



Private hire vehicle driver authority

The NSW Government is progressively introducing reforms to point to point transport, which includes taxis, hire cars and rideshare. The changes will provide more opportunities for drivers, improve safety and boost choice for customers.

The point to point transport sector is regulated to help keep customers safe, and all service providers, including booking companies and drivers, have a major role to play.

To provide confidence to customers, it is paramount that service providers do the right thing now and when the new regulatory framework comes into effect.

All current and new hire car and rideshare drivers who provide booked services through an app or via telephone have legal obligations under the current system which must be met. These are outlined in this fact sheet.

Booking service providers, taxi service providers and drivers will have new obligations under the new regulatory framework and safety regime, which will begin later in 2017. All players will be responsible for meeting the obligations that apply to them. The NSW Government will supply all the information needed to allow everyone to understand what they need to do under the new framework.

Current operators

To meet the current legal requirements, all hire car and rideshare drivers must:

1. Hold a valid private hire vehicle (PHV) driver authority (DA) issued by Roads and Maritime Services:
 - If you don't currently hold a DA of any kind, you can apply for a PHV DA by completing the [Application for an authority to drive a private hire vehicle form](#)
 - If you currently hold another active DA issued by Roads and Maritime under the *Passenger Transport Act 1990*, you can apply for a PHV DA by completing the [Application for an authority to drive a private hire vehicle for holders of current DA form](#).

NOTE: *The validity of all taxi DAs was automatically extended to 31 October 2017. For more information see the [Factsheet – Taxi and Private Hire Vehicles driver authorities extended](#).*

2. Register your vehicle for business use at a Service NSW centre or registry. You can do this by completing a 'Change of Records Form' and indicating in the Vehicle Registration section that your car will be used as a PHV. An additional registration fee for vehicles used for business purposes will be payable. The fee will be calculated pro rata from the time you apply to the end of your registration
3. Ensure that the car you use to provide services is roadworthy and maintained appropriately.

Anyone who holds a PHV DA is exempted from the requirement to hold operator accreditation provided they comply with certain safety conditions. More information is in the [Factsheet – Taxi and Private Hire Vehicle operators](#).

To be eligible for a private hire vehicle DA you must

- Hold a NSW driver licence that is not a learner licence, probationary licence, provisional licence, restricted licence, driver licence receipt or conditional licence (other than a conditional licence with the sole condition of wearing contact lenses while driving)

- Have held an Australian driver licence that meets the above requirements for a total of at least 12 months in the two years preceding the application date
- Have arranged for a National Police Check to submit with your application. For details see the frequently asked questions on page three
- Complete a medical assessment using the forms below as they apply to you. For details see the frequently asked questions on page three.
 - **Applicants aged up to 60 years** must complete a compulsory medical assessment of fitness levels by completing the [Medical assessment form for a private hire vehicle and taxi \(<60 years of age\)](#)
 - If a medical referral is required, have a medical practitioner complete a [Medical assessment form for a public passenger vehicle driver](#)
 - If a further referral to a specialist is required, have the specialist complete the [Medical specialist assessment form for a public passenger vehicle driver](#).
 - **Applicants aged 60 years or more must** have a medical practitioner complete a [Medical assessment form for a public passenger vehicle driver](#) to submit with the application.
 - If a referral to a specialist is required, have the specialist complete the [Medical specialist assessment form for a public passenger vehicle driver](#).

NOTE: *Ensure your medical practitioner or specialist completes all sections of the forms during your appointment.*

- You need to submit your completed and signed application form along with:
 - Your original [National Police Check](#)
 - The relevant medical assessment form(s)
 - The \$45 application fee.
- 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.*
- *Incomplete applications will not be accepted by Roads and Maritime and will be returned to the applicant.*

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

Medical assessment

Why is a medical assessment required?

To ensure that drivers carrying public passengers meet certain standards that demonstrate they are fit to drive safely.

What will happen to my application if I don't provide relevant information in my fitness to drive self-assessment?

Your application will be deemed incomplete. Incomplete applications will not be accepted by Roads and Maritime and will be returned to you.

Why are there different forms?

The standards for commercial drivers require a different level of assessment for applicants aged 60 years and over, and this assessment must be completed by a medical practitioner.

National Police Check

How do I arrange a National Police Check?

The National Police Check can be applied for through:

- The NSW Police Force by visiting www.police.nsw.gov.au and going to the 'Criminal Records Section' to lodge an application online
- An Australian Criminal Intelligence Commission accredited broker organisation. Visit www.acic.gov.au and go to 'National police checks' or phone 02 9373 2199 to find an accredited broker.

How do I select a broker?

You will need to select a broker yourself as Roads and Maritime cannot suggest a preferred broker. It is important to note that some brokers provide services to particular client bases and as such, you should undertake relevant research to determine if a broker can service your needs.

How much will a National Police Check cost?

Your broker or the NSW Police Force will advise you of the cost of the check. Roads and Maritime cannot advise costs.

How long will my check take?

Your broker or the NSW Police Force should be able to advise you when you could expect the check back. Contact your broker or the NSW Police Force if you have not received your check result or if you are unsure.

I have a National Police History Check that was completed previously. Can I submit this or do I need to arrange a new one?

The National Police History Check must have been conducted within twelve months of the date the DA application is submitted for it to be valid.

Can I provide a photocopy of the National Police Check?

No. You must submit the original copy with your application.

Will my application be rejected if I have been charged with a criminal or driving offence?

Not necessarily. Roads and Maritime will assess all previous offences according to their nature and circumstance, on a case-by-case basis.

Once you receive a DA

What rideshare services can I legally provide?

A rideshare or hire car driver that has a DA and whose car has a current business use registration can legally provide booked point to point transport services.

A booked point to point service is a service where the origin, destination and passenger details are arranged prior to the start of the booking. A rideshare driver may not pick up passengers without a booking. A rideshare driver may not tout for a fare, or park on a road or at a taxi rank and ply for a fare.

A rideshare driver who picks up passengers without a booking or who touts for business is liable to be fined. A fine of up to \$5,000 may apply. Repeated infringements of this requirement are likely to see a person's DA revoked.

What do I do with my DA once I receive it?

PHV DAs are issued electronically, rather than as a laminated photo card (which occurred previously and still occurs for taxi and bus drivers).

PHV drivers must have their DA with them whenever they are providing a public passenger service. A driver must produce the DA for inspection if requested by an authorised officer. Authorised officers include Roads and Maritime Compliance and Enforcement Officers and the NSW Police. PHV drivers may produce their DA on a smartphone or tablet phone along with photo identification, although it is recommended that they also print it and carry it in their vehicle. Fines apply if a driver does not have their DA with them when they are driving the PHV.

PHV drivers are not required to display their Driver Authority in their vehicle, but they are encouraged to make it available for inspection by passengers if requested.

Safety requirements

What safety requirements do I need to do to satisfy?

If you hold a current DA and you wish to carry on a hire car service (eg rideshare), you must meet safety conditions that apply to accredited hire car operators under the Regulations. 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.

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.