A new framework for point to point transport

We’re cutting red tape for the point to point industry
From day one we’re removing more than 50 pieces of unnecessary regulation which will allow the industry to focus on how to deliver more innovative customer services. By 2019, these reforms will deliver more than $30 million a year in savings.

Focus on safety
The new law will assign clear accountabilities to ensure services meet the NSW Government’s safety and security standards.

Booked services subject to fewer restrictions
Under the reforms, the booked point to point market will be opened up and competition increased.

Ridesharing drivers to operate legally
From day one rideshare drivers will be permitted to operate legally, provided they get a hire car driver authorisation and have a business registration for their car.

A strong new safety regulator
The new framework will be overseen by a new safety regulator that will have unprecedented powers.

Safety
We’re maintaining safety standards
Drivers of point to point services, including taxis, will have to undergo medical checks, criminal background checks and meet high driver standards. Importantly, if they don’t meet the standards, they simply will not be able to drive a point to point vehicle.

Taxi and booking companies will be held accountable
There will be a modern safety regime with the new regulator in place. The regulator will focus on ensuring that taxi and booking companies are meeting their obligations. This will ensure the safe provision of services instead of handing out infringement notices to drivers for minor offences - most of which are not related to the safety of the services.
Changes to industry

Greater competition means more customers
Taxi drivers will be better off under the new regulatory regime. We know customers take more taxi trips when costs go down and these reforms will mean more opportunities for drivers.

Rank and hail stays the same
Taxis will continue to have exclusive access to the rank and hail market, which represents 70 per cent of a taxi driver’s work. Less red tape means lower costs.

The removal of unnecessary regulations that have nothing to do with safety will reduce red-tape by about $30m each year and give drivers more opportunities to maximise their earnings.

Industry adjustment assistance available
Reform on this scale won’t be easy for everyone. That’s why there is a $250 million industry structural adjustment package to provide assistance to perpetual licence owners to adjust to changes in the regulatory framework for booked services, and to provide financial assistance for those facing hardship. A range of business advisory support initiatives will be rolled out by the Office of the NSW Small Business Commissioner to support existing industry participants to adjust to the new operating environment in NSW.

The new regulator

Unprecedented powers
A new stand-alone regulator will be the toughest regulator the NSW point to point transport industry has ever had. It will have extensive investigative and information gathering powers and will be able to initiate prosecutions for serious matters.

Tough fines for non-compliance
The new regulator will have the power to impose significant fines against taxi and booking companies that do not meet their safety obligations. In addition, the new laws will include maximum court-imposed fines based on how much profit the company generates, which may be in the millions of dollars. Courts will also be able to impose prison terms of up to two years for nominated directors and managers found guilty of serious safety breaches.