

# Transport Concessions System

Quick Reference Guide – Taxi Service Providers



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# 1. Introduction

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The NSW taxi industry and its drivers have been assisting people with disabilities to travel using the Taxi Transport Subsidy Scheme since 1981.

This guide provides everything you need to know about the scheme and tips on interacting with passengers with disabilities.

## 2. The Taxi Transport Subsidy Scheme

The Taxi Transport Subsidy Scheme (TTSS) provides subsidised fares to eligible participants who are unable to use public transport because of a qualifying severe and permanent disability.

The TTSS provides participants with subsidised taxi fares up to 50% of the total metered fare to a maximum of \$60 per trip

The subsidy can be claimed using a TTSS Smartcard in taxis with a Cabcharge payment terminal or a paper travel docket in cases where a taxi is not equipped with a Cabcharge payment terminal.

### 2.1 Wheelchair Accessible Taxi Driver Incentive Subsidy

Drivers who operate a wheelchair accessible taxi receive a Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) for trips taken by TTSS participants who have been approved to travel in their wheelchair. These passengers will have 'M50' on the bottom of their TTSS Smartcard.

The WATDIS rates (exclusive of GST) are currently a:

- \$25 standard day rate
- \$30 night rate from 10:00 PM to 6:00 AM, excluding public holidays.
- Flat public holiday rate of \$50 (applicable on the 11 public holidays listed under the *Public Holidays Act 2010*).

Please refer to the table below for a detailed breakdown of rates by day and time:

Day	Standard day rate 06:00am to 10:00pm	Night rate 10:00pm to 06:00am
Monday	\$25.00	\$30.00
Tuesday	\$25.00	\$30.00
Wednesday	\$25.00	\$30.00
Thursday	\$25.00	\$30.00
Friday	\$25.00	\$30.00
Saturday	\$25.00	\$30.00
Sunday	\$25.00	\$30.00
Public Holiday	\$50.00	\$50.00

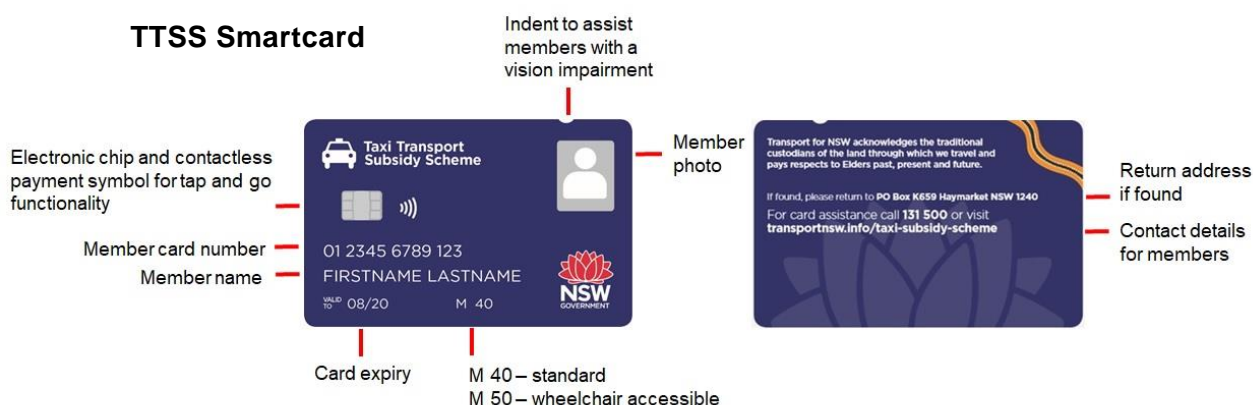
## 2.2 Waiting time

Taxi drivers are permitted to charge waiting time for a TTSS participant who is not ready to commence a booked journey in compliance with Point to Point Transport Fares Orders for passengers travelling in wheelchairs, waiting time must not be charged while the wheelchair is being loaded or unloaded. Fare and trip related disputes will be investigated by Transport for NSW (Transport).

## 3. TTSS Smartcard

The TTSS Smartcard works on Cabcharge payment terminals and is tapped at the end of the trip to authorise and deduct the subsidy component of a passenger's fare.


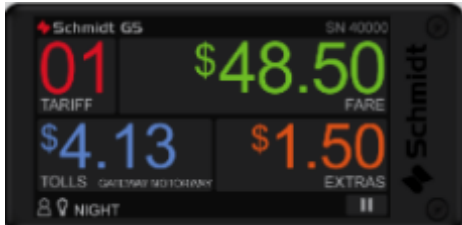

A TTSS Smartcard must only be used by the TTSS participant or their carer while they're both traveling together in the taxi.



### 3.1 Processing fares with the TTSS Smartcard

The *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* states that all fares subject to payment using the Taxi Transport Subsidy Scheme must be calculated using a fare calculation device (meter) even where the journey has been booked. Failure to use the meter for these trips is an offence that can result in fines.

At the conclusion of a trip the following steps should be followed to process a passengers fare:

Steps for drivers	
<p>1. <b>Stop</b> the meter and press:</p> <ul style="list-style-type: none"> <li><b>STOP / PAY</b></li> </ul> <p>Or</p>	
<ul style="list-style-type: none"> <li><b>Finalise / Clear</b> in the usual way.</li> </ul>	
<p>2. Proceed with one of the following two options:</p> <p>I. For meters <b>integrated with</b> an EFTPOS payment terminal: The metered fare amount will transfer to the EFTPOS machine. Press <b>CONFIRM FARE</b> and then <b>CONFIRM OTHER CHARGES</b> as <b>\$0.00</b>.</p> <p><b>Note:</b> For a TTSS transaction, drivers must ensure that <b>\$0.00</b> is entered for <b>CONFIRM OTHER CHARGES</b>. If any other value is entered at this point, the TTSS payment option button will be disabled.</p>	
<p><b>Note: Other charges</b> such as tolls and airport pick-up fee are added to the total fare and split between the subsidy and member fares.</p>	



## Steps for drivers

- II. For meters **not** integrated with an EFTPOS payment terminal: **Key-in** the metered **amount**, and then press **CONFIRM FARE**.



3. Select **TTSS** for the payment method.



4. Ask the passenger to **tap** their **smartcard** onto the payment terminal (this can be done by the driver or the passenger) to authorise / deduct the subsidy component.



5. If you assisted an M50 cardholder to board your wheelchair accessible vehicle and travel in their wheelchair, you'll be able to claim the WATDIS.

The EFTPOS machine will ask if you want to claim the WATDIS. Select **YES** or **NO**.



6. The payment terminal will calculate and display the TTSS subsidy (50% of the fare up to \$60) and member (remaining portion) fares. Press **PROCESS TTSS PAYMENT**.



## Troubleshooting tips:

- I. If the taxi is out of range or there is no signal coverage, the taxi driver can still process EFTPOS transactions. These transactions will

## Steps for drivers

be automatically processed as soon as the Cabcharge EFTPOS machine comes back online.

- II. Occasionally, the taxi driver or the TTSS member will be required to insert the smartcard into the taxi payment terminal instead of just tapping it. This happens generally when there's an update to be made to the smartcard.
- III. If tapping and inserting the smartcard doesn't work or the payment terminal is not working, the taxi driver can use an Emergency Docket to take an imprint of the smartcard. Refer to the TTSS Emergency Docket procedure section in this guide.

7. The payment terminal will approve the subsidy and prompt you to print an optional customer receipt. Select **YES**.



The receipt will show the fare breakdown, i.e. **TOTAL FARE**, **TTSS SUBSIDY** and **MEMBER** amounts.

The adjacent customer receipt examples are for:

- TTSS **M40** member – Non-WAT
- TTSS **M50** member – With WAT

If the passenger is a M50 member and you confirmed you want to claim the WATDIS, this will be added to the trip and receipt as a WAT count.

Transport for NSW will make any WATDIS payments once we validate that the vehicle is a wheelchair accessible taxi.

WATDIS is indicated as '**WAT**' on the receipt and is represented as a count as opposed to a dollar value.

## TTSS members' receipts

CABCHARGE NSW TTSS		CABCHARGE NSW TTSS	
Test Fleet	TST AU	Test Fleet	TST AU
TAXI 12	77777777	TAXI 12	77777777
MERCHANT ID:	V00561	MERCHANT ID:	V00561
TERMINAL ID:	12	TERMINAL ID:	12
CLIENT ID:	11	CLIENT ID:	11
DRIVER DA:		DRIVER DA:	
PICK UP:	TRAIN/BUS	PICK UP:	TRAIN/BUS
DEST:	TRAIN/BUS	DEST:	TRAIN/BUS
CARD:	70009996828	CARD:	70009996828
EXPIRES:	07/25	EXPIRES:	07/25
TTSS CARD	(C)	TTSS CARD	(C)
FARE	\$23.70	FARE	\$23.70
OTHER	\$0.00	OTHER	\$0.00
EXTRAS:		EXTRAS:	
Nsw Govt Levy	\$1.10	Nsw Govt Levy	\$1.10
TOTAL FARE	\$24.80	TOTAL FARE	\$24.80
TTSS SUBSIDY	\$12.40	TTSS SUBSIDY	\$12.40
MEMBER FARE	\$12.40	MEMBER FARE	\$12.40
WAT	1	WAT	1
APPROVED 00		APPROVED 00	
*** MEMBER RECEIPT ***		*** MEMBER RECEIPT ***	
31/08/20 13:52 002167 I		31/08/20 13:52 002167 I	



## Steps for drivers

8. The payment terminal will then display the remaining portion of the fare that the passenger must pay. Press **CONFIRM OTHER CHARGES** as **\$0.00**.



**Note: Other charges** such as tolls and airport pick-up fee are added to the total fare and split between the subsidy and member fares.

### Multiple WATDIS payments

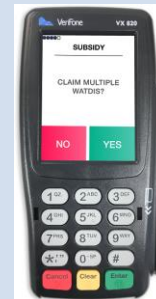
You are entitled to claim WATDIS payments for each M50 passenger remaining in their wheelchair when they are travelling together in a single trip.

9. If you need to claim an additional WATDIS from this trip, proceed to step 10. Otherwise, process the remaining passenger portion of the fare in the usual way and print a receipt for the passenger.

### 10. **CONFIRM OTHER CHARGES** as **\$0.00**.

11. Select **TTSS** for the Payment Method.

12. You will be prompted to confirm multiple WATDIS payments are required. Select **YES**.



13. Ask the next passenger to tap their smartcard on the payment terminal to claim an additional WATDIS payment. The payment terminal will only accept one tap for each M50 passenger in a single trip when recording multiple WATDIS payments.

14. After processing additional M50 cards, your payment terminal will prompt you to print the passenger's receipt. Select **YES**.



## Steps for drivers

15. The payment terminal will then display the remaining portion of the total fare that the passenger must pay with card, cash or account.



If applicable, you can claim up to three WATDIS payments per single trip. If you need to process another WATDIS for a single journey, repeat from Step 10.

Otherwise, process the remaining passenger portion of the fare in the usual way. If required, print a receipt for the passenger.

If you have multiple TTSS participants, the first passenger's smartcard is used to deduct the subsidy component of the fare. The remaining portion of the fare is split between each participant.

**Please note:** The steps outlined here show the standard flow for processing TTSS transactions. Variations are possible, especially if a taxi operator is using a system such as SmartMove.

## Drivers may see the following error messages

If you try to claim more than three WATDIS in a single trip you will see this message



If a terminal is expecting an M50 card after you have selected **CLAIM MULTIPLE WATDIS** and an M40 card is presented, you will see this message



If the same M50 card is presented in a single trip, you will see this screen



When the taxi driver prints their **end of shift** itemised receipt, they will see:

- **TTSS - number of transactions - dollar amount**, if they received TTSS Smartcard transactions during their shift.
- **INCLUDES WAT** - number. This represents the number of M50 members, i.e. members in wheelchairs that they assisted during their shift.

The adjacent taxi driver **end of shift** itemised receipts examples show:

- End of shift receipt with **no WAT**
- End of shift receipt with **'Includes WAT 1'**. This indicates that they assisted **one** M50 member during their shift. Therefore, the taxi service provider will receive a single WATDIS payment, which they'll pass on to the taxi driver.

## Taxi driver end of shift receipts

CABCHARGE NSW TTSS				CABCHARGE NSW TTSS			
Test Fleet				Test Fleet			
TAXI 12	TST AU			TAXI 12	TST AU		
MERCHANT ID:	77777777			MERCHANT ID:	77777777		
TERMINAL ID:	V00561			TERMINAL ID:	V00561		
CLIENT ID:	12			CLIENT ID:	12		
DRIVER DA:	11			DRIVER DA:	11		
-----				-----			
END OF SHIFT TOTALS				END OF SHIFT TOTALS			
START	31/08/20	13:35		START	31/08/20	13:35	
END	31/08/20	13:54		END	31/08/20	13:54	
BATCH NUM	72	(D)		BATCH NUM	72	(D)	
TRANSACTION SUMMARY				TRANSACTION SUMMARY			
70009996828 (C)			TS	70009996828 (C)			TS
FARE \$12.40	APPROVED	00		FARE \$12.40	APPROVED	00	
31/08/20 13:52	002167	I		31/08/20 13:52	002167	I	
EFT DEBIT 000 \$0.00				EFT DEBIT 000 \$0.00			
CREDIT 000 \$0.00				CREDIT 000 \$0.00			
CHARGE 000 \$0.00				CHARGE 000 \$0.00			
CABCHARGE 000 \$0.00				CABCHARGE 000 \$0.00			
TTSS 001 \$12.40				TTSS 001 \$12.40			
-----				-----			
TOTAL	001	\$12.40		TOTAL	001	\$12.40	
31/08/20 13:54 002168				31/08/20 13:54 002168			
PLEASE RETAIN RECEIPT				PLEASE RETAIN RECEIPT			

## **3.2 TTSS participants traveling together and maxi-cabs**

### **3.2.1 TTSS participants traveling together**

For trips where more than one passenger is present in a vehicle a TTSS member can use either their smartcard or paper docket (if a cabcharge terminal is not available) to deduct the TTSS fare component of the ride, i.e. 50% of the total fare, to a maximum total subsidy of \$60. The remaining portion of the fare can be split between the passengers.

### **3.2.2 Maxi-taxis**

An amount of up to 150% of the maximum taxi fare may be charged where the maxi-cab is hired at a rank or hailed on a street (or where a booked trip is covered by TTSS) and there are five or more passengers.

If one or more of the passengers in a maxi-cab is a TTSS member, one scheme participant can claim the subsidy using either their smartcard or paper docket (if a cabcharge terminal is not available) to cover up to 50% of the total taxi fare, to a maximum total subsidy of \$60.

If multiple passengers sharing the maxi-cab are M50 cardholders while only one participant can claim the TTSS subsidy, the driver can claim the WATDIS for each eligible M50 passenger by selecting the 'CLAIM MULTIPLE WATDIS' option on their EFTPOS machine. This allows each M50 participant to tap their smartcard to record the WATDIS for that trip. When claiming multiple WATDIS using dockets, please complete the required details for the participant, trip, and driver. Then, mark an 'X' in both the 'Shared Hiring' and 'WAT Incentive Claim' boxes and leave the fare value blank for all additional dockets where the WATDIS is being claimed.

## **3.3 TTSS Smartcard Misuse**

Where TTSS Smartcard misuse is suspected Transport may withhold a TTSS payment while further investigating the matter.

## 4 Paper travel dockets

Paper travel dockets can **only** be used by TTSS participants or their carer while they are both travelling together in a taxi **not equipped with a cabcharge payment terminal**.

All blank fields must be completed on the docket including driver and trip details, e.g. the start and end time of a trip. If all information is not completed the docket will be rejected and will need to be resubmitted.

Transport for NSW Taxi Transport Subsidy Scheme		TAXI TRANSPORT SUBSIDY SCHEME		For use only in taxis within NSW		DRIVER'S NAME (please print)	DRIVER LIC. OR AUTHORITY NUMBER	INITIALED BY DRIVER	
DATE		Shared Hiring (mark X)		WAT Incentive Claim (mark X)		DATE (day/month/ year)	20	TAXI PLATE NUMBER	
TIME		ACCOUNT NAME		TRIP DETAILS		FARE		\$	C
TOTAL FARE \$		NOT TRANSFERABLE		START		FROM:		METER	
FROM		WARNING		END		TO:		EXTRAS	
TO		Fraudulent use of travel dockets or obtaining a benefit by deception is a criminal offence & will result in prosecution. This docket is to be used only in a licensed taxi. Payment may be refused if docket is not fully & legibly completed & submitted for payment within 28 days of the date of the journey.		AMOUNT OF TOTAL FARE IN WORDS		Dollars		TOTAL FARE	
DOCKET NUMBER		This docket must be completed in full, signed by the passenger and initialed by the driver. Use of this docket confirms acceptance by the passenger of the Terms & Conditions of the Taxi Transport Subsidy Scheme as amended from time to time. By initialing this docket the taxi driver is certifying that the details completed on the docket are true and correct. The Terms & Conditions may be accessed through <a href="http://www.transport.nsw.gov.au/ttss">www.transport.nsw.gov.au/ttss</a> or by phoning 1800 623 724.		PASSENGER'S SIGNATURE		DO NOT MARK OR WRITE BELOW THIS LINE		AMOUNT PAID BY PASSENGER	
		For Terms & Conditions and information about shared hirings please turn over.				(must not exceed 50% of the total fare to a maximum subsidy of \$60 per trip)		SUBSIDY AMOUNT	

Form TTSS 04 04/18

Please note, drivers with a cabcharge terminal must only accept the TTSS Smartcard.

Where paper docket misuse is suspected Transport may withhold a TTSS payment while further investigating the matter.

### 4.1 Submitting Paper dockets

Taxi drivers are required to submit completed paper dockets within 28 days (one month) from the date of the trip.

Where a docket is being re-submitted due to incomplete details, these must be re-submitted within 14 days.

After the dockets are processed payment will be made on the 15th and 30th of the month.

## 5 Interstate travel

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The TTSS Smartcards and paper travel dockets cannot be used for taxi trips in other states. TTSS members will be required to use an interstate travel dockets for taxi travel in other states and territories.

### **5.1 Completing a visiting subsidy scheme participant's interstate docket**

Visitors to NSW that are members of an Australian state or territory subsidy scheme may present an interstate subsidy docket for trips while they are travelling in NSW.

Subsidies vary from scheme to scheme and the docket will include all the necessary information to apply the correct subsidy. Drivers should accept these dockets and complete them in accordance with the instructions on the docket.

The completed interstate dockets can then be submitted in the same way a standard NSW TTSS docket is submitted (see section 4.1).

Please note that the WATDIS cannot be paid on interstate subsidy dockets.



## 6 TTSS Emergency Dockets

20 3456 7890 123  
FIRSTNAME LASTNAME  
08/20 M 40

**Taxi Transport Subsidy Scheme**

Reason for use: tick one  
☐ Eftpos equipment faulty  
☐ System down  
☒ Smartcard faulty

Driver's name: John Smith  
Driver ID no.: 123456  
Taxi service provider: John's TAXIS  
Taxi no.: T1234

Date: 15 / 9 / 2020


Start: 8:30 am From: Chatswood  
Finish: 8:47 pm To: Cremorne

Please write total metered fare in words below  
Twenty-eight Dollars and Sixty Cents

Participant's signature: *Participant's Signature*

This docket is valid for 50% of the metered fare to a maximum of \$60.00. Only valid in NSW.  
Payment will be refused if this docket is not fully and accurately completed

Meter: \$26.10<sup>C</sup>  
Extras: \$2.50  
Total: \$28.60  
Subsidy value: 50%  
\$14.30



In the unlikely event of a terminal outage or faulty smartcard, drivers can use a TTSS Emergency Docket.

Taxi service providers can request emergency dockets via [merchants@cabcharge.com.au](mailto:merchants@cabcharge.com.au) to distribute to their drivers.

Docket quantity requests are considered based on number of vehicles in the network coupled with analysis of network coverage and other factors within the networks service location.

Dockets must adhere to the below guidelines to be accepted:

**No terminal, no docket** – Only vehicles equipped with a Cabcharge EFTPOS machine can process TTSS Emergency Dockets.

**Only use in case of an emergency** – Only process TTSS Emergency Dockets when the Cabcharge EFTPOS machine is inoperable or a smartcard is faulty. Cabcharge monitors the performance of its terminals 24/7. Only terminals experiencing legitimate outages or failure will have their TTSS Emergency Dockets deemed valid.

**Lodge dockets on time with your network** – Dockets are valid for 28 days from the date of the trip. Dockets must be submitted to your network before the 28-day deadline so that your fares can be processed in a timely manner.

**Fill dockets correctly** – Ensure dockets have all details completed including driver information and TTSS participant signature. If the passenger is unable to sign the paper docket, the taxi driver should write P.U.T.S. (Passenger Unable To Sign) in the signature box.

**‘Docket against cash’ not allowed** – Never give any passenger cash against dockets of any kind.

Dockets that do not adhere to the above guidelines will be automatically rejected. It is your responsibility, but also in your best interest, to follow TTSS Emergency Docket practices to avoid having delays in the processing of your dockets.

## **6.1 Completing a TTSS Emergency Docket**

Taxi drivers should follow these steps **at the end of the trip**:

1. Ask the passenger to give you their TTSS Smartcard and explain why.
2. Insert the TTSS Smartcard and the TTSS Emergency Docket fully into the imprinter.
3. Slide the lid to the right fully to imprint the card details.
4. Check that you have obtained a clear imprint of all card details.
5. Remove the card and return to the passenger.
6. Complete all details of the trip and fare in words and figures and where possible, request that the passenger sign the docket.
7. Complete and hand the passenger the docket stub as their receipt.
8. Calculate the remaining portion of the fare and request payment from the passenger.
9. Provide a receipt to the TTSS member.

**Please note:**

- Trips eligible for a WATDIS payment will be identified via the smartcard imprint. This payment will be added to the trip's settlement and paid to the taxi service provider once the vehicle has been validated as a wheelchair accessible taxi.
- All blank fields must be completed on the emergency docket including the start and end time of a trip. If all information is not completed a docket will be rejected and will need to be resubmitted.
- Drivers without an imprinter can handwrite the card details onto the docket.

## **6.2 Submitting an emergency docket**

Post the original copies of completed emergency dockets to:

Transport for NSW  
PO Box K659  
Haymarket NSW 1240

## 7 Expired, lost or stolen smartcards

The TTSS Smartcard **expiry date** is printed on the front of the card. The card is valid until the last day in the month of the expiry date.

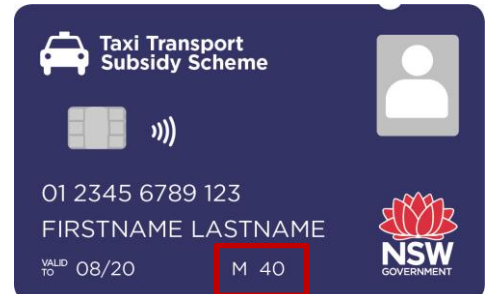
**Expired smartcards** will not work when tapped on, or inserted in, the taxi payment terminal and therefore are not to be accepted for payment.

**Lost or stolen** smartcards will be cancelled when Transport for NSW is advised they have been lost or stolen.

TTSS members are required to pay the full fare until they receive their new smartcard.

If a valid smartcard is found in the taxi or elsewhere, please contact your taxi network to attempt to return it to the cardholder. Otherwise, you can post it to the address on the back of the card or call **131 500** to report it as lost.

We request found **expired** smartcards to be **destroyed**.



## 8 Transport Concessions System

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The Transport Concessions system allows taxi service providers to:

- nominate a staff member to be the administrator of their business
- allow additional staff to use the system to carry out certain tasks
- download settlement files on demand (files are stored in the system)
- update your business details
- add and update your bank account details
- add or update your taxi plate numbers
- raise a ticket to enquire about trips and payments
- interact directly with Transport for NSW (Transport).

For further information on using the Transport Concessions system refer to the Transport Concession System quick reference guide and system help point documents.

### 8.1 TTSS Smartcards

All TTSS Smartcard transactions are recorded electronically. Funds from smartcard transactions including WATDIS payments are transferred to each taxi service provider via the Transport Concession System.

TTSS Smartcard payments are matched to the corresponding taxi plates. This means it's important keep your list of plates updated in our system including when taxis are added or no longer in your fleet.

## 9 Taxi drivers' assistance and obligations

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### 9.1 Assistance from taxi drivers

Taxi drivers are required to be as helpful as possible by:

- Assisting TTSS members into and out of the taxi,
- Restraining wheelchairs, and
- Offering reasonable assistance during a trip.

Taxi drivers' obligations are set by the NSW Government *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*.

#### M40 and M50 Members

- The *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* states that if the fare is subject to payment using the Taxi Transport Subsidy Scheme administered by TfNSW, the taxi driver must ensure that the fare calculation device (meter) is operated for the purposes of the hire, even where the journey has been booked (clause 81(2), maximum penalty - 10 penalty units).
- Taxi drivers are permitted to charge waiting time for a TTSS member who is not ready to commence a booked journey; for passengers travelling in wheelchairs, waiting time must not be charged while the wheelchair is being loaded or unloaded.
- A taxi driver should only complete a TTSS paper travel docket or interstate TTSS travel docket if the member is unable to do so and is not accompanied by a companion or other person. The taxi driver should write P.U.T.S. (Passenger Unable to Sign) in the passenger's signature box.

#### M50 Members

- The driver of a wheelchair accessible taxi that is available for hire must accept a hiring for a person using a wheelchair in preference to a hiring for a person not using a wheelchair (clause 65(1), maximum penalty - 10 penalty units).
- Clauses 26 and 65(2) of the regulation requires the taxi driver of a wheelchair accessible taxi to be competent in loading, restraint and unloading wheelchair passengers and to transport them in a safe manner in accordance with the passenger's disability.
- Taxi drivers are not to start the fare calculation device before the wheelchair passenger is loaded and safely secured in the taxi and the taxi is ready to safely transport the wheelchair passenger and any companions (clause 82(1), maximum penalty - 10 penalty units).
- Taxi drivers are to stop the fare calculation device when the wheelchair accessible taxi stops at the hirer's destination (unless it is terminated sooner (clause 82(2)), meaning a wheelchair passenger cannot be charged while being unloaded from the taxi.



- Taxi drivers are only eligible to claim the WATDIS for trips undertaken in a wheelchair accessible taxi where the passenger was a TTSS M50 member.

### **What happens if a taxi driver does not have a terminal to accept TTSS Smartcard?**

Participants are being advised to carry paper travel dockets with them as a backup in the event that they use a taxi with a payment terminal unable to accept the smartcard.

Transport for NSW will be monitoring the use of both smartcard and paper dockets and will enquire about any taxi drivers whose payment terminals are enabled to take the smartcard but are not doing so.

Additional information for taxi drivers can be found at [pointtopoint.nsw.gov.au](https://pointtopoint.nsw.gov.au)

## 10 Communicating with TTSS participants

### 10.1 Respectful language

People with disability have the same human rights as everyone else. It is important to engage with people with disability as equals based on mutual respect.

The way we talk about disability may reflect our underlying assumptions about people with disability and communities. It is important that your choice of language is respectful and inclusive. There are different ways of speaking about disability that are considered respectful, and some terms or phrases that are considered outdated and derogatory.

Certain words or phrases should not be used and are derogatory, for example:

- Do not describe someone as ‘crippled’, ‘retarded’, ‘handicapped’, or similar. It is more respectful to say ‘person with a disability’ rather than ‘disabled person’.
- Avoid descriptions that suggest pity - do not describe someone as ‘suffering’ with their disability.
- Do not use descriptions such as being ‘confined’, ‘restricted’, or ‘bound’ to their wheelchair or mobility device.
- Be careful using terms such as ‘brave’, ‘heroic’ or ‘inspirational’ to avoid being perceived as condescending. It’s important to recognise people’s real successes, without implying that disability makes a person inherently incompetent or less capable.
- Do not refer to ‘normal’ or ‘healthy’ people. Instead refer to “people without disabilities”.

When communicating with a TTSS member, always treat them with respect and courtesy. Please consider some of the below tips to improve in-person communication.

Do's	Don'ts
<ul style="list-style-type: none"> <li>✓ Greet your passenger.</li> <li>✓ Look at the person when addressing them.</li> <li>✓ Ask the person about the best way to communicate if you are unsure.</li> <li>✓ Speak directly to a person with disability, even if a person without disability accompanies them.</li> <li>✓ Address the person by their name.</li> </ul>	<ul style="list-style-type: none"> <li>× In COVID times avoid handshakes as a greeting.</li> <li>× Do not raise your voice or yell at someone who has a hearing impairment.</li> <li>× Do not pat or try to interact with guide dogs or other service animals. For more information please visit: <a href="https://www.guidedogs.co">https://www.guidedogs.co</a></li> </ul>

Do's	Don'ts
<ul style="list-style-type: none"> <li>✓ Offer assistance if it appears necessary but wait for acceptance and instruction before proceeding.</li> <li>✓ Ask the person for permission before touching or moving their wheelchair.</li> <li>✓ Offer a person who is blind or has low vision your elbow or shoulder to guide, wait for an acceptance and be descriptive with directions of movement and obstructions.</li> <li>✓ Keep questions, instructions and information simple.</li> <li>✓ Always explain to the passenger what you are doing, e.g. securing the wheelchair tie downs.</li> <li>✓ Use plain language.</li> <li>✓ Keep a note pad and pen handy.</li> <li>✓ Speak as clearly as possible.</li> <li>✓ Talk to them normally.</li> <li>✓ If appropriate, lower yourself to speak at eye level to a person in a wheelchair.</li> </ul>	<p><a href="http://m.au/guide-dogs/guide-dog-access-and-etiquette">m.au/guide-dogs/guide-dog-access-and-etiquette</a></p> <ul style="list-style-type: none"> <li>× Note: it is illegal to refuse travel to a person with an assistance animal or an assistance animal in training.</li> <li>× Do not grab or physically handle a person with vision impairment.</li> <li>× Do not assume a person with a disability requires your assistance – always ask.</li> <li>× Do not invade personal space e.g. do not lean or rest against a mobility device/wheelchair.</li> </ul>

## 11 Requirements and legislation

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Links to current information:

- [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) for information on taxi service providers and drivers' requirements and obligations.
- [legislation.nsw.gov.au/#/view/regulation/2017/424/part6/div2/sec81](http://legislation.nsw.gov.au/#/view/regulation/2017/424/part6/div2/sec81) for information on the *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*.