



Transport for NSW

Taxi Transport Subsidy Scheme

Information booklet for applicants and participants
(including terms and conditions of the scheme)



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1 Taxi Transport Subsidy Scheme

The Taxi Transport Subsidy Scheme (TTSS) supports NSW residents who are unable to use public transport because of a severe and permanent disability.

If you're eligible, you could receive a subsidy of 50% of a taxi fare, up to a maximum subsidy of \$60 and only pay the remaining fare. This includes travel in wheelchair accessible taxis.

To apply for the TTSS, you must:

- be a permanent resident of Australia
- normally reside in NSW
- not be a member of a similar scheme in another Australian state or territory
- be over school age (preschool-aged children, regardless of disability, are not eligible)
- have a severe and permanent disability in one of the following categories:
 - ambulatory, mobility or functional
 - visual impairment
 - epilepsy
 - intellectual disability (cognitive impairment)
 - speech and/or hearing.

Participation in TTSS is not means tested.

2 As an applicant

Please ensure you review the Terms and Conditions of the TTSS Scheme including how Transport will handle your personal health information before applying.

Information on the privacy of your personal and health information is set out in section 11 of this booklet and Terms and Conditions are in section 12. Our privacy policy is also included on the application form.

In assessing your eligibility, we use an independent medical advisor to review your medical condition(s). The recommendation of the medical advisor in conjunction with your overall application will determine whether or not you are accepted into the scheme.

If your application is successful you will be required to comply with the Terms and Conditions applicable to the TTSS.

2.1 How the scheme operates

If approved to the scheme you will receive:

- a TTSS Smartcard
- a book of TTSS paper travel docketts.

At the start of your trip you can tell the driver you are a TTSS participant.

The driver must start a meter to calculate your fare. At the end of your trip the driver will stop the meter, and the full fare will be displayed on the payment terminal or the driver will type it in. The driver will then select TTSS on the payment terminal and the subsidy portion of your fare will be deducted from the total balance of your trip.

You must pay then pay the remaining balance of the fare with cash, card or via your account

You can use your smartcard or travel docketts for all your taxi travel in NSW.

For interstate travel, specific interstate travel docketts should be used. Please see section five of this booklet for more information on applying for interstate travel docketts.

2.2 How the subsidy is calculated

The subsidy is 50% of the total fare to a maximum of \$60 per trip.

For example:

If the total fare is \$80, you can use your TTSS Smartcard or paper travel docket to pay \$40 of the fare and pay the remaining \$40 yourself.

If the total fare is \$140, you can use your smartcard or travel docket to pay \$60 (maximum subsidy) of the fare and pay the remaining \$80 yourself.

Multi hires and shared rides

If you're using a paper travel docket in a multi hire, the subsidy is applied to the portion of the fare that each person pays.

With the TTSS Smartcard, one participant can use their card to deduct the TTSS subsidy component of the total fare.

If applicable, the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) payment will also be recorded from the smartcard. The remaining portion of the fare can be split between the participants.

Drivers are entitled to the WATDIS for each M50 passenger that travels in a wheelchair within the vehicle.

If you or other passengers in a maxi-taxi are TTSS participants, you can use one of your smartcards to cover the subsidy component of the fare. If you're sharing the maxi-taxi with M50 cardholders, drivers can select an option to allow each M50 participant to tap their card to record the WAT count.

Further information on multi-hire fares is available on our website.

2.3 TTSS Smartcard

The TTSS is in the process of transitioning away from manual paper travel docketts used to manage the subsidy portion of a fare in favour of a smartcard.

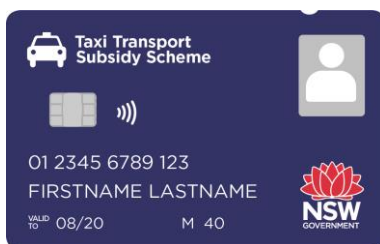
The credit card sized smartcard is easier to carry, includes a photo for added security and also indicates if you travel in a standard taxi (M40) or if you require a wheelchair accessible taxi (M50).

The smartcard works by tapping on the taxi payment terminal at the end of your trip, instead of filling in a paper travel docket. When you tap the smartcard, it will automatically register you are eligible for the taxi fare subsidy. You will then pay the remaining portion of the fare with cash or card like you normally do.

Your eligibility for the TTSS subsidy will not change and you will continue to receive a subsidy of 50% of your fare up to \$60 per trip.

The smartcard is being rolled out in phases, so there is no need to apply. When this is available in your region you will be notified with instructions on how to receive your smartcard.

Until you have your smartcard you can continue to use the paper travel docketts. While the smartcard is being rolled out we recommend continuing to carry two paper docketts as a backup.



Left image: The TTSS Smartcard.

2.4 How to apply for the TTSS

To apply to participate in the TTSS:

1. Obtain a copy of the official application form using the details at the end of this booklet or online at transportnsw.info/ttss-application-form
2. Complete PART A of the application form.
3. Take the application form to your doctor who will complete the remaining relevant questions on the form (PART B) and provide their details (PART C).
4. You and your doctor need to provide all required and requested information on your application form as specified. If your application form is missing

information we will return it to you for correction and the assessment of your eligibility to participate in the scheme will be delayed.

5. Send the completed application form to the mailing address on the form or submit this online at transportnsw.info/concessions-application. It is important to make sure you submit a photo with your application for your smartcard. The photo can be taken by a friend, carer or family member on a mobile phone or using a camera. It does not need to be an official passport photo, but should be passport sized if sent in via mail. The photo must clearly show your face and only the top of your shoulders.

When submitting a photo online please ensure this is no larger than 10 megabytes (10 MB) and is submitted as a jpg, jpeg, gif or png file. Please note, if your photo does not meet these requirements, you will be required to send us another photo and this may delay you receiving your smartcard.

3 Review of decisions

You may seek a review of any decision to decline your application for admittance to the scheme or to suspend or remove you from the scheme by writing to the Secretary, Transport for NSW at the address provided in this booklet.

Your request for review should specify the reasons why you think the decision was wrong.

4 Catching a taxi

If you require a wheelchair accessible taxi in the Sydney Metropolitan area you can book the taxi with Wheelchair Book & Ride, or let the taxi operator know when you make a booking in Newcastle, Wollongong or country areas.

You can book a standard taxi through a taxi network, hail a taxi off the street, take a taxi at a taxi rank or ring a driver direct. Contact details are below:

Wheelchair Book & Ride: 139 000

Visit transportnsw.info/bookandride

Other taxis:

13cabs: 13 2227

ABC Taxis: 13 2522

Legion Cabs: 13 1451

Lime Taxis: 13 5463

Manly Warringah Cabs: 13 1668

Premier Cabs: 13 1017

RSL Cabs: 9581 1111

South Western Cabs: 13 2788

St. George Cabs: 13 2166

Combined Taxis Services: 13 3300

VIP Cabs: 8978 3500

Cumberland: 13 28 24

Newcastle

Newcastle Taxi Services 13 3300

Wollongong

Illawarra Cabs 4229 9311

Central Coast

Central Coast Taxis 1300 665 777

Other country areas

Phone your local taxi operator

Where possible it is advisable to book wheelchair accessible taxis in advance.

If you live in Newcastle, Wollongong or country NSW you can book both conventional and wheelchair accessible taxis through your local operator.

While some country NSW areas may only have conventional taxis for use by TTSS participants, an increasing number of wheelchair accessible vehicles are becoming available. In country towns where a wheelchair accessible taxi has been introduced by an operator, that operator should be your first choice for all taxi transport.

5 Travelling interstate

Your TTSS Smartcard and paper travel docketts cannot be used in other Australian states or territories with the exception of the border towns of:

- Albury / Wodonga
- Echuca / Moama
- Tweed Heads / Coolangatta
- Cobram / Wahgunyah
- Queanbeyan / Canberra.

You may be able to get subsidised taxi fares when you visit another state or territory by getting interstate travel docketts before you travel.

To request interstate travel docketts to be issued in your name you must contact the Taxi Transport Subsidy Scheme using the contact information at the end of this booklet.

You should request your interstate travel docketts at least 10 business days prior to your expected date of departure to allow time for them to be printed and mailed to you.

Please note: Interstate travel docketts cannot be used for travel commencing in NSW.

6 Lost, stolen or damaged smartcard

If you lose your smartcard or it gets stolen or damaged, you must contact Transport for NSW as soon as possible to report it as lost or stolen. You can request a replacement by using one of the following methods:

- Call Transport for NSW on **131 500** to request a replacement; or
- Request a replacement smartcard online using the feedback form at transportnsw.info/concessions-application

A replacement fee may apply. You will be required to pay the full taxi fare until you receive your replacement smartcard.

7 Ordering a new docket book

Each book of travel dockets contains either 20 (interstate) or 50 dockets.

A green re-order form for travel dockets is located in the middle of each book.

All orders for a book of travel dockets must include your full name, address, TTSS account number and date of birth.

If you need to order a new book of travel dockets, you may:

- Complete the re-order form supplied and return it to the address shown on the book reorder form; or
- Write to the scheme's administrative office requesting a new book of travel dockets. If able, you must sign this request. If you are unable to write you can ask someone to write and sign on your behalf; or
- Order your book of travel dockets online using the web form at the end of this booklet.
- Telephone orders are only accepted from participants with a visual impairment.

Please remember: Transport for NSW is currently replacing paper travel dockets with smartcards. We have asked for participants photos to go on the front of the cards. Cards are being sent to participants in a staged rollout. Paper dockets will continue to be accepted until all participants and taxis are using the smartcard.

8 Contact with participants

We will try to contact you in the way you prefer.

If you have provided us with a TTY phone number we will contact you through the National Relay Service (www.relayservice.com.au).

If you are deaf, or have a hearing impairment or speech impairment, you may contact us through the same service:

- TTY users phone **1800 555 677** then ask for **1800 623 724**
- Speak and Listen (speech-to-speech relay) users phone **1800 555 727** then ask for **1800 623 724**
- Internet relay users connect to the National Relay Service (NRS) (www.comunications.gov.au/what-we-do/phone/services-peopledisability/accesshub) then ask for **1800 623 724**.

9 Points to remember

Taxi drivers are required to be as helpful as possible by assisting you into and out of the taxi, restraining wheelchairs and offering reasonable assistance during a trip.

Taxi drivers are not required to have any first aid or personal care skills.

If you need assistance when tapping the TTSS Smartcard, the driver can help you.

If you are unable to handle money or your travel docket when paying your fare, please make sure the driver only takes cash out of your purse or wallet or uses your travel docket with your permission.

Stay COVID safe

- Stay home if unwell
- Wear a mask (please follow the latest advice from NSW Health)
- Practice good hygiene
- Maintain physical distance from others
- Sit in the back seat
- Use contactless payment methods where available
- Handle your own purse/wallet or luggage where possible.

10 How to lodge a complaint

You can submit a complaint about the administration of the scheme by writing to the Concessions Manager at the address provided in this booklet. If you are not satisfied with the response you receive, you may write to the NSW Ombudsman.

If you have a complaint about the use of travel docketts you should contact the scheme's administrative office by telephone in the first instance.

To complain about the quality of a taxi service you can call the Taxi Hotline on 1800 648 478. For most taxi complaints you will be asked to provide:

- Your details
- The date and approximate time of the incident
- The taxi plate number
- The taxi drivers authority number (the photo authority is normally located on the taxi's dashboard or window)
- The taxi network (usually located on the outside front doors of the taxi).

11 Privacy notice

Transport for NSW is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

1. What personal information does Transport for NSW collect?

By making an application for or using the Taxi Transport Subsidy Scheme (the scheme) you will provide personal information to Transport for NSW including: your photo, your name, date of birth, address, contact details, alternate contact details, Medicare number, health information and information about your trip.

There is no requirement for you to provide your personal information to Transport for NSW because applying for the scheme is voluntary. However, if you do not provide the personal information requested Transport for NSW will not be able to process your application.

2. How does Transport for NSW use your personal information?

Transport for NSW collects your personal information to administer and manage the Scheme. Transport for NSW collects your personal information using the application form and through your use of your TTSS Smartcard or travel docketts.

Applicants and participants

In administering and managing the scheme Transport for NSW may use your personal information to:

- assess the eligibility of applicants to the scheme;
- issue smartcards or travel docket books;
- conduct eligibility reviews of participants, if required – to determine your disability meets or continues to meet the scheme eligibility criteria;
- investigate and handle non-compliance with the scheme Terms and Conditions;
- audit your use of smartcard or travel docketts, especially when subsidised payments generated on a participant's account appear to be abnormal or exceed reasonable use;
- use travel history to review calculations of subsidies paid to taxi operators; and
- undertake transport planning and develop transport policy.

If you become a participant in the scheme, then Transport for NSW will collect the travel history of your trips for these purposes.

Alternate contacts

If you are completing the application on behalf of an applicant, then Transport for NSW may collect your personal information for the purpose of contacting you as the authorised alternate contact.

Medical practitioners – collection and purpose

If you are a medical practitioner providing health information about your patient then you will also provide certain personal information to Transport for NSW including: your name, AHPRA registration number, qualification, address and contact details. Transport for NSW collects this information for the purpose of verifying that you are a qualified medical practitioner and contacting you if further health information about your patient is required.

3. Who receives your personal information?

Transport for NSW staff who administer and manage the scheme will use your personal information for administering and managing the scheme.

Transport for NSW also engages contractors to assist in administering and managing the Scheme. Each contractor is required to comply with the PPIP Act and HRIP Act as though they were Transport for NSW. For example, your photo and name will be used by a contractor in order to produce the smartcard on Transport for NSW's behalf.

Transport for NSW's contractors only use your personal information to provide the services Transport for NSW is paying them to provide – this is a use of your personal information by Transport for NSW. The contractors are not permitted to use your personal information for any other purpose.

4. Who does Transport for NSW disclose your personal information to?

To administer and manage the scheme Transport for NSW may disclose your personal information to third parties in limited circumstances:

- Your Medicare details are disclosed to the Department of Health Services for the purpose of verifying the validity of the information; and
- Your personal details are disclosed to the NSW Registry of Births, Deaths and Marriages for the purpose of verifying your continuing eligibility for the scheme; and
- Your personal details and details of your scheme account are disclosed to interstate taxi subsidy schemes for the purpose of verifying you have not been suspended or removed from an interstate scheme or to arrange for interstate taxi vouchers to be issued to you.
- Your personal details are disclosed to the Department of Communities and Justice for the purpose of verifying if you are a participant of the National Disability Insurance Scheme.
- If you are a participant of the National Disability Insurance Scheme, your personal details are disclosed to the National Disability Insurance Agency, for the purpose of ensuring the integrity of the National Disability Insurance Scheme in accordance with section 55 of the National Disability Insurance Scheme Act 2013 (Cth).

Transport for NSW may also disclose aggregated and de-identified information for the purposes of transport policy and planning purposes, transport public funding and passenger transport services safety.

Otherwise, Transport for NSW will not disclose your personal information without your consent or unless permitted or required to by law.

5. How can you access and alter your personal information?

You may access any personal information that Transport for NSW has collected about you. You may also have your personal information corrected if you can establish that it is not accurate, complete or up to date.

If you wish to access, correct or remove your personal information held by Transport for NSW then please contact the Taxi Transport Subsidy Scheme on www.transportnsw.info/concessions-application

6. Which agency is collecting and holding your personal information?

Transport for NSW collects and holds your personal information. Transport for NSW's head office address is:

Transport for NSW
231 Elizabeth Street
Sydney NSW 2000

7. How to find out more about privacy

Your information will be managed by Transport for NSW in accordance with the PPIP Act and HRIP Act. For further information, please go to:

transport.nsw.gov.au/about-us/transport-privacy

If you have a concern or complaint about the way your personal information has been collected, used or disclosed you should contact:

Privacy Team
Legal, Privacy & Information Access Unit
Transport for NSW
PO Box K659
Haymarket NSW 1240

Email: privacy@transport.nsw.gov.au

12 Terms and Conditions

As a Taxi Transport Subsidy Scheme (TTSS) participant, you must use your smartcard or travel docket in accordance with the Terms and Conditions.

A breach of the Terms and Conditions may lead to your removal from further participation in the scheme and/or prosecution.

1. Participant responsibilities

By applying for admittance to the scheme and by using the smartcard or travel docket, you agree to observe the Terms and Conditions of the scheme applicable at the time of use. You acknowledge that you may be suspended or removed from participation in the scheme and/or be prosecuted if you breach these Terms and Conditions. You are responsible for remaining aware of the provisions of the Terms and Conditions, as they apply at the time of travel, as published on the Transport for NSW website or provided to you.

2. Use of the scheme

1. The TTSS provides a subsidy of up to half the metered fare, to a maximum of \$60 subsidy per trip. Only one smartcard or travel docket can be used per journey.
2. When you travel, you must hand the driver either your TTSS Smartcard or a completed travel docket (only if the smartcard cannot be accepted) for 50% of the fare up to \$60. You are required to pay for the remaining fare.
3. A smartcard or travel docket may only be used in a taxi within NSW. A smartcard or travel docket cannot be used in a hire car, bus or any other type of vehicle that is not a taxi.
4. A smartcard or travel docket can be used only by the participant whose name appears on the smartcard or travel docket. The participant must be in the vehicle for the entire duration of the subsidised trip.
5. Your smartcard or travel docket must always be used with your payment to the driver for the subsidised travel. If the smartcard reader is unavailable the driver may use a travel docket for you to claim the subsidy.
6. Once you have been issued a smartcard you must only use a travel docket in the instance where the taxi is not enabled to accept the smartcard. On all other occasions you must use your smartcard.
7. You must not sell, exchange, lend or give away your smartcard or travel dockets to any other person. You are responsible for the safe keeping of your smartcard or travel dockets and you must not leave your smartcard or blank travel dockets with a taxi driver.
8. Your issued smartcard will detail the expiry date of the card. The smartcard will be valid for use until the final day of the month shown on the card.
9. You must provide proof of your identity if requested by a taxi driver and the taxi driver may refuse to provide you with subsidised travel if you are unable to do so. Your smartcard can be used as proof of identity in this instance.
10. Travel dockets or interstate travel vouchers must be fully completed. Wherever possible, you must complete the relevant sections such as date, time, trip details, total fare, the proportion of the fare you pay, the amount of the subsidy (up to a maximum subsidy limit of \$60 per trip) and your signature. On interstate travel vouchers, the State or Territory in which the voucher has been used must also be completed. If you are unable to complete a travel docket or interstate travel voucher yourself:

- a) an accompanying person can complete it and sign on your behalf. The person's relationship to you should also be recorded.
 - b) if you do not have a carer or other person accompanying you, the driver can complete the details on your behalf. The driver should indicate "P.U.T.S." (Passenger Unable To Sign) in the passenger's signature box.
11. If you lose or have your smartcard or travel docket stolen, you must notify Transport for NSW as soon as possible. You may notify Transport for NSW via the online Concessions Enquiry form or by contacting **131 500** Transport Info, and we will arrange for a replacement smartcard or travel docket to be sent to you.
 12. Transport for NSW is not responsible for reimbursing to you any taxi fare expenses where you have been unable to provide your smartcard or travel docket. Where a smartcard is faulty or the payment system is unavailable, you should consult with the driver around your options for an emergency travel docket.
 13. If you change your name or address, you must notify us and advise us of your new details via the online Concessions Enquiry form or by contacting **131 500** Transport Info.
 14. If you change your name, you must send to us a copy of the relevant documents regarding your name change, e.g. marriage certificate, copy of change of name certificate. We will then issue you a new smartcard or book of travel docket in your new name. You must return to us your smartcard or any unused travel docket issued under your previous name.
 15. If your medical condition improves so that you may no longer meet the eligibility criteria you must advise us so your participation in the scheme can be reviewed.
 16. If your medical condition changes so that you now travel in a wheelchair in taxis you must advise us so that your account details can be updated and you can be provided a new smartcard or different travel docket book.
 17. If you are provided with a new book of travel docket for use when travelling in a wheelchair accessible taxi you must return any unused travel docket from your old book(s) to us.
 18. You must co-operate with and respond to a request from us for an eligibility review or an independent medical eligibility assessment.
 19. You must co-operate with and respond to a request from us to provide information to verify that your use of the Scheme is authentic, such as when subsidy payments generated on your account appear to be abnormal or to exceed reasonable use.
 20. You must co-operate with and respond to a request from us for an update of your personal details.
 21. Your smartcard or travel docket must not be used:
 - a) for trips for any purpose when you are not in the taxi
 - b) by your family or friends or any other person.
 22. You must not collude with a taxi driver or any other person to provide false trip details in order to increase the subsidy payable or to avoid or reduce payment of your proportion of the fare.
 23. If using travel docket you must not use more than one travel docket for a single continuous journey to avoid paying or to reduce the fare.
 24. You must not use your travel docket to pay a taxi driver a tip or gratuity.

If your participation in the scheme is cancelled for any reason, your smartcard and all unused travel docket must be returned to us.

3. Managing the scheme

1. Transport for NSW retains the right to regularly review and revise the Terms and Conditions of the scheme as required.
2. We may warn you or we may suspend or remove you from the Taxi Transport Subsidy Scheme in cases, where:
 - a) Transport for NSW is satisfied that you have misused, or have allowed others to misuse, your smartcard or travel docket. Examples of misuse include (but are not limited to) increasing the metered fare value to claim a higher subsidy value, allowing others to use your smartcard for travel; or exchanging travel docket when no valid taxi journey has been taken;
 - b) you fail to comply with a request to undertake an eligibility review or an independent medical eligibility assessment within a stated period of time (usually 6 weeks but dependent on such matters as availability of doctors, etc)
 - c) you fail to respond or to respond meaningfully to a request to verify your use of travel docket within a stated period of time (usually 21 days)
 - d) you fail to comply with a request for updated personal details within a stated period of time (usually 4 weeks).
 - e) you fail to comply with a request for information within a stated period of time (usually 4 weeks).
 - f) we are unable to contact you because you have not informed us of your change of address or similar or
 - g) you have not used your smartcard or a travel docket for a period of three (3) years.
3. You may be suspended for a period of up to 12 months or removed permanently from the scheme depending on the circumstances, which gave rise to the suspension or removal.
4. We reserve the right to extend a suspension for a period of up to a further 12 months or remove you from the scheme if you continue to fail to respond completely to a request from us.
5. If subsequent to being suspended, you do not satisfy a request from us by providing all relevant information within the period of suspension you will be removed from the scheme without further notice.
6. Notwithstanding that you may meet the medical criteria for admittance to the scheme, we may decline your application or remove you from the scheme on the basis that you have previously been suspended or removed from the scheme, or have been suspended or removed from an equivalent scheme of another State or Territory, for a breach of the Terms and/or Conditions of the relevant scheme.
7. You or your delegate may seek a review of a decision to suspend or remove you from the scheme or to decline your application on grounds of a previous suspension or removal from this or an equivalent scheme by writing to the Secretary, Transport for NSW.

4. Verification of use

We may require you to verify your use of your smartcard or travel docket when subsidy payments generated on your account appear to be abnormal or exceed reasonable use.

If you require assistance in responding to a request regarding your use of the scheme you or your delegate may contact us through the contact details on this form. One of our Customer Service Officers will assist you or your authorised delegate to provide the requested information.

Any information you provide is governed by the *Privacy & Personal Information Protection Act 1998* and *NSW Health Records and Information Privacy Act 2002* and may be used only in connection with the purpose for which it is collected or as provided by law.

5. Eligibility reviews and independent medical assessments

We may require you to undergo an independent medical assessment or an eligibility review to determine whether your disability meets or continues to meet the scheme's eligibility criteria. Your application for, or continued participation in the scheme is subject to your cooperation with our request for you to undergo such an assessment or review. You are responsible for any medical fees associated with an eligibility review which involves your doctor completing a new application form. We are responsible for any medical fees associated with an independent medical assessment by a doctor nominated by us.

13 More information or contact us

Online

transport.nsw.gov.au/ttss

transportnsw.info/taxi-subsidy-scheme

transportnsw.info/ttss-application-form

concessions.transport.nsw.gov.au (smartcard photo submission)

Contact us

transportnsw.info/concessions-application

transportnsw.info/contact-us/feedback/point-to-point-feedback

Mailing address

PO Box K659
HAYMARKET NSW 1240