Passenger Transport Subsidy Scheme (PTSS) driver payments user guide

Contents

INTRODUCTION **2**

About the Passenger Transport Subsidy Scheme (PTSS) 2
How to capture PTSS journeys 2
How to use the PTSS mobile app 2
How do PTSS payments to drivers work? 3
More information 3

LOG INTO YOUR DOTDIRECT ACCOUNT **4**

VIEW DRIVER PTSS PAYMENTS **6**

USING THE PTSS JOURNEY STATUS LOOK-UP **8**

Last modified: July 2026

Introduction

About the Passenger Transport Subsidy Scheme (PTSS)

The Passenger Transport Subsidy Scheme (PTSS) is a subsidy available to eligible people with disability travelling in on-demand rank or hail (taxi) vehicles.

How to capture PTSS journeys

All taxi drivers are required to accept PTSS cards. There are two ways to capture PTSS journey details.

1. Drivers install and use the PTSS mobile app on their mobile device.
2. On-demand booking services (ODBSs) integrate their own digital systems (like dispatch software) with the PTSS application programming interface (API).

If your ODBS has integrated their dispatch equipment with the PTSS API, drivers do not need to use the PTSS mobile app.

You must confirm with your ODBS how they want you to capture PTSS journey details. Both ways will collect and send journey details to the Department of Transport and Major Infrastructure (DTMI).

Drivers must not:

- sell, exchange, borrow or give away a participant's PTSS card
- keep or accept PTSS cards when the PTSS participant is not a passenger in the taxi
- accept a PTSS journey from family members, or
- accept PTSS trips as a tip or gratuity.

How to use the PTSS mobile app

The PTSS mobile app is provided by DTMI to record details of PTSS journeys completed by taxi drivers. To use the PTSS mobile app, you must:

- have a DoTDirect account, and
- hold a valid passenger transport driver (PTD) authorisation.

Each time a driver logs in to the PTSS mobile app, drivers accept the Passenger Transport Subsidy Scheme Guidelines for Industry and the PTSS app terms and conditions.

The app will display your ODBS's provider name, which may be different to the business name you are used to seeing. Your ODBS should communicate their provider name with you, or you can find it by searching the ODBS authorisation number or business name in the list of authorised on-demand booking service providers.

If you have downloaded the app and cannot find your ODBS listed, they are likely not registered. Talk to your ODBS to find out if they are registered.

Note: After registering, it may take up to 24 hours for your ODBS to show in the app.

For more information about using the app, visit the DTMI website to read the Passenger Transport Subsidy Scheme mobile app user guide. It includes information on:

- how to set up the app
- how to navigate the app, and
- how to complete a PTSS journey.

How do PTSS payments to drivers work?

PTSS journey details are submitted to DTMI via:

- the PTSS mobile app, or
- dispatch equipment that your ODBS has integrated with DTMI systems, to automatically capture journey details.

If the PTSS mobile app and/or API are experiencing major technological issues, your ODBS may submit PTSS journey details manually via DoTDirect.

DTMI will validate all PTSS journeys and pay the subsidy and any co-payment amounts to the ODBS associated with your journey. For more information, visit PTSS payments for drivers.

As a driver, the ODBS associated with your PTSS journey is responsible for distributing accurate and timely PTSS payments to you, including for rank or hail bookings. ODBSs and drivers will need to consider any financial arrangements regarding passing on subsidy payments – these are private commercial arrangements that DTMI is unable to be involved with.

Your ODBS will be able to view reports in DoTDirect that outline:

- the PTSS journeys included in the payment
- the value of the subsidy for each PTSS journey, and
- the driver that completed that journey.

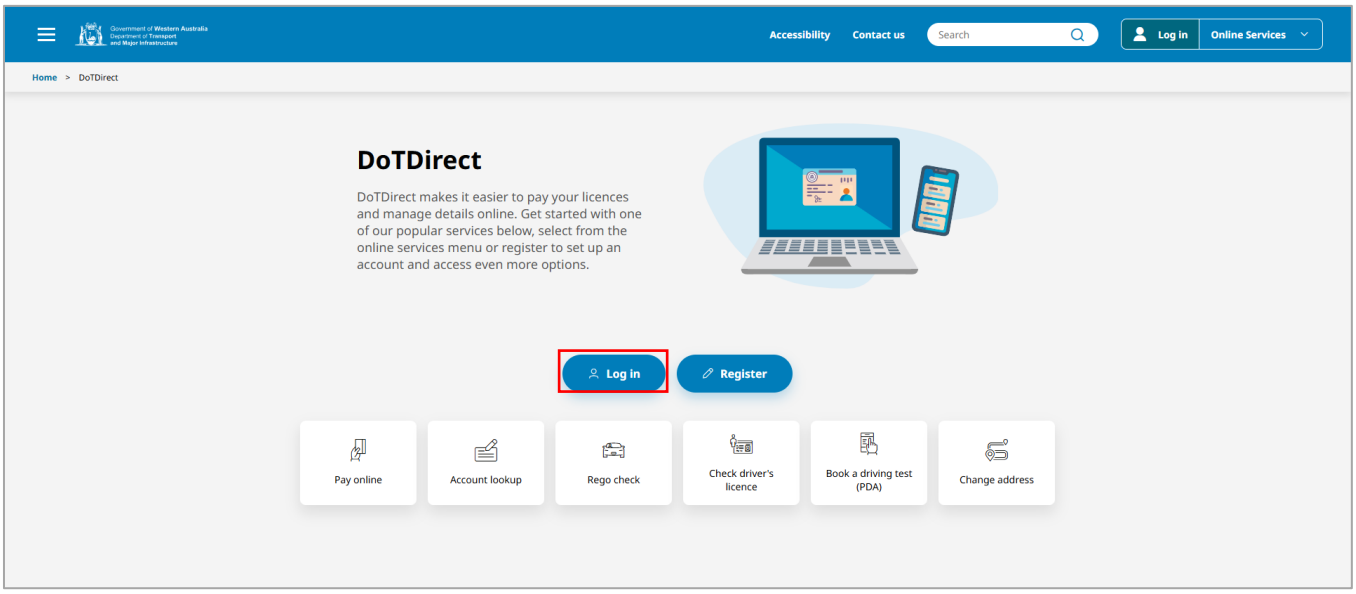
More information

For more information about PTSS, visit the DTMI website: transport.wa.gov.au/ptss

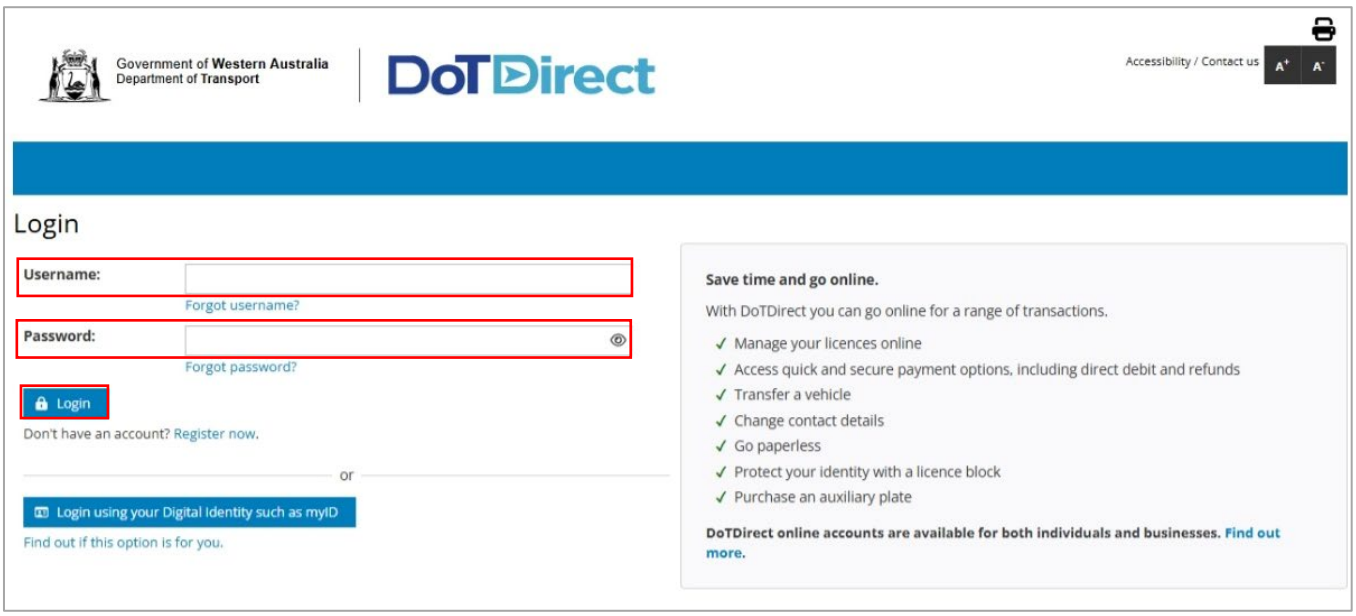
Log into your DoTDirect account

Note: The screenshots provided in this document are accurate at the time of publishing. Ongoing system development may cause minor changes to these screens.

1. In your web browser, navigate to DoTDirect: transport.wa.gov.au/dotdirect.
2. Select ‘Login’.



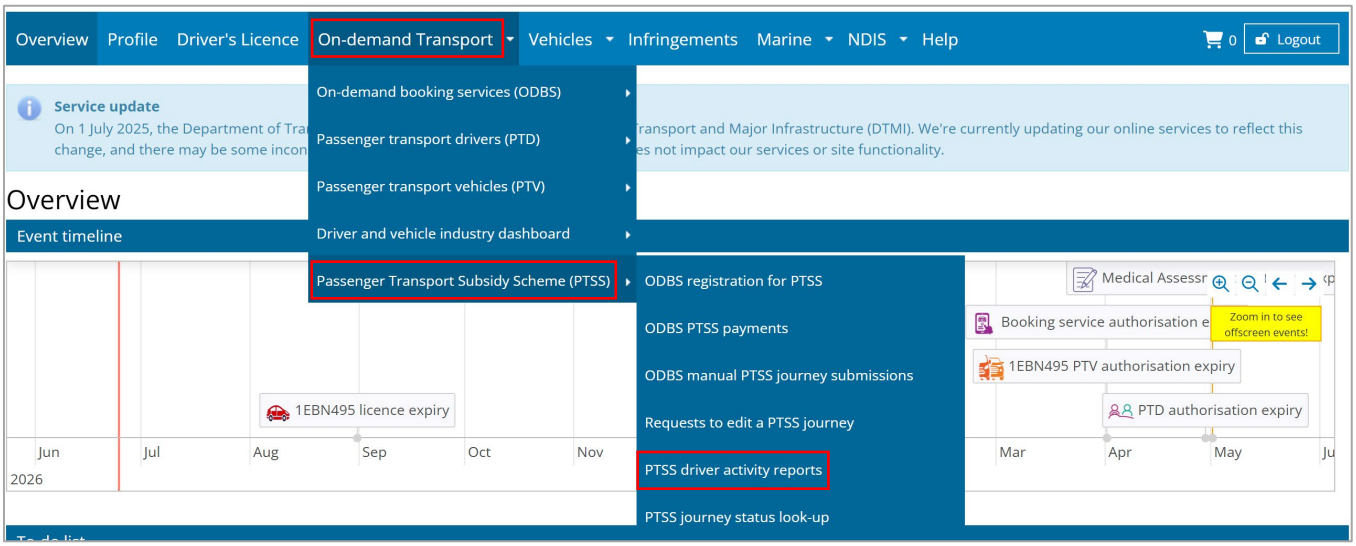
3. Enter your ‘Username’ and ‘Password’, then select ‘Login’.



4. The ‘Approve sign in request’ page will display. A verification code will be sent to the mobile number registered with your DoTDirect account. Enter the 6-digit code and select ‘Verify’.

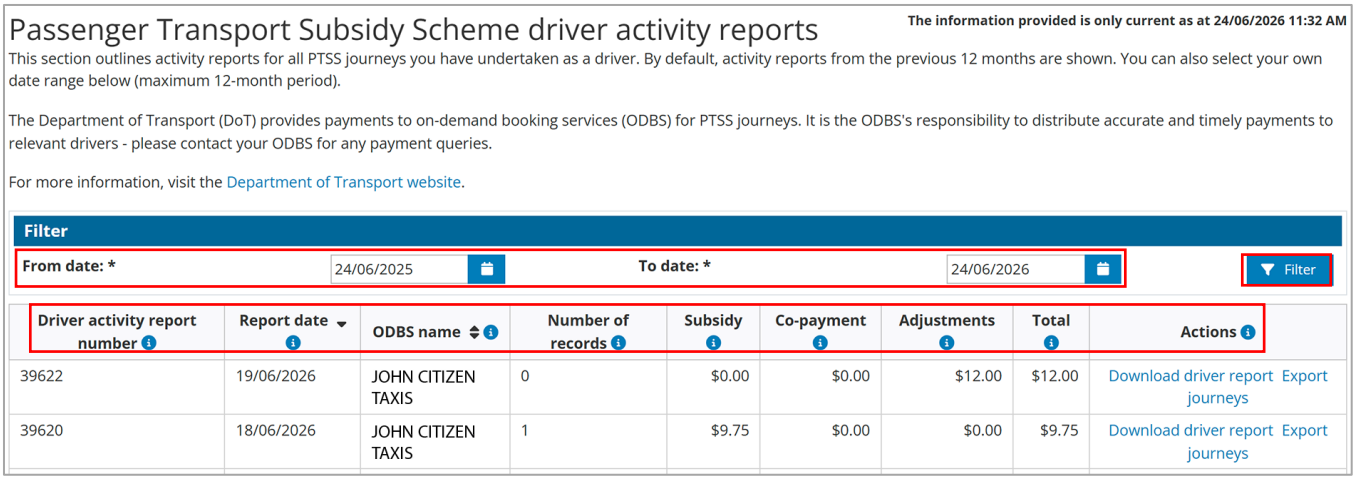
View driver PTSS payments

1. To view your PTSS payments, select ‘On-demand Transport’. From the dropdown menu, select ‘Passenger Transport Subsidy Scheme’, then ‘PTSS driver activity reports’.

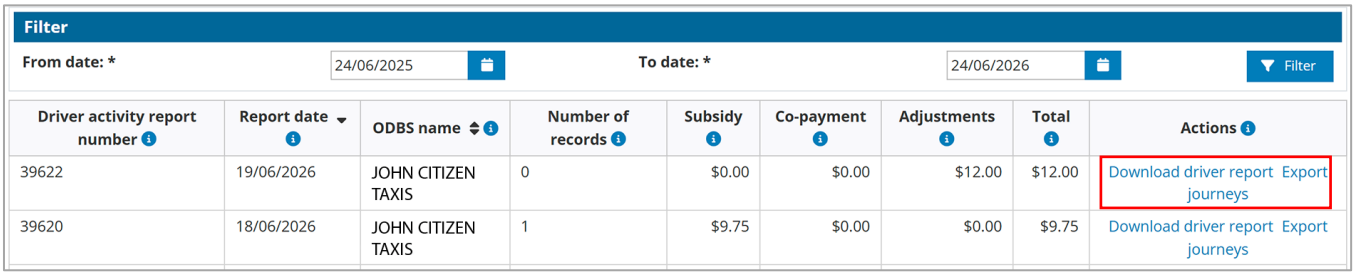


2. The ‘Passenger Transport Subsidy Scheme driver activity reports’ page displays the following activity reports and journey payments for the PTSS journeys you have completed as a driver.
    - Driver activity report number – the reference number assigned by DTMI for each individual driver activity report.
    - Report date – the date on which the driver activity report was generated.
    - ODBS name – the name of the ODBS associated with the journey.
    - Number of records – the total number of paid, adjusted and rejected journeys.
    - Subsidy – the total subsidy amount allocated for the journey.
    - Co-payment – the co-payment amount.
    - Adjustments – the number of adjustments made to the reported journey.
    - Total – the total amount to be paid to your ODBS, including adjustments.
    - Action – view a PDF summary of completed journeys or export detailed records of all journeys.

    Reports are available for the past 12 months. You can search for individual reports by filtering the reports by date range and selecting ‘Filter’.



3. To download a report for a specific journey, select ‘Download driver report’.
   To download all reports in the search results, select ‘Export journeys’.

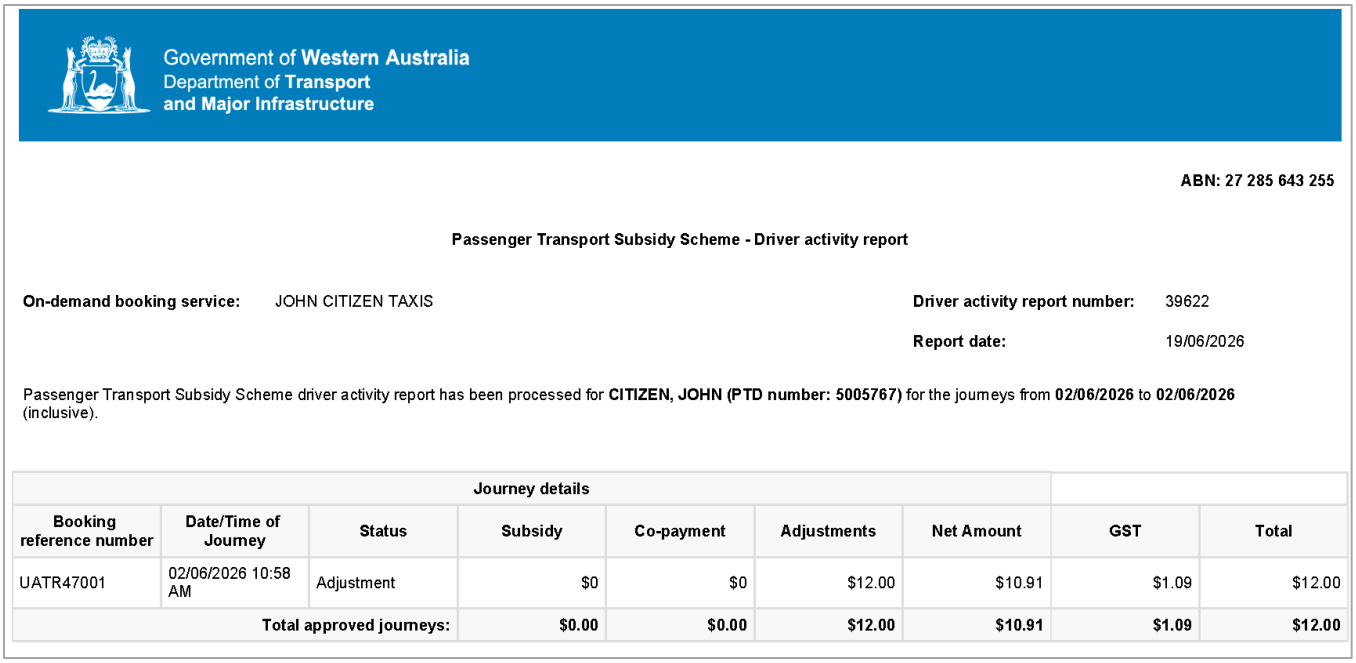


Filter

From date: * 24/06/2025 To date: * 24/06/2026 Filter

Driver activity report number	Report date	ODBS name	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
39622	19/06/2026	JOHN CITIZEN TAXIS	0	$0.00	$0.00	$12.00	$12.00	Download driver report Export journeys
39620	18/06/2026	JOHN CITIZEN TAXIS	1	$9.75	$0.00	$0.00	$9.75	Download driver report Export journeys

4. After selecting ‘Download driver report’ or ‘Export journeys’, you will be provided with a PDF report that contains the details of your selected PTSS journeys.



Government of **Western Australia**
Department of **Transport**
and Major Infrastructure

ABN: 27 285 643 255

Passenger Transport Subsidy Scheme - Driver activity report

On-demand booking service: JOHN CITIZEN TAXIS

Driver activity report number: 39622

Report date: 19/06/2026

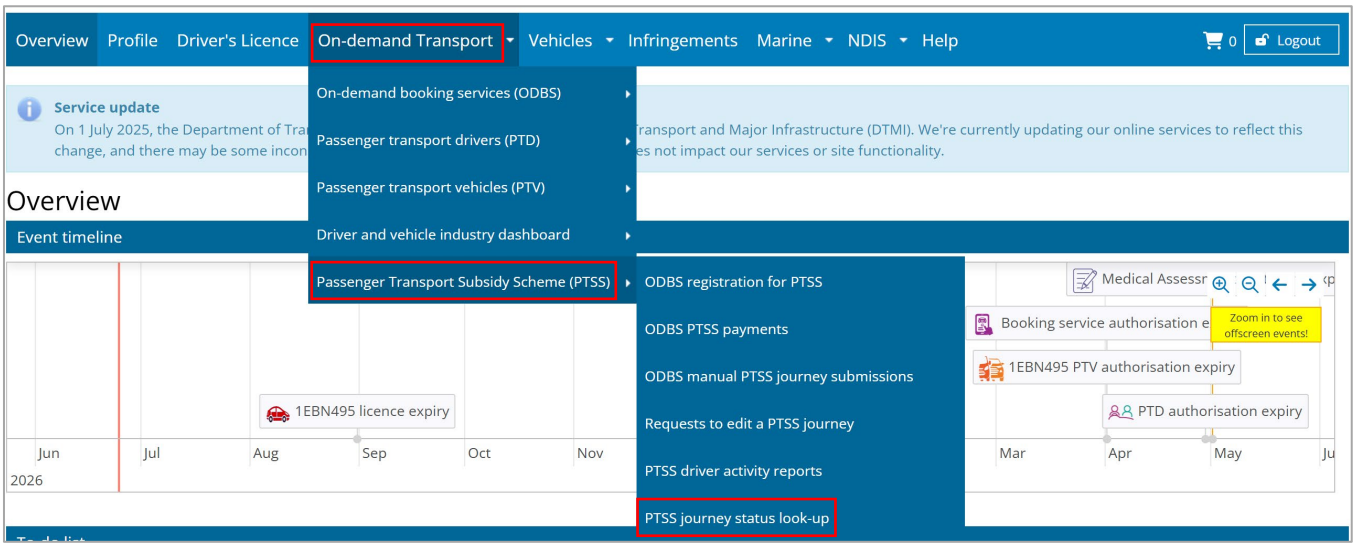
Passenger Transport Subsidy Scheme driver activity report has been processed for **CITIZEN, JOHN (PTD number: 5005767)** for the journeys from **02/06/2026** to **02/06/2026** (inclusive).

Journey details								
Booking reference number	**Date/Time of Journey**	**Status**	**Subsidy**	**Co-payment**	**Adjustments**	**Net Amount**	**GST**	**Total**
UATR47001	02/06/2026 10:58 AM	Adjustment	$0	$0	$12.00	$10.91	$1.09	$12.00
		Total approved journeys:	**$0.00**	**$0.00**	**$12.00**	**$10.91**	**$1.09**	**$12.00**

Using the PTSS journey status look-up

If you wish to view a PTSS journey's payment status or transaction detail, you can do so using the PTSS journey status look-up. Log in to your ODBS's DoTDirect account and follow these instructions.

1. To use the PTSS journey status look-up, select 'On-demand Transport'. From the dropdown menu, select 'Passenger Transport Subsidy Scheme', then 'PTSS journey status look-up'.

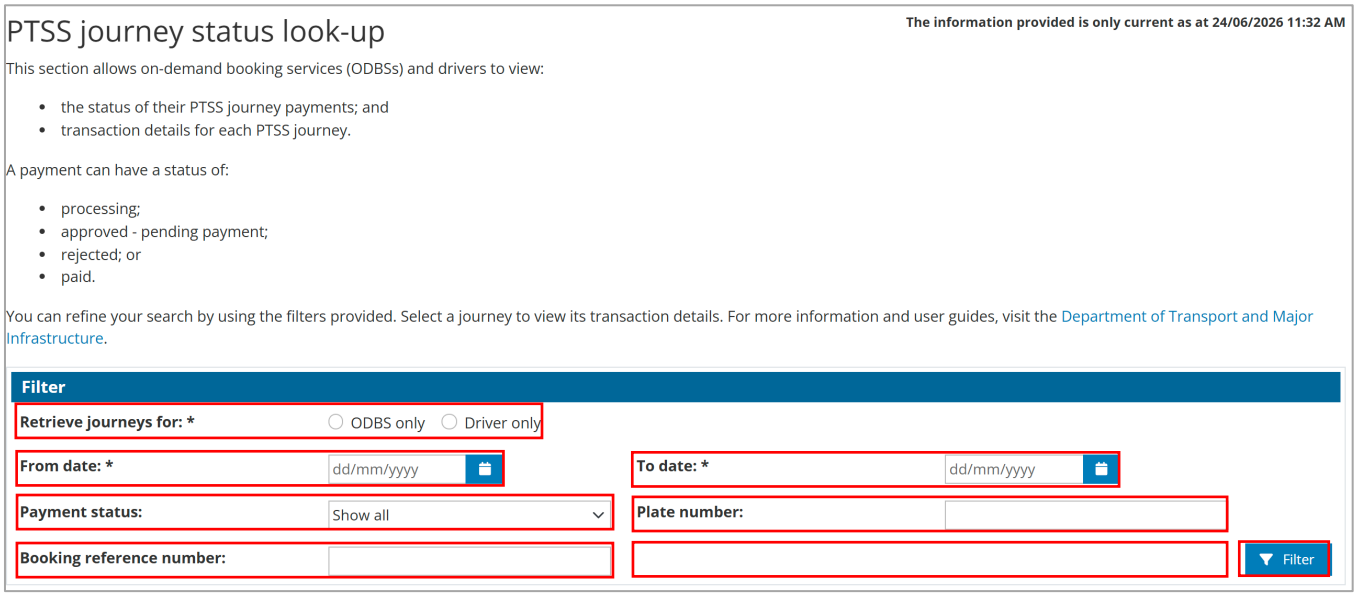


2. On the 'PTSS journey status look-up' page, you can view the status of your PTSS journey payments and detailed transaction information for each journey.

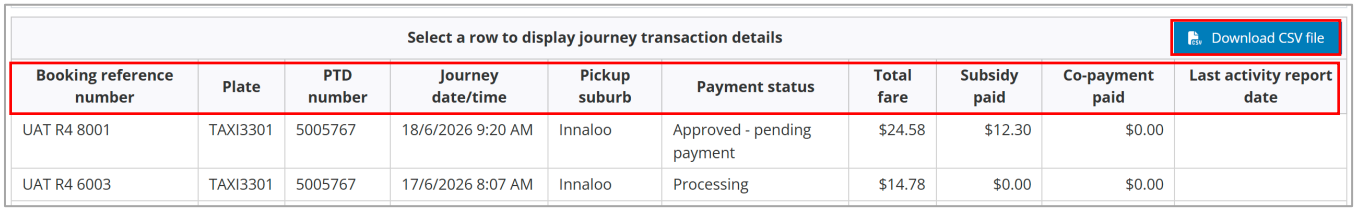
   To find a specific PTSS journey, choose from the following search filters.

   - 'Retrieve journeys for' – 'ODBS only' or 'Driver only'
   - 'From date'
   - 'To date'
   - 'Payment status', (from the dropdown you can choose from 'Show all', 'Approved – pending payment', 'Paid', 'Processing', and 'Rejected')
   - 'Plate number', and
   - 'Booking reference number'.

3. After you have adjusted the search filters, select ‘Filter’.

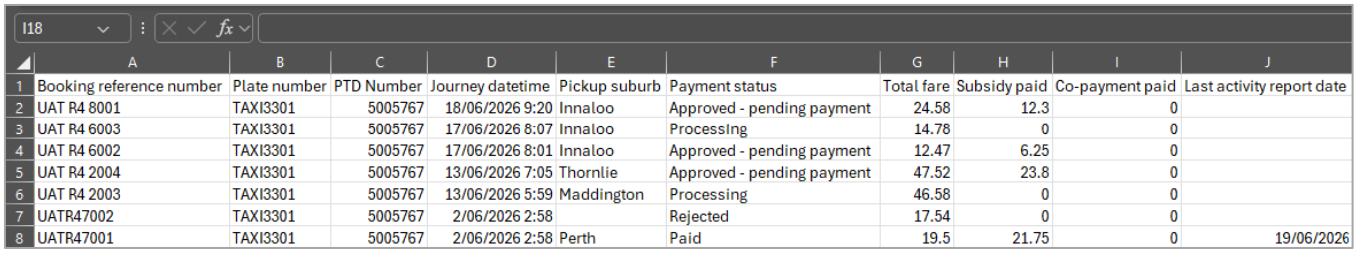


4. The results of your search will appear in the table beneath the search filters. It will detail the following information for the chosen PTSS journeys.
   - ‘Booking reference number’
   - ‘Plate number’
   - ‘PTD number’
   - ‘Journey datetime’
   - ‘Pickup suburb’
   - ‘Payment status’
   - ‘Total fare’
   - ‘Subsidy paid’
   - ‘Co-payment paid’, and
   - ‘Last activity report date’.
5. To download the details of the displayed PTSS journey, select ‘Download CSV file’.



Booking reference number	Plate	PTD number	Journey date/time	Pickup suburb	Payment status	Total fare	Subsidy paid	Co-payment paid	Last activity report date
UAT R4 8001	TAXI3301	5005767	18/6/2026 9:20 AM	Innaloo	Approved - pending payment	$24.58	$12.30	$0.00	
UAT R4 6003	TAXI3301	5005767	17/6/2026 8:07 AM	Innaloo	Processing	$14.78	$0.00	$0.00	

6. A .csv file containing the information from your search results will download to your device.



	A	B	C	D	E	F	G	H	I	J
1	Booking reference number	Plate number	PTD Number	Journey datetime	Pickup suburb	Payment status	Total fare	Subsidy paid	Co-payment paid	Last activity report date
2	UAT R4 8001	TAXI3301	5005767	18/06/2026 9:20	Innaloo	Approved - pending payment	24.58	12.3	0	
3	UAT R4 6003	TAXI3301	5005767	17/06/2026 8:07	Innaloo	Processing	14.78	0	0	
4	UAT R4 6002	TAXI3301	5005767	17/06/2026 8:01	Innaloo	Approved - pending payment	12.47	6.25	0	
5	UAT R4 2004	TAXI3301	5005767	13/06/2026 7:05	Thornlie	Approved - pending payment	47.52	23.8	0	
6	UAT R4 2003	TAXI3301	5005767	13/06/2026 5:59	Maddington	Processing	46.58	0	0	
7	UATR47002	TAXI3301	5005767	2/06/2026 2:58		Rejected	17.54	0	0	
8	UATR47001	TAXI3301	5005767	2/06/2026 2:58	Perth	Paid	19.5	21.75	0	19/06/2026