

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

Ref: BN25/00132

Mr Anthony Wing
Point to Point Commissioner
Level 9, 8 Central Avenue
South Eveleigh NSW 2015

Re: 2025 Statement of Expectations

Dear Commissioner,

We are pleased to provide you with this Statement of Expectations (SOE) for your service delivery priorities as Point to Point Transport Commissioner, as required by section 139(3) of the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016 (the Act)*.

As Minister for Transport and Minister for Regional Transport, we are responsible for administering the Act. This SOE should be read within the context of the objectives, functions, and powers set out in the Act, the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017, and any other legislation that grants the Point to Point Transport Commissioner functions and powers.

Safety, Compliance, and Information

As safety is your top priority, we expect you to continue to promote a culture of accountability within the NSW point to point transport industry in which you will ensure service providers understand and comply with their obligations under the law. Specifically, we expect you to continue reinforcing safety standards through a mix of compliance and education, including through safety auditing, education campaigns, on-road compliance, and investigations. We expect you to continue to publish data on the results of those activities.

We also expect you to work with NSW Government and industry partners in relation to services for people requiring wheelchair accessible vehicles, especially in response to the recommendations in the Availability of Wheelchair Accessible Services Roundtables Key Findings Report. As a key response to the findings, we expect you to deliver a standardised driver training course covering existing safety requirements as well as disability awareness training.

Another key response is for the Commission to work with the centralised booking service and taxi service providers to ensure complaints are properly managed and appropriate action is taken. We appreciate your continued advice on any regulatory changes necessary to support that work.

Overall, in the carrying out of these important duties, it is paramount that the safety of our workforce – both the point to point frontline staff and providers, and our own Commission employees delivering this essential public service – are provided with a safe, productive and respected workplace from which to enable this transport mode.

Consumer Protection and Fare Regulation

We acknowledge the compliance uplift from the Commission, including the expanded presence of compliance officers and the establishment of the Taxi Fare Hotline to assist you in holding the industry to account. To ensure the protection of consumers, we expect you to enforce fare-related offences, including the new disqualifying offences. This includes data collection and analysis of driver offences that have had penalty increases, driver offence recidivism, and the occurrence of court appearances for these offences.

Of critical importance is the need to collaborate with Transport for NSW to develop and implement additional measures to safeguard consumer interests and enhance the overall safety and reliability of point to point transport. This should especially investigate enhancements for protecting women, young people and children using the services – including alone – or passengers with a disability.

I would expect a review on additional measures and powers, including collaboration with other government departments, by end of 2025. We expect you to continue to monitor and report on guide dog service refusal complaints, and any other additional measures that may strengthen reporting and compliance will be considered favourably by Government.

In light of the ongoing Independent Pricing and Regulatory Tribunal (IPART) review and forthcoming recommendations on maximum fares for rank and hail taxi services, we expect you to assist the industry in complying with any changes resulting from this review. This includes working with Transport for NSW to implement a new fares order that reflects the updated fare structures. Your role will be crucial in ensuring that service providers understand and adhere to these changes, thereby maintaining fair and transparent pricing for consumers.

Pilot Programs and Collaboration

Regarding the Uber PIN pilot at Sydney Airport, we expect you to continue monitoring the safety of the service offering. We expect you to assist Transport for NSW in evaluating the impact of the pilot, especially with regard to its aim of reducing wait times and improving the efficiency of rideshare pick-ups. This includes delivering information and recommendations on any necessary regulatory changes based on the outcomes of the pilot. Point to Point may also have valuable contributions to the state's Vibrancy agenda, and the establishment of Community Improvement Districts serviced by safe and accessible public transport.

We also expect you to continue working with other jurisdictions on key issues to harmonise and standardise approaches, where suitable. This collaboration is essential for ensuring consistent and effective regulation of the point to point transport industry across Australia.

Point to Point Transport Industry Reform Review

The industry reforms proposed in response to the Point to Point Transport Independent Review undertaken in 2020 are now in force. The deregulation of the industry will be reviewed later in 2025, with the review required to be reported to the NSW Parliament next year. We anticipate you will work with Transport for NSW, NSW Government agencies more broadly, and industry to support the monitoring and review of the reforms.

We look forward to receiving your response, outlining your approach to administering and enforcing point to point transport law and your objectives for the next year. We anticipate you will publish your response to this SOE and information about your ongoing activities on your website and in the Transport for NSW annual report.

Sincerely,



8/5/25

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