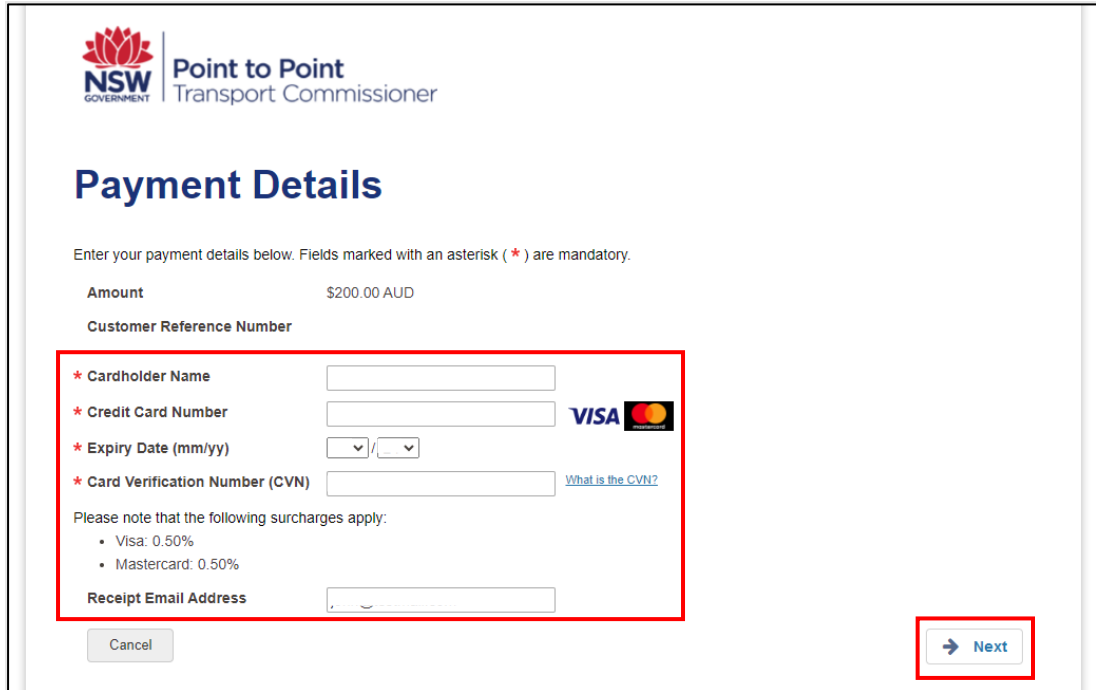
☒ Credit/Debit Card (Note: Surcharge Applies)

☐ BPAY

This payment is non-refundable.

[< Back](#) [Next >](#)

23. 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'.




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

24. 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

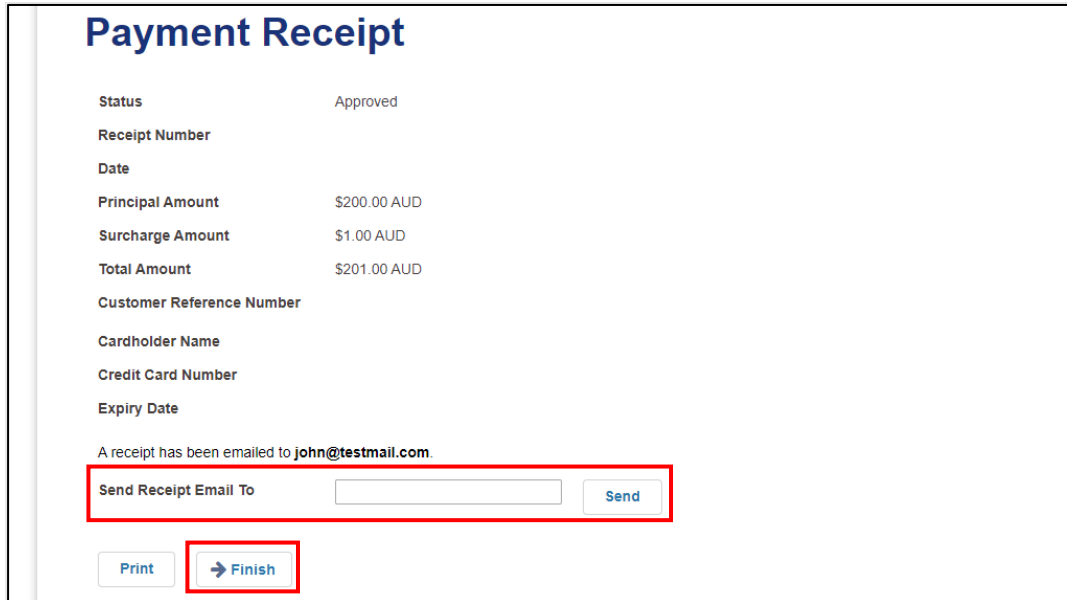
* Verification Code Enter the verification code below.

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

* ☐ I accept the surcharge of \$1.00 AUD.

25. 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

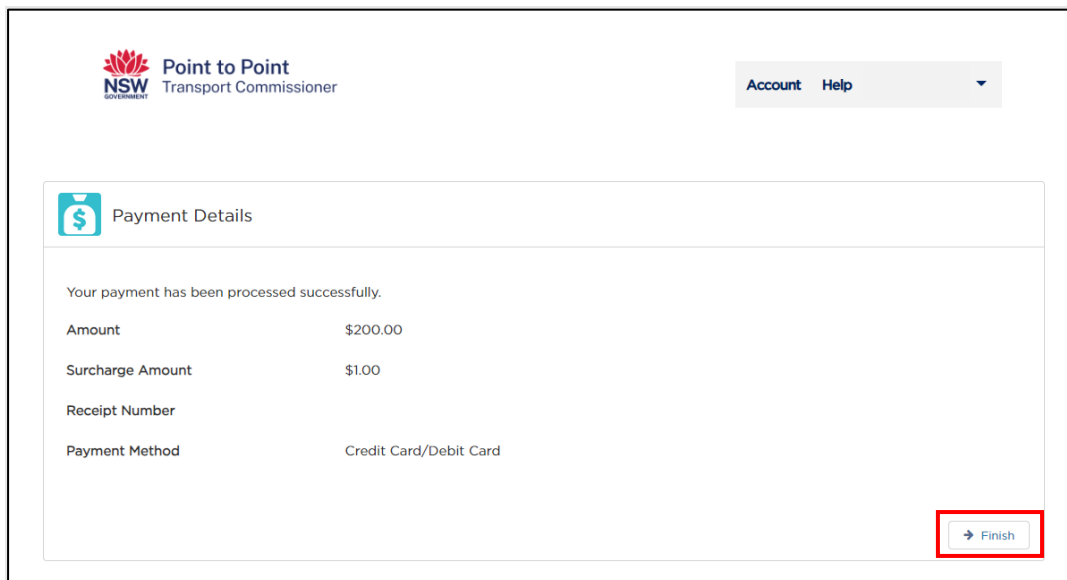
A receipt has been emailed to john@testmail.com.

Send Receipt Email To: [Send](#)

[Print](#) [→ Finish](#)

26. 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

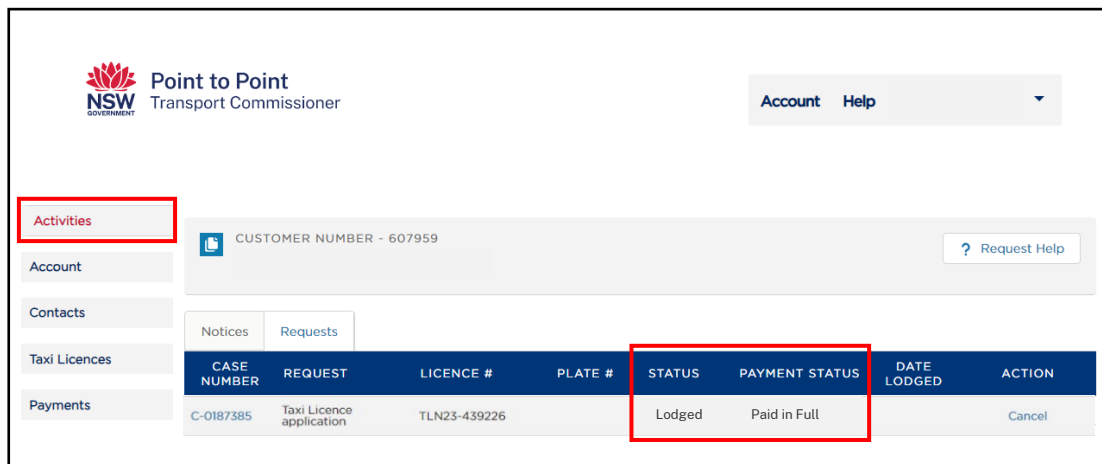
[→ Finish](#)

27. 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 application. The 'Activities' tab is highlighted in the left sidebar. The main content area shows a customer number of 607959 and a table of requests. The table has columns for Case Number, Request, Licence #, Plate #, Status, Payment Status, Date Lodged, and Action. A single request is listed with Case Number C-0187385, Request 'Taxi Licence application', Licence # TLN23-439226, and Status 'Lodged' and Payment Status 'Paid in Full'.

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

5. Renewing a taxi licence

Taxi licences need to be renewed every 12 months. A \$200 application fee applies when renewing the licence, except in the case of Wheelchair Accessible Taxi (WAT) licences.

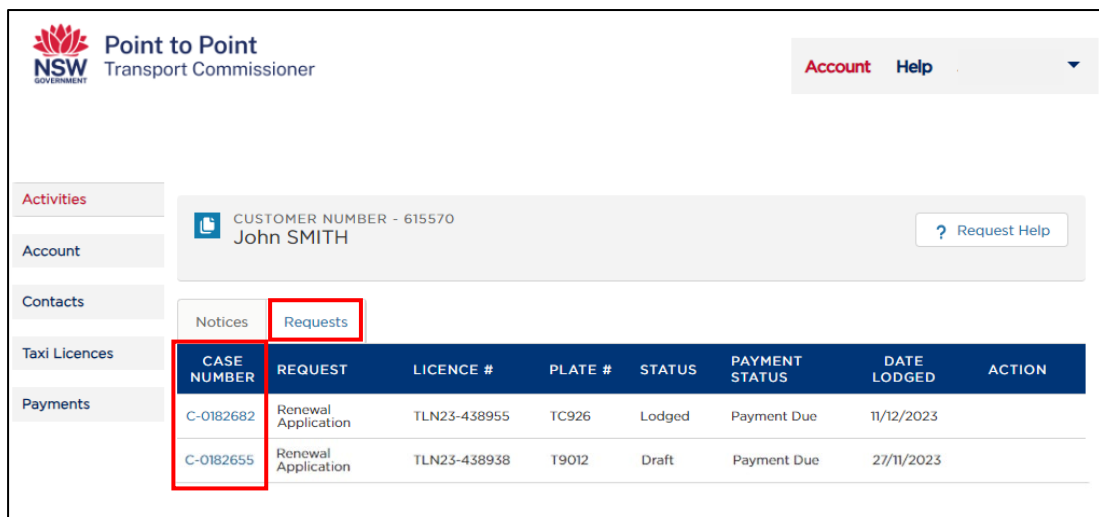
This step by step guide will help you to renew your taxi licence via the Point to Point Transport Commissioner's 'Industry Portal'.

1. Once you have logged in to the Taxi Licence Portal (see "3.1. Logging in" for help with that), click the "Activities" screen of the Taxi Licence Portal is displayed. If your taxi licence needs to be renewed within the next 28 days, it will be displayed under the "Requests" tab.

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

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

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



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Transport Commissioner

Account Help

Activities

Account

Contacts

Taxi Licences

Payments

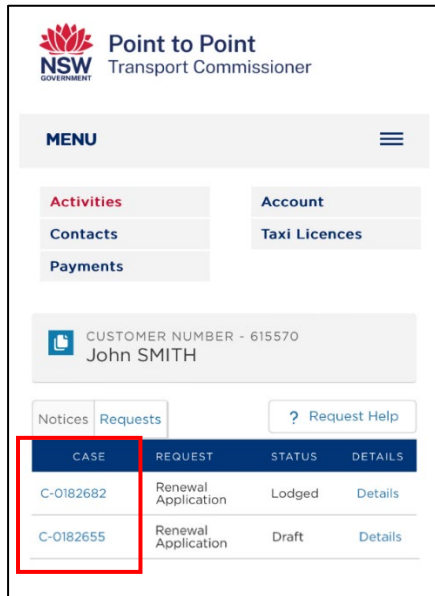
CUSTOMER NUMBER - 615570
John SMITH

Request Help

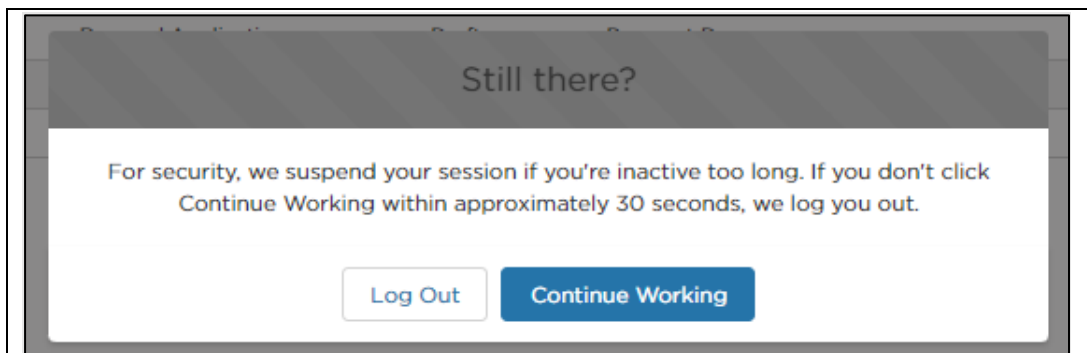
Notices Requests

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

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



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

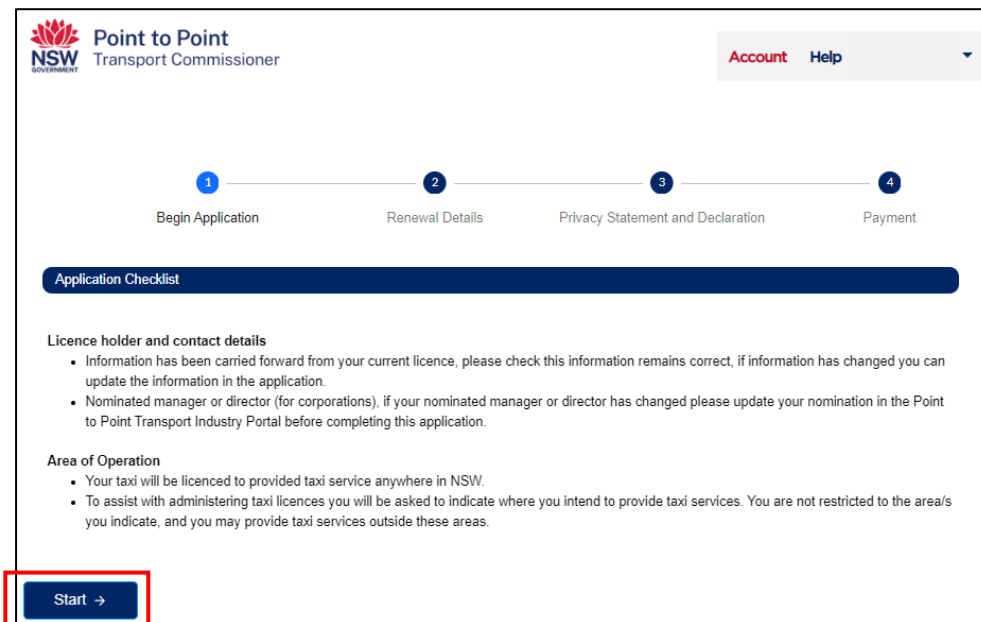


If you see the message and you do not wish to continue at that time, click “Log Out” and resume the renewal when you are next able to do so.

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

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

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



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Transport Commissioner

Account Help

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

Application Checklist

Licence holder and contact details

- Information has been carried forward from your current licence, please check this information remains correct, if information has changed you can update the information in the application.
- Nominated manager or director (for corporations), if your nominated manager or director has changed please update your nomination in the Point to Point Transport Industry Portal before completing this application.

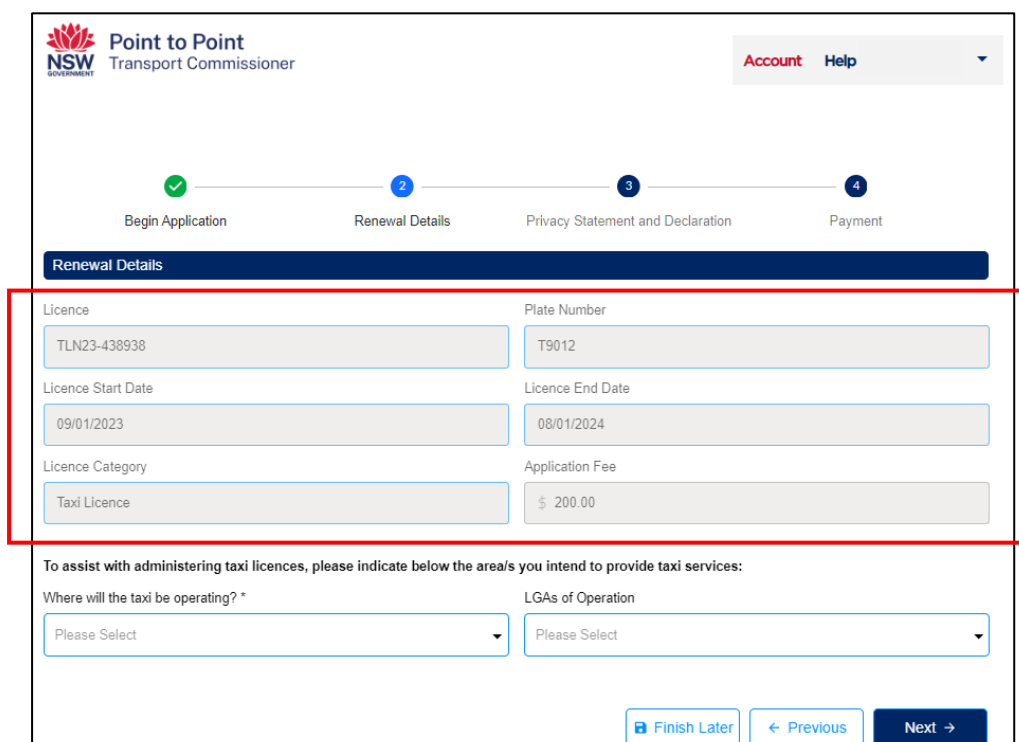
Area of Operation

- Your taxi will be licensed to provide taxi service anywhere in NSW.
- To assist with administering taxi licences you will be asked to indicate where you intend to provide taxi services. You are not restricted to the area/s you indicate, and you may provide taxi services outside these areas.

Start →

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

If the information is correct, proceed to step 8.



Point to Point
Transport Commissioner

Account Help

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

Renewal Details

Licence: TLN23-438938 Plate Number: T9012

Licence Start Date: 09/01/2023 Licence End Date: 08/01/2024

Licence Category: Taxi Licence Application Fee: \$ 200.00


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


Where will the taxi be operating? * LGAs of Operation


Please Select Please Select

Finish Later Previous Next →

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


Point to Point
Transport Commissioner

MENU




Renewal Details

Licence

TLN23-438938

Plate Number

T9012

Licence Start Date

09/01/2023

Licence End Date

08/01/2024

Licence Category


Taxi Licence

Application Fee


\$ 200.00


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

Where will the taxi be operating

Please Select


LGAs of Operation

Please Select


 Finish Later

← Previous

Continue →

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

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

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

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

Where will the taxi be operating? *

Please Select

LGAs of Operation

Please Select


Finish Later

Previous

Next →

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

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


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1

2

3

4

Begin Application

Renewal Details

Privacy Statement and Declaration

Payment

Renewal Details

Licence

TLN32 438038

Greater Sydney

Newcastle, Central Coast & Greater Hunter

Illawarra, Shoalhaven & South East

Riverina Murray

Central West, Orana & Far West

North Coast

New England North West

Greater Sydney

Plate Number

T9012

Licence End Date

08/01/2024

Application Fee

\$ 200.00

Where you intend to provide taxi services:

LGAs of Operation

Please Select

Finish Later

Previous

Next →

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

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

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

Where will the taxi be operating? *

Greater Sydney ☐ Illawarra, Shoalhaven & South East ☐

LGAs of Operation

Please Select

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

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

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Begin Application ☒ Renewal Details ☒ Privacy Statement and Declaration ☐ Payment ☐

Renewal Details

Licence

TLN23-438938

Licence Start Date

09/01/2023

Licence Category

Taxi Licence

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

Where will the taxi be operating? *

Greater Sydney ☐ Illawarra, Shoalhaven & South East ☐

Plate Number

Albury City Council

Armidale Regional Council

Ballina Shire Council

Bairanald Shire Council

Bathurst Regional Council

Bayside Council

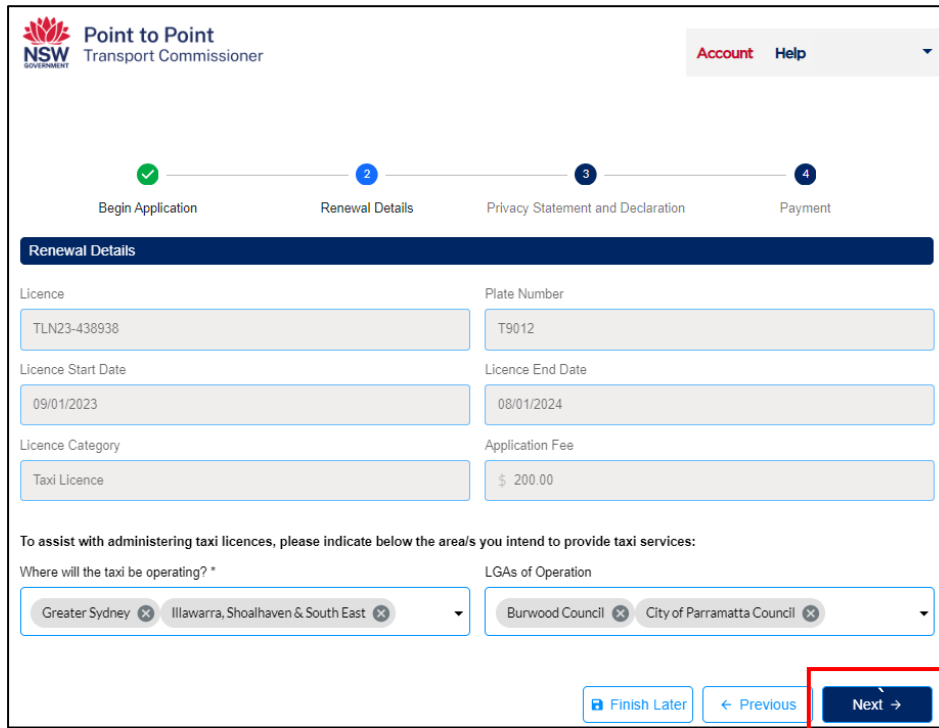
Bega Valley Shire Council

Bellingen Shire Council

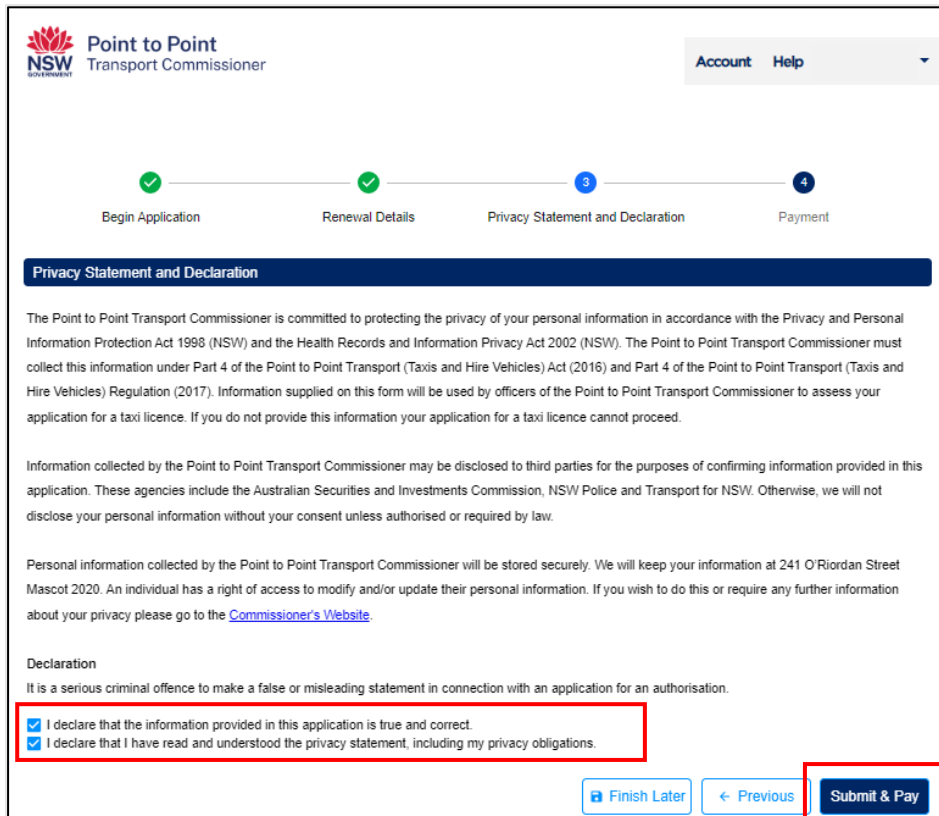
Please Select

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

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



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



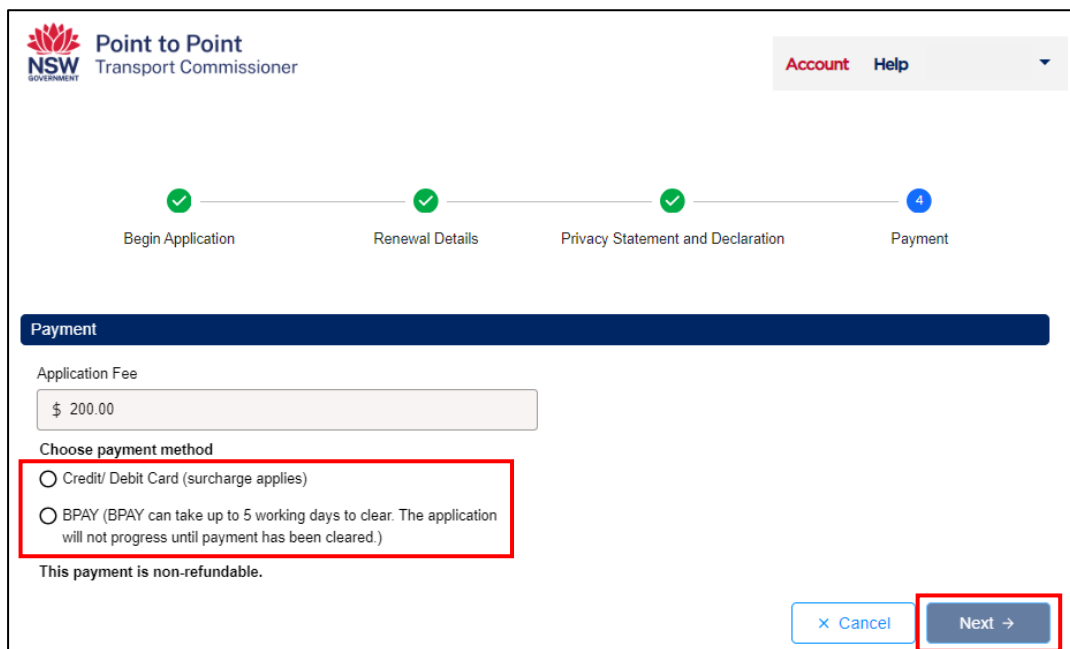
10. The “Payment” page will be displayed, showing the applicable fee and the various payment options.

Note:

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

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

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



Point to Point
Transport Commissioner

Account Help

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

Payment

Application Fee

\$ 200.00

Choose payment method

☐ Credit/ Debit Card (surcharge applies)

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

This payment is non-refundable.

Cancel Next

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

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

Select “Next” to process the payment.

Payment Details

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

Amount	\$200.00 AUD
Customer Reference Number	10000398249

* Cardholder Name

* 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	<input type="text" value="exampleonly@email.com"/>
-----------------------	--

Cancel

→ Next

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

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

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

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

Confirmation

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

Principal Amount	\$200.00 AUD
Surcharge Amount	\$1.00 AUD
Total Amount	\$201.00 AUD
Customer Reference Number	10000398249
Cardholder Name	John Smith
Credit Card Number	424242...242
Expiry Date	10/25
* Verification Code	<div> Enter the verification code below. <div>70683</div> Generate a new verification code. Audio </div> <div>70683</div>

☒ I accept the surcharge of \$1.00 AUD.

Back

Cancel

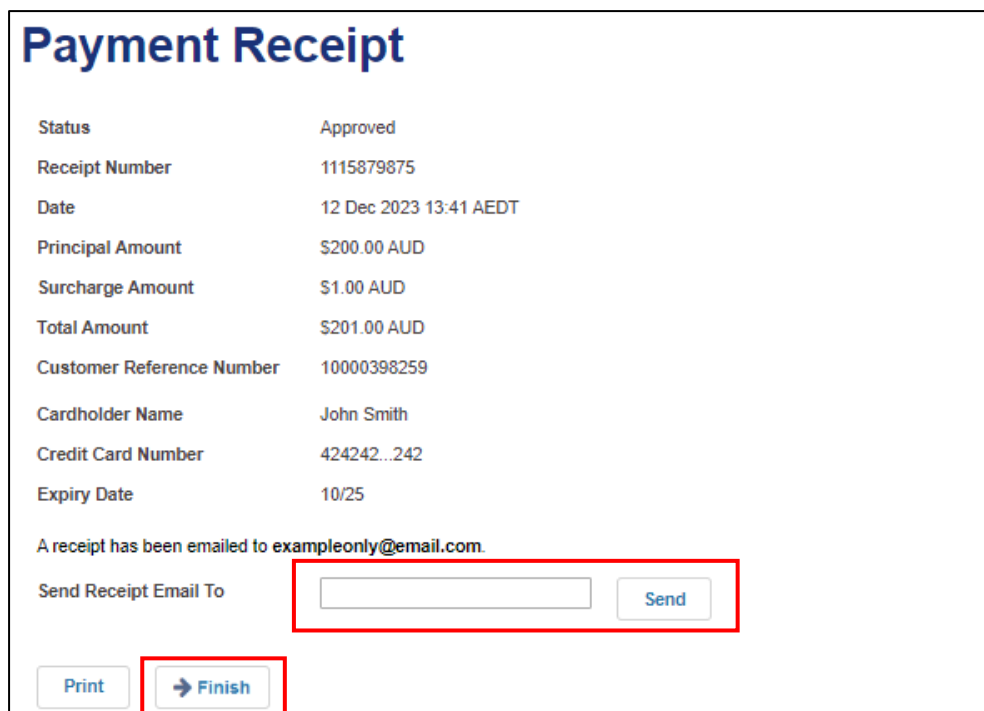
Confirm

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

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

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

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

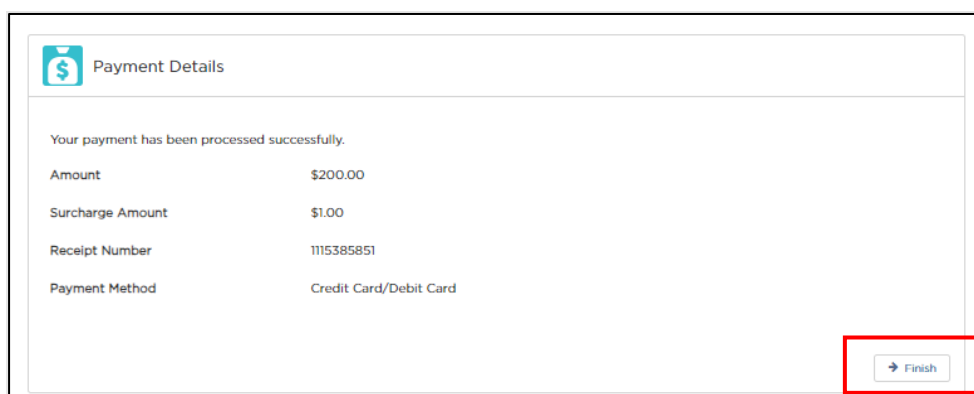



Payment Receipt	
Status	Approved
Receipt Number	1115879875
Date	12 Dec 2023 13:41 AEDT
Principal Amount	\$200.00 AUD
Surcharge Amount	\$1.00 AUD
Total Amount	\$201.00 AUD
Customer Reference Number	10000398259
Cardholder Name	John Smith
Credit Card Number	424242...242
Expiry Date	10/25
A receipt has been emailed to exampleonly@email.com .	
Send Receipt Email To	<input type="text"/> <button>Send</button>
<button>Print</button>	<button>→ Finish</button>

14. The “Payment Details” page is displayed.

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


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




Payment Details

Your payment has been processed successfully.


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




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

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

Select “Finish” to progress your application.



Point to Point
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



Biller Code: 273870
Ref: 66100003982593

Telephone & Internet Banking – BPAY®


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

→ Finish

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

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

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



Point to Point
Transport Commissioner

Account

Help


Activities

Account

Contacts

Taxi Licences

Payments

CUSTOMER NUMBER - 615570
John SMITH

?

Request Help

Notices

Requests

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

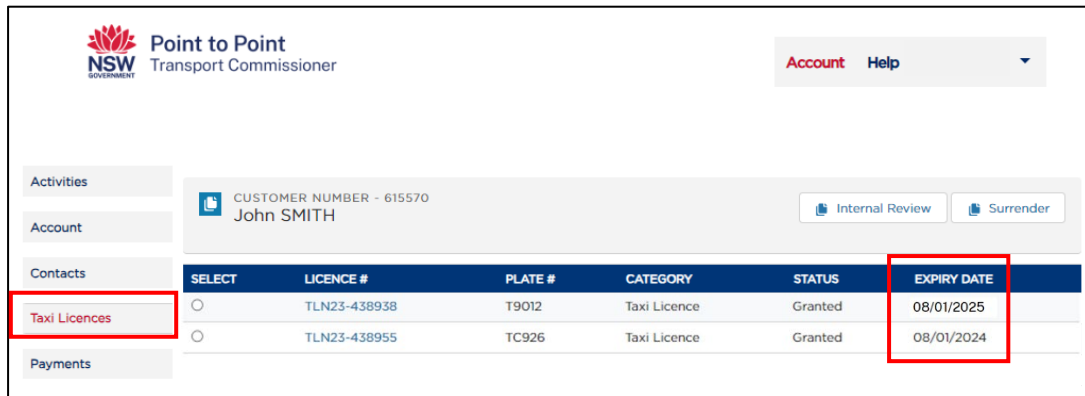
17. If you now switch to the 'Taxi Licences' tab, you will be able to see the expiry dates for each of your taxi licences.

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

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

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

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



SELECT	LICENCE #	PLATE #	CATEGORY	STATUS	EXPIRY DATE
<input type="radio"/>	TLN23-438938	T9012	Taxi Licence	Granted	08/01/2025
<input type="radio"/>	TLN23-438955	TC926	Taxi Licence	Granted	08/01/2024

6. Surrendering a taxi licence

1. Click the option button of the licence you wish to surrender.
2. Click “Surrender”.



Activities

Account

Contacts

Taxi Licences

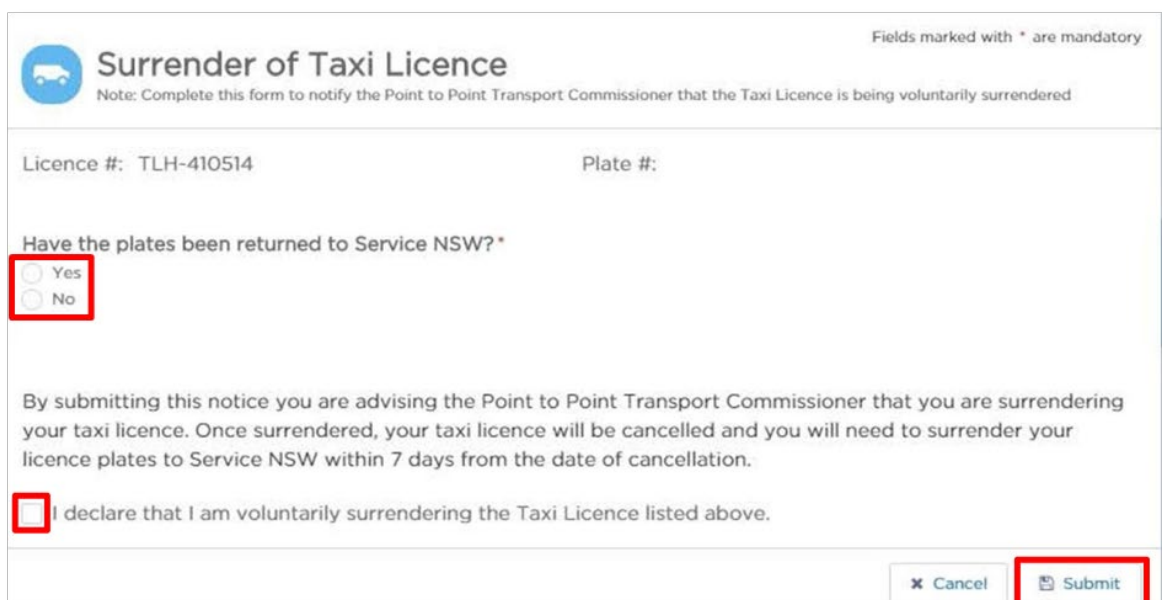
Payments

CUSTOMER NUMBER - 625040
Your NAMEHERE

Transfer Surrender

SELECT	OPERATING AREA	CLASS	LICENCE #	START DATE	END DATE	STATUS
<input type="radio"/>	Metro	TX03WAT	TLH-410513	12/04/2018	11/04/2019	Granted
<input checked="" type="radio"/>	Metro	TX01	TLH-410514	12/04/2018	11/04/2019	Granted

3. You will see the Taxi Licence surrender form.



Surrender of Taxi Licence

Note: Complete this form to notify the Point to Point Transport Commissioner that the Taxi Licence is being voluntarily surrendered

Licence #: TLH-410514 Plate #:

Have the plates been returned to Service NSW? *

☒ Yes ☐ No

By submitting this notice you are advising the Point to Point Transport Commissioner that you are surrendering your taxi licence. Once surrendered, your taxi licence will be cancelled and you will need to surrender your licence plates to Service NSW within 7 days from the date of cancellation.

☒ I declare that I am voluntarily surrendering the Taxi Licence listed above.

Cancel Submit

4. Click the check box to indicate whether the plates have been returned to Service NSW or not. There are severe penalties if the plates have not been returned to Service NSW.
5. Click the check box declaration to confirm that you are voluntarily surrendering the taxi licence.
6. Click “Submit”.

- View the confirmation screen and then click “Confirm” to continue.

Surrender of Taxi Licence
Note: Complete this form to notify the Point to Point Transport Commissioner that the Taxi Licence is being voluntarily surrendered.

Licence #: TLH-410514 Plate #:

Have the plates been returned to Service NSW?*

☐ Yes
☒ No

Confirmation

By submitting this form, you are confirming that you are voluntarily surrendering your taxi licence and plates to the Point to Point Transport Commissioner. This notice will be submitted to the Point to Point Commission for finalisation. Do you wish to continue?

☒ I declare that

- Click the “Taxi Licences” menu tab on the left to see the status of your request.

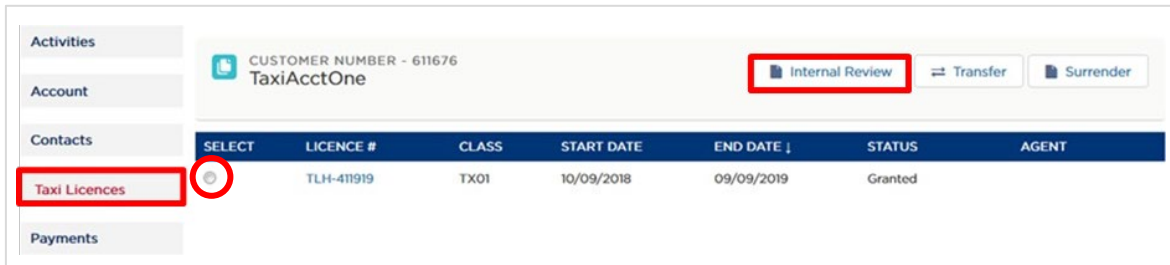
Activities	CUSTOMER NUMBER - 625040 Your NAMEHERE Request Help					
Account						
Contacts						
Taxi Licences						
Payments						
		Notices	Requests			
#	REQUEST	STATUS	PAYMENT STATUS	DATE LODGED	ACTION	
C-0010011	Surrender	New		13/04/2018		
C-0010009	Transfer - Owner	Lodged		13/04/2018		

7. Applying for an Internal Review

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

Tip: an internal review can be requested by a person aggrieved by a reviewable decision (an application refused, a suspension or cancellation of a licence or a variation or imposing a licence condition).

1. Click on the “Taxi Licences” tab in the left-hand menu of the “Taxi Licence Gateway”.
2. Click the option button next to the licence your internal review request relates to.
3. Click “Internal Review”.



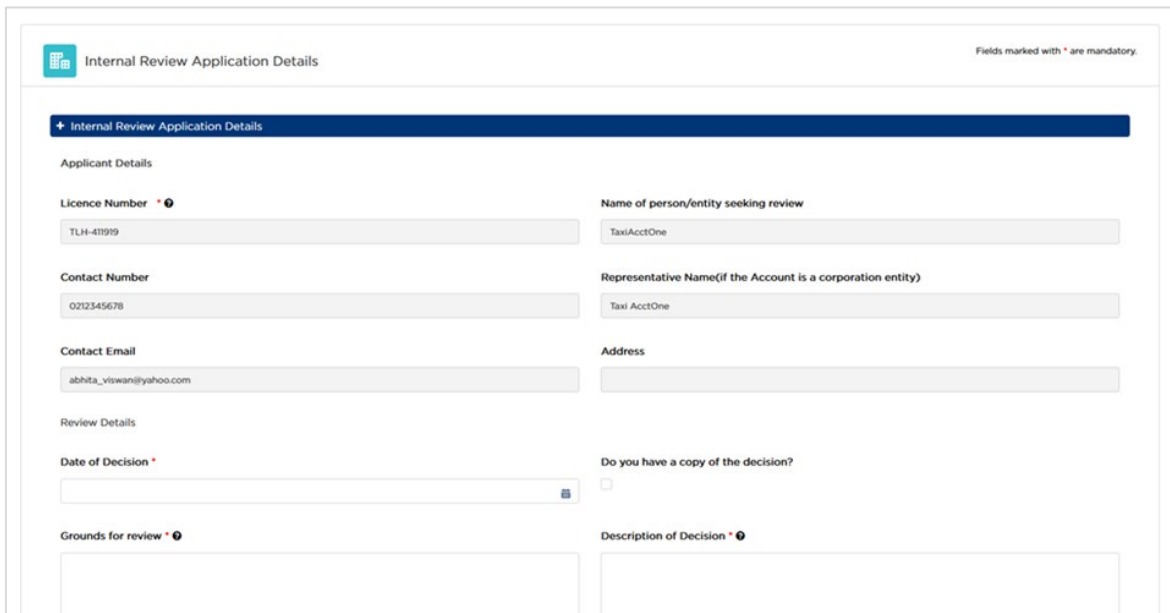
CUSTOMER NUMBER - 611676
TaxiAcctOne

Internal Review Transfer Surrender

SELECT	LICENCE #	CLASS	START DATE	END DATE ↓	STATUS	AGENT
<input checked="" type="radio"/>	TLH-411919	TX01	10/09/2018	09/09/2019	Granted	

Activities
Account
Contacts
Taxi Licences
Payments

4. Complete the “Internal Review Application Details” form. Click the check box if you have a copy of the decision.



Internal Review Application Details

Fields marked with * are mandatory.

Internal Review Application Details

Applicant Details

Licence Number *

Name of person/entity seeking review

Contact Number

Representative Name(if the Account is a corporation entity)

Contact Email

Address

Review Details

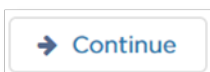
Date of Decision *

Do you have a copy of the decision? ☐

Grounds for review *

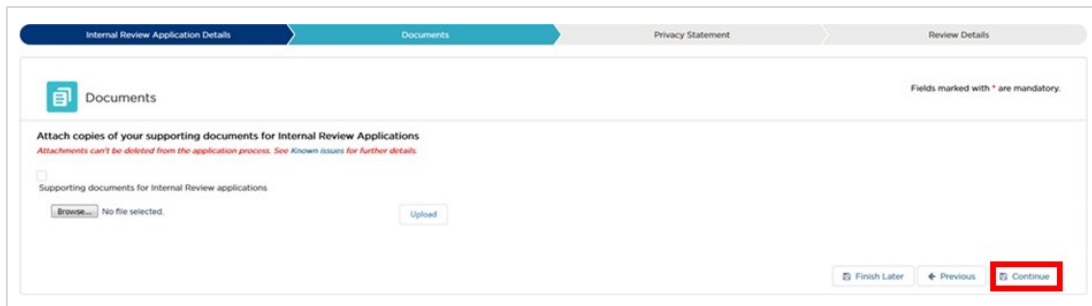
Description of Decision *

5. Click “Continue”.



→ Continue

- Upload any supporting documents and click “Continue”.



Internal Review Application Details Documents Privacy Statement Review Details

Documents

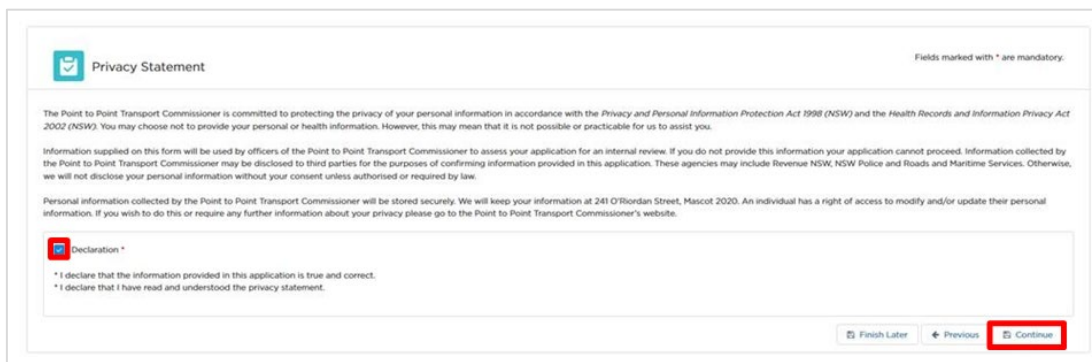
Fields marked with * are mandatory.

Attach copies of your supporting documents for Internal Review Applications
Attachments can't be deleted from the application process. See Known issues for further details.

Supporting documents for Internal Review applications

No file selected.

- Read the Privacy Statement and Declaration. Agree to it by checking the box, then click “Continue”.



Privacy Statement

Fields marked with * are mandatory.

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)*. You may choose not to provide your personal or health information. However, this may mean that it is not possible or practicable for us to assist you.

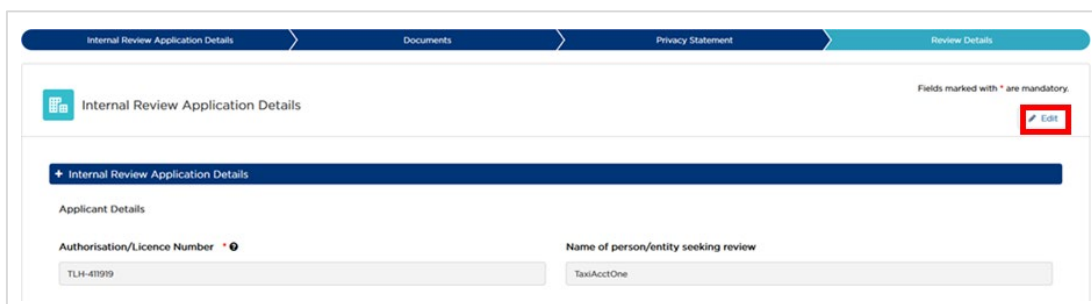
Information supplied on this form will be used by officers of the Point to Point Transport Commissioner to assess your application for an internal review. If you do not provide this information your application cannot proceed. Information collected by the Point to Point Transport Commissioner may be disclosed to third parties for the purposes of confirming information provided in this application. These agencies may include Revenue NSW, NSW Police and Roads and Maritime Services. 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 Point to Point Transport Commissioner's website.

Declaration *

☐ I declare that the information provided in this application is true and correct.
☐ I declare that I have read and understood the privacy statement.

- Review that all of the details you have provided in your application are correct. If they are correct, click “Continue”. If they are not, click “Edit” and change them.



Internal Review Application Details Documents Privacy Statement Review Details

Internal Review Application Details

Fields marked with * are mandatory.

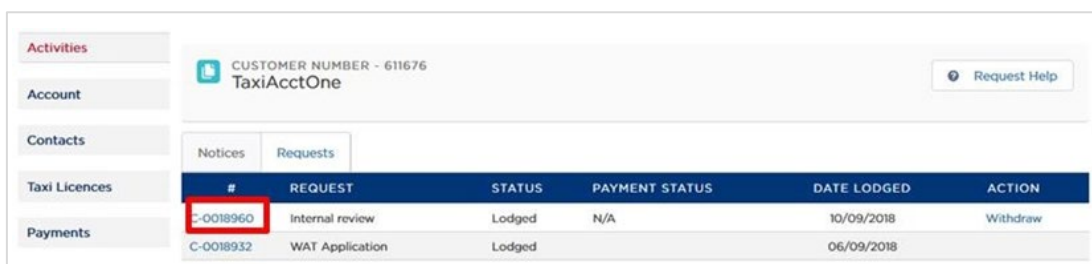
Internal Review Application Details

Applicant Details

Authorisation/Licence Number *

Name of person/entity seeking review

- You can view your application and its status under “Requests” on the “Activities” tab. Click on the case number (in the column headed “#”) to view the content of the application.



Activities

Account

Contacts

Taxi Licences

Payments

CUSTOMER NUMBER - 611676
TaxiAcctOne

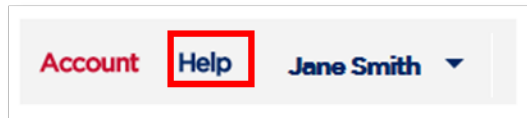
Notices Requests

#	REQUEST	STATUS	PAYMENT STATUS	DATE LODGED	ACTION
C-0018960	Internal review	Lodged	N/A	10/09/2018	Withdraw
C-0018932	WAT Application	Lodged		06/09/2018	

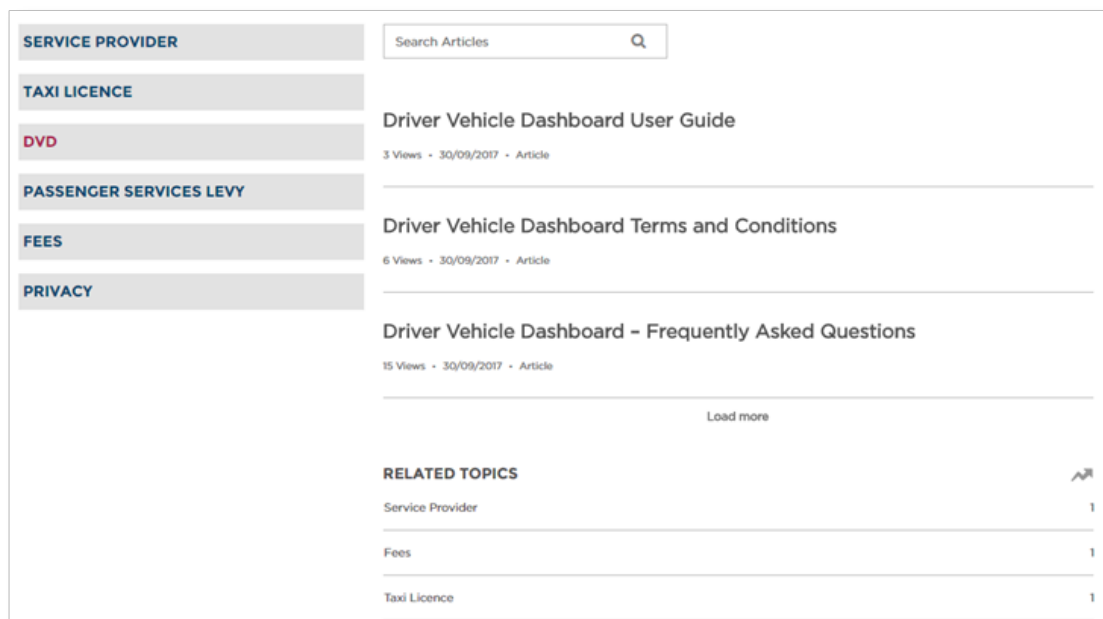
8. Help

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

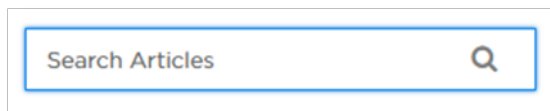
1. Click “Help” button at the top of the page.



The “Help” screen is displayed.



2. Type what you are looking for into the “Search Articles” field and click the magnifying glass icon or press “Enter”.



Articles matching your search criteria are displayed.