



Taxi Service Providers



This fact sheet is for taxi businesses that have at least one licensed taxi that provides passenger services for a fare and explains what they need to do to get up-and-running under the new laws.

A business that provides passenger services in a licensed taxi is known as a Taxi Service Provider under the new point to point transport legislation in NSW. These service providers were known as taxi operators and taxi networks under the former *Passenger Transport Act 1990*.

Under the old legislation taxi operators had to be affiliated to a taxi network, if there was one in the area. This has changed under the new laws to allow for greater flexibility for the industry.

Under the *Point to Point Transport (Taxi and Hire Vehicles) Act 2016*, it is still possible to be affiliated to a Taxi Service Provider who facilitates branding, fares, security and safety management systems for the taxi service, but it is not mandatory. If you are affiliated to an authorised Taxi Service Provider then you would be considered an affiliated provider, and you do not need to be authorised by the Point to Point Transport Commissioner.

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. You would also be able to provide these kinds of related services to other affiliated providers.

The new regulatory framework at a glance

- Only taxis can pick up customers from ranks or be hailed in the street
- Taxis must have a roof light and sign displaying the word 'TAXI'
- Duress alarms and vehicle tracking systems need to be installed in all taxis operating in Sydney, Wollongong, the Central Coast and Newcastle
- New specifications for fare calculation devices (meters) and security cameras will be phased in by late 2018

Unless you are affiliated to an authorised Taxi Service Provider, before you can offer a point to point taxi service:

1. Register for access to the Industry Portal
2. Apply for authorisation
3. Register as a taxpayer with the Commission to pay the Passenger Service Levy



Taxi Service Providers that take bookings should also be authorised as a Booking Service Provider. This can be done in a combined application.

Transition arrangements

Depending on your business model, some service providers will be covered under the law for the first time. To make the transition from the old laws as smooth as possible, **the following existing active operators will be automatically authorised as Taxi Service Providers:**

- Authorised taxi networks
- Accredited taxi operators who were not affiliated to an authorised taxi network

Because most taxis do booked work as well as take jobs from taxi ranks or from being hailed in the street, they have also been recognised as Booking Service Providers.

How to become an authorised Taxi Service Provider

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

1. Register for access to the Industry Portal

The Point to Point Transport Commission has developed an online tool to manage your authorisation.

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.

2. Becoming authorised

Once you have access to the Industry Portal you will be able to apply for authorisation.

3. Paying 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 new 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 will need to register as a taxpayer through the Industry Portal on the Commission's website to pay the levy and nominate a bank account to allow Revenue NSW to collect levy payments.

Please note: Taxi Service Providers in remote parts of NSW will be exempt from paying the levy and special conditions apply to smaller Taxi Service Providers.

Standard conditions for authorised Taxi Service Providers

Once authorised, you are responsible for ensuring your business operates legally and complies with any conditions of authorisation.

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 2 years
- Keeping other required records
- Compliance with the requirements of the Passenger Service Levy, and
- Providing written notice to the Commission within 7 days of changes to the business address, and within 21 days of any changes to a nominated director or manager

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.



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.

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 in a taxi rank or a street hail for at least 2 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

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.



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