



16 October 2025
Reference: PTP25/04145

The Hon John Graham MLC

Special Minister of State, Minister for Transport,
Minister for the Arts, Minister for Music and the Night-time Economy,
Deputy Leader of the Government in the Legislative Council

The Hon Jenny Aitchison MP

Minister for Roads, Minister for Regional Transport

52 Martin Place
Sydney, NSW 2000

Dear Ministers.

Point to Point Transport Commissioner's Statement of Intent 2025-2026

Thank you for clearly outlining your expectations. The strategic direction I have set to deliver my functions and meet your expectations is anchored around the following four areas with safety being the top priority; demonstrating our unwavering commitment that every journey in point to point transport should be a safe one.

- 1. Safe journeys available for all**, particularly those most vulnerable, including journeys for children, women (especially at night) and people with disability. We will do this by:
 - Delivering standardised driving training focused on safety and disability awareness, in response to the Availability of Wheelchair Accessible Services Roundtable – Key Findings Report.
 - Running public safety campaigns and working with Transport for NSW (TfNSW) to identify further measures to enhance safety for all – particularly those most vulnerable including women and children.
 - Strengthening the oversight of passenger complaints to ensure appropriate follow-up and action is taken by wheelchair taxi service providers, and providing advice where regulatory changes are required.
 - Collaborating with Guide Dogs NSW/ACT and Spinal Cord Injuries Australia to target drivers refusing to carry assistance animals and wheelchair taxi-specific breaches, including improper securing of wheelchairs, meter misuse and failure to prioritise a passenger travelling in a wheelchair.
- 2. Ensuring industry compliance**, by holding all service providers to account and promoting industry-led solutions that address emerging issues. Our approach is informed by robust intelligence and analytics, and includes:
 - Targeted compliance activities including safety audits, investigations, vehicle and fleet inspections, and both highly visible and covert plain clothes operations with NSW Police and TfNSW.
 - Enforcement action where serious breaches occur, issuing prohibition or improvement notices, and prosecuting companies or individuals.

- Publication of enforcement outcomes to maintain public confidence and reinforce industry accountability.
 - Building industry capability through accessible education and safety tools, including online courses, videos, fact sheets, and self-assessment guides so that our industry colleagues understand and meet their obligations.
- 3. Easier industry services** by reducing red tape, streamlining services and improving digital capability to help service providers operate their businesses safely. We will continue to:
- Support innovations while continually enhancing industry tools such as the Driver Vehicle Dashboard, which now allows checks on fare related offences.
 - Provide dedicated services to support industry and passengers through the Industry Contact Centre and the Taxi Fare Hotline.
 - Implement fare changes resulting from the Independent Pricing and Regulatory Tribunal's review, including a trial of fixed taxi fares for trips from Sydney Airport.
- 4. Future readiness** by maintaining a regulatory framework that is modern, adaptable and responsive to emerging technologies and evolving business models. Our goal is to ensure the regulatory framework remains fit for purpose and agile – to keep pace with change while protecting passengers and drivers. Our focus remains on:
- Continuing to advise on regulatory improvements as new business models and technologies emerge.
 - Identifying and advising Ministers on potential new measures and powers, and improvements to reporting and complaints processes.
 - Contributing to the Government's Vibrancy agenda and supporting the establishment of Community Improvement Districts served by safe and accessible transport.
 - Supporting Transport for NSW in delivering, monitoring and reviewing point to point transport reforms, including sharing our findings from trials such as Uber PIN booking technology at Sydney Airport.
 - Consistent and effective regulation across jurisdictions, by maintaining engagement with interstate regulators, sharing insights and pursuing harmonised regulatory approaches where suitable.

I remain steadfast in our commitment to upholding public trust. Together with my team, we will continue to work closely with our partner agencies to deliver our statutory responsibilities with integrity and transparency to ensure regulation is both effective and consistent.

Yours sincerely



Anthony Wing
NSW Point to Point Transport Commissioner