

Point to Point Transport  
Commissioner's

# Annual Review 2023–24

[pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au)



**Point to Point**  
Transport Commissioner





Acknowledgement of Country

The Point to Point Transport Commissioner acknowledges the traditional custodians of the land on which we work and live. We pay our respects to Elders past and present and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW. The Point to Point Transport Commissioner and his staff are committed to honouring Aboriginal peoples’ cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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# From the Commissioner



We are continuing to see growth across the point to point transport industry, while customer satisfaction with these services remains consistently high. More than 82 million trips were undertaken last year – an increase of around 33.5 million in the past two years.

Safety is my priority, and I want every ride taken in a point to point transport service to be a safe ride. NSW has strong safety laws and all parts of the point to point transport industry must comply with these standards, from the largest global companies, such as Uber and DiDi, to national and local companies.

Using a balanced, risk-based approach, my team and I hold service providers to account for their obligations, regardless of their business model, size or location.

As part of my ongoing oversight of the industry, I take action when required. I recently prosecuted and fined rideshare operator DiDi for failing to ensure one of its drivers was eligible to conduct passenger services. DiDi was fined approximately \$100,000.

I have also commenced action against Uber for allegedly allowing Uber Eats food delivery drivers to conduct passenger services.

My Compliance team also identified that some taxi companies were operating without compliant duress alarms, meaning their drivers were unable to easily raise an alarm or notify of trouble. These operators have been ordered off the road until they address the issues.

I also take action against individual drivers when needed, for example I have removed from the industry drivers for breaching safety requirements, including their obligations to passengers with wheelchairs or assistance animals.

During 2023-24, my on-street Compliance team carried out **4439 compliance checks of rideshare and other hire vehicles** and **3940 checks of taxis** throughout NSW. **910 improvement** and **170 prohibition notices** were issued for breaches such as not being roadworthy, inoperable cameras or duress alarms. **More than 2500 fines** were issued to rideshare and taxi drivers for breaches such as touting, refusing to carry a Guide Dog, overcharging or refusing a short fare, and not displaying driver ID or retroreflective signs.

## Targeting illegal driver behaviour

We are continuing to crack down on the minority of drivers who choose to do the wrong thing, with more than 1000 fines issued to taxi drivers for fare-related offences in the past two years.

The NSW Government increased the fine from \$300 to \$1000 and introduced a new disqualifying offence late last year. This means repeat offenders now risk being banned from driving taxis, rideshare or any other hire vehicle.

The new disqualifying offence targets those drivers who are not getting the message and continue to offend. If they are not changing their behaviour, I want them out of the industry.

We recently expanded our Driver Vehicle Dashboard (DVD) to allow taxi operators to run checks on fare-related offences, and are continuing to make it easier for passengers to make a complaint through our Taxi Fare Hotline. From the commencement of the hotline in November 2022 until 30 June 2024, more than 3000 passengers have received refunds from taxi companies since the Hotline was established.

My team works with Guide Dogs NSW/ACT to run covert, plain clothes operations targeting drivers who refuse to carry assistance animals. These operations have identified rideshare drivers cancelling on approach and taxi drivers refusing to accept passengers with Guide Dogs at taxi ranks. Since the fine was increased on 5 April 2024, the Commissioner has issued 15 fines of up to \$1,000.

In partnership with Guide Dogs NSW/ACT and Sydney Airport, we also recently held a “Puppy Day” at the international terminal to educate drivers of their legal obligations to carry assistance animals, and to give them the chance to interact with these highly trained animals and talk to the people who rely on them.

We have improved the complaints process for passengers who are refused a ride when travelling with an assistance animal, with service providers now required to report all refusals and trip cancellations, and the actions they are taking to manage these complaints.

## Passenger services at Sydney Airport

With around 40 million passengers travelling through Sydney Airport each year, my Compliance team maintain a regular presence, targeting illegal behaviour such as touting by rideshare and hire vehicle drivers and overcharging by taxi drivers.

Fixed fares from Sydney Airport to the CBD are being considered as part of a review of maximum fares for rank and hail taxi services which is being conducted by the independent pricing regulator. I welcome IPART’s review, noting flat fares already give passengers and drivers consistency, transparency and certainty at airports around the world, including from New York’s JFK Airport.



Taxi rank marshal at Sydney domestic airport



My team is monitoring a trial of Uber's PIN booking technology at the T1 International Terminal to ensure compliance with the safety controls I have imposed on Uber. Passengers receive a PIN and fare estimate when booking a ride, which they must then provide to the driver before the trip begins.

### New service providers

Following the successful transition to the new taxi licensing framework last year, I introduced additional steps to ensure new entrants to the industry—including rideshare and taxi—understand and comply with their obligations. New measures include online and in-person information sessions and a self-assessment guide to support new service providers in developing their safety systems.

### Wheelchair accessible services

While other parts of industry flourish, we have seen the number of wheelchair accessible taxis on the road drop by a third over five years, with service providers reporting challenges including rising costs and driver shortages.

I welcome the NSW Government's announcement that \$15 million in emergency funding will be provided over the coming year to address this decline. The package includes an increase in incentive payments for drivers from \$15 to \$25 for standard trips, a new night rate and a \$50 public holiday rate.

Also included is a new grant program to assist with the cost of modifying and operating a wheelchair accessible taxi and interest-free loans of up to \$125,000 per vehicle. Longer-term reforms include trials of new service models and improvements to the subsidy scheme and a centralised booking service to meet the needs of passengers across NSW.

My team will roll out new training resources for drivers aimed at enhancing safety and disability awareness. I have also extended a temporary exemption to driver eligibility for a further 12 months, to address the reported shortage of drivers across NSW.

### Prioritising the safety of women in rideshare and taxis

Every week across NSW, hundreds of thousands of women step into rideshare and taxi vehicles, and they have a right to feel safe and respected throughout these trips.

We know that while most passengers feel safe while using point to point transport services, women are more likely to receive unwanted attention or inappropriate behaviour.

Working with our industry and government partners, my team and I will continue to prioritise women's safety, and to educate service providers about the important role they play.

This will build on the work we already do to ensure every ride is a safe ride, including ensuring service providers run checks on drivers, holding rideshare and taxi operators to account for the safety of their services and their handling of complaints, and running targeted campaigns offering safety tips to passengers.

#### Anthony Wing

Point to Point Transport Commissioner

## Prioritising the safety of women



# Industry landscape

## Key statistics as at 30 June 2024

<b>165,164*</b> Drivers with a PT licence code	<b>6466</b> Total taxi licences, including <b>732</b> wheelchair accessible taxi licences	<b>2295</b> Authorised service providers
<b>\$417.2 million</b>  Passenger Service Levy collected since introduction in 2018  Source: Revenue NSW website	<b>78 million</b>  Trips	<b>70.2 million</b>  Driver & vehicle checks in DVD  FY2024

\*PT licence code is a code on a NSW driver licence that identifies drivers who meet licence and medical standards required to drive a point to point vehicle. Not all drivers may be active.

# About us

The Point to Point Transport Commissioner – supported by the staff of the Point to Point Transport Commission – administers and enforces point to point transport law to achieve safer point to point transport in NSW.

In doing so, the Commissioner contributes to the creation of a more adaptive, innovative and competitive market for the whole industry.

The Commissioner is responsible for authorising service providers, issuing taxi licences, administering the Passenger Service Levy, and enforcing and recommending safety standards for the point to point transport industry to ensure safer services for people across NSW.

As required by the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (the Act) and Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation), the Commissioner ensures service providers comply with the law through education and enforcement, providing services for industry participants, and information for passengers, government agencies and the general public.

Staff of the Commission work with partner agencies, including Transport for NSW, Revenue NSW, Service NSW and the NSW Police Force, to assist the Commissioner in delivering these functions.

The Commissioner’s regulatory approach, strategic directions and focus priorities build on our vision for safer point to point transport in NSW and reflect the increasing maturity of the point to point transport industry in NSW. They are based on our experience in regulating the industry and the insights we gather, and they guide our regulatory activity.

Visit our website or use the links below to learn more about the role and functions of the Commissioner and access the Act and Regulation.

[Commissioner’s functions and priorities](#)

[The Act and Regulation](#)



# Point to Point Transport Commissioner's Strategy on a page


Our vision is for safer point to point transport in NSW





Point to Point  
Transport Commissioner


## REGULATORY APPROACH

How we work as a modern regulator

 Working in partnership to deliver effective and consistent regulation


 Targeted compliance focusing on higher risk areas

 Streamlining services and reducing duplication


 Harnessing technology and data

## STRATEGIC DIRECTIONS


The outcomes we strive to deliver

Safe journeys available for all


- Working with industry and government to ensure the availability of safe journeys for all, including for women (especially at night) and people with disability.

Ensuring industry compliance

- Holding all service providers to account for their safety obligations—regardless of their business model, size or geographic location.
- Promoting industry-led solutions that address and manage cross-platform issues including fatigue.

Easier industry services


- Reducing red tape and streamlining services to make it easy for industry to run their businesses safely.
- Enhancing services by improving customer experience and increasing the range of services offered online.
- Enhancing digital capability.

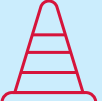
Future readiness


- Ensuring our regulatory framework remains fit for purpose and ready for new technology and business models.
- Advising on the regulation of new technology and business models.


## FOCUS PRIORITIES

Where we focus our efforts to deliver the greatest impact

 Industry service and advice

 Safety Management Systems

 Illegal and unsafe driver behaviour

 Wheelchair accessible services

## HOW WE DO THIS

Our targeted, risk-based activities

**Our regulatory reach extends throughout NSW. Based on intelligence and analysis, our teams target high-risk areas using a mix of:** Safety Audits | Advisory visits | Covert operations | On-street presence | Investigations | Prosecutions | Education | Safety campaigns | Industry safety tools | Online courses and toolkits | Driver Vehicle Dashboard | CCTV



# Safe journeys available for all

Working with industry and government to ensure the availability of safe journeys for all, with a focus on women and people with disability.

## Supporting the availability of safe wheelchair accessible services across NSW

In recent years, we have seen a decline in the number and availability of wheelchair accessible taxi services across NSW, and have heard concerns from passengers about their experiences when using these services.

Staff from the Commission participated in a series of roundtables held by the NSW Government in Sydney, Wagga Wagga, Ballina and Orange between November 2023 and July 2024, to hear from taxi service providers as well as people who rely on these services.

The roundtables brought together people with disability and their carers, local disability and community groups, community transport, local taxi service providers, representatives of the point to point transport industry and government stakeholders.


While there are strong safety standards for wheelchair accessible vehicles, we heard from industry representatives, passengers and their carers that there is more we can do to improve driver training.

The Commissioner is preparing to roll out new training resources for drivers, with a focus on safety and disability awareness. People with disability will be involved in the development of the training as well as supporting its delivery to drivers across NSW. Refresher courses will also be developed.

## National Disability Standards

Wheelchair accessible vehicles are legally required to meet safety and accessibility requirements as set out in NSW point to point transport law and the Commonwealth Disability Standards for Accessible Public Transport.

The Commissioner continues to work with Transport for NSW, the Commonwealth Government and our state and territory counterparts to review the Standards and ensure the safety of passengers while supporting industry growth.



### Wheelchair accessible services

Our approach in ensuring the safety of people who travel in a wheelchair combines educational and compliance activities, and is informed by our collaboration with people with lived experiences, local communities and industry.

Last year, we held 13 information sessions across regional and metropolitan NSW, including Dubbo, Wagga Wagga, Tweed Heads, Tamworth and Parramatta.

These interactive sessions included a demonstration of a safe passenger transfer and were tailored to people who travel in a wheelchair, their carers, drivers and service providers, as well as those who book wheelchair travel, such as aged care workers.

Commission staff also operated pop-up information booths at various shopping centres across NSW, engaging with an additional 200 people.

# Safe journeys for all







### Illegal and unsafe driver behaviour –touting and soliciting

Rideshare and other hire vehicle drivers must not offer a passenger service to a person who does not have a prior booking. This practice, known as touting and soliciting, is a breach of point to point transport law.

This includes approaching potential passengers for fares, calling out to people asking if they require transport or holding up signs offering passenger services.

If caught, an individual can be issued a fine of up to \$550, or up to \$5500 if the offence is committed within the Sydney Airport precinct –a high traffic area where people are particularly vulnerable to being touted.

Drivers who are convicted of touting and soliciting on two occasions face mandatory disqualification from the industry.

A driver was disqualified in March 2024 after being found guilty of two separate offences of touting and soliciting. The offences were detected as part of a plain clothes, covert operation at Sydney Airport.

### Targeting fare-related offences

The Commissioner expanded both highly visible and plain clothes on-street operations during the year, with ongoing compliance activity at locations including Sydney Airport, busy taxi ranks in Sydney’s CBD and major events throughout NSW.

We are continuing to target taxi drivers providing rank and hail services who do not use the meter, overcharge or refuse a passenger if they do not agree to a fixed fare or are only going a short distance, following an increase of the fine to \$1000.

Our compliance activity will be supported by a new disqualifying offence, which means drivers who repeatedly commit fare-related offences face being banned from driving taxis and other point to point transport vehicles.

Any driver found guilty in court of committing a fare-related offence on or after 6 December 2024, on two separate occasions, will be disqualified from the point to point transport industry. This means they will not be allowed to drive taxis, rideshare or any other hire vehicle.

In most instances, if a driver is caught committing a fare-related offence for the first time, they will be issued a penalty notice (fine) of \$1000. After this, they face prosecution and a court-imposed fine.

However, in cases where the offence is serious or significant, the Commissioner will consider prosecution as a first step –regardless of any previous offence.

### Safety at taxi ranks

Commission staff worked with Transport for NSW to continue the roll out of smart CCTV cameras at taxi ranks throughout NSW, with 64 cameras now installed at 35 locations in metropolitan and regional NSW.

CCTV cameras at taxi ranks improve safety and assist compliance activities by identifying high-risk areas and opportunities to improve safety outcomes and customer experience.

We are continuing to explore how artificial intelligence (AI) technology can help improve safety at taxi ranks. For example, harnessing smart CCTV footage at taxi ranks to help identify and capture incidents of drivers refusing to carry Guide Dogs and other assistance animals, and providing valuable data to support investigations.

There are also 56 secure taxi ranks across metropolitan Sydney and regional NSW, with security guards on duty to help ensure a safe environment for passengers. Operating hours are extended across the summer holiday period and during major events such as Vivid Sydney.

## Case study

### Targeting Guide Dog and assistance Animal refusal



Passengers with Guide Dogs and other assistance animals rely on safe and equitable access to point to point transport services.

Last year, the Commissioner collaborated with industry representatives, Guide Dogs NSW/ACT and people travelling with assistance animals to address concerns raised about rideshare and taxi drivers refusing to carry these highly trained animals.

Together, we educated service providers and drivers about their obligations relating to assistance animals, and developed clear reporting guidelines to be shared with people travelling with Guide Dogs and assistance animals.

We made it clear to service providers that they must ensure their training and onboarding programs are up to date, and that their drivers understand they must not refuse someone travelling with an assistance animal.

We improved the complaints process for passengers who travel with an assistance animal, with service providers now required to report all refusals and trip cancellations, and the actions they are taking to manage these complaints.

While most drivers do the right thing, we want passengers to feel confident they can report a refusal or cancellation to a rideshare or taxi operator and have it actioned.

Following an increase to the fine for drivers refusing assistance animals –from \$300 to \$1000 –our Compliance team conducted joint operations in Sydney and regional NSW, with the support of Guide Dogs NSW/ACT.

The operations caught six drivers refusing to carry guide dogs and five drivers who overcharged passengers travelling with assistance animals, most of whom were vision impaired. Each of these drivers was issued with a \$1000 fine.



Online and social media campaigns

The Commissioner provides passengers with simple tips through media, website and social media campaigns, helping ensure they have a safe and positive experience getting to and from their destinations. These public-facing safety campaigns regularly focus on specific groups of passengers and drivers, such as women or people with disability.

With the clear message, “Safety is my priority and I want every ride to be a safe ride”, the Commissioner’s advice to passengers includes matching the car’s number plate to their booking, checking the driver’s name and photo and letting a friend or family member know they are on their way.

Taxi Fare Hotline - 1800 500 410

The Commissioner’s Taxi Fare Hotline was established in November 2022, with the support of the taxi industry, for passengers to provide feedback and complaints related to taxi fares in rank and hail passenger services.

The Hotline is a centralised reporting platform, which brings together taxi fare-related feedback and complaints so they can be more effectively managed and actioned by the relevant taxi service providers.

The Hotline team collects information provided by passengers and ensures the report goes to the right taxi service provider for investigation and action, including disciplinary measures against drivers.

Complaints received through the Hotline are directed to the relevant taxi service provider to apply sanctions and disciplinary actions to drivers, such as suspension, further training or removal from the company’s platform.

More than 90 per cent of fare-related complaints passed on to service providers have been resolved with a significant number of refunds issued by taxi companies since the Hotline was established.

Taxi Fare Hotline stickers

From 1 September 2023, it became mandatory for Taxi Fare Hotline stickers to be displayed on the inside and outside of all taxis providing rank and hail services. The Commissioner provided new weather-resistant stickers to taxi service providers across NSW. This included a QR Code with a link to the Hotline number and online form, making it easier for passengers to report fare-related complaints.

These stickers also remind passengers that the meter must always be on during a rank or hail trip, and to record the taxi’s number plate if they believe they have been overcharged.

Service providers and licence holders who fail to display the stickers face a penalty infringement notice of \$550, or \$1100 in the case of a body corporate.

Fact sheets and videos are available on the Commissioner’s website to help taxi service providers, licence holders and affiliates understand where to place the Hotline stickers, how to order them and how to respond to passenger complaints.



Case study

Ensuring visitors to NSW get a fair fare



The Commissioner worked with the NSW Taxi Council and 14 Sydney hotels to protect people visiting Sydney from being overcharged by taxi drivers.

Hotel guests were educated on their rights when catching a taxi from a rank and how they could lodge a complaint if they were overcharged. A card was produced with useful information including the Taxi Fare Hotline number, a QR code with a link to make an online complaint, and space to record a taxi’s number plate, the hotel’s name and date of travel.

The card, handed out by hotel staff, makes it easier for people who believe they may have been overcharged to report a taxi driver for investigation. The card provides information on laws relating to taxi fare-related offences, such as not using the meter, overcharging and adding additional surcharges.

The trial commenced with the Radisson Blu Plaza Hotel and The Fullerton Hotel in Sydney CBD. It was expanded to an additional 12 Sydney hotels –the Park Hyatt, Sofitel Darling Harbour, Shangri-La, InterContinental, Hilton, Four Seasons Hotel, W Hotel, Tank Stream Hotel, Stamford Plaza Sydney Airport Hotel & Conference Centre, Sir Stamford at Circular Quay, Sydney Harbour Marriott Hotel and Sheraton Grand Sydney Hyde Park.

The trial received positive feedback from participating hotels and will soon be open to all hotels across NSW.



# Ensuring industry compliance

Holding service providers to account for their safety obligations, regardless of their business model, size or geographic location.

## Compliance approach

The Commissioner ensures safer transport in rideshare, taxis, traditional hire cars, tourist services and other point to point transport using a mix of education and compliance activities.

We take a balanced, risk-based approach when carrying out compliance activities which include safety audits, highly visible on-street operations and plain clothes covert operations, vehicle and fleet inspections, joint operations with the NSW Police and Transport for NSW, and investigations.

When necessary, we take enforcement action which includes the issuing of improvement and prohibition notices, and the prosecuting of individuals and companies where there is evidence of serious or significant breaches.

## New service providers

Authorised service providers have significant obligations, including meeting specified safety duties and standards. Following the successful transition to the new taxi licensing framework last year, the Commissioner introduced additional steps to ensure new entrants to the industry understand and comply with these obligations.

Before applying for authorisation, new applicants must complete a declaration which confirms that they have appropriate systems and policies in place, have reviewed resources available on the Commissioner’s website and completed online learning courses. Declarations are reviewed by the Commissioner’s Audit team.



## Safety audits

The Commissioner’s Audit team routinely undertake safety audits, which include checks on drivers, oversight of vehicle maintenance, notification of incidents and consistent follow-up on the safety reports which service providers receive from drivers and passengers.

The team undertook 41 safety audits during the year. The Commissioner finalised audits of the rideshare service provider DiDi and taxi company 13cabs, resulting in DiDi being issued with 13 improvement notices and more than \$90,000 in fines and 13cabs with 14 improvement notices and \$20,000 in fines.

As part of our ongoing compliance activity, we found the duress alarm systems used by several small taxi service providers were not compliant, putting the safety of their drivers at risk. These taxi companies were directed to stop providing rank and hail services until they had fixed these safety concerns.

## On-street compliance operations

During the year, the Commissioner’s on-street presence was expanded, sending a strong message to the minority of drivers in the industry who are breaking the rules – the next person who gets into your vehicle could be an undercover officer.

The Commissioner’s on-street Compliance team of Authorised Officers regularly undertake highly visible and covert, plain clothes operations at targeted locations including Sydney Airport and popular CBD taxi ranks, during busy holiday periods and across major events like Vivid, Taylor Swift concerts and sporting events such as the State of Origin and Spring Racing Carnival.

Our Authorised Officers also maintain a presence across regional NSW at events such as the Tamworth Music Festival, Parkes Elvis Festival, Bathurst 1000 Motor Race and at race events in Albury, Wagga Wagga and Dubbo.



## Safety Management System

Service providers play an integral role in ensuring the safety of the point to point transport industry. Because every business is unique, the law requires each service provider to develop their own Safety Management System.

A Safety Management System details how the provider of a passenger service identifies, records and manages any risks associated with their services and how the required safety standards are met. This includes identifying and keeping records of reasonably foreseeable hazards that could give rise to risks to the health and safety of drivers, passengers and other people. They must also detail the control measures taken to eliminate or minimise the risks and what is being done to maintain those control measures.

The Commissioner’s Compliance team regularly audits the Safety Management Systems of service providers to ensure they are meeting their legal obligations to provide the safest possible passenger services.



Key statistics for the 12 months to 30 June 2024

The on-street Compliance team undertook compliance checks of **3940** taxis and **4439** hire vehicles –including rideshare – across metropolitan and regional NSW

**8379**  
vehicle checks

**41** audits

**47** levy investigations resulted in the recovery of more than **\$1 million** in unreported and unpaid Passenger Service Levy liabilities

Improvement notices	910
Prohibition notices	170
Prosecutions finalised	8
Penalty infringements	
• Commissioner	1845
• NSW Police	694





## Case study

Holding global rideshare companies to account for their safety obligations



The Commissioner continues to hold major rideshare providers to account and last year took enforcement action against DiDi and Uber for safety breaches.

Following a safety audit, the Commissioner's Audit team issued DiDi with 13 Improvement Notices and more than \$90,000 in fines over compliance breaches in relation to its Safety Management System. The Commissioner directed DiDi to improve its systems and processes, including how it undertakes background checks on drivers, manages the risk of fatigue, informs the Commissioner of any notifiable occurrences and manages passenger complaints.

DiDi has since implemented improvements to its systems, including better utilisation of the Commissioner's DVD to undertake checks on drivers.

The Commissioner also took action against DiDi in relation to allowing an ineligible driver to provide passenger services. Didi was convicted and fined a total of \$15,400 by the Local Court in relation to this matter.

The Commissioner commenced legal proceedings against Uber for allegedly allowing food delivery drivers, who had not undergone the appropriate safety and eligibility checks, to provide passenger services. The Commissioner alleges Uber failed to ensure 57 drivers complied with the required driver eligibility or tenure requirements. The maximum penalty for each of the alleged offences is \$27,500.

While Uber has identified the issue that allowed rideshare trips to be allocated to food delivery drivers, it should not have occurred in the first place. There are strong safety laws around rideshare, taxi and hire vehicle passenger services. However, these standards do not apply to food delivery services. We will continue to monitor Uber to ensure this does not happen again.



Joint operations

We work with partner agencies, including Transport for NSW, Revenue NSW, Service NSW, SafeWork NSW and the NSW Police Force, to deliver our regulatory functions.

Our Authorised Officers routinely conduct joint operations with NSW Police and Transport for NSW, where the safety requirements under the point to point transport law are enforced.

Body-worn cameras

The Commissioner continued to trial the use of body worn cameras with Authorised Officers, underpinned by the Commissioner’s commitment to support safe point to point transport for passengers, drivers, the public and everyone involved in the industry, including Commission staff.

During the trial, Authorised Officers wearing the cameras sought the consent of people being filmed, except in situations where there was an immediate risk to health and safety.

As part of the trial, we will evaluate the safety outcomes of body-worn video cameras and the value the footage captured adds to written records taken by Authorised Officers.

Passenger Service Levy

All service providers are required to pay a \$1.20 Passenger Service Levy on each passenger trip they carry out. The Levy helps fund the cost of the Government’s financial assistance to the point to point transport industry following industry reforms.

Service providers must lodge a monthly levy return, which can be submitted through the Commissioner’s Industry Portal. Service providers face penalties of up to \$110,000 if they do not keep records of the trips they carried out, and face cancellation of their authorisation if they fail to pay the levy.

Information to help service providers understand their obligations can be found on the Commissioner’s website.

Passenger Service Levy investigations

The Commissioner’s Sanctions team undertook 40 passenger service levy investigations, resulting in the recovery of more than \$1.1 million in unreported and unpaid Passenger Service Levy liabilities. Through checks conducted by the Commissioner’s Sanctions team, the service providers were found to have underreported their liability.

While most service providers meet their administrative responsibilities, accurate record-keeping is essential for safety and financial accountability. Failure to comply with levy obligations may result in sanctions, including suspension or cancellation of authorisation, alongside interest and penalties for overdue payments.

Companies with cancelled authorisations cannot operate until they resolve their liabilities and meet all requirements for reinstatement. By enforcing levy compliance and supporting service providers in fulfilling their obligations, the Commissioner safeguards the integrity and safety of NSW’s point to point transport system. The Commissioner’s team is continually refining its methods of investigation to ensure accurate levies are obtained from all service providers across NSW.

Case study

Ensuring driver safety



Service providers have a duty of care, under point to point transport law, to ensure the safety of their drivers.

To ensure the safety of drivers and passengers in metropolitan areas, all taxis providing rank and hail services must be fitted with an operational and compliant duress alarm, and a system to monitor and respond to the alarm system quickly if activated.

Duress alarm systems play a vital role, allowing drivers to discreetly call for help when their safety, or the safety of their passengers, is under threat.

As part of the Commissioner’s ongoing compliance activity, the duress alarm systems being used by some small taxi service providers were found to be non-compliant, putting the safety of their drivers at risk.

Following safety audits, the Commissioner issued 14 Prohibition Notices to taxi companies to stop providing rank and hail services until they ensured their taxis had operational and compliant duress alarms.

Examples of non-compliance included:

- The alarm systems not being properly monitored when activated by a driver
- The activation of the alarms not being logged or recorded for incident management purposes
- The location of a vehicle not being sent immediately to a monitoring facility after a duress alarm is activated by a driver.

The Commissioner issued a Safety Alert reminding all service providers to ensure they had compliant duress alarm systems operating in their taxis, and that enforcement action would be taken against taxi companies who did not meet their safety obligations.

We will continue to check duress alarms, monitoring systems and vehicle tracking systems in taxis providing rank and hail passenger services as part of our ongoing compliance activity.



# Easier industry services and advice

Reducing red tape and streamlining services to make it easier for point to point transport operators to run their businesses safely – through better online services, improving the customer experience and enhancing our digital capabilities.

## New service providers

Last year, the Commissioner introduced additional steps to ensure all new entrants to the industry, including taxi, rideshare or hire car services, understand and comply with their obligations. New entrants to the industry must now declare they have appropriate systems and policies in place before applying to be authorised as a service provider.

A short online course, interactive authorisation support sessions and a self-assessment guide support new service providers in developing their safety systems and ensure they understand their obligations.

## Assisting new service providers

The Commissioner runs information sessions to help new service providers ensure they understand their safety obligations under point to point transport law.

The P2P ‘Authorisation Support Sessions’ were initiated last year in response to industry feedback after the Commissioner identified areas that new service providers needed more help with. The sessions are also available as a refresher for existing service providers.

We are already seeing positive outcomes from these support sessions, including:

- newly authorised service providers demonstrating a stronger understanding of their obligations and responsibilities
- increased awareness of the Commissioner’s educational role in supporting industry

- opportunities for new service providers to connect and share ideas with other members of the industry
- a model that can be reused across the Commission reaching all areas of NSW
- an improvement in audit outcomes for new providers.



## Industry service and advice

We make it easier for the point to point transport industry to run their businesses safely, through the Commissioner’s DVD.

Service providers can already run near real-time checks on driver licensing, vehicle registration, criminal charges, serious driving offences and other safety offences in one easy search.

We are expanding the checks which service providers can run to include fare-related offences, to make it easier for service providers to manage the small minority of drivers who continue to do the wrong thing. For example, those who overcharge, demand a fare other than that on the meter or refuse passengers at taxi ranks.

Since 2017, there have been more than 250 million checks on drivers and vehicles, with around 70 million checks run by service providers in the most recent year.



# Case study

Supporting essential transport services in regional communities



Access to public transport is limited in many parts of regional and remote NSW, making safe point to point transport services critical for many communities.

With offices in Dubbo, Wagga Wagga and Grafton, our regionally-based staff travel throughout NSW to support access to services in these local communities.

During the year, Commission staff engaged with the Healthy Communities Foundation and the Brewarrina Local Aboriginal Land Council to assist with the launch of The Brewarrina Outback Express and Collarenebri’s Barraay Waraba, meaning ‘Fast Turtle’ in the Gamilaraay language.

These pre-booked services provide vital access to healthcare, employment, social and recreational opportunities which are unavailable locally. Many households in these towns lack registered motor vehicles–Collarenebri’s rate being twice the state average–so passenger services are a lifeline for residents.

Recognising the importance of these services, our team supported the Brewarrina Outback Express and Barraay Waraba with their goal of becoming authorised providers.

We guided them throughout the authorisation process and explained their obligations as a service provider. For example, establishing a Safety Management System, maintaining booking records and ensuring they have appropriate insurance in place. We also met with drivers to advise them on their safety responsibilities.

Commission staff also collaborated with the local shire councils and Transport for NSW to secure funding from the government’s Transport Access Regional Partnerships (TARP) program to help launch the two transport services.



Industry Portal

The Industry Portal is the primary gateway for service providers to manage their authorisation and meet their legal obligations. Through the portal, service providers can apply to be authorised, manage their Passenger Service Levy obligations, run checks on drivers and vehicles via the DVD and lodge notifiable occurrences.

The Taxi Licence Portal is now accessible through MyServiceNSW, offering simpler, faster and more secure taxi licence applications with no need to upload proof of identity documents. By accessing MyServiceNSW, portal users can use their Service NSW login details.

The Commissioner will continue to work with Service NSW to expand the range of services available to point to point transport service providers and drivers through MyServiceNSW.

Website

The Commissioner’s website, [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au), provides links to the Industry Portal, and the Learning Centre-helping service providers and drivers understand and comply with their safety obligations. It also hosts regular updates on announcements made by the Commissioner, news on his activities, and information regarding point to point transport law in NSW.

Educational tools

The Commissioner continues to roll out accessible education and resources to help service providers understand their safety obligations and ensure they have the appropriate safety policies, procedures and systems in place. This includes fact sheets, user guides, online short courses, toolkits, checklists, videos, webinars, podcasts and FAQs published on our website.

Online short courses

Our free online courses, accessible on smartphones, laptops and desktop computers, help service providers understand their obligations under point to point transport law.

The online courses include an introduction for booking service, taxi service and affiliated providers, driver management, security camera system specifications and the Passenger Service Levy.

Educational videos

The Commissioner developed a series of educational videos over the year, which included demonstration videos on the topics of how to apply for or renew a taxi licence online, operating under the new taxi licence laws, an introduction to the Wheelchair Accessible Taxis and Hire Vehicles Safety Toolkit and new disqualifying offences for taxi drivers.

Toolkits and checklists

The Commissioner’s website provides interactive toolkits and checklists covering driver onboarding and management, safety audits, fatigue management, registration and insurance, reporting and wheelchair accessible vehicle driver competency. During the year, the Commissioner released the Wheelchair Accessible Taxis and Hire Vehicles Safety Toolkit, which explores the obligations of service providers and drivers when providing wheelchair accessible passenger services.

Podcasts and webinars

The Commissioner’s team hosts the ‘Get to the Point’ podcast and webinar series, which includes guest speakers from community, industry groups and government bodies. They explore topics relevant to the point to point transport industry. The podcast also invites service providers to share their experiences and insights into the industry.

Case study

Educating industry on their obligations



Commission staff facilitated a session at the NSW Taxi Council Conference in March, which had the aim of helping service providers understand what they need to do to make audits ‘stress free’.

The session included some education on why audits are done (to ensure compliance with safety regulations) and which areas of a business are audited. It involved some group work where participants were asked to nominate the types of documents that would show compliance for specified scenarios including driver management, vehicle management and maintenance, and booking and records.

Participants were able to identify many different document types and think through and problem-solve the challenges associated with the production of these documents.

A key learning from the sessions was that audits are not about catching out service providers; they are about safety, and there are many ways to demonstrate that safety obligations are being met.

Similar sessions are planned for other parts of the point to point transport industry, specifically community transport.



# Future readiness

## Ensuring our regulatory framework remains fit for purpose and ready for new technology and business models.

The Commissioner works with industry and government partners, and provides advice to the NSW Government to ensure the regulatory framework remains relevant, fit for purpose and facilitates industry growth and development.

### New taxi licensing framework

The successful transition to the new taxi licensing framework, which came into effect on 1 August 2023, was the result of new laws passed by the NSW Parliament. These new laws were intended to help the point to point transport industry provide more choice and availability of services for passengers. They included removing limits on the number of licences issued and making new annual licences available for an administrative fee via the Commissioner’s Industry Portal.

### Strengthening regulations to protect passengers

Throughout the year, the NSW Government continued to strengthen point to point transport law to protect taxi and rideshare passengers. Regulatory changes during the year included an increase in the fine from \$300 to \$1000 for taxi, rideshare and hire vehicle drivers refusing assistance animal or assistance animals in training. This is consistent with the increased fine for taxi drivers breaching fare-related laws, including overcharging and not using a meter, which was also increased from \$300 to \$1000.

It is now mandatory for taxis to display the Taxi Fare Hotline sticker, with a minimum of two stickers required, with at least one in and on all taxis undertaking rank and hail work across NSW. The introduction of a new disqualifying offence for fare-related offences from 6 December 2024, means drivers who repeatedly commit fare-related offences face being banned from driving taxis and other point to point transport services.

### Driver licence exemption

Representatives of the point to point transport industry continue to report a shortage of drivers. To help address this, the Commissioner extended the temporary exemption to driver eligibility requirements introduced in 2022 by another 12 months to April 2025. An evaluation by Transport for NSW found the exemption did not have a discernible impact on road safety. This change has made it easier for people who stopped driving during the COVID-19 pandemic to re-enter the industry –with around 1000 drivers returning to the industry since implementation.

### Industry use of technology

The point to point transport industry continues to undergo rapid change, with the testing and introduction of new technologies and new business models. Some emerging technologies, such as artificial intelligence (AI) and facial recognition, have the potential to significantly improve passenger safety, better manage driver fatigue and identify service gaps.

Connected and automated vehicle technology continues to progress, with a growing number of trials underway in Australia and overseas. These trials include using technologies that allow vehicles to automate their responses to information coming from other road users and infrastructure. The introduction of new automated features in vehicles promises to bring safety benefits, such as allowing vehicles to better detect and avoid potential traffic hazards. However, they will also bring potential risks that will need to be carefully managed. The NSW Government is working with the State, Territory and Commonwealth governments on reforms to enable ongoing trials of this technology and to prepare for a more automated future. We will continue to monitor these developments to ensure our regulatory approach keeps up with the pace of change within the industry, and that any emerging business models and technology are adequately regulated.

### Industry guidelines and best practice advice

The Commissioner continues to engage with the industry and other State and Territory regulators to find the best solutions to address shared safety concerns, such as driver fatigue. We will work with our industry partners and counterparts in other states to explore options to provide consistent guidelines and best practice advice for service providers. We are monitoring new technologies that may offer potential solutions for better managing safety concerns such as driver fatigue. We are also considering the application of in-vehicle technology to support safety of passengers, for example for women travelling in rideshare.



## Transitioning to new licensing system

The final stage of the taxi licence reforms commenced on 1 August 2023 when new licensing laws came into effect. The new laws have made it more accessible to become your own taxi operator. Previously, taxi licences were limited in number. Taxi licences are now available on application to the Commissioner, to any eligible person who intends to operate a taxi and meets the standards set out by point to point transport law. Under the new laws, taxi licences can no longer be sold, transferred or leased, and the person or company who operates a taxi will need to have a taxi licence in their name. In addition to these changes, operating area restrictions have been lifted, meaning taxis can now provide taxi services anywhere in NSW.



## Regional Compliance

## Performance highlights

Our strategic priorities and focus areas contribute to the NSW Government's priority for a safe, equitable and integrated transport system.

We review our performance against our strategic priorities and focus areas quarterly. Overall performance is reviewed at the end of the financial year, with performance expectations set for the year ahead. These discussions inform future prioritisation of our efforts and resources.

### Challenges and focus areas

Throughout the year, the Commissioner focused on addressing numerous challenges across the point to point transport industry, including the decline in the availability of wheelchair accessible taxis in metropolitan and regional NSW, women's safety, Guide Dog and assistance animal refusal by drivers, fare-related offences and taxi companies not using compliant duress alarm systems.





Performance snapshot		
Strategic priorities	Focus areas	Achievements
Safe journeys available for all	<ul style="list-style-type: none"><li>Ensuring safer point to point transport for all, with a focus on women and people with disability</li></ul>	<ul style="list-style-type: none"><li>Increased on-street presence at all major events across NSW and joint operations with Transport for NSW and NSW Police</li><li>Plain clothes compliance activity targeting rideshare and taxis refusing to carry assistance animals, with the support of Guide Dogs NSW/ACT</li><li>Improving the complaints process for refusals of Guide Dogs and assistance animals by rideshare and taxi drivers, and reinforcing driver obligations</li><li>Industry and community information sessions to support the safety of wheelchair accessible services</li><li>Online educational tools, including toolkits and checklists for drivers and service providers</li><li>Public campaigns offering safety tips to passengers – targeted to women</li><li>A campaign at 14 Sydney hotels to educate hotel guests on their rights when catching a taxi, and how they can make a complaint if they are overcharged</li><li>Continuation of Smart CCTV trial at taxi ranks with use of technology to detect more potential safety incidents</li></ul>
Ensuring industry compliance	<ul style="list-style-type: none"><li>Holding all service providers to account for their safety obligations</li><li>Promoting industry-led solutions that address and manage cross-platform issues</li></ul>	<ul style="list-style-type: none"><li>Increase in highly visible on-street presence and covert compliance operations to deter and detect illegal driver behaviour</li><li>Risk-based safety audits, with a focus on Safety Management Systems and duress alarm systems</li><li>Drivers required by law to display Taxi Fare Hotline stickers – more than 50,000 stickers distributed to taxis across NSW</li><li>Online interactive learning course for newly authorised service providers</li><li>Online and in-person information sessions for new service providers</li><li>Self-assessment checklist to help service providers evaluate the compliance of their Safety Management System</li><li>Declaration process to ensure newly authorised service providers understand their safety and business obligations</li></ul>

Performance snapshot		
Strategic priorities	Focus areas	Achievements
Easier industry services	<ul style="list-style-type: none"><li>Reducing red tape and streamlining point to point transport services</li></ul>	<ul style="list-style-type: none"><li>Technology upgrades to make it quicker and easier for industry to run checks through the DVD</li><li>P2P ‘Authorisation Support Sessions’ to help new and existing service providers understand their legal obligations and provide safe passenger services</li><li>Increased services provided through the online Industry Portal, including the ordering of Taxi Fare Hotline stickers</li><li>Taxi Licence Portal made accessible through MyServiceNSW, offering faster and simpler taxi licence applications</li></ul>
Future readiness	<ul style="list-style-type: none"><li>Ensuring our regulatory framework remains fit for purpose</li><li>Advising on the regulation of new technology and business models</li></ul>	<ul style="list-style-type: none"><li>Regulatory change to support a competitive and innovative industry, including:<ul style="list-style-type: none"><li>Driver licence tenure exemption extended by 12 months to address driver shortage</li><li>Issue of exemption and conditions to ensure the safety of passengers during a 12-month trial of Uber PIN technology</li></ul></li></ul>



Regional Booking Service Provider induction





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