
1. Purpose

Taxi and booking service providers must be authorised by the Point to Point Transport Commissioner (the Commissioner) and pay an annual authorisation fee determined by the total number of passenger service transactions carried out in that financial year. All authorised service providers must pay a fee, regardless of the number of passenger service transactions carried out in that year.

The requirement for service providers to be authorised is established by the Point to Point Transport (Taxis and Hire Vehicles) Act 2016 (the Act). The authorisation fee structure is set by the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation). The Commissioner has no discretion to vary or waive the amount owing.

This policy outlines the requirement for service providers to pay annual authorisation fees and how the Commissioner collects the annual authorisation fees from authorised service providers, including dealing with disputes, non-payment of authorisation fees and surrender of authorisation.

2. Mandatory requirements

2.1 Requirement to pay annual authorisation fees

Taxi and booking service providers must be authorised by the Commissioner under section 27 of the Act and are required to pay annual authorisation fees in accordance with clause 45 of the Regulation.

2.2 Determining annual authorisation fees payable

The Commissioner issues annual authorisation fee notices to service providers authorised at any point throughout the financial year, based on the fee structure set out in the Regulation.

The annual authorisation fee payable by a service provider depends on the band that service provider falls within, based on the total number of passenger service transactions carried out in that financial year.

If a service provider is authorised as both a taxi service provider and a booking service provider, the annual authorisation fee is calculated by combining the total number of passenger service transactions carried out under each authorisation within the financial year.

Fee bands are set out in clause 45(1) of the Regulation, as indicated below. The annual fee associated with each band is published on the Commissioner's website each year.

Number of passenger service transactions

0 or more and fewer than 20,000
20,000 or more and fewer than 50,000
50,000 or more and fewer than 100,000
100,000 or more and fewer than 500,000
500,000 or more and fewer than 1,000,000
1,000,000 or more and fewer than 2,500,000
2,500,000 or more and fewer than 5,000,000
5,000,000 or more and fewer than 10,000,000
10,000,000 or more

In determining the band a service provider falls within and the associated fee payable, the Commissioner will refer to the passenger service levy assessments, or any other available information.

The Commissioner may, by written notice, require a service provider to submit the number of passenger service transactions carried out during the relevant financial year. The service provider must comply with such notice.

2.3 Consumer Price Index adjustments

Annual authorisation fees are subject to a Consumer Price Index Number (All Groups Index) adjustment, calculated each year in accordance with the formula prescribed in clause 45(2) of the Regulation.

The formula uses the Consumer Price Index Number (CPI) for Sydney as published by the Australian Bureau of Statistics in the latest published series of that index. The *OP22001 Authorisation Fees - Annual CPI Adjustment Procedure* outlines how the Commissioner calculates the annual CPI adjustment for authorisation fees.

In accordance with the Regulation, if the CPI adjusted fees are lower than the previous year, then the previous year's annual authorisation fees will apply.

2.4 Publication of annual authorisation fees

The Commissioner publishes the CPI adjusted authorisation fees for the next financial year on the NSW Legislation and Commissioner's websites, as required by clause 45 of the Regulation. This must occur as soon as practicable after the CPI for the March quarter is issued by the Australian Statistician.

The *OP22001 Authorisation Fees - Annual CPI Adjustment Procedure* outlines how the Commissioner publishes the adjusted authorisation fees each year.

2.5 Collection of annual authorisation fees

The Authorisation and Levy Administration Team within the Commissioner's Operations Branch is responsible for sending out the annual authorisation fee notices to service providers.

Upon referral by the Commissioner, Revenue NSW, by agreement, is responsible for debt recovery activities for any fees that have not been paid.

The Commissioner must provide Revenue NSW all necessary instructions and information in a timely manner for it to perform its obligations of recovering the debt and other relevant services. This includes a monthly reporting of the debt collections performance, details of the debt referred value and the amounts recovered.

2.6 Annual authorisation fee disputes

The Authorisation and Levy Administration Team and Service Delivery Team are responsible for reviewing a service provider's dispute of the authorisation fee band applied to calculate their fee. A dispute of the authorisation fee will not affect the original payment date unless the Commissioner sets a new date.

2.7 Non-payment of annual authorisation fees

If a service provider does not pay their authorisation fee in full within 28 days of the date of the notice, the unpaid amount will be referred to Revenue NSW to commence a debt recovery process. Debts referred to Revenue NSW may incur additional fees.

The Commissioner may suspend or cancel a service provider's authorisation if Revenue NSW is unable to recover the debt, or if the service provider enters a payment plan with Revenue NSW but fails to make consistent payments. The service provider will still be required to pay the outstanding debt, even if their authorisation is cancelled.

The Commissioner provides Revenue NSW with information about the outstanding fees owing. Updates are also provided to Revenue NSW in instances when outstanding debts are paid directly to the Commissioner instead of Revenue NSW.

Revenue NSW provides weekly reporting to the Commissioner of the debt collections performance, details of the debt referred value and the amounts recovered.

2.8 Surrender of an authorisation

A service provider may surrender an authorisation at any time by giving notice to the Commissioner. If a service provider surrenders their authorisation partway through the financial year, they must still pay an annual authorisation fee for the financial year in which they surrendered the authorisation.

3. Accountabilities

The Operations Branch is responsible for:

- calculating the adjusted annual authorisation fees by using the formula prescribed under clause 45 of the Regulation
- arranging the publication of the adjusted annual authorisation fees for the next financial year on the NSW Legislation and the Commissioner's websites, in collaboration with Legal Counsel and the Education and Engagement Branch. The *OP22001 Authorisation Fees -Annual CPI Adjustment Procedure* outlines each of their responsibilities.

The Authorisation and Levy Administration Team in the Operations Branch is responsible for:

- calculating the annual authorisation fee amount payable by each service provider
- issuing annual authorisation fee notices
- reviewing annual authorisation fee disputes in collaboration with the Service Delivery team
- referring non-payment of authorisation fees to Revenue NSW to undertake debt recovery services on behalf of the Commissioner.

4. Breaches of this policy

TfNSW may commence applicable disciplinary action if a person to whom this Policy applies breaches this Policy, including and up to termination of employment.

5. Document history

Date & Policy No	Approved by	Amendment Notes
11 May 2018 OP18017 v1	Executive Director	Approved
16 August 2018 OP18017 v2	Executive Director	Additional information on managing fees included
3 September 2018 OP18017 v2.1	Commissioner	Revision of information on fee band disputes
13 October 2022 OP18017.3	Commissioner	Review
July 2025 OP18017.4	Commissioner	Updated reflect current business practices.