



Transport

Roads & Maritime
Services

Factsheet

Point to point transport Taxi and private hire vehicle operators

Taxi and private hire vehicle operators

The NSW Government's reforms to the taxi, hire car and rideshare industry are progressing with the new *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* due to commence later in 2017.

The changes will provide more opportunities for drivers, improve safety and boost choice for customers. The changes will apply to all accredited taxi and private hire vehicle (PHV) operators.

In preparation for the transition to the new legislation, Roads and Maritime Services has extended the validity of current taxi and PHV operator accreditations to 31 October 2017.

This means that any taxi and PHV operator accreditations with a printed expiry date after 18 December 2015 and prior to 31 October 2017 remain valid to 31 October 2017.

Current operators

If you hold a current taxi or PHV operator accreditation:

- Your current accreditation has been automatically renewed until 31 October 2017
- There is no need to apply for the extension
- There is no renewal fee
- A driver can take bookings outside their area of operation
- Your current accreditation certificate with the original expiry date remains valid until 31 October 2017
- The new expiry date is automatically recorded in Roads and Maritime systems.

Exemption for holders of PHV driver authorities

If you hold a valid PHV driver authority (DA) and would like to operate a hire service (eg rideshare):

- You are exempt from requiring a PHV operator accreditation if you comply with certain safety conditions. For details see the frequently asked questions on page three
- If you do not comply with the safety conditions, the exemption no longer applies and you will be in breach of the law and may be fined. Your DA may also be suspended or cancelled.

For new applicants

A person or corporation wishing to be accredited to operate a taxi, hire car or rideshare service must be fit and proper, and must be able to meet the appropriate requirements in respect of financial viability, safety of drivers, passengers and the public, and vehicle maintenance.

To apply for a taxi or PHV operator accreditation

- Complete the [Application for operator accreditation form for a taxi](#) or the [Application for accreditation for a private hire vehicle](#)
- Arrange for a [National Police Check](#) to submit with your application. For details see the frequently asked questions on page three

- Submit your completed and signed application form along with the following:
 - Your original National Police Check
 - The \$45 application fee.
- You can submit your application either by post or in person to the Enrolment Processing Unit at Roads and Maritime as follows:

Post to: Enrolment Processing Unit
 Roads and Maritime Services
 Locked Bag 5085
 Parramatta NSW 2124

In person to: Enrolment Processing Unit
 Roads and Maritime Services
 Level 4, 16-18 Wentworth Street
 Parramatta NSW 2150

NOTE: *If you are posting your form, you may pay via credit card or a cheque or money order payable to Roads and Maritime Services. If you are submitting your form in person, you can pay in cash.*

To learn more about point to point transport operators

- Visit www.transport.nsw.gov.au/pointtopoint
- Get in touch with the dedicated Transport for NSW point to point information contact centre on 1300 767 923 or email pointtopointinfo@transport.nsw.gov.au.

Frequently asked questions

Safety requirements

What safety requirements apply to accredited PHV operators?

There are safety conditions that apply to accredited hire car operators under the regulations. These requirements include:

- All vehicles must be appropriately registered and roadworthy
- Implementation of a maintenance plan in accordance with the maintenance standards of the manufacturer
- Maintenance must be performed by a licenced mechanic
- Notifying Roads and Maritime when the garaging address of the vehicle changes
- Keeping records such as journeys and servicing history for two years
- Not allowing the vehicle to be used to provide services by someone who doesn't hold a driver authority
- Not allowing a person other than an accredited operator to operate the service
- Not allowing a vehicle to be used to provide a service if it has been issued with a non-compliance notice.

Vehicle specifications

Are there any changes regarding vehicle specifications for taxis and hire cars?

Yes. Vehicle specification requirements have been simplified so that unrestricted hire cars that were not licensed vehicles prior to 18 December 2015 must comply with the Australian Design Rule definition of:

- A passenger car having up to nine seats (including the driver's seat)
- An off-road passenger vehicle having up to nine seats (including the driver's seat)
- A light omnibus having up to 12 seats (including the driver's seat).

These changes mean that new providers can only use a car, 4WD or small bus, though existing providers can continue to use vehicles that were licensed on 18 December 2015 as the vehicle was on that date.

The vehicle accommodation standards for taxis have been simplified so that a taxi must have four doors and must seat no more than 12 persons including the driver. The maximum age requirements for taxis have been removed.

The vehicle must be registered for business use and registered as a PHV. Changing to or from a PHV to general registration does not require the registration to be cancelled and then re-established.