



Point to Point
Transport Commissioner

Dear industry members,

This email contains information including:

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Foreword

Welcome to our August 2025 newsletter!

The days are slowly getting longer as we are officially in the last month of winter. I hope you have all been keeping warm and safe.

I am taking a moment to update you all on some important changes and compliance reminders for the point to point transport industry.

Firstly, I want to highlight the new required learning requirements we introduced for new authorised service providers, and their nominated directors and managers. From 6 June 2025, anyone looking to become authorised must complete the required learning before applying to become authorised. This required learning will help new authorisation applicants understand the necessary systems, legal responsibilities and safety obligations associated with an authorisation.

On 1 July 2025, funding and authorisation changes for Community Transport Organisations came into effect. My teams have been working closely with the affected providers to ensure a smooth transition.

On the topic of fares, new maximum fares for rank and hail taxi services are in effect since 1 July 2025. The new Fares Order resulted from IPART's final report which was published on 3 June 2025. The report included further recommendations, which are currently being reviewed by the NSW Government.

Finally, I want to take a moment to remind all service providers and drivers about the importance of ongoing compliance with point to point law. In December 2024, new disqualifying offences were introduced, which means that drivers who have been convicted by the Court of a fare related offence on two occasions may be banned from the industry. My website contains a substantial amount of fact sheets, toolkits and learning items that will assist you to understand your safety and other obligations.

I am looking forward to continuing to work constructively with the industry as we progress towards the end of the year.

Thank you

The Commissioner's highlights

Compliance activities

The Commissioner's team of on-street inspectors conduct a wide range of compliance operations at major events and locations across New South Wales. The team maintain a highly visible presence in both metropolitan and regional areas, as well as at airports. Every Friday, we publish a wrap-up of the past week's compliance activities and highlights on our [website](#).

In this newsletter, we share some highlights of compliance operations that took place between mid-April and late July 2025. Detailed information about the Commission's compliance and prosecution statistics can be found [here](#).

Randwick Races – The Schweppes All Aged Stakes Day

The Randwick Races took place on 19 April. Inspectors were onsite to monitor activities and ensure drivers were accepting hirings and using the fare calculation device. Eighty-seven rideshare vehicles and 38 taxis were inspected.

Bluesfest - Byron Bay

Between 17 and 20 April, the 'farewell' Bluesfest took place in Byron Bay. The Commissioner's Inspectors attended the full four-day event which attracted an impressive 109,000 attendees.

The inspectors were kept busy with 297 vehicle inspections across both taxis and hire vehicles, including rideshare. They issued 13 Penalty Notices and two (2) Improvement Notices.

Demand for point to point services was high, and the on-street Inspectors were onsite to monitor compliance, stopping drivers from demanding fixed fares and ensuring they accepted hirings.

HOKA Runaway Sydney Half Marathon - Sydney Central Business District

On 4 May 2025, the 32nd edition of the Sydney Half Marathon saw 25,000 runners participate in the 21.1 km long run between the Cahill Express Way, Pyrmont and the Domain in Sydney's CBD.

Thirty-five rideshare vehicles and 18 taxis were inspected.

The Commissioner's on-street Inspectors were present to oversee vehicle movement to avoid traffic congestion, and to ensure compliance and passenger safety. Traffic control staff as well as NSW Police were also on-site assisting with getting passengers out of rideshare vehicles and taxis.



National Rugby League - Magic Round at Tamworth

Between 10 and 11 May 2025, the Commissioner's regional Inspectors attended the first Regional Magic Round held in Tamworth, which featured several games with NRL teams from across the country. The team inspected 14 rideshare vehicles and 25 taxis and issued four (4) Penalty Notices and five (5) Improvement Notices.

Big Chill Festival – Armidale

The Point to Point Transport Commissioner's Inspectors checked 24 taxis at the Big Chill festival, a three-day festival with music, films and food at the Armidale Showground in the state's Northern Tablelands, held from 16 to 18 May 2025. Approximately 5,000 attendees were welcomed.

The Inspectors were on-site to oversee vehicle movements and compliance, and to ensure passenger safety. The overall level of compliance was good, with zero (0) Penalty Notices and five (5) Improvement Notices issued.

NRL Women's State of Origin – Moore Park Entertainment Quarter

The Inspectors checked 14 rideshare vehicles and six taxis at the Women's State of Origin NRL final on 15 May 2025, when the New South Wales Blues took a sweeping victory over the Queensland Maroons and won this year's round. The team issued two (2) Penalty Notices.

Heavy rain caused a lower-than-expected attendance, and patrons arrived at different times throughout the afternoon. The Inspectors focused on activities along Errol Flynn Boulevard and Lang Road.



Bliss & Eso – Byron Bay and Port Macquarie

On 30 May, emcees Bliss and Eso, accompanied by DJ Izm, landed in Byron Bay's Beach Hotel for a splendid concert showcasing their extensive discography spanning over 20 years.

The Inspectors were on-site to oversee vehicle movements and ensure vehicle compliance and passenger safety. Twenty-one rideshare vehicles and one (1) taxi were inspected, with one (1) Penalty Notice issued on the day.

Following their successful passage in Byron Bay, Bliss & Eso brought their Party on the Moon Tour 2025 to the Panthers club at Port Macquarie on 6 June 2025.

The Inspectors were on-site to oversee vehicle movements and ensure vehicle compliance and passenger safety. One (1) rideshare vehicle and seven (7) taxis were inspected. Overall compliance was great, with zero Penalty or Improvement Notices issued on the day.

Vivid Festival – Sydney CBD

Between 23 May and 14 June 2025, the Commissioner’s on-street Inspectors attended the 15th annual Vivid Sydney festival, which lit up the Central Business District and surrounding areas with awe-inspiring art installations and 3D light projections.

Vivid is one of the industry’s busiest periods of the year, and the Commission’s on-street compliance Inspectors do a lot of work during this time.

The Inspectors conducted plain clothes journeys and issued fines for fare-related offences, including overcharging, refusing a hiring and not using the taxi meter. Fare-related offences remain a key focus for the Commissioner, especially at busy areas including the Sydney Airport and the Sydney CBD.



Katy Perry in concert – Sydney Olympic Park

On 9 and 10 June 2025, the American popstar Katy Perry arrived in Sydney’s Olympic Park for two concerts.

The Commissioner’s on-street Inspectors checked 57 rideshare vehicles and 41 taxis. The inspectors monitored that taxis were not plying for hire and ensuring drivers were accepting hirings, as well as using the fare calculation device.

Joint Operations – Sydney Airport and Lime Street, Sydney CBD

Joint operations are an important part of the Commission’s Compliance work and are great examples of collaboration between the Commission and other Government agencies to enforce and improve compliance and passenger

safety.

On 19 and 20 June 2025, Point to Point Transport Commission staff participated in a joint compliance operation at Sydney Airport with Transport for NSW, the National Heavy Vehicle Regulator and NSW Police.

The Inspectors checked 50 point to point vehicles. The other agencies conducted their own operations, including inspecting buses and heavy vehicles, and conducting alcohol and drug tests.

On 28 June 2025, the Commission's on-street Inspectors conducted a joint compliance operation with Transport for NSW in Lime Street in the Sydney CBD.

The team inspected 16 rideshare vehicles, 15 taxis and one (1) hire vehicle, with some of the vehicles found to have defects like, for example, worn tyres.

AFL and NRL Games - Moore Park Entertainment Quarter

On 6 June 2025, the Sydney Swans took on the Fremantle Dockers, and local NRL teams Sydney Roosters and Wests Tigers battled it out at Moore Park.

The team inspected 48 rideshare vehicles and 25 taxis. There was a good level of compliance shown by drivers, with only one (1) Improvement Notice issued.

Around 90,000 patrons came through the precinct across both games, causing a lot of foot and other traffic on the busy streets. The Commissioner's team patrolled the taxi ranks to ensure that drivers were accepting hirings and using the meter, while also keeping traffic moving.

Mullum Roots Festival – Northern Rivers

The first edition of the Mullum Roots Festival took place across multiple venues in Mullumbimby between 12 and 13 July 2025, and offered live music, celebrating the best in original songwriting and performance.

The Commissioner's on-street Inspectors were on-site and checked 12 rideshare vehicles and 11 taxis. They issued one (1) Improvement Notice.

Inspectors were also on the lookout for drivers of unauthorised rideshare vehicles and provided deterrence through proactive patrols.

Covert compliance operation – Newcastle

Between 18 and 19 July 2025, the Commission’s on-street Inspectors conducted covert compliance operations around licensed venues in the Newcastle area. The team issued 13 Penalty Notices.

This operation highlights the importance of both plain clothes and uniformed operations, to enforce compliance with point to point law, as well as ensuring passenger safety.



In the Courts

Driver fined \$9,900 and banned from the industry

In June 2025, the Point to Point Transport Commissioner successfully prosecuted taxi driver John Toss, who was found guilty of multiple offences, fined \$9,900 and banned from driving any taxi or rideshare vehicle.

The court heard Mr Toss had committed multiple offences between March and May 2024. The Commissioner cancelled his taxi licence and began a prosecution in the courts.

The hefty fine highlights the seriousness of the defendant’s offences. The Commissioner commented: “This court outcome sends a clear message - if

drivers do the wrong thing, they risk a hefty fine or being kicked out of the industry all together.”

Read the full article [here](#).

Driver fined \$2,000 for fare-related offences

In July 2025, a taxi driver was fined \$2,000 for fare-related offences, following a successful prosecution by the Point to Point Transport Commissioner.

As a result of a passenger complaint to the [Taxi Fare Hotline](#), a driver was convicted and fined by the court after pleading guilty to failing to use the meter and overcharging.

The Point to Point Transport Commissioner reiterated that drivers who continue to commit fare-related offences, such as failing to use the meter, overcharging or refusing passengers travelling a short distance, will face serious consequences. Repeat offenders risk fines as well as being kicked out of the industry.

Under [new laws](#) introduced in December last year, drivers who are convicted before the Court on two separate occasions, face being disqualified from driving taxis and other point to point transport services.

Read the full article [here](#).



Safety audit leads to cancelled service provider authorisations

On 6 May 2025, the Point to Point Transport Commissioner cancelled Whitecab Service Pty. Ltd.'s (Whitecab) authorisations to provide taxi and booking services. Whitecab is now prohibited from providing taxi and booking services in NSW.

As part of the Commissioner's ongoing oversight of the industry, Whitecab's authorisation cancellation followed a targeted safety audit, fleet inspections and on-street compliance activities.

Commissioner Wing commented: "There are more than 2,400 authorised service providers in New South Wales, and I want them and the public to know that I will not hesitate to act decisively if there are safety, or other concerns, which pose a risk to drivers and passengers".

Read the full article [here](#).

IPART's final report and recommendations

In June 2024, the then Minister for Transport requested the Independent Pricing And Regulatory Tribunal NSW (**IPART**) to review maximum rank and hail taxi fares. IPART conducted a detailed review and consulted widely with the industry and stakeholders.

On 3 June 2025, IPART released its [final report](#) into maximum fares for rank and hail taxi services and provided its recommendations. Since the release of its final report, the NSW Government has considered IPART's recommendations, and changes to the [Fares Order](#) already came into effect on 1 July 2025. The Minister has asked the Point to Point Transport Commissioner to work with the taxi industry to review the feasibility of a potential implementation of IPART's other recommendations, which includes a potential fixed fare trial between Sydney Airport and the Sydney CBD.

The new fares are the maximum fares that can be charged by a taxi providing a rank and hail service. Taxi service providers can apply all, some, or none of the increase.

Point to point transport law requires that the fares for journeys and any

additional tolls, fees, or charges, that may be payable, must be clearly displayed inside taxis that stand or ply for hire.

More information can be found [here](#).



WAT Grants and Loans

New grant payments of \$2,500 are now available to support Wheelchair Accessible Taxi (WAT) owners and operators deliver WAT services. These grants are part of the NSW Governments' Wheelchair Accessible Taxi Operational Support Grants program.

In addition to the grant, a new round of the WAT Loan Scheme has opened. The value of an individual loan has been increased to a maximum of \$125,000. The interest-free loans will help taxi owners and operators in NSW with placing new and additional WATs into operation by funding the cost of purchasing, modifying and/or retrofitting a WAT vehicle.

More information regarding both incentives can be found [here](#).



Required Industry learning

On 6 June 2025, new industry learning requirements came into effect for those who want to become authorised as a Taxi Service Provider (TSP) and/or Booking Service Provider (BSP) and/or a nominated director or manager of an authorised service provider.

As the industry grows, it's critical that anyone seeking to become authorised as a service provider or a nominated director or manager of an authorised service provider, understands their legal obligations. The training requirement will help new authorisation applicants understand the necessary systems, processes, legal responsibilities, and safety obligations associated with authorisation.

More information is available [here](#).

Changes for Community Transport Organisations

To maintain the reliability and safety of community transport services, important changes to point to point transport legislation for Community Transport Organisations (CTOs) came into effect on 1 July 2025.

Community Transport Organisations providing passenger services in vehicles of 12 seats or less (including the driver), must now be authorised by the Point to Point Transport Commissioner to continue their operations.

Further, Transport for NSW will no longer administer the Commonwealth Home Support Programme (CHSP) funding and all CHSP subcontracting arrangements with Transport for NSW have ceased on 30 June 2025.

Commission staff has worked closely together with the affected service providers to ensure a smooth transition process.

More information, including fact sheets and online learning resources, can be found [here](#).



Annual Authorisations fees

Authorised providers of a taxi service or booking service are required by law to pay an authorisation fee following the end of the financial year. As such, all authorised service providers should expect an Authorisation Fee Notice for 2024/25, on or after 18 August 2025.

The authorisation fee amount is based on the number of passenger service transactions carried out in that financial year.

More information regarding authorisation fees payable for FY 2024/25 and how authorisation fees are calculated is available on our [website](#).



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