



Taxi Service Providers



A business that provides passenger services in NSW in a licenced taxi is known as a Taxi Service Provider under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (the Act).

A taxi service provider may be a business that facilitates the provision of a taxi service, may be the provider of a taxi service or may be an affiliated provider of a taxi service.

A. Facilitating a taxi service

You are the facilitator of a taxi service and are considered to be providing a taxi service if you carry on the business of providing any of the following services for taxis and you do this for taxis operating under a common service name that are marked or painted in a uniform way:

- co-ordination of the provision of a taxi service
- provision, co-ordinating or monitoring of security facilities for taxis
- setting fares that may be charged for taxi service
- co-ordination or provision of safety management systems for taxis.

B. Providing a taxi service

You are considered to be providing a taxi service if you provide a taxi service and do not obtain services from a business facilitating a taxi service.

C. Affiliated provider of a taxi service

You are an affiliated provider if you provide a taxi service and obtain services from a business that facilitates a taxi service and do so for the purposes of providing that taxi service.

Under the Act a person who facilitates the provision of a taxi service or provides a taxi service (other than affiliated providers) must be authorised as a taxi service provider.

An affiliated provider is not required to be authorised but must be affiliated with an authorised service provider.

If you wish to set your own fares and branding, and make your own arrangements for safety and security then you need to become authorised as a taxi service provider. As an authorised taxi service provider you may provide these kinds of related services to affiliated providers. If you do this you will be considered to be facilitating a taxi service.

The regulatory framework at a glance

- A taxi must be licenced
- Only taxis can pick up customers from ranks or be hailed in the street
- Taxis must have a roof light and sign displaying either the word 'taxi', 'cab', or 'cabs'
- Duress alarms and vehicle tracking systems need to be installed in all taxis operating in Sydney, Newcastle, the Central Coast or Wollongong
- Specifications for fare calculation devices (meters) have been updated and apply from 1 November 2018

To become authorised as a taxi service provider

- Register for access to the Industry Portal via the Point to Point Transport Commissioner's website www.pointtopoint.nsw.gov.au
- Apply for authorisation
- Register as a taxpayer for the purposes of the [Passenger Service Levy](#)

Taxi Service Providers that take bookings must also be authorised as a booking service provider. This can be done in a combined application.

How to become an authorised taxi service provider

Taxi Service Providers must be authorised under the Act and large penalties apply for anyone providing a taxi service without authorisation, unless they are affiliated to an authorised Taxi Service Provider.

Steps to becoming authorised

Step 1 — Register for access to the Industry Portal

Individuals, partnerships and bodies corporate wanting to become a taxi service provider will need to visit pointtopoint.nsw.gov.au to register for access to the Industry Portal before they can complete an application to become authorised.

Step 2 — Becoming authorised

Once you have access to the Industry Portal you will be able to apply for authorisation. You will be required to provide supporting documents such as 100 points of certified ID and a National Police Check.

Step 3 — Register for the Passenger Service Levy

The Passenger Service Levy is a temporary levy payable by Taxi and Booking Service Providers that applies to each passenger service transaction. It will fund the NSW Government's \$250m industry assistance package designed to help the taxi and hire car industries adjust to the point to point regulatory framework.

For Taxi Service Providers, it means \$1 for every passenger service provided where a customer hails down a taxi in the street, takes a taxi from a taxi rank, or books a taxi service.

Taxi Service Providers need to register as a taxpayer through the Industry Portal on the Commissioner's website to pay the levy and nominate a bank account to allow Revenue NSW to collect the levy.

Note – if you are providing passenger services in a remote area or are a small provider you may be eligible for an exemption or rebate. For more information please refer to the [Passenger Service Levy factsheet](#) and the [Passenger Service Levy page](#) on the Point to Point Transport Commissioner's website.

Standard conditions that apply to all authorised Taxi Service Providers (and Booking Service Providers)



- Compliance with safety standards
- Keeping records of all passenger service transactions for at least two years
- Compliance with the requirements of the Passenger Service Levy, and
- Providing written notice to the Commission within seven days of changes to the business address, and within 21 days of any changes to a nominated director or manager

Safety standards and systems

The safety of the industry in NSW is our top priority, so it is important that all Authorised Service Providers comply with strict safety standards to ensure that their services are safe.

Duty of care

You have a duty of care to ensure the health and safety of drivers, passengers and other people connected with your services.

For example, you must ensure that any safety equipment in the vehicle is working and the driver knows how to use it.

You are required to have a safety management system in place to manage and eliminate risk. Safety management systems should be tailored to your own business and should outline the steps taken to identify and manage safety risks for drivers and passengers.

Keeping records

Records will need to be kept by Taxi Service Providers to demonstrate how they identify, record and manage any risks associated with the services they provide.

All Authorised Service Providers need to keep records of:

- full names and driver licence numbers of all drivers
- registration details for all cars in their fleet.

Taxi Service Providers must keep a record of each hire that results from a taxi rank or a street hail for at least two years after the trip has been completed.

All of the following information needs to be recorded:

- The date, start and end time of a journey
- The starting and final location of a journey
- The driver's full name and ID number on the driver identity document
- The taxi registration number (e.g. T1234)
- The fare amount

Records will also be required to be kept to demonstrate how a business is complying with safety standards and specific documentation is needed to support Safety Management Systems.

Taxi Service Providers will need to:

- identify and keep records of reasonably foreseeable hazards that could pose a risk to the health and safety of drivers, passengers and others
- identify and keep records of control measures taken to eliminate or minimise those risks, and
- keep records of the actions taken to maintain control measures
- consult with other duty holders (e.g. drivers) to make sure there are no gaps in safety. Records of these consultations will need to be kept.

Paying the Levy

The levy is payable on a monthly basis for all authorised service providers making more than 600 passenger service transactions per year. Special consideration has been made for smaller service providers and exemptions apply to those based in remote parts of NSW. All service providers outside of exempt areas will need to register as a taxpayer with the Commission.

Payment collection will be managed by Revenue NSW.

Key Resources

More information about details provided in this fact sheet can be found at pointtopoint.nsw.gov.au.

The following fact sheets are also available:

- [Authorisation](#)
- [Conditions of Authorisation](#)
- [Understanding the Passenger Service Levy](#)
- [Booking Service Providers](#)
- [Safety Standards for Taxis](#)
- [Safety Standards for Drivers](#)
- [Duty of Care and Safety Management Systems](#)

Tip

Taxi Service Providers must keep records of any consultation with drivers, affiliated providers and others to show there are no gaps in managing safety risks associated with the provision of the taxi service.

