

Driver Vehicle Dashboard (DVD) enhancements

Quick Guide

pointtopoint.nsw.gov.au

February 2025



The Driver Vehicle Dashboard (DVD) now provides information about a taxi driver's fare-related offences - how many fare-related penalty notices (fines) the driver has been issued.

This new information can assist with driver management but should not be used to assess driver eligibility.

To assess a driver's eligibility, service providers should refer to the DVD's traffic light indicators and/or their own additional driver checks. A red light in the DVD is an indicator that the service provider should take immediate steps to assess the driver's ongoing eligibility to drive a taxi or hire vehicle.

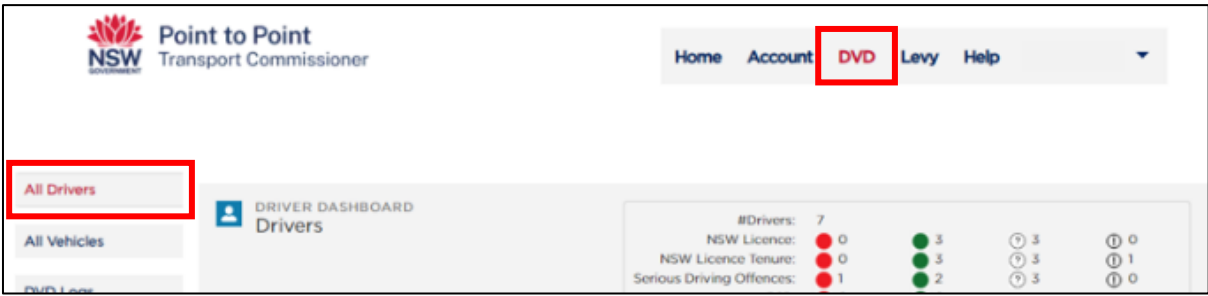
Key point to note on fare-related offences.

From 6 December 2024, any driver who is found guilty in court of committing a fare-related offence on or after 6 December, on two separate occasions will be disqualified from the point to point transport industry. This means that the driver can no longer drive a taxi, rideshare or any point to point transport vehicle.

This quick guide will explain more about how the DVD has updated and how the additional new information will assist service providers with driver management.

How has the DVD changed?

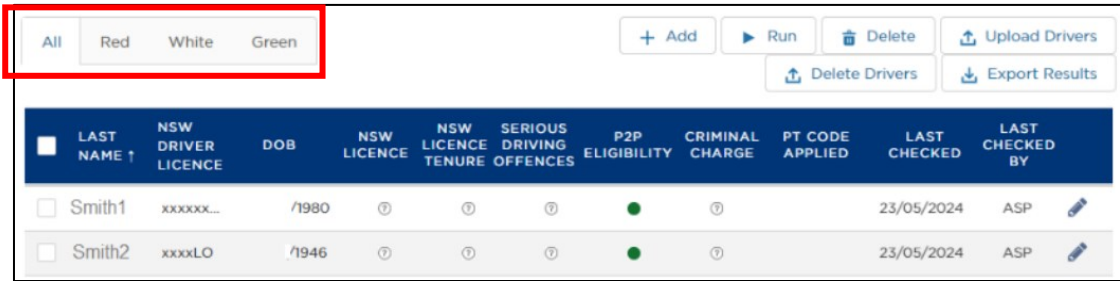
All changes to the DVD have occurred in the 'All Drivers' tab.



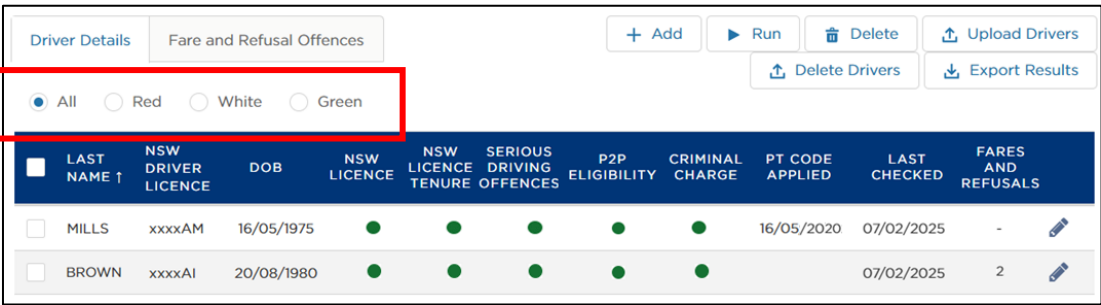
There are four changes to the information displayed in the 'All Drivers' tab.

1. The filtering tabs at the top of the page have been replaced by radio buttons.

Before the change: To show information relating to the different traffic light colours, users would select one of four tabs, either 'All', 'Red', 'White' or 'Green'.



After the change: To show information relating to the different traffic light colours, users will now select one of four radio buttons, either 'All', 'Red', 'White' or 'Green'.



2. A name change for the main tab and a new 'FARE AND REFUSAL OFFENCES' tab

Before the change: Driver information was displayed on the tab called 'All'.



The screenshot shows a web interface with a tab labeled 'All' highlighted in a red box. Below the tab are filter buttons for 'Red', 'White', and 'Green'. To the right are buttons for '+ Add', 'Run', 'Delete', 'Upload Drivers', 'Delete Drivers', and 'Export Results'. The main table has the following columns: LAST NAME ↑, NSW DRIVER LICENCE, DOB, NSW LICENCE, NSW LICENCE TENURE, SERIOUS DRIVING OFFENCES, P2P ELIGIBILITY, CRIMINAL CHARGE, PT CODE APPLIED, LAST CHECKED, and LAST CHECKED BY. Two rows are visible: Smith1 and Smith2.

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	LAST CHECKED BY
<input type="checkbox"/>	Smith1	xxxxxx...	/1980	Ⓢ	Ⓢ	Ⓢ	●	Ⓢ		23/05/2024	ASP
<input type="checkbox"/>	Smith2	xxxxLO	/1946	Ⓢ	Ⓢ	Ⓢ	●	Ⓢ		23/05/2024	ASP

After the change: The name of the tab which shows driver information is now called 'Driver Details' and a new tab has been added, 'Fare Refusals and Offences'. See 4 (below) for more information about the 'Fare Refusals and Offences' tab.



The screenshot shows the interface with two tabs: 'Driver Details' (highlighted in a red box) and 'Fare and Refusal Offences'. Below the tabs are filter buttons for 'All', 'Red', 'White', and 'Green'. To the right are buttons for '+ Add', 'Run', 'Delete', 'Upload Drivers', 'Delete Drivers', and 'Export Results'. The main table has the following columns: LAST NAME ↑, NSW DRIVER LICENCE, DOB, NSW LICENCE, NSW LICENCE TENURE, SERIOUS DRIVING OFFENCES, P2P ELIGIBILITY, CRIMINAL CHARGE, PT CODE APPLIED, LAST CHECKED, and FARES AND REFUSALS. Two rows are visible: MILLS and BROWN.

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	FARES AND REFUSALS
<input type="checkbox"/>	MILLS	xxxxAM	16/05/1975	●	●	●	●	●	16/05/2020	07/02/2025	-
<input type="checkbox"/>	BROWN	xxxxAI	20/08/1980	●	●	●	●	●		07/02/2025	2

3. 'LAST CHECKED BY' data has been replaced by 'FARES AND REFUSALS' data

Before the change: The last column (on the very right) provided information about who had last checked the driver's DVD status, with the result being either 'ASP' or 'AGENT'.



The screenshot shows the 'All' tab interface. The 'LAST CHECKED BY' column header is highlighted with a red box. The table structure is identical to the previous screenshot, showing Smith1 and Smith2.

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	LAST CHECKED BY
<input type="checkbox"/>	Smith1	xxxxxx...	/1980	Ⓢ	Ⓢ	Ⓢ	●	Ⓢ		23/05/2024	ASP
<input type="checkbox"/>	Smith2	xxxxLO	/1946	Ⓢ	Ⓢ	Ⓢ	●	Ⓢ		23/05/2024	ASP

After the change: A new 'FARE AND REFUSAL OFFENCES' column has been added and replaced 'LAST CHECKED BY' data. The number under 'FARE AND REFUSAL OFFENCES' indicates how many fare-related offences a driver has on their record. More detail is available in the 'Fares and Refusal Offences' tab – see 4 (below).

'LAST CHECKED BY' data is still available. To access it, click the 'Export Results' button and it will be displayed in the report that is created.

Driver Details

Fare and Refusal Offences

+ Add

▶ Run

🗑 Delete

📤 Upload Drivers

🗑 Delete Drivers

📄 Export Results

☒ All

☐ Red

☐ White

☐ Green

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	FARES AND REFUSALS
<input type="checkbox"/>	MILLS	xxxxAM	16/05/1975	●	●	●	●	●	16/05/2020	07/02/2025	-
<input type="checkbox"/>	BROWN	xxxxAI	20/08/1980	●	●	●	●	●		07/02/2025	2

There are some important points to note about the data in this column:

- A driver will have an offence included in their data displayed in the new column when either a fare-related penalty notice was issued by an Authorised Officer (AO) or when a driver was required to attend court for a fare-related offence.
- All fare-related offences, both before and from 6 December 2024, are included in the number shown in this new column. Any offences committed on or after 6 December 2024 will count towards a driver being disqualified.
- A dash (-) indicates no fare-related offences.

4. The new ‘Fare Refusals and Offences’ tab

After the change: The new ‘Fare Refusals and Offences’ tab displays the fare-related offence details for drivers who have this kind of offence on their record.

Driver Details

Fare and Refusal Offences

LAST NAME ↑	NSW DRIVER LICENCE	DOB	TRIP REFUSED	METER NOT USED	OVER CHARGED	INCORRECT CHARGING	REFUSED ASSISTANCE ANIMAL
Smith1	xxxxxx...	/1980	1	-	-	-	-
Smith2	xxxxLO	/1946	-	-	2	-	-
Smith3	xxxxxx...	/1941	1	-	1	-	1
Smith4	xxxxxx...	/1959	-	1	-	2	-

There are some important points to note about the data on this tab:

- Drivers who have no fare-related offences of any type on their record are not listed in this tab.
- The numbers indicate how many offences of each type a driver has on their record. A dash (-) indicates no recorded offences for that offence type.
- The data in the ‘Driver Details’ tab includes fare-related penalty notices issued by AOs and when a driver was required to attend court for a fare-related offence. Data relates to the periods before and from 6 December 2024.
- The details displayed in this tab are included in reports which are created using the ‘Export Results’ button.

Have there been any changes to the process for running a DVD check on a driver?

No. The process for running a DVD check on a driver is unchanged. The enhancement provides new information about a driver’s fare-related offences.

How do I get the most up-to-date information about fare-related offences?

To get the most up-to-date information about fare-related offences, simply click the 'Run' button on the 'Driver Details' tab. Running a DVD query for a driver/s will update all data in both the 'Driver Details' tab and the 'Fare and Refusal Offences' tab.

It should be noted that fare-related offence data is not 'real-time', however it will usually be updated daily on workdays.

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	FARES AND REFUSALS
<input type="checkbox"/>	MILLS	xxxxAM	16/05/1975	●	●	●	●	●	16/05/2020	07/02/2025	-
<input type="checkbox"/>	BROWN	xxxxAI	20/08/1980	●	●	●	●	●		07/02/2025	2

How do I know if fare-related offences have disqualified a driver?

Fare-related offences are Point to Point Transport disqualifying offences and will be shown on the 'P2P ELIGIBILITY' traffic light indicator which is displayed on the 'Driver Details' tab.

	LAST NAME ↑	NSW DRIVER LICENCE	DOB	NSW LICENCE	NSW LICENCE TENURE	SERIOUS DRIVING OFFENCES	P2P ELIGIBILITY	CRIMINAL CHARGE	PT CODE APPLIED	LAST CHECKED	FARES AND REFUSALS
<input type="checkbox"/>	MILLS	xxxxAM	16/05/1975	●	●	●	●	●	16/05/2020	07/02/2025	-
<input type="checkbox"/>	BROWN	xxxxAI	20/08/1980	●	●	●	●	●		07/02/2025	2

Service providers should continue to use the 'P2P ELIGIBILITY' traffic light indicator, along with the other DVD indicators and information such as criminal history checks, to assist with a person's eligibility to drive a passenger vehicle.

If the indicator for 'P2P ELIGIBILITY' displays a:

- **green traffic light**, it shows the driver has no issues identified with this indicator's criteria, which includes fare-related offences.
- **red traffic light**, it shows the driver has been found guilty of a P2P safety offence, or another offence under point to point transport law.

How should I use the 'fare and refusal offence' data in the DVD?

The update to the DVD provides new access to data on fare-related offences for both before and from 6 December 2024.

To assess a driver's eligibility, service providers should refer to the DVD's traffic light indicators and/or your own additional driver checks.

Fare-related offence data has been made available to you, the service provider, so that you have a better understanding of a driver's behaviour. It gives you information which you should use:

- when you are assessing the suitability of a person as a new driver
- for the ongoing education and management of drivers.

Will a driver's data be updated if a penalty notice is cancelled, court attendance notice withdrawn or dismissed or conviction is quashed?

Yes. If a penalty notice is cancelled, court attendance notice withdrawn or dismissed or conviction is quashed, the driver's record, as displayed in the DVD, will be updated.

How do I find out the date of a driver's fare-related offence?

This information will not be provided by the Commissioner to a service provider. Drivers may, however, choose to share this information with a service provider.

Further Information

Related resources are available from the [Learning centre](#) and the following links:

- [Fare-related disqualifying offences](#)
- [DVD user guide](#)
- [Understanding the Driver Vehicle Dashboard \(DVD\) video](#)
- [The Driver Vehicle Dashboard and the traffic light system fact sheet](#)
- [Driver Vehicle Dashboard - PT Code fact sheet](#)

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