



Fact sheet # 4

Qld Taxi Subsidy Scheme

The Taxi Transport Subsidy Scheme provides a subsidy for taxi travel at a half rate concession to eligible individuals who:

- are permanent residents of Qld; and
- have a severe disability - either permanent or temporary; and
- meet **one** of the six eligibility categories below.

The Department of Transport & Main Roads fund the Taxi Transport Subsidy Scheme.

Eligibility

As per the application form the eligibility categories for obtaining a taxi transport subsidy is now:

1. Physical disability requiring dependence on a wheelchair for all mobility outside the home;
2. Has a physical disability or other medical condition that restricts the person from walking unassisted and without a rest 50 metres or less and i) makes the person permanently dependent on a walking aid; OR ii) prevents the person from ascending or descending 3 steps without assistance; OR iii) has resulted in a history of frequent falls; OR iv) is a condition that is an advanced cardiovascular, respiratory or neurological disorder; OR causes severe pain limiting ambulation, verifiable by appropriate clinical investigations.

OR

Has a physical disability or other medical condition requiring – i) the person to ordinarily carry equipment which, when carried, restricts the person from walking, unassisted and without rest 50 metres or less; OR ii) someone else to ordinarily carry or administer treatment equipment for the person.

3. Total loss of vision or severe visual impairment
4. Severe and uncontrollable epilepsy;
5. Intellectual disability causing behavioural problems i) resulting in socially unacceptable behaviour and ii) requiring the constant assistance of someone else for travel on public transport; and
6. Severe emotional and/or behavioural disorders with a level of disorganisation resulting in the need to be accompanied by another person at all times for travel on public transport.

Temporary membership to the taxi transport subsidy scheme can be obtained by applicants who have a clinical condition resulting in a disability mentioned in categories one to six of a temporary nature, and is undergoing medical, surgical or rehabilitative treatments for the disability, requiring the person to have access to taxi travel for a period of at least 5 months.

The following reasons are **NOT** grounds for approval:

- Difficulty accessing bus/train due to availability, timetable, remoteness or terrain;
- Financial constraints
- Pension/concession card holder
- Inability to drive
- Episodic mobility problems
- Short term mobility restrictions of 5 months or less

How to Apply

To apply for please follow these steps:

Step1. Complete parts A and B of the taxi subsidy application form.

Step 2. Provide 2 passport size photos which has a declaration by the witness of the photograph that is signed and dated.

Step 3. Take your completed parts A & B along with Part C which **must** be completed by a specified Health Professional listed for the category of eligibility you are applying for. For example, if ticked eligible due to visual impairment then part C must be completed by an Ophthalmologist. Have a medical or other health professional read the 'Information Sheet for Referrers to the Taxi Subsidy Scheme' and complete part B of the application form; and

Step 4. Return the completed application form and passport photos to:

Taxi Subsidy Scheme
Dept Transport & Main Roads
PO Box 13347
Brisbane 4003

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Applications are usually processed within 6 weeks of receipt by the Department.

You will be notified if the application is delayed for any reason or more information is required.

If unsuccessful, you may have the decision reviewed, provided you apply in writing to the Dept or Transport & Main Roads within 6 months with additional information provided by a doctor or allied health professional to support the severity of the disability.

How long is it valid for?

The Department of transport and Main Roads issues membership for a maximum of 5 years. If you have a temporary disability, membership could be from 6 to 12 months.

To extend your membership, you must reapply before it expires.

How Much Will You Pay For Travel?

You will pay half the prescribed taxi fare at the end of the journey after giving the driver your smartcard for them to enter on the system.

The maximum subsidy is \$25 per, on-way trip.

All waiting time costs incurred after the journey begins are the full responsibility of the member and will not be subsidised.

Can A Friend Travel With Me?

Other people can travel in the taxi, but only when the member of the scheme is present for the full journey. Vouchers are to be used for your (the member) travel only.

It cannot be used for sending other people on errands on your behalf.

About The Smartcard

Each member is issued with a smartcard that has your photograph on it and an expiry date. This is proof of your membership and is the only proof that you are an authorised member of the scheme.

You will have to pay the full fare if you cannot produce your smartcard. No person/member can use their smartcard after the expiry date marked on the membership card.



If a TSS member's smartcard is current but not working properly when placed by the driver in the reader, the driver must use a Restricted Use Slip to process the transaction (the smartcard reader will produce a receipt showing that the smartcard could not be read).

In these situations a current TSS member should NOT pay the full fare.

Can You Travel Outside The State?

Members of the Qld taxi subsidy scheme can apply to the Department of Transport & Main Roads for special taxi subsidy vouchers for use in any other state or territory within Australia.

Each member is entitled to a maximum of 20 interstate taxi vouchers per year.

To travel interstate, you must contact the Department (at using the above address or phone details) notifying them of your membership number and that you are going interstate.

Can the driver claim waiting time?

The TSS provides a subsidy for transport for members of the scheme. This subsidy does not extend to waiting time charges if the TSS member is not in the taxi.

When the TSS member is ready to exit the vehicle, the journey has been completed and the transaction should be processed.

If the taxi driver chooses to wait for the TSS member, the driver must not activate the meter until the TSS member returns to the taxi to begin the next journey.

For further information

Phone 1300 134 755

Or website

www.transport.qld.gov.au/tss