

Terms and Conditions

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.
- 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.

Points to Remember

- 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 NSW Transport 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, e.g.: 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 NSW Transport.
- 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.
- 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.