



Transport for NSW

Safety Standards for Drivers



Taxi Service Providers and Booking Service Providers have a duty of care to ensure the health and safety of drivers and passengers. Drivers have a duty of care to themselves, their passengers and others and must comply with reasonable policies and directions of authorised service providers.

Driver eligibility

Anyone wanting to become a taxi or hire vehicle driver must be licensed and pass medical and criminal background checks to ensure they are providing the safest possible service to customers.

Under the new legislation, authorised Taxi and Booking Service Providers have a responsibility to ensure drivers:

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

Who is ineligible to drive taxis or hire vehicles?

- Anyone whose driver authority was cancelled (other than on medical grounds), or their application was refused, in the past 10 years on the grounds that they were not a fit and proper person
- People who have committed certain offences, which can be found in the Regulation



Driver authorities, a thing of the past

Authorised service providers must ensure their drivers meet new safety standards. This process replaces the driver authorisation scheme under the old legislation, meaning driver authorities will no longer be issued by the NSW Government.

Anyone who held a driver authority immediately prior to the commencement of the legislation will automatically be recognised as meeting the safety standards under the Regulation. Roads and Maritime Services will write to these drivers about what will happen next.

Introducing the Driver Vehicle Dashboard

The Point to Point Transport Commission has developed an online tool to assist authorised Taxi Service Providers and Booking Service Providers meet their safety obligations under the new regulatory framework.

The *Industry Portal* can be accessed via pointtopoint.nsw.gov.au and allows authorised service providers to apply for authorisation, manage their accounts, and monitor the drivers and vehicles in their fleets through the *Driver Vehicle Dashboard*.

The *Driver Vehicle Dashboard* will provide up-to-date information on driver eligibility and vehicle registration status and will be accessed through the *Industry Portal*.

Only authorised Taxi Service Providers and Booking Service Providers will have access to the *Industry Portal* and *Driver Vehicle Dashboard* and will be encouraged to check it regularly as part of their safety management system.



Changes to driver medicals

Drivers must meet medical standards for commercial vehicle drivers and their medical fitness is now managed through their driver licence.

Drivers who held a driver authority under the previous laws will receive a letter from Roads and Maritime Services to notify them of the transition arrangements.

New drivers will need to fill out a medical declaration form and submit it to Service NSW.

NOTE: Drivers won't appear in the Driver Vehicle Dashboard until their driver licence has been updated to the new medical standards.

Taxi drivers who take passengers from taxi ranks or are hailed down in the street will be required to meet the following safety standards:

Driver identification	Drivers must display an identity document showing their photograph and identification number provided by the Taxi Service Provider.
English language standards (Sydney)	Taxi drivers in Sydney must have sufficient competency in English to be able to communicate with passengers.

Drivers of wheelchair accessible vehicles must be competent in the safe loading, transporting and unloading passengers in wheelchairs.

Drivers must inform their Booking Service Provider and/or Taxi Service Provider within 7 days if they no longer meet any of the above requirements.

Key Resources

Please refer to the Roads and Maritime Services website for more details about driver licensing requirements for point to point transport drivers including medical assessments.

More details about the driver safety standards outlined in this fact sheet and what is meant by 'duty of care' can be found at pointtopoint.nsw.gov.au.