



Transport

# TAXI TRANSPORT SUBSIDY SCHEME

## General Information for Participants





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## Information for Participants

The Taxi Transport Subsidy Scheme, also known as the TTSS, is administered by Transport 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 TTSS participants, allowing them to travel by taxi at half fare. The maximum subsidy that can be claimed is \$30.00 per trip.

Participation in the Scheme is not means tested, however, applicants must meet strict eligibility criteria. Receipt of an aged, invalid, blind or other pension will not automatically qualify an individual for participation in the Scheme. Preschool-aged children, regardless of their disability, are ineligible for inclusion in the Scheme.

The Scheme operates only in New South Wales and can be used by TTSS participants for all their transport needs, such as travelling to and from work, the shops, social and leisure activities. NSW Travel vouchers cannot be used for interstate travel with the exception of the border towns of Albury/Wodonga, Echuca/Moama, Tweed Heads/Coolangatta & Cobram/Wahgunyah.

## **Interstate Travel Dockets**

Interstate travel dockets are available for use in other states and territories and may be obtained by writing to the Taxi Transport Subsidy Scheme, Locked Bag 5067, Parramatta NSW 2124. Alternatively, the Interstate Travel Dockets Order form can be downloaded from the following website: <http://www.transport.nsw.gov.au/ttss>

Interstate Travel Dockets will allow participants to obtain their benefits of half fare taxi subsidy, up to the limit of \$30 per trip, while visiting other states or territories.

NOTE: Interstate travel dockets must not be used for travel commencing in NSW.

## **Need Help From Drivers?**

Taxi drivers usually try to be as helpful as possible by assisting you into and out of the taxi, restraining wheelchairs and offering reasonable assistance during a trip. You should be aware that most drivers do not have any formal medical or care skills. If you are unable to handle money or vouchers when paying your fare, please make sure the driver only takes cash or travel vouchers out of your purse or wallet with your permission.

# HOW TO ORDER A NEW TRAVEL VOUCHER BOOK

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- A reorder form for standard NSW travel vouchers is located 20 vouchers from the end of each book. If you need to order a travel voucher book, this form should be completed and returned to the address shown on the back.

## OR

- You may forward a short note to the Scheme's administrative office requesting a new book for travel vouchers. Indicate your full name, address, TTSS account number, date of birth and telephone number on the request. If able, you must sign this request. Participants who are unable to write can ask someone to write and sign on their behalf.
- Alternatively, you may fax (02) 8836 3122 or email ([ttss@transport.nsw.gov.au](mailto:ttss@transport.nsw.gov.au)) your travel voucher book order request, by providing your full name, address, TTSS account number, date of birth and telephone number.
- Participants with visual impairments may use the Scheme's answering service. Telephone 1800 623 724 to order a new book of travel vouchers. Participants should provide their full name, address, TTSS account number and date of birth.

# BOOKING A TAXI

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- TTSS participants can book conventional taxis through the local operator or hail a taxi at a taxi rank or off the street.
- Wheelchair accessible taxis in the Sydney Metropolitan area may be booked through the following centres:  
Central Booking Office:  
Phone (02) 8332 0200 **OR**  
1800 043 187
- Where possible it is advisable to book wheelchair accessible taxis in advance.
- Residents of Newcastle, Wollongong and country NSW can book both conventional and wheelchair accessible taxis through their local operator.
- Some country NSW areas may only have conventional taxis for use by TTSS participants. However, an increasing number of wheelchair accessible vehicles are becoming available. In country towns where a wheelchair accessible taxi has been introduced, all TTSS participants are required to use that taxi operator to gain the half fare subsidy.

## **ELIGIBILITY REVIEWS**

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- Transport NSW may require a TTSS participant to undergo an eligibility review from time to time. This is used to determine whether the participant's disability continues to fall within the Scheme's eligibility criteria. If selected for an eligibility review, Transport NSW will write to the participant. Participants are required to have their doctor complete an eligibility review form, which will then be returned to Transport NSW for review by the medical adviser.

# CONDITIONS OF PARTICIPATION IN SCHEME

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As a TTSS participant, travel vouchers must be used in accordance with the conditions of use listed below. A breach of these conditions may lead to your removal from further participation in the Scheme and/or prosecution.

- Travel vouchers must only be used by the TTSS participant whose name appears on the voucher.
- The taxi driver may ask a participant to show identification.
- Subsidies are limited to 50% off the metered fare, up to a maximum of \$30 subsidy per trip.

## **For example:**

- If the metered fare is \$40, you can use a travel voucher for \$20 of the total and pay the other \$20 yourself.
- If the metered fare is \$70, you can use a travel voucher for \$30 of the total and pay the other \$40 yourself.
- The participant is required to pay half the full-metered fare. Any amount over the \$60 metered fare must be paid by the participant as shown in the example above.
- Only one travel voucher can be used per journey.

- Travel vouchers need to be fully completed. Wherever possible, participants must complete relevant sections such as date, time, trip details, total fare, proportion of fare paid by the passenger, amount remaining (up to a maximum subsidy limit of \$30 per trip) and signature.
- If the participant is unable to sign a voucher, a carer or guardian can complete the travel voucher and sign on the participant's behalf. The person's relationship to the participant should also be recorded.
- A taxi driver should only complete a travel voucher if a participant is unable to do so. The driver should indicate P.U.T.S. (Passenger Unable To Sign) in the signature box.
- In the case of shared hiring with another Scheme participant, you each pay 25% of the fare for the distance travelled while more than one participant occupies the taxi. For a shared hiring, each participant must complete a travel voucher. The amount payable on each travel voucher is also 25% for multiple hiring.
- Participants may travel alone or with one other person. However the participant can only use their voucher for that portion of the journey for which they travelled.

- If you are travelling with one other person who is not a participant on the Scheme, you are only required to pay the metered fare. How you choose to pay the fare is up to you and your companion, provided that your travel voucher is not used to pay for more than 50% fare (up to a maximum subsidy of \$30 per trip) of the metered fare.
- A maximum of 15 minutes waiting time can be paid on travel vouchers. Any waiting time over this limit is to be paid by the participant. Fees for waiting time form part of the maximum subsidy of \$30 per trip.

## POINTS TO REMEMBER

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- There is no limit to how many travel vouchers a TTSS participant can use. You can use your travel vouchers for all your transport needs and go where and when you want (within NSW).
- Transport NSW will not reimburse out of pocket taxi fare expenses under any circumstances.
- If your TTSS travel vouchers are lost or stolen, notify the Scheme's administrative office in writing. Indicate the circumstances surrounding the theft or loss. You can notify us by post, fax or email and Transport NSW will arrange for a new book to be forwarded to you.
- If your name or address changes, write to the Scheme's administrative office and advise us of your new details. Please include details of both your old and new name/address, date of birth, TTSS account number and a contact telephone number.
- If you are changing your name, you should also send a copy of the relevant documents regarding your name change, eg: marriage certificate. A new book of taxi subsidy vouchers will then be issued in your new name. All unused taxi subsidy books issued under the previous name are to be returned to Transport NSW.
- Over time the style of your TTSS travel vouchers may change, but the vouchers do not expire.

# TTSS FRAUD – INFORMATION FOR PARTICIPANTS

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Misuse of travel vouchers is an offence and anyone found guilty is liable for prosecution. If participants misuse their TTSS travel vouchers, they risk expulsion from the Scheme, as a minimum penalty. If taxi drivers misuse TTSS travel vouchers they risk loss of their authority to drive a taxi.

Below are useful points to make sure that travel vouchers are used in accordance with their conditions of use.

- Only correctly completed travel vouchers may be submitted for payment of the subsidy amount. Submitting travel vouchers containing false trip details, in order to exaggerate the subsidy payable or avoid payment of the participant's proportion of the fare is an offence.
- Taxi drivers should not be given a blank travel voucher. If the disability prevents a participant from completing a travel voucher the taxi driver should complete it in the participant's presence.
- Multiple travel vouchers cannot be requested or offered to avoid payment of the participant's portion of the fare.
- A participant must not use more than one voucher for a single continuous journey to avoid paying the fare.

- Travel vouchers must not be used:
  - to run errands when the participant is not in the taxi.
  - by the participant’s family or friends.
- Travel vouchers must not be sold, exchanged or given away by a TTSS participant.
- Transport NSW has the right to make enquiries in connection with the use of a participant’s travel vouchers.

# HOW TO LODGE A COMPLAINT

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- Complaints about the quality of a taxi service may be referred to Transport NSW's Taxi Hotline. Telephone 1800 648 478. An officer of Transport NSW will then respond to your call as quickly as possible.
- Complaints regarding the use of travel vouchers should be referred to the Scheme's administrative office on 1800 623 724, Monday to Friday 8.30am to 4.30pm.
- All complaints should be in writing and where possible the following information provided:
  - The taxi plate number.
  - The taxi driver's authority number. The photo authority is located on the taxi's dashboard.
  - The taxi co-operative, located on the outside panel of the taxi.
  - If the taxi was hired through a radio booking, Transport NSW may be able to identify the vehicle involved through the co-operative.



# Taxi Transport Subsidy Scheme

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## **Mailing Address**

Locked Bag 5067  
PARRAMATTA NSW 2124

## **Telephone**

Toll Free 1800 623 724

## **Fax**

(02) 8836 3122

## **Internet**

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

## **E-mail**

[ttss@transport.nsw.gov.au](mailto:ttss@transport.nsw.gov.au)