



## Who is this user guide for?

This user guide is for taxi licence owners who wish to submit an application for financial assistance using the online application system.

This user guide is designed to help taxi licence owners through each step of the online application system for financial assistance.

## Financial assistance for taxi licence owners

A financial assistance scheme with a value of \$760 million will be made available to owners of eligible taxi licences. This will assist taxi licence owners adjust to the removal of any limits on taxi licence supply.

The financial assistance scheme will be funded by the passenger service levy, which will be increased by 20 cents to \$1.20 (ex GST) from 1 July 2023. The levy will remain in place until the end of 2030.

## Important information

The application process for financial assistance will open on **1 February 2023** and close on **31 May 2023**.

Eligible licence owners will not need to provide taxi licence certificates as part of an application for financial assistance.

Ensure your contact details are correct and up to date with the NSW Point to Point Transport Commissioner.

If you have checked this guide and still can't resolve your issue, please call our contact centre on **131 727** and a team member will assist you.

For more details visit the [Transport for NSW website](https://transport.nsw.gov.au).

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# Introduction

## Purpose

The purpose of this document is to provide guidance on using the online application system for the Financial Assistance scheme for eligible taxi licence owners.

From 1 February 2023, taxi licence owners can apply online for financial assistance payments and will be assessed based on the eligibility criteria.

This scheme is separate to the transition to the new taxi licensing framework, which is being managed by the Point to Point Transport Commissioner. For more information on the transition process visit <https://www.pointtopoint.nsw.gov.au/taxi-licensing/taxi-licence-reforms>.

## Eligibility for financial assistance

Detailed information about the eligibility criteria can be found on the [Transport for NSW website](#).

In summary, financial assistance will be available in relation to the following eligible taxi licences: TX01, TX01A, TX05, TX06, TX06A, TX08, TX13, TXHAP, TX01New, TX01WoI, TX50, TX50A, TXC1, TX04WoI, TX51, TXHAPTR.

To be eligible, an **individual owner** or a **corporate owner** must own an eligible licence on 21 September 2022 and continue to own that licence on 1 February 2023.

To be eligible, a **joint owner** must jointly own an eligible licence on 21 September 2022 and continue to own that licence with the same joint owners on 1 February 2023.

To be eligible, a person who became the owner of an eligible licence under a property settlement or as a beneficiary of a will or probate after 21 September 2022 can apply for financial assistance, provided all other eligibility criteria are met.

## Management of information

When you use the application system, Transport for NSW will collect your information to assess your application.

Your information will be managed by Transport for NSW in accordance with the *Privacy and Personal Information Protection Act 1998*.

For further information, please see our [Privacy Management Plan](#) or [contact us](#).

If you wish to access, correct or remove your personal information, please [contact us](#).

# Before you start

You will need some information and documents to complete your application. This section provides an overview of the things that you will need to collect before starting your application.

## Email address needed to create account

Each person who wishes to submit an application for financial assistance using the online application system will need an email address. Each email address can only be used once for a single application.

If you need to submit two applications, for example as the individual owner of an eligible licence, and as the authorised representative of a corporation that owns an eligible licence, you will need to have two different emails to submit the applications online.

## Information required: taxi licence details and contact information

You will need to provide contact information about the licence owner and the details of the eligible taxi licence. You will need to provide your taxi licence number, last known registration plate number (T or TC plate number) and the date you acquired the licence, to the best of your knowledge. This information will assist to locate the records relating to your taxi licence(s) to assess your application.

If you do not have access to this information, please call **131 727** for assistance.

You will also be able to nominate an application contact person. This person will receive all email correspondence via the supplied email address. This can be the same email address used to create the account or can be a different email address.

## Documents required

### An individual owner of an eligible taxi licence

If you are an individual that owns an eligible taxi licence, you will need to provide documents to prove your identity.

If you own 10 or more licences, you will have to upload an excel spreadsheet that contains the details of the licences you own. The excel spreadsheet will need to include the licence number, the last known registration number and the date of acquisition or last known transfer date.

### Joint owners of an eligible taxi licence

If you own an eligible taxi licence with one or more other people under a partnership or other arrangement, the person making the application will need to provide:

- documents to prove the identity of each joint owner, and
- evidence that you are authorised to make the application on behalf of all taxi licence owners. A form can be downloaded from the [Transport for NSW website](#).

If you own 10 or more licences, you will have to upload an excel spreadsheet that contains the details of the licences you own. The excel spreadsheet will need to include the licence number, the last known registration number and the date of acquisition or last known transfer date

## **Body corporate owners of an eligible taxi licence**

If you are making the application on behalf of a corporation that owns an eligible taxi licence, the person making the application will need to provide:

- documents to prove the identity of the applicant
- evidence that the corporation is a legal entity. You will need to provide either an ABN or an ACN for the corporation, and
- documents to prove the person making an application is a director or other person authorised by the corporation. If the person making the application is not a director of the corporation, they will need a letter on company letterhead authorising them to make the application.

If you own 10 or more licences, you will have to upload an excel spreadsheet that contains the details of the licences you own. The excel spreadsheet will need to include the licence number, the last known registration number and the date of acquisition or last known transfer date.

## **Preferred web browser**

For the best experience, please use either Google Chrome or Firefox web browsers to access the online application for financial assistance. You may experience issues when using Internet Explorer and Edge.

# Starting your application

## Creating a new account

**Warning:** Your account details should not be shared with anyone else.

Visit the point to point transport reforms page on the [Transport for NSW website](#) and click **Apply**.

This will take you to the page to create a new account so you can start your application process.

To create an account you will need to enter your:

- First name
- Last name
- Email address
- Password
- Confirm password






You will receive an email confirming the creation of your account. Please save this email for future reference.

Once you have created your account, you will be automatically logged in and will be able to enter the information required to complete your application.

At any stage when you are entering your information, you can save and exit the application and return to it at a later time.



### Create Account

 First Name
 Last Name
 Email
 Create Password
 Confirm Password

**Sign Up**

[Already have an account?](#)

## Logging into your account

The log in page can be accessed via the [Transport for NSW website](#). A link to the log in page is also included in the confirmation email you received after successfully creating an account.

You will need to use the log in page if you have already created an account.

You may have previously saved and exited a partially completed application and wish to return to review or finish your online application.

**Tip:** adding the log in page address to your favourites in a web browser may be helpful in accessing your online application.

## Username

Your username is the email address you provided to create your account.

The information about the account will be in the email you received after creating the account.

**Note:** ticking the **Remember me** box may allow others who use your computer to access your financial assistance scheme application account.

## Password

If you cannot remember your password, click on the **Forgot your password?** link to receive an email with instructions for changing your password. This email will be sent to the email address you used to create the account.



# Completing your application

To start a new application, consider the collection notice below.

To progress to the next stage of completing your application you will need to agree to this notice by clicking on the box next to **I agree** under the privacy collection notice. Then click the **Next** button to enter information about your application for financial assistance.

Financial assistance applications for taxi licence owners

**Collection Notice**

Transport for NSW (TfNSW) is committed to protecting your personal information. TfNSW is administering a financial assistance scheme in connection with the reforms to taxi licencing in NSW. Information collected from you will enable eligible licence owners to access financial assistance under the scheme. Providing personal information is voluntary, however eligible licence owners may not be able to access financial assistance if you do not provide the personal information required.

For the purpose of assessing eligibility for financial assistance, TfNSW will also use information about licence owners held by the Point to Point Transport Commissioner. TfNSW will not publish or disclose any personal information collected to third parties unless you consent or as authorised by law.

Your information will be managed by TfNSW in accordance with the *Privacy and Personal Information Protection Act 1998*. For further information, please see our Privacy Management Plan at [www.transport.nsw.gov.au/about-us/transport-privacy](http://www.transport.nsw.gov.au/about-us/transport-privacy) or contact TfNSW at [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au).

If you wish to access, correct or remove the personal information collected by us you can email [pointpoint@transport.nsw.gov.au](mailto:pointpoint@transport.nsw.gov.au)

I Agree

## Provide information about your taxi licence ownership type

Applications for financial assistance can be made by eligible taxi licence owners who are:

- an individual owner, including deceased estates of individual owners
- joint owners, being 2 or more persons who own the licence jointly under a partnership or other agreement (e.g. a trust). This includes deceased estates of a person who was a joint licence owner
- a body corporate.

Select which type of licence owner you are and click **Next**.

Financial assistance applications for taxi licence owners

\*Please select your licence ownership type

Individual licence owner (including deceased estates)

Joint licence owner (including deceased estates)

Corporate licence owner

For assistance contact 131 727 or [click here](#).

**Next**

## Provide licence owner contact details

You will need to provide slightly different information depending on the licence ownership type. Please refer to the section below that is applicable to your licence ownership type.

**Note:** A red asterix \* next to a field means that you must enter information. You will not be able to progress to the next stage of the application if these fields are left blank.

### Individual licence owner details

Complete the required fields and click the **Next** button.

Financial assistance applications for taxi licence owners

**Individual Licence Owner**

**Licence Owner Information**

\* First & middle name  Complete this field.

\* Last name

\* Contact number  If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Date of Birth

**Registered Address of licence owner**  
(i) the address which is registered with the NSW Point to Point Transport Commissioner

\* Street Number

\* Street Name

\* City

\* State

\* Postcode

Postal Address same as Registered Address  Yes

**Application contact person**

Please list the details of the primary contact person for application correspondence.

\* First & middle name

\* Last name

\* Contact number  If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Email

For assistance contact 131 727 or [click here](#).

To save and leave the application select "Save and Exit".

You can save your progress and return to finish your application at a later time by clicking the **Save and Exit** button at the bottom of the page.

**Note:** the registered address is where the cheque for the payment will be sent, if you are eligible for a payment, unless you have nominated a separate postal address.

## Application contact person

This is the screen you will see if you are the contact person for an application.

**Note:** A red asterix \* next to a field means that you must enter information. You will not be able to progress to the next stage of the application if these fields are left blank.

Complete the fields with your information and click the **Next** button to continue your application.

### Application contact person

Please list the details of the primary contact person for application correspondence.

\* First & middle name

\* Last name

\* Contact number

If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Email

you@example.com

For assistance contact 131 727 or [click here](#).

To save and leave the application select "Save and Exit".

Save and Exit

Previous

Next

**Note:** the email you provide for the application contact person will be used by Transport for NSW for communications about this application.

**Note:** always save an unfinished application before exiting by click the **Save and Exit** button

## Joint licence owner details

You will need to enter details for each person that is a joint owner of a licence.

First select the number of people that jointly own the licence by using the drop-down menu.

You will need to enter the name, contact phone number and date of birth for each of the joint licence owners.

**Note:** A red asterisk \* next to a field means that you must enter information. You will not be able to progress to the next stage of the application if these fields are left blank.

Financial assistance applications for taxi licence owners

**Joint Licence Owner**

\*Number of Licence Owners in Joint Application

2

**Licence Owner 1**

I confirm that I have been authorised to complete this application on behalf of all joint licence owners.

\* First & middle name

\* Last Name

\* Contact number   
If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Date of Birth

**Joint Eligible Licence Owner Authorisation**

Please add the details of any other licence owners who hold joint ownership of this licence.

**Licence owner 2**

\* First & middle name

\* Last Name

\* Contact number   
If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Date of Birth

**Application contact person**

Please list the details of the primary contact person for application correspondence.

\* First & middle name

\* Last name

\* Contact number   
If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Email   
you@example.com

## Joint eligible licence owner authorisation

As the person making the application on behalf of all the joint owners, you will need to provide evidence that you are authorised to do so.

Use the link on the page to download the joint licence owner authorisation form. This document must be signed by the joint taxi licence owners to authorise the person submitting the application form for financial assistance on behalf of the joint owners.

Once signed, scan and upload the document by clicking the **Upload Files** button.

When complete, click the **Next** button.

**Note:** you can save your progress and return to complete your application at a later time by clicking the **Save and Exit** button at the bottom of the page.

## Application contact person

Enter the name, contact phone number and email address for the person who will receive all emails and phone calls about the application.

**Note:** A red asterisk \* next to a field means that you must enter information. You will not be able to progress to the next stage of the application if these fields are left blank.

**Application contact person**

Please list the details of the primary contact person for application correspondence.

* First & middle name	* Last name
<input type="text"/>	<input type="text"/>
* Contact number	* Email
<input type="text"/> <small>If the phone number is an international number (outside of Australia), please prefix with a country code.</small>	<input type="text" value="you@example.com"/>

**Registered Address of Authorised Applicant**

* Street Number	* Street Name
<input type="text"/>	<input type="text"/>
* City	* State
<input type="text"/>	<input type="text" value="NSW"/>
* Postcode	
<input type="text"/>	

Postal address is same as Registered business address

**Please attach your joint tax licence owner authority**

[Click here](#) to download the joint tax licence owner authority

\* Upload signature registry

Or drop files

For assistance contact 131 727 or [click here](#).

To save and leave the application select "Save and Exit".

**Note:** always save an unfinished application before exiting by click the **Save and Exit** button

## Corporate licence owner details

The person making an application on behalf of a corporation that owns an eligible licence will need to provide details of the company's name and the Australian Business Number (ABN) or Australian Company Number (CAN). They will also need to provide their name, contact phone number and date of birth.

Enter the name, contact phone number and email address for the person who will receive all emails and phone calls about the application.

You can enter both a postal and a business address for the company. The postal address is where the cheque for the payment will be sent if you are eligible for a payment.

If the postal address is the same as the business address, you can click on the blue toggle next to "Postal address is the same as business address".

**Note:** A red asterisk \* next to a field means that you must enter information. You will not be able to progress to the next stage of the application if these fields are left blank.

Financial assistance applications for taxi licence owners

### Corporate Licence Owner

\* Company name or business name  
  
Complete this field.

\* ABN or ACN

### Nominated Director or Authorised Manager

\* First & middle name ?

\* Last name ?

\* Contact Number   
If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Date of Birth

### Application contact person

Please list the details of the primary contact person for application correspondence.

\* First & middle name

\* Last name

\* Contact number   
If the phone number is an international number (outside of Australia), please prefix with a country code.

\* Email

### Business Address

\* Street Number

\* Street Name

\* City

State

\* Postcode

Postal Address is same as business address  Yes

### Upload evidence of corporate identity

\* Upload evidence of corporate identity and letter of manager authorisation (where applicable).

Or drop files

**Note:** always save an unfinished application before exiting by click the **Save and Exit** button

## Uploading supporting documents

All the documents outlined below can be included in your application by using the **Upload Files/Drop Files** function at the bottom of the page.

Use the **Upload Files/Drop Files** function to provide evidence that the corporation is a legal entity. This can be shown by uploading a certified copy of one of the following:

- Certificate of Registration for a company
- Current Company Extract
- Certificate of Registration on Change of Name
- Printed extract from the [Australian Securities & Investments Commission \(ASIC\) website](#).

You will also need to upload evidence that you are a director (also referred to as an office holder) of the corporation by providing an extract from the Australian Securities and Investments Commission (ASIC) website at [www.asic.gov.au](http://www.asic.gov.au)

If the authorised representative is not listed as a director or authorised representative on the organisation's identity documentation and will be acting on behalf of the company, you will also need to upload a **letter of authorisation** signed by a listed director or authorised representative, on a company letterhead.

Once complete, click the **Next** button.

**Note:** you can save your progress and return to complete your application at a later time by clicking the **Save and Exit** button at the bottom of the page.

## Provide details of the number taxi licences owned

Select how many taxi licences you own and click the **Next** button.

If you select 1-9, the next screen will have space for you to enter the details of each taxi licence you own.

If you select 10+, you will be able to upload an excel spreadsheet with has the details of each taxi licence you own. This is to save you the effort and time of entering the details of each licence.

Financial assistance applications for taxi licence owners

Please specify the number of licences that you have.  
Please ensure all licences owned are included.

\* Number of Licences

1-9

10+

To save and leave the application select "Save and Exit".

Save and Exit Previous Next

## Entering details for 1-9 licences

For each taxi licence enter the:

- Taxi licence number
- Last known registration (plate) number
- Date acquired or last known transfer date

You can enter details of both metropolitan Sydney taxi licences and regional taxi licences in the same application.

Please complete these fields to the best of your knowledge. Transport for NSW may contact you in to clarify information provided.

To enter additional taxi licence details, tick the **Add Additional Licence** box.

**Note:** you will need to enter information in each of these three fields: Licence Number Last known registration (plate) number and Date acquired or last known transfer date. You will not be able to proceed to the next stage of the application if any of these fields are left blank.

You do not need to provide a taxi licence certificate.

Financial assistance applications for taxi licence owners

Please ensure all licences owned are included.

▼ Taxi Licence 1

\*Licence Number

\*Last known registration (plate) number

\*Date acquired or last known transfer date

Add Additional Licence

To save and leave the application select "Save and Exit".

### Important information

Payment will be made for up to 6 eligible licences per licence owner with the Metropolitan Sydney zone.

There is no cap on the number of eligible licences per licence owner that will be eligible for outside of the Metropolitan Sydney zone.



## Entering details for more than 10 licences

If you own more than 10 licences, please use the **Upload Files/Drop Files** function to provide an excel spreadsheet containing all owned licences with the following headings:

- Licence number
- Last known registration number
- Date of acquisition or last known transfer date

Once you've uploaded your excel spreadsheet, click the **Next** button.

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Financial assistance applications for taxi licence owners

[Add licence details](#)

Please add the details of all the licences that you own in a single document.  
Please include the following details.

- Licence Number
- Last known registration number
- Date of acquisition/ last known transfer date.

Please attach your licences in a single upload.

Upload File

[Upload Files](#) Or drop files

To save and leave the application select "Save and Exit".

[Save and Exit](#)

[Previous](#) [Next](#)

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## Proof of Identity

Applicants must submit 100 points of certified identification including a minimum of 1 primary document.

Upload files by ticking the relevant document type and then use the Upload Files/Drop Files function to upload your document to your application.

With applications for joint licence owners, a separate page will appear for each licence owner to upload proof of identity documents. Each of these pages will display the name of one licence owner at the top of the screen.

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Financial assistance applications for taxi licence owners

Please upload **100 points of proof of identity from the below list, including at least one (1) certified primary document.**

All documents must be certified in the last three (3) months as true copies of the original.

For assistance contact 131 727 or [click here](#)

Please upload documents : Kim Test

**Applicant must produce a minimum of one (1) certified primary document.**

∨ Certified Primary Documents - 70 Points

\* List of Primary Documents

- Full Australian Birth certificate (not an extract)
- Birth card issued by the New South Wales Registry of Births, Deaths and Marriages
- Australian Citizenship certificate
- Current passport
- Expired passport which has not been cancelled and was current within the preceding two(2) years
- Other document of identity having the same characteristics as a passport (e.g. this may include some diplomatic documents and some documents issued to refugees)

\* Upload certified primary documents

Or drop files

∨ Certified Secondary Documents - 40 Points (Document must have a photograph and a name)

List of Secondary Documents-40 Points

- Driver licence issued by an Australian State or Territory
- Service NSW photo card
- Licence or permit issued under a law of the Commonwealth, a State or Territory Government - (eg a boat licence)
- Identification card issued to a public service employee
- Identification card issued by the Commonwealth, a State or Territory Government as evidence of the person's entitlement to a financial benefit
- An identification card issued to a student at a tertiary education institution

**Note:** for more information on Proof of Identity and certifying documents please see the Proof of Identity factsheet on the [Transport for NSW website](#).

Repeat the same process for each secondary document type you wish to include in your application. Select the relevant document type and then use the Upload Files/Drop Files function to upload your document to your application.

✓ Certified Secondary Documents - 25 Points (Document must have a name and address on)

List of Secondary Documents-25 Points

- A document held by a cash dealer giving security over your property
- A mortgage or other instrument of security held by a financial body
- Council rates notice
- The Electoral roll compiled by the Australian Electoral Office and available for public scrutiny
- Document from your current employer or previous employer within the last two years
- A document from a rating authority (e.g. land rates)
- Document from the Credit Reference Association of Australia

Upload certified secondary documents

Or drop files

✓ Certified Secondary Documents - 25 Points (Document must have a name and signature on)

List of Secondary Documents-25 Points

- Marriage certificate (for maiden name only)
- Credit card
- Medicare card (signature not required on Medicare card)
- EFTPOS card

Upload certified secondary documents

Or drop files

✓ Certified Secondary Documents - 25 Points (Document must have a name and address on)

List of Secondary Documents-25 Points

- Records of a public utility - phone, water, gas or electricity bill
- Records of a financial institution
- A record held under a law other than a law relating to land titles
- Lease/rent agreement
- Rent receipt from a licensed real estate agent

Upload certified secondary documents

Or drop files

**Note:** for more information on Proof of Identity and certifying documents please see the Proof of Identity factsheet on the [Transport for NSW website](#).

# Reviewing and submitting your application

## Reviewing your application

After submitting 100 points of certified proof of identity, you will see a summary page to check your details before submitting your application.

Read through the information you have provided to make sure everything is correct.

If you wish to change the information you have provided, use the **Previous** button to return to a previous page so you can make changes.

Applicants must submit 100 points of identification including a minimum of 1 primary document.

Financial assistance applications for taxi licence owners

Please carefully review your application details. Changes cannot be made once the application has been submitted.  
To make changes, please use the [Previous](#) button to navigate to the appropriate page.

### ∨ Licence Ownership Type

Individual licence owner (including deceased estates)

### ∨ Primary Licence Owner

First and Middle Name : K

Last Name : W

Contact Number : 131

Date of Birth : 1 January 1980

### ∨ Registered Address

Street Number : 1

Street Name : W

City : D

State : NSW

Postcode : 2000

### ∨ Postal Address

Street Number : 1

Street Name / P.O. Box Number : W

City : D

State : NSW

Postcode : 2000

### ∨ Licence Information

Number of Licences Entered

1

### ∨ Licence Details

Taxi Licence - 1

Licence Number : 123

Last Known Registration Number : T1111

Date Acquired : 1 January 1980

✓ POI Documents Uploaded  
 Documents Uploaded :  
 Primary Documents-70 Points : operating-area-zone-allocations (3).pdf  
 Secondary Documents-40 Points : operating-area-zone-allocations (3).pdf  
 Secondary Documents-25 Points-Category 1 :  
 No Documents Uploaded.  
 Secondary Documents-25 Points-Category 2 :  
 No Documents Uploaded.  
 Secondary Documents-25 Points-Category 3 :  
 No Documents Uploaded.  
 Secondary Documents-25 Points-Category 4 :  
 No Documents Uploaded.

For assistance contact 131 727 or [click here](#).  
 To save and leave the application select "Save and Exit".

## Submitting your application

Once you have checked that all your information is correct, read the Acknowledgement and Declaration before continuing.

If you agree with the Acknowledgement and Declaration , tick the box to the left of **I Agree** to accept the declaration. You will need to agree to the Acknowledgement and Declaration before you can submit your application.

Click the **Finish** button to submit your application

Financial assistance applications for taxi licence owners

**Acknowledgement and Declaration**

- I have read and agree to the Terms and Conditions.
  - [Click here to read the Terms and Conditions](#)
- I accept that if the Terms and Conditions are not met, I/we may not be entitled to receive or retain a transitional assistance funds payment.
- I have completed the application form and I declare that copies of documents in support of this application are a true certified copy of the original documents.
- I understand that my application is supplied voluntarily but cannot be processed unless I provide all information as required and that Transport for NSW may contact me to provide further evidence or documents to process the application.
- I consent to the use of the personal information provided in this application or otherwise held by Transport for NSW and the Point to Point Transport Commissioner for the purpose of:
  - assessing my eligibility to receive transitional assistance funds;
  - making a transitional assistance funds payment.
- I understand that my eligibility to receive transitional assistance funds will be assessed based on information provided in this application and information held by Transport for NSW and the Point to Point Transport Commissioner and such further information as is provided by me upon request.
- I have attached evidence of the identity of each licence owner listed on the application.
- I authorise Transport for NSW to address all correspondence relating to this application to the nominated address and person.
- I acknowledge that making a false or misleading statement on or in connection with this application is an offence under NSW laws and if I otherwise engage in any Improper Conduct as defined in the Point to Point Transport (Taxis and Hire Vehicles) Act 2016 my application can be refused and I may be required to repay the transitional assistance funds and I may also be subject to criminal prosecution.
- I declare that to the best of my knowledge the information provided in the application is true, correct and accurate in every detail.

I Agree

To apply, press "Finish". To save and leave, press "save & exit".

## Application submitted

Once you have submitted your application, you will be provided with a reference number.

An email confirming that your application has been submitted will be sent to the email address you provided for the application contact.

You will also be notified by email once your application has been assessed.

If your application is successful, a cheque for the approved amount of financial assistance will be sent to the registered address you provided in your application, unless you have nominated a separate postal address on

when entering licence owner details.

### New Application

Financial assistance applications for taxi licence owners

**APPLICATION SUBMITTED**

REF : 00001056

Your application has been successfully submitted.

A summary of your application details has been emailed to you.  
Please await further contact with regard to your application outcome.

Note: it is helpful to provide your reference number when you phone the contact centre on **131 727**.

# Further assistance

If you have checked this guide and still can't resolve your issue, please contact our contact centre on **131 727** and a team member will assist you.

For more details visit the [Transport for NSW website](#).