



Transport for NSW

# Taxi Transport Subsidy Scheme

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



## Taxi Transport Subsidy Scheme

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The Taxi Transport Subsidy Scheme, also known as “the TTSS” or “Scheme”, is administered by Transport for NSW.

The Scheme was introduced in 1981 to assist residents of New South Wales who are unable to use public transport because of a qualifying severe and permanent disability.

The Scheme subsidises the travel cost of approved applicants, allowing them to travel by taxi at half fare. From 1 July 2016 the maximum subsidy that can be claimed is \$60.00 per trip.

Participation in the NSW Scheme is not means tested however applicants must meet strict eligibility criteria.

Receipt of an aged, invalid, blind or other pension, or membership of a similar scheme in another State or Territory, will not automatically qualify you for participation in the NSW Scheme.

# 1 As an applicant

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Before applying for participation in the Scheme, you should understand or have someone explain to you the Terms and Conditions of the Scheme and how Transport for NSW will handle your personal and health information.

Information on the Privacy of your personal and Health information is set out in Section 2 of this booklet.

The Terms and Conditions are in Section 3.

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.

Our privacy policy is also included on the application form.

If your application is successful you will be required to comply with the Terms and Conditions applicable to the Taxi Transport Subsidy Scheme.

## 1.1 How the scheme operates

If approved to the Scheme you will receive a book of travel docketts. Taxi drivers will accept a docket from you in payment of 50% of the total fare up to the maximum subsidy limit printed on the docket.

You must pay the remaining balance of the fare, e.g. using cash or a credit facility.

The total fare charged by the taxi driver will be no greater than the fare charged to the general public.

There is no limit to how many trips you may undertake and you can use your docketts for all your taxi travel. You can go where and when you want (originating within NSW) such as travelling to and from work, the shops, social activities and leisure pursuits.

There are also interstate vouchers to use if you are visiting another State or Territory.

Wheelchair accessible taxi (WAT) drivers receive a separate payment for transporting TTSS participants travelling in a wheelchair in a wheelchair accessible taxi. This payment is made by the Government and is not added to your fare.

## 1.2 How to apply

To apply for admittance to the Scheme:

1. Obtain a copy of the approved application form using the details at the end of this booklet or online at <https://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. Send the completed application form to the mailing address on the form or through [transportnsw.info/concessions-applications](https://transportnsw.info/concessions-applications).

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.

## 2 Privacy Notice

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

### 2.1 What personal information does TfNSW collect?

By making an application for the Taxi Transport Subsidy Scheme (**the Scheme**) you will provide personal information to TfNSW including: your name, date of birth, address, contact details, alternate contact details, Medicare number and health information.

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

### 2.2 How does TfNSW use your personal information?

TfNSW collects your personal information to administer and manage the Scheme. TfNSW collects your personal information using the application form and through your use of travel dockets or TTSS smartcards.

#### Applicants and participants

In administering and managing the Scheme TfNSW may use your personal information to:

- assess the eligibility of applicants to the Scheme;
- issue 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 travel dockets, 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 TfNSW 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 TfNSW 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 TfNSW including: your name, AHPRA registration number, qualification, address and contact details. TfNSW 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.

## **2.3 Who receives your personal information?**

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

TfNSW 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 TfNSW.

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

## **2.4 Who does TfNSW disclose your personal information to?**

To administer and manage the Scheme TfNSW 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.

TfNSW 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, TfNSW will not disclose your personal information without your consent or unless permitted or required to by law.

## **2.5 How can you access and alter your personal information?**

You may access any personal information that TfNSW 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 TfNSW then please contact the Taxi Transport Subsidy Scheme on [www.transportinfo.nsw/concession-feedback](http://www.transportinfo.nsw/concession-feedback).

## **2.6 Which agency is collecting and holding your personal information?**

TfNSW collects and holds your personal information.

TfNSW's head office address is:

Transport for NSW  
18 Lee St  
Chippendale NSW 2008

## **2.7 How to find out more about privacy**

Your information will be managed by TfNSW in accordance with the PPIP Act and HRIP Act. For further information, please go to;

<https://www.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](mailto:privacy@transport.nsw.gov.au).



## 3 Terms and Conditions

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The Terms and Conditions of the Taxi Transport Subsidy Scheme comprise the terms detailed here together with any other text in this document or in the application form or printed on a travel docket which is relevant to or necessary to give effect to these specified provisions.

The terms “**Scheme**” and “**TTSS**” refer to the NSW Taxi Transport Subsidy Scheme.

“**Transport for NSW**” refers to the agency of the New South Wales government which administers the NSW Taxi Transport Subsidy Scheme.

“**You**” refers to a person who is an applicant for the Scheme or who is an approved Scheme participant, as the context requires.

“**Your delegate**” refers to a person whom you approve in writing to act on your behalf in relation to your application for, your participation in, or use of the Scheme.

“**Participant**” refers to a person who has applied for and been approved to receive the benefit of subsidised taxi travel under the provisions of the Scheme.

“**Secretary**” refers to the Secretary, Transport for NSW.

“**Us**”, “**we**” or “**our**” refer to the Secretary or, as the context requires, to officers of Transport for NSW acting in accordance with administrative arrangements and/or delegations approved by the Secretary.

“**Taxi**” means a taxi as defined in the Passenger Transport Act 2014 and its successors. The Act excludes private hire vehicles (hire cars) from being classed as a taxi.

“**Travel dockets**” refers to the printed dockets issued to a Scheme participant for his or her use to pay the subsidy component of a taxi fare.

“**Breach**” refers to an act which contravenes the Terms and Conditions or a failure to act which constitutes non-compliance with the Terms and Conditions.

### 3.1 Participant responsibilities

The benefit available to you as a participant of the Scheme is subsidised taxi travel, which is provided strictly in accordance with the Terms and Conditions of the Scheme as determined by the Secretary from time to time.

By applying for admittance to the Scheme and by using the travel dockets, you agree to observe the Terms and Conditions of the Scheme applicable at the time of docket 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.

### 3.2 Use of the scheme

1. A travel docket may only be used in a taxi within NSW. A travel docket cannot be used in a Hire Car, Bus or any other type of vehicle that is not a taxi.

2. A travel docket may be used only by the participant whose name and account number appears on the docket.
3. You must not sell, exchange, lend or give away your travel dockets.
4. You are responsible for the safe keeping of your book of travel dockets and you must not leave your blank travel dockets with a taxi driver.
5. 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.
6. Both NSW travel dockets and 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 the maximum subsidy limit printed on the docket) and 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, an accompanying person can complete it and sign on your behalf. The person's relationship to you should also be recorded.

A taxi driver should only complete your travel docket or interstate travel voucher if you are unable to do so and you do not have a carer or other person accompanying you. The driver should indicate P.U.T.S. (Passenger Unable To Sign) in the passenger's signature box.

7. If you lose or have your travel dockets stolen, you must notify us in writing indicating the circumstances surrounding the theft or loss. You may notify us by post or email and we will arrange for a new book of travel dockets to be sent to you.
8. Transport for NSW is not responsible for reimbursing to you any taxi fare expenses under any circumstances.
9. If you change your name or address, you must contact us and advise us of your new details. You must include details of both your old and new name/address; date of birth; TTSS account number; and a contact telephone number.
10. 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 deed poll. We will then issue you with a new book of travel dockets in your new name. You must return to us any unused travel dockets issued under your previous name.
11. 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.
12. 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 different docket book.
13. If you are provided with a new book of travel dockets for use when travelling in a wheelchair accessible taxi you must return any unused travel dockets from your old book(s) to us.
14. You must co-operate with and respond to a request from us for an eligibility review or an independent medical eligibility assessment.
15. 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 irregular or to exceed reasonable use.



16. You must co-operate with and respond to a request from us for an update of your personal details.
17. Your travel docket must not be used:
  - For trips for any purpose when you are not in the taxi; or
  - By your family or friends or any other person.
18. 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.
19. You must not use more than one travel docket for a single continuous journey to avoid paying or to reduce the fare.
20. You must not use your travel docket to pay a taxi driver a tip or gratuity.
21. If your participation in the Scheme is cancelled for any reason, all unused travel docket and vouchers must be returned to us.

### **3.3 Managing the scheme**

1. The Secretary 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:
  - 2.1. There is evidence that you have abused the benefits available under the Scheme, or have allowed or facilitated the abuse of the benefits of the Scheme, or have defrauded or facilitated fraud of the Scheme;
  - 2.2. 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);
  - 2.3. 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);
  - 2.4. You fail to comply with a request for updated personal details within a stated period of time (usually 4 weeks);
  - 2.5. You fail to comply with a request for information within a stated period of time (usually 4 weeks);
  - 2.6. We are unable to contact you because you have not informed us of your change of address or similar; or
  - 2.7. You have not used 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.

### **3.4 Verification of use**

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

If you require assistance in responding to a request regarding your use of travel docketts 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.

### **3.5 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 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 or specialist completing a new application form.

We are responsible for any medical fees associated with an independent medical assessment by a doctor nominated by us.

## 4 How the subsidy is calculated

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1. The subsidy is 50% of the total fare with a maximum subsidy per trip limited to the maximum subsidy amount printed on the docket. From 1 July 2016 the maximum subsidy that can be claimed is \$60.00 per trip.

**For example:**

- If the total fare is \$80, you can use a travel docket to pay \$40 of the fare and pay the remaining \$40 yourself.
  - If the total fare is \$140, you can use a travel docket to pay \$60 (maximum subsidy) of the fare and pay the remaining \$80 yourself.
2. The subsidy is applied to the fare after the application of and shared or multihire fare calculations. Further information on multihire fares is available online, on the link to the fact sheet at the end of this booklet.
  3. Special arrangements are in place for group travel organised by a disability group, school, or other eligible organisation. Contact us if you need to know how the subsidy is calculated in these circumstances.

## 5 Ordering a new docket book

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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.

## 6 Contact with participants

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We will attempt to contact you in a manner that takes into account your disability.

If you have provided us with a TTY phone number we will contact you through the National Relay Service ([www.relayservice.com.au](http://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](http://www.comunications.gov.au/what-we-do/phone/services-peopledisability/accesshub)) then ask for 1800 623 724

## **7 Points to remember**

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

If you require a wheelchair accessible taxi you can book the taxi through the Central Booking Office in the Sydney Metropolitan area, or let the taxi operator know when you make a booking in Newcastle, Wollongong or country areas.



## 8 Catching a taxi

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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.

Wheelchair accessible taxis in the Sydney Metropolitan area may be booked through the following booking service.

### **Centralised Wheelchair Taxi**

**Bookings:** 8332 0200

Toll Free: 1800 043 187

### **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 Ex Servicemen's 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 reside 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.

## 9 Travelling interstate

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Your NSW 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, or
- Queanbeyan / Canberra

You may however receive a taxi travel subsidy when you visit another State or Territory by requesting Interstate travel vouchers before you travel.

To request Interstate travel vouchers 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 vouchers at least 10 business days prior to your expected date of departure to allow time for them to be printed and mailed to you.

NOTE: Interstate travel vouchers cannot be used for travel commencing in NSW.

## 10 How to lodge a complaint or seek review

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You may submit a complaint about the administration of the Scheme by writing to the Concession 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); and
- The taxi network (usually located on the outside front doors of the taxi).

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.

## 11 For more information or to contact us

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### Online

<http://www.transport.nsw.gov.au/ttss>

<https://transportnsw.info/taxi-subsidy-scheme>

<https://transportnsw.info/ttss-application-form>

<https://transportnsw.info/ttss-fact-sheet>

<https://transportnsw.info/ttss-easy-read-fact-sheet>

### Contact Us

<http://www.transportnsw.info/concessions-feedback>

<https://transportnsw.info/contact-us/feedback/point-to-point-feedback>

### Mailing Address

PO Box K659

HAYMARKET NSW 1240