



Information for Bus Operators



The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* regulates the provision of passenger services (and bookings for those services) in all vehicles with 12 seats or less including the driver. From 1 November 2018, this includes services provided by accredited bus operators under the Bus Operators Accreditation Scheme (BOAS).

This affects bus operators undertaking charter work, airport transfers, small group tours or other work which is not conducted to a regular route and timetable. For information about which services are covered by the law, as well as those which are specifically exempted from the law see [What is a Passenger Service](http://pointtopoint.nsw.gov.au) at pointtopoint.nsw.gov.au

Why was this change made?

Under the Passenger Transport Act 1990, 12 seater vehicles could be used to provide a service to a fare paying customer by a hire car operator, a bus operator or a taxi operator and, in each case, vastly different and highly prescriptive safety rules applied.

To streamline the safety regulation of these vehicles the definition of a bus has been changed from more than eight seats to more than twelve seats. There are still strong safety requirements in the law, but there is also more flexibility for service providers in how they manage their safety obligations.



All vehicles with 12 seats or less including the driver are regulated by the Point to Point Transport law.

What do bus operators need to do?

The Point to Point Transport law requires businesses carrying on the business of taking bookings for hire vehicles to provide passenger services to be authorised by the Point to Point Transport Commissioner as booking service providers. This requirement also applies to drivers who take their own bookings.

How do bus operators become authorised?

Bus operators with vehicles of 12 seats or less had until 1 November 2018 to obtain authorisation under the point to point transport laws.

As of 1 November 2018, bus operators who have in their fleets vehicles that are 12 seats and under and also buses with more than 12 seats need to comply with the requirements of both point to point transport, and passenger transport laws.

Individuals, partnerships and bodies corporate can apply for authorisation via the Point to Point Transport Commissioner's Industry Portal.

Authorised booking service providers are responsible for ensuring the safety of customers, drivers and the community.

For further information about becoming authorised, including responsibilities, obligations, conditions and fees, refer to the authorisation factsheets at pointtopoint.nsw.gov.au/fact-sheets or phone the Industry Contact Centre on 131 727.

Information for drivers

From 1 November 2018, drivers who only drive vehicles of 12 seats or less, and do not take their own bookings, do not need to hold a driver authority under the passenger transport laws. Instead, authorised service providers must ensure their drivers meet the safety standards specified under point to point transport law.

These safety standards for drivers include that they must:

- have held an unrestricted Australian driver licence (not a probationary licence) for at least 12 months in the preceding two years
- not have committed certain criminal and driving offences
- meet medical standards for commercial vehicle drivers

A driver is ineligible to drive a hire vehicle if their driver authority under the 1990 or 2014 passenger transport acts was cancelled (other than on medical grounds), or if their most recent application under these Acts was refused in the previous 10 years on the grounds that they were not a fit and proper person to be the driver of a public passenger service.

For more information, see [Safety Standards for Drivers](http://pointtopoint.nsw.gov.au) fact sheet at pointtopoint.nsw.gov.au

Where can I find more information?

Please take the time to read the [Act](#) and [Regulation](#) carefully. More information regarding authorisation, safety standards and compliance can be found at pointtopoint.nsw.gov.au or by phoning the Industry Contact Centre on 131 727.

