Passenger Transport Subsidy Scheme user guide for on-demand booking services

Contents

Last modified: July 2025

Introduction

About the Passenger Transport Subsidy Scheme (PTSS)

The Passenger Transport Subsidy Scheme (PTSS) replaces the Taxi User Subsidy Scheme (TUSS) from 1 March 2025.

There are two ways to use the digital PTSS system:

- drivers install and use the Department of Transport (DoT) PTSS mobile app on their mobile device; or
- ODBSs integrate their own digital systems (like dispatch software) with the PTSS application programming interface (API).

Both ways of accessing the digital PTSS system will collect journey details and send this information to DoT.

Registering for PTSS

All authorised ODBSs who provide on-demand rank or hail (taxi) services are required to register for the digital PTSS system via DoTDirect.

Registering your ODBS for PTSS enables DoT to make payments to your ODBS on behalf of your drivers. It also means that you will be included in the list of registered ODBSs in the PTSS mobile app.

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

The PTSS mobile app will display your ODBS provider name. This may be different to your business name. You can find your ODBS provider name:

- on your ODBS authorisation document;
- in your DoTDirect account profile; or
- by searching your ODBS authorisation number or business name in the list of authorised on-demand booking service providers.

If your drivers are using the PTSS mobile app, please ensure that they know your ODBS provider name.

PTSS payments for ODBSs

PTSS journey details will be submitted to DoT via:

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

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

DoT will validate all PTSS journeys and pay the subsidy and any co-payment amounts to the ODBS associated with the journey.

PTSS payments on behalf of drivers will be deposited in the bank account nominated by your ODBS. 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.

ODBSs are responsible for paying the correct amounts to their drivers. ODBSs and drivers will need to consider any financial arrangements regarding passing on subsidy payments – these are private commercial arrangements that DoT is unable to be involved with.

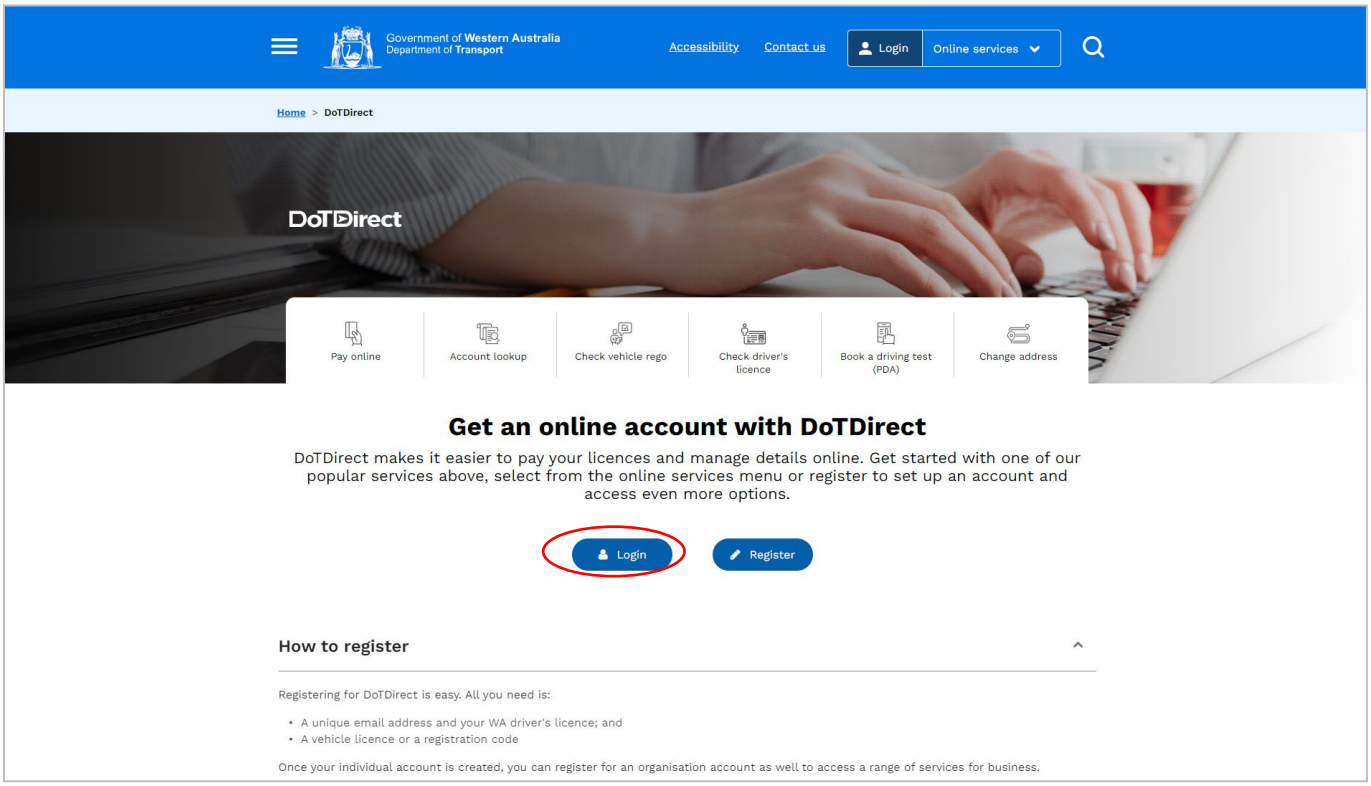
More information

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

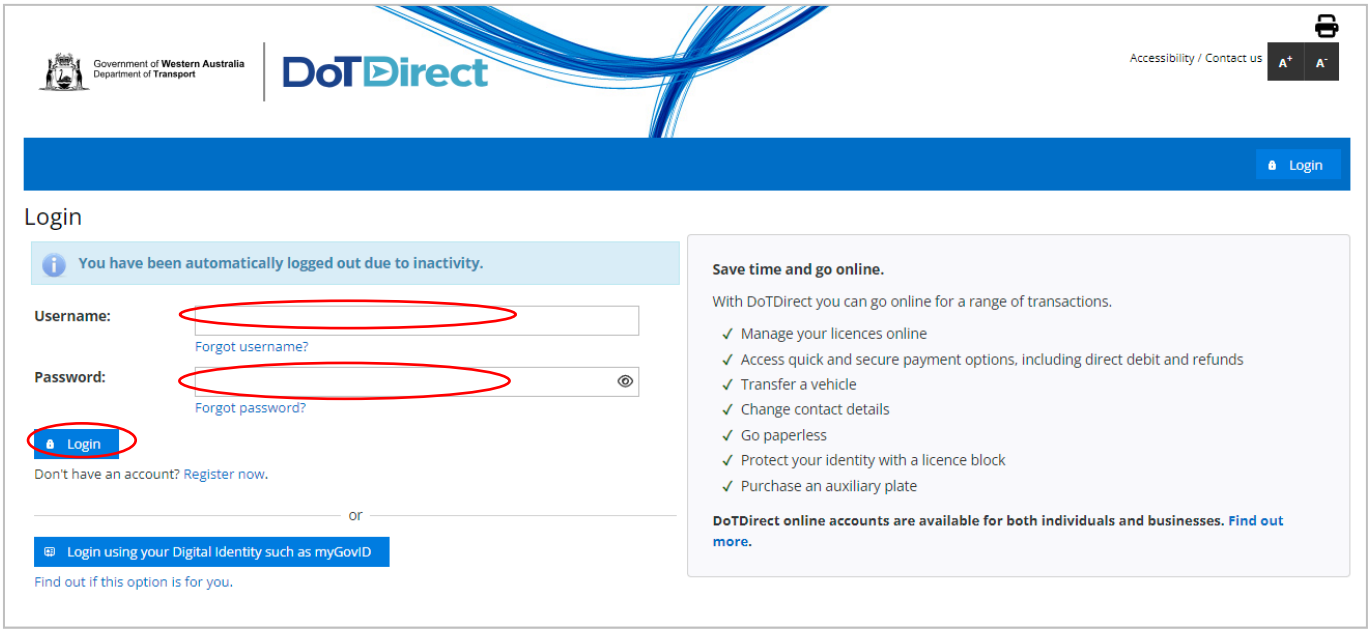
Log into your DoTDirect account

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

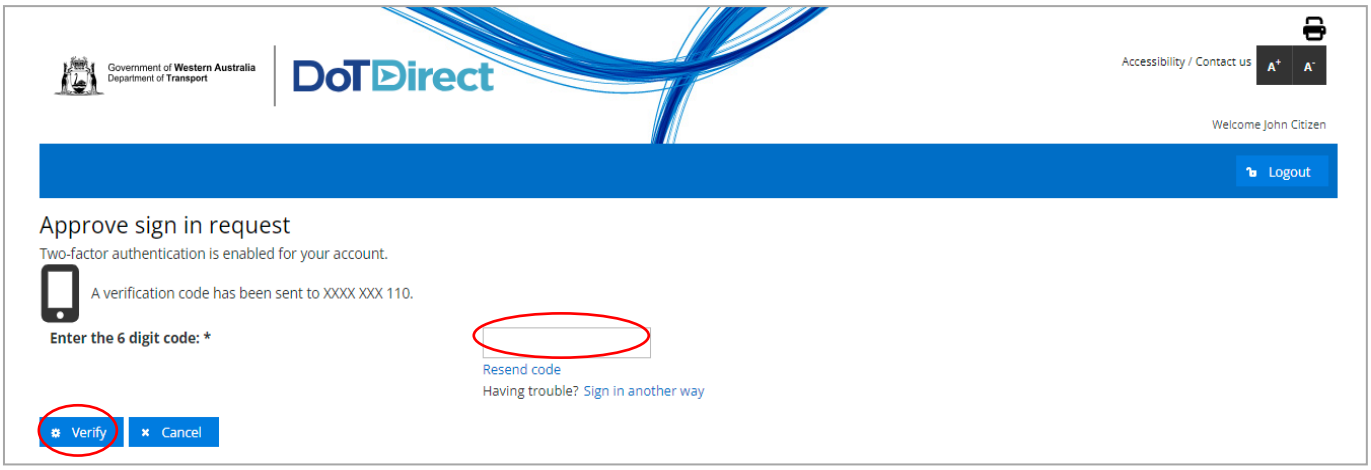
1. In your web browser, navigate to DoTDirect: www.transport.wa.gov.au/dotdirect.
2. Select “Login” button.



3. Enter your username and password and select “Login”.



4. A verification code will be sent to the mobile number you have registered with DoTDirect. Once received, the "Approve sign-in request" page will appear. Enter the 6-digit code and click "Verify" to proceed.



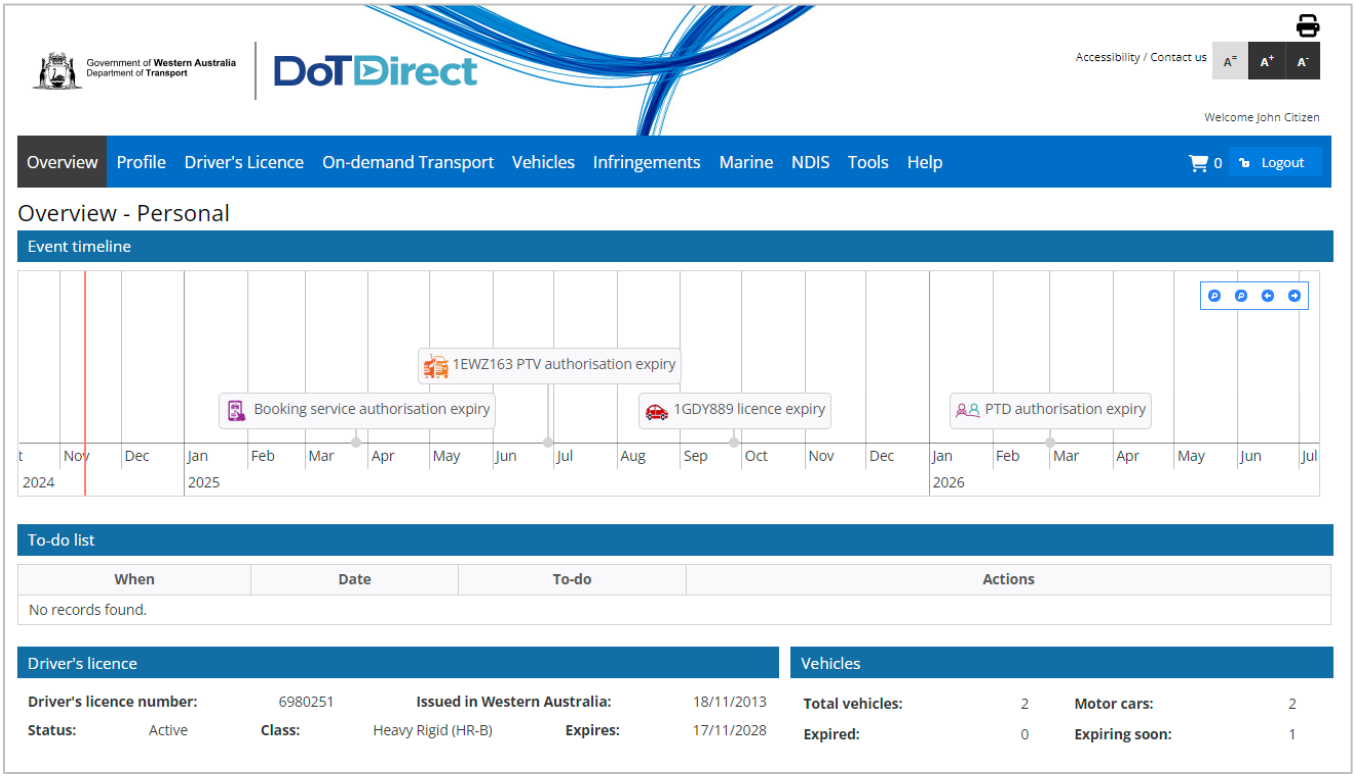
5. The overview of your DoTDirect account profile will display. Select the DoTDirect profile for the ODBS that you want to register for PTSS

Note: If the ODBS account profile is not available in your DoTDirect account, the primary delegate of the DoTDirect account must first add you to the ODBS account.

View PTSS menu in DoTDirect

1. Log into your ODBS's DoTDirect account and select the correct DoTDirect profile.

2. Once your account profile is selected, you will be automatically redirected to the "Overview" page.



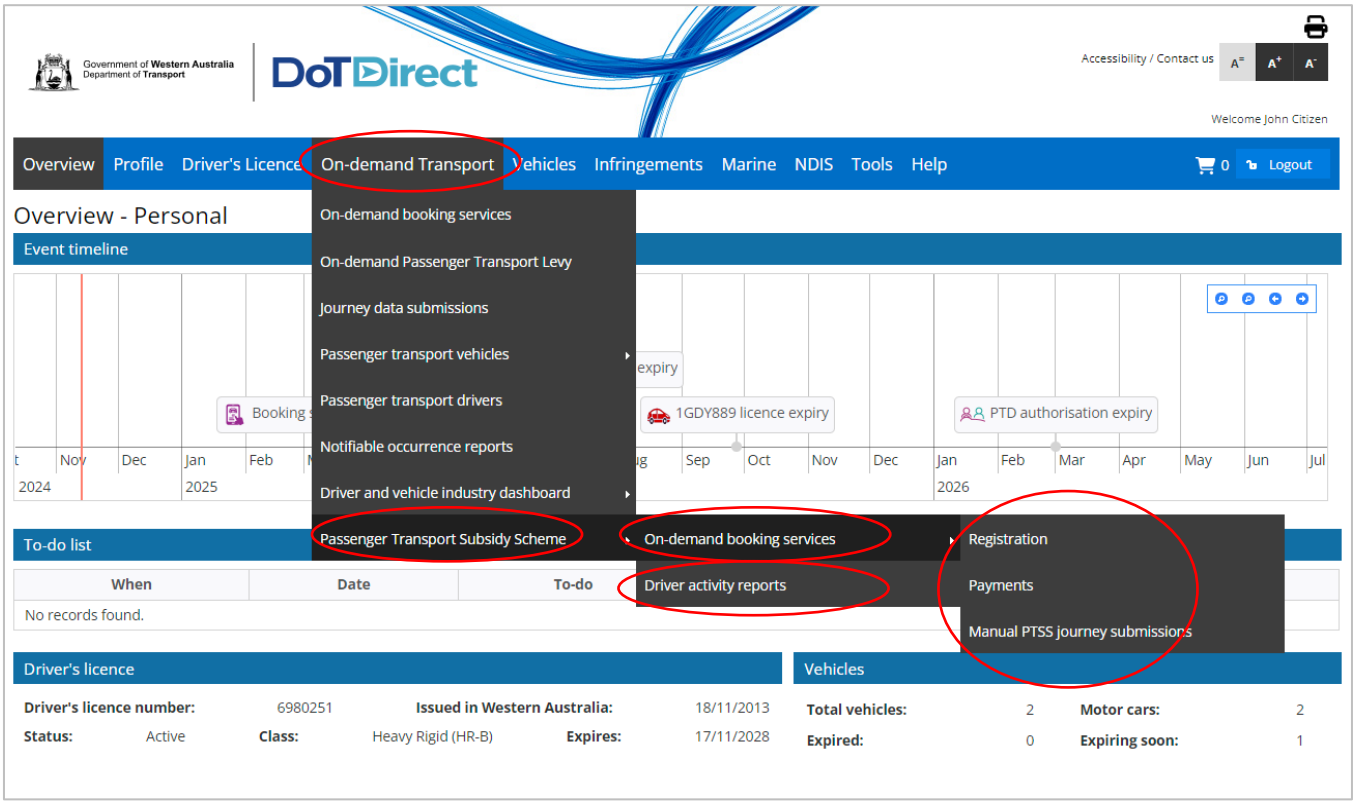
3. From there, select "On-demand Transport" from the top menu bar, then select "Passenger Transport Subsidy Scheme" from the dropdown menu.

   If you hold an ODBS authorisation, selecting "Passenger Transport Subsidy Scheme" will display one option in the dropdown: "On-demand booking service."

   When you select this, you'll see three options:

   - Registration;
   - Payments; and
   - Manual PTSS Journey Submissions.

   Note: If you are a Sole Trader ODBS, you will see two options under "Passenger Transport Subsidy Scheme": "On-demand booking service" and "Driver Activity Reports."



Registration

All ODBSs providing on-demand rank or hail (taxi) services must register for PTSS, to enable PTSS payments to be deposited in your ODBS's bank account on behalf of drivers.

Payments

Once registered for PTSS, ODBSs can view payment 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.

Manual PTSS journey submission

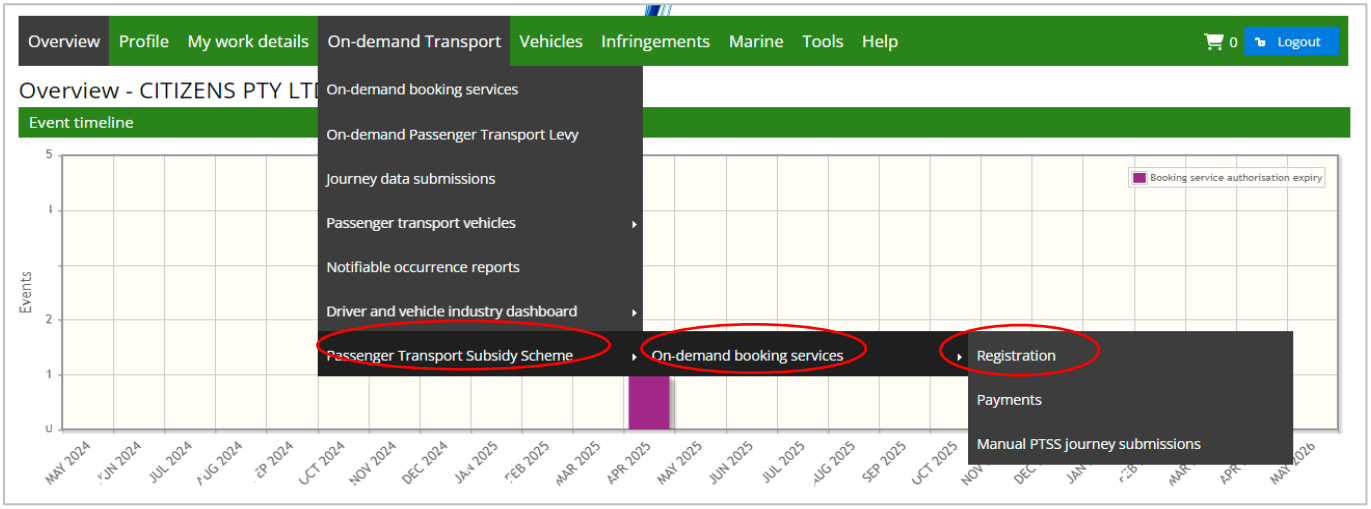
ODBSs may manually submit details of PTSS journeys via DoTDirect. This option is only available in the event of technological issues impacting the DoT PTSS mobile app or API. All manual PTSS journey submissions will be reviewed by DoT.

Driver activity reports

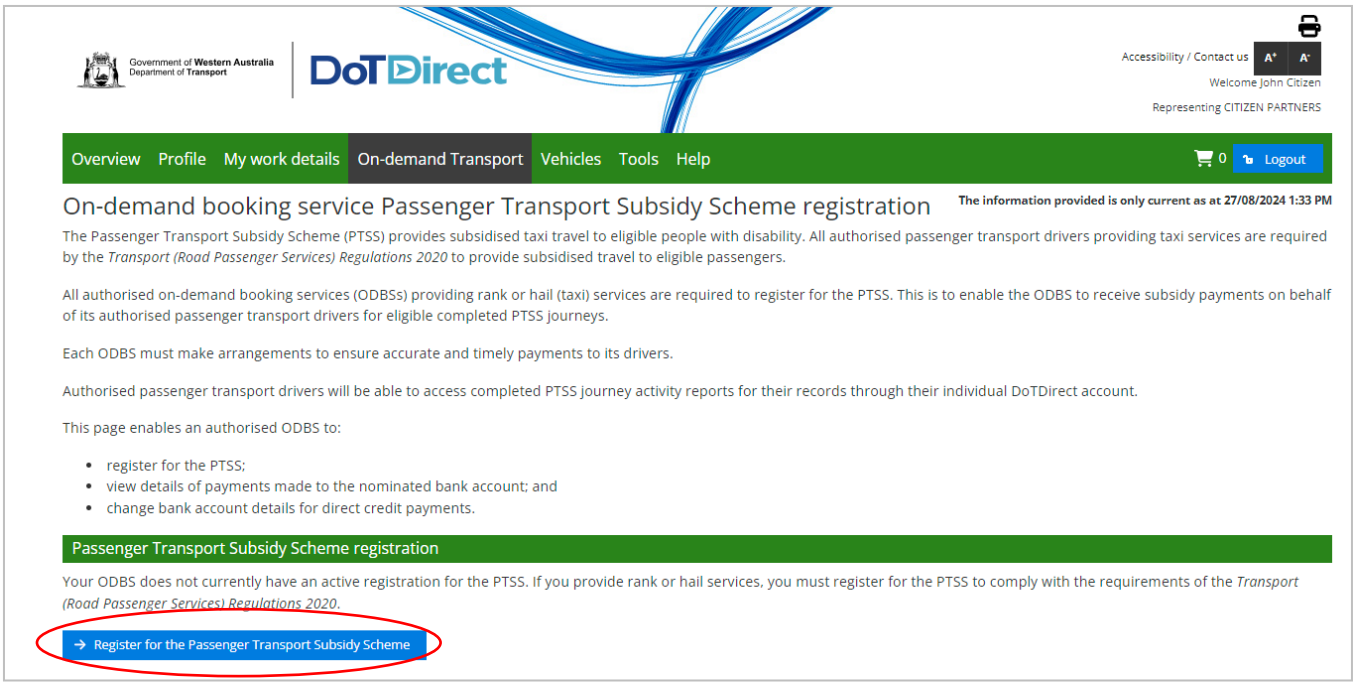
Passenger transport drivers who have completed PTSS journeys can view driver activity reports, including PTSS payment details.

Register your ODBS for PTSS

1. Log into DoTDirect and select the profile for your ODBS.
2. Once the account profile has been opened, select the “On-demand Transport” menu and select “Passenger Transport Subsidy Scheme” from the drop-down menu, then “On-demand booking services”, then “Registration”.

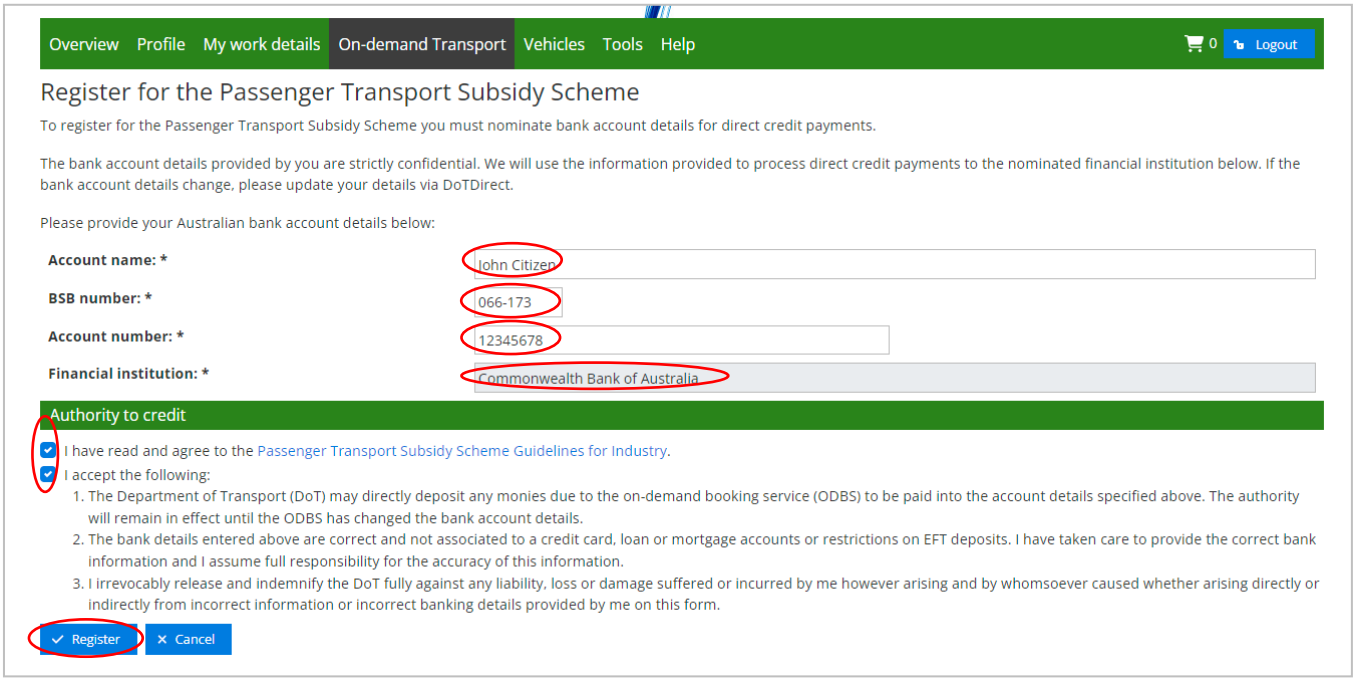


3. Read the information provided, then select “Register for the Passenger Transport Subsidy Scheme”.

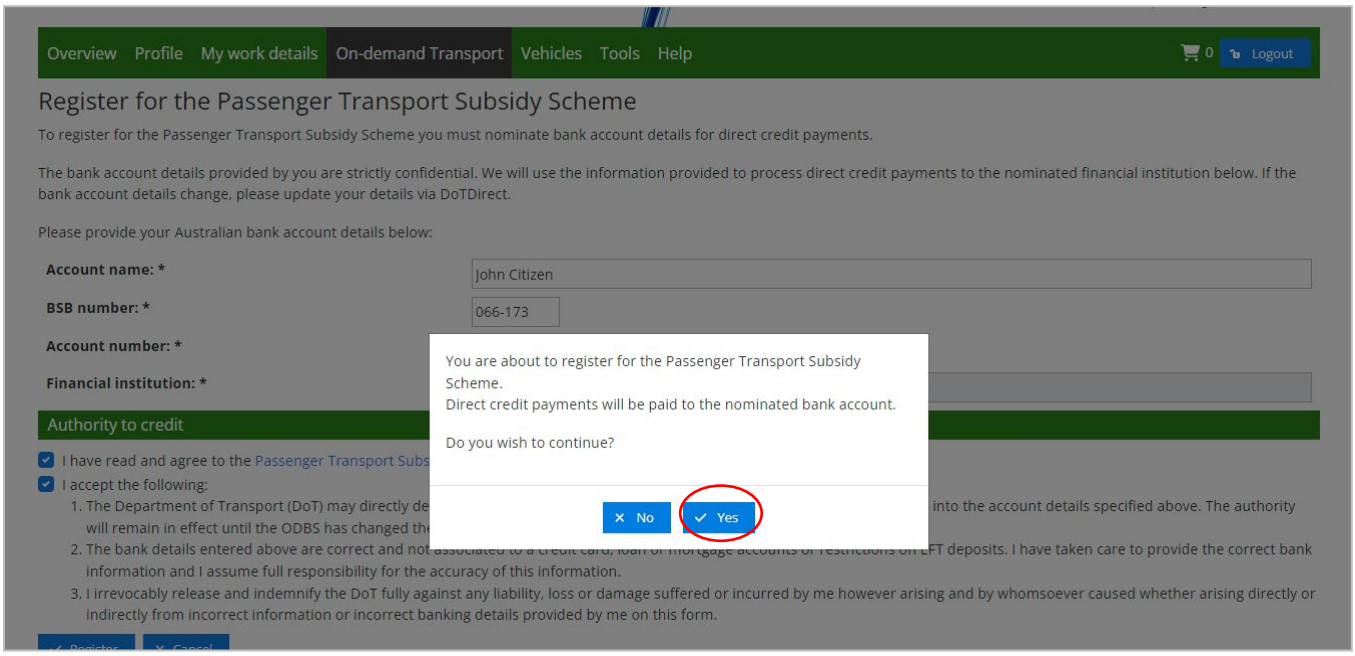


4. Once you have selected “Register for the Passenger Transport Subsidy Scheme” it will take you to the landing page, where you must nominate the bank account details for direct credit payments.

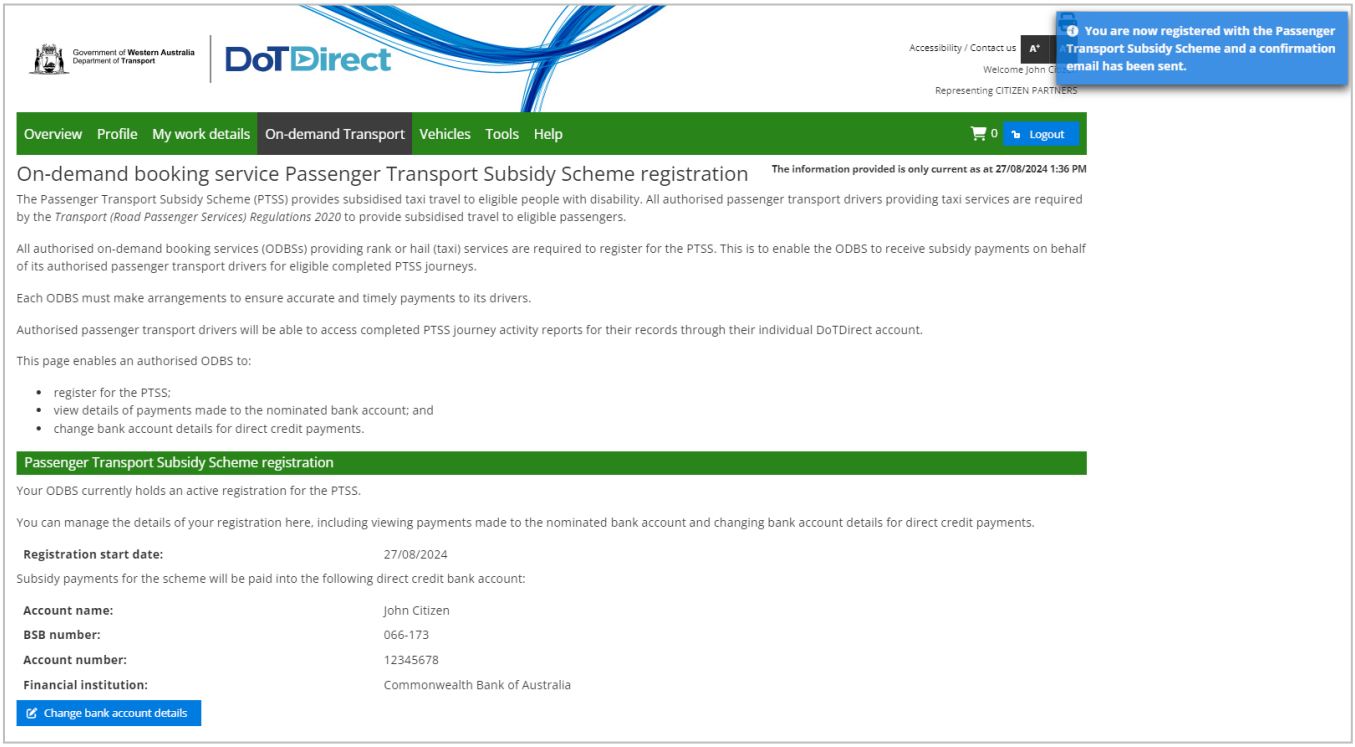
   Enter the bank account details, read and agree to “Authority to credit”, then select “Register”.



5. A confirmation message will be displayed. Select “Yes” if you wish to continue.



6. Once you have selected "Yes", a confirmation message will appear in the top right-hand corner of the page, confirming your registration with the Passenger Transport Subsidy Scheme. Additionally, a confirmation email will be sent to the Authorisation holder, the log-in user and all responsible officers.

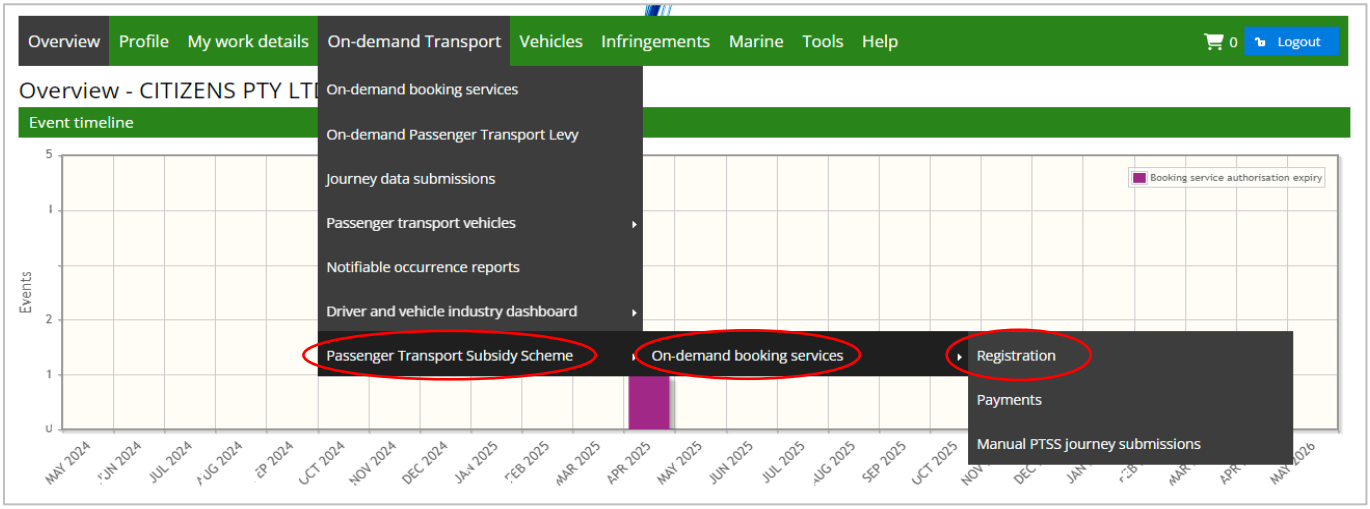


You are now registered for PTSS.

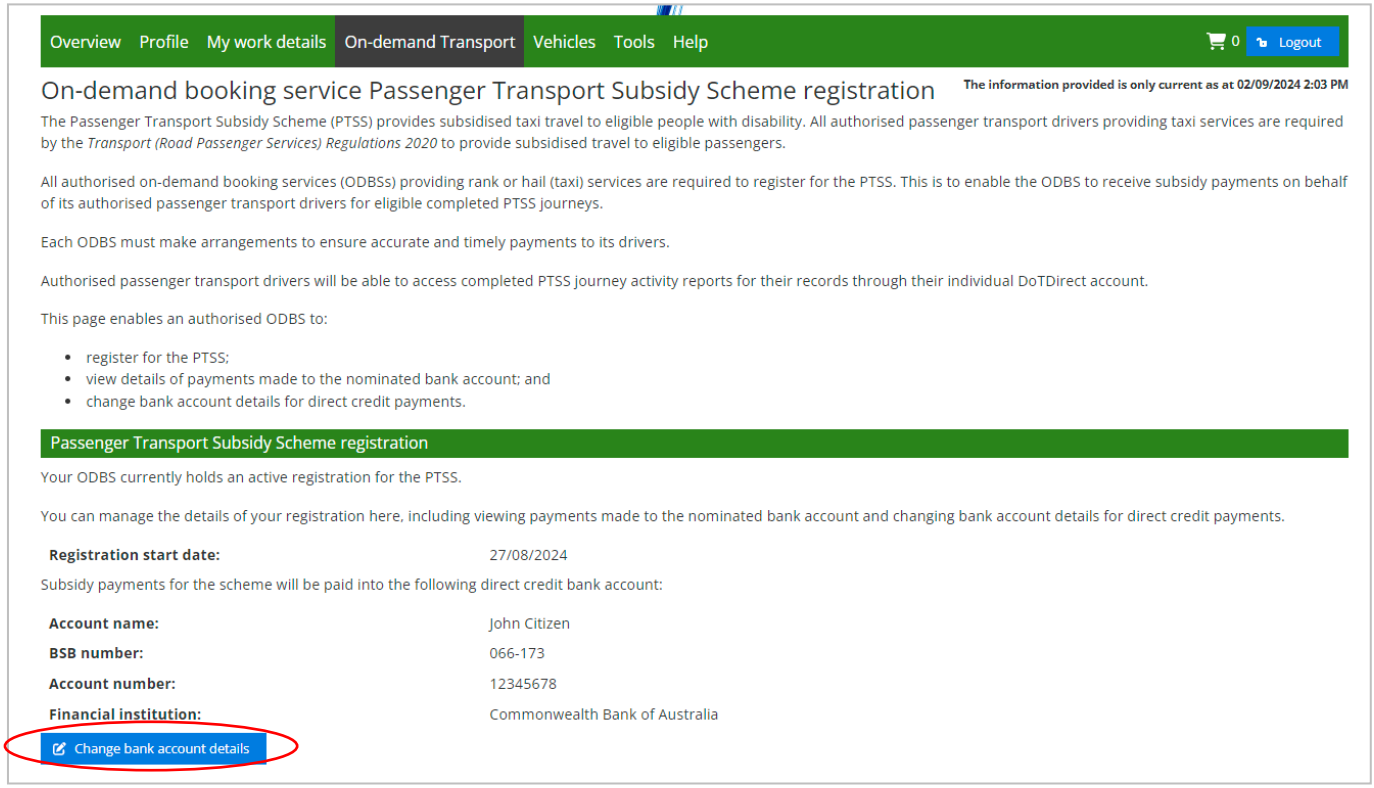
Manage your PTSS registration

Change bank account details for PTSS registration

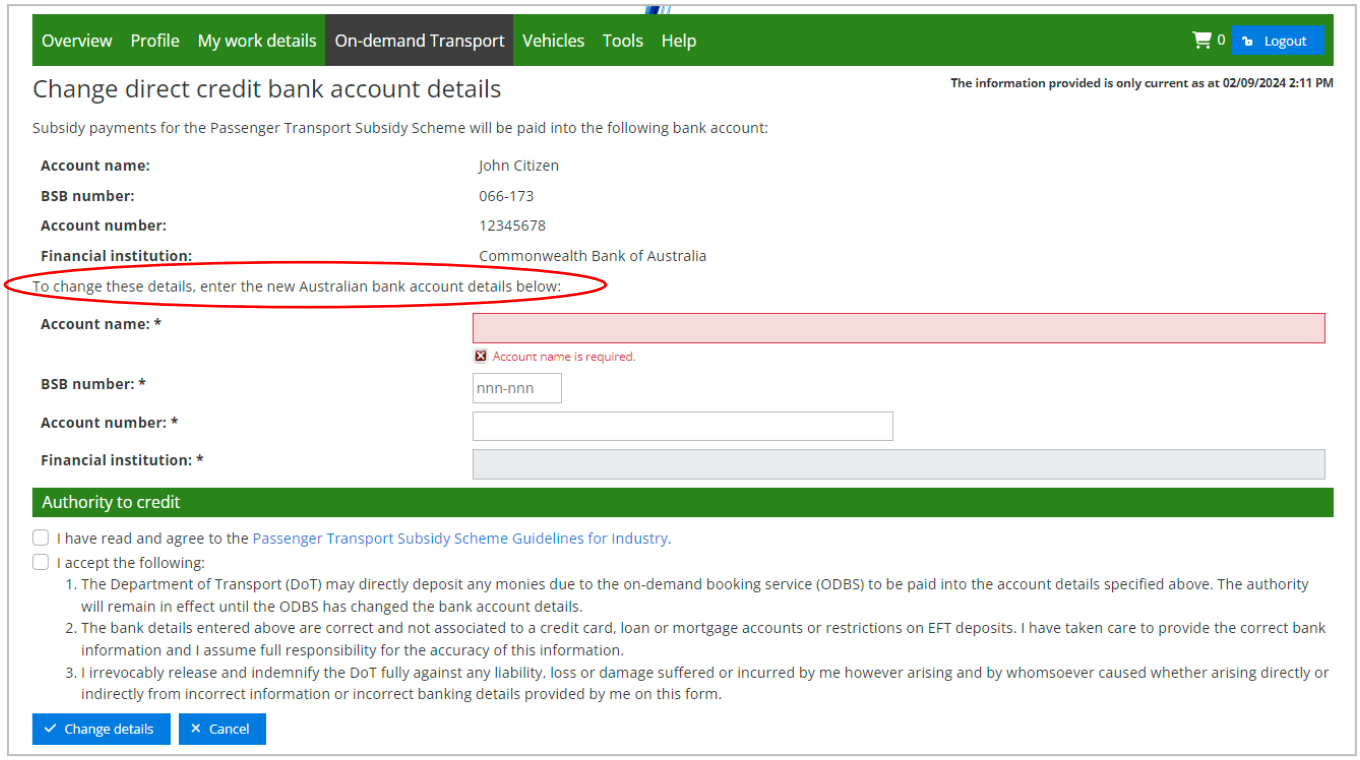
1. To change your current bank account details for PTSS direct credit payments, select the “On-demand Transport” menu in the overview of your DoTDirect account profile page. From the drop-down menu select “Passenger Transport Subsidy Scheme”, select “On-demand booking services”, then select “Registration”.



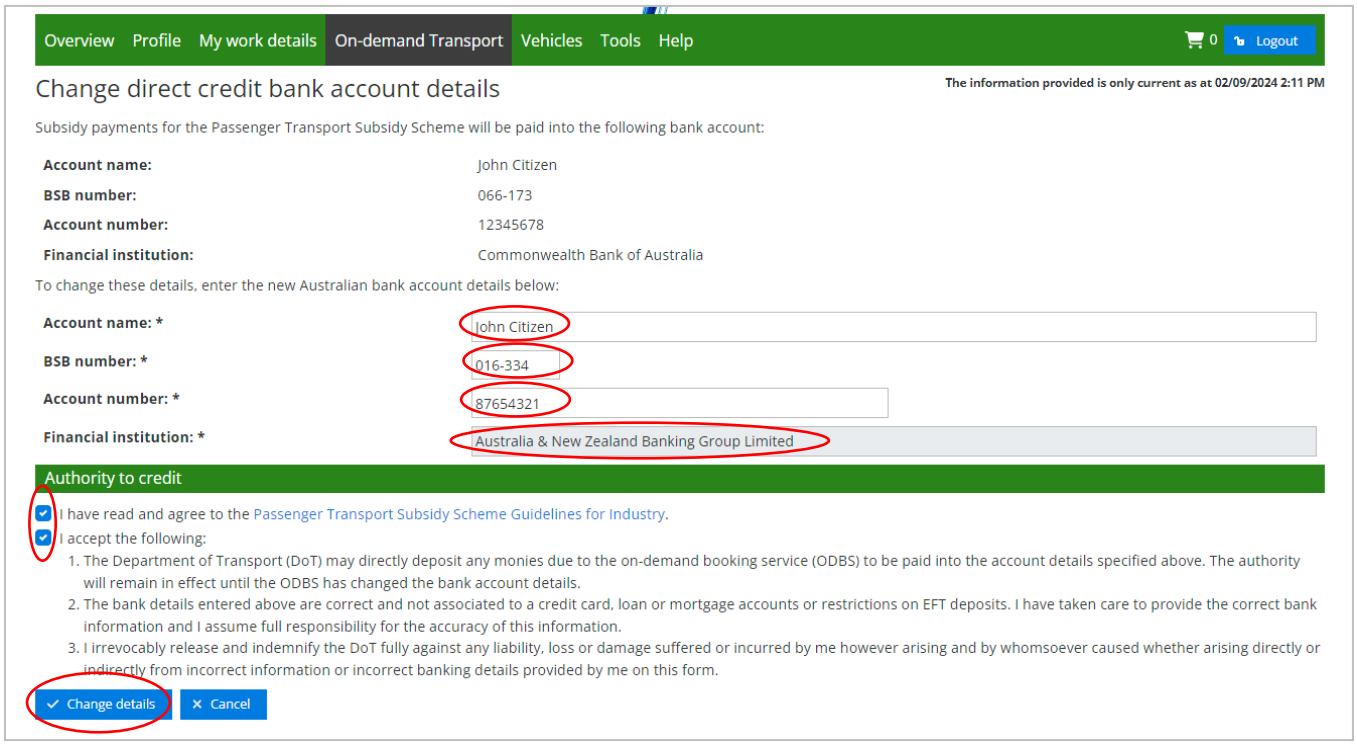
2. After selecting "Registration", you'll be directed to the "On-demand booking service Passenger Transport Subsidy Scheme registration" landing page. Once there, scroll to the bottom left corner and select “Change bank account details".



3. Once you select "Change bank account details," you will be directed to the "Change direct credit bank account details" page. Here, you will see the current bank account details, along with an option to update them.

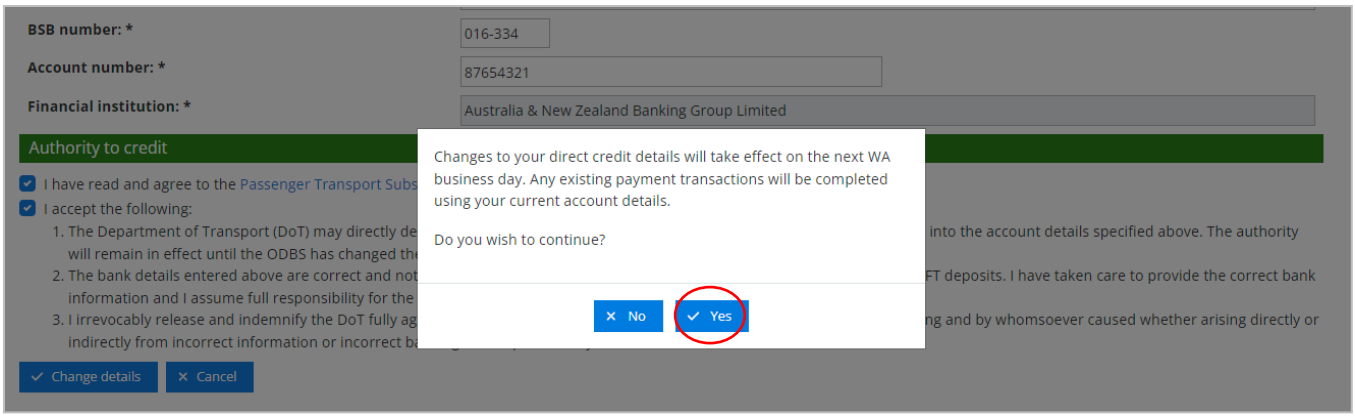


4. Enter the new bank account details, read and agree to “Authority to credit”, then select “Change details”.



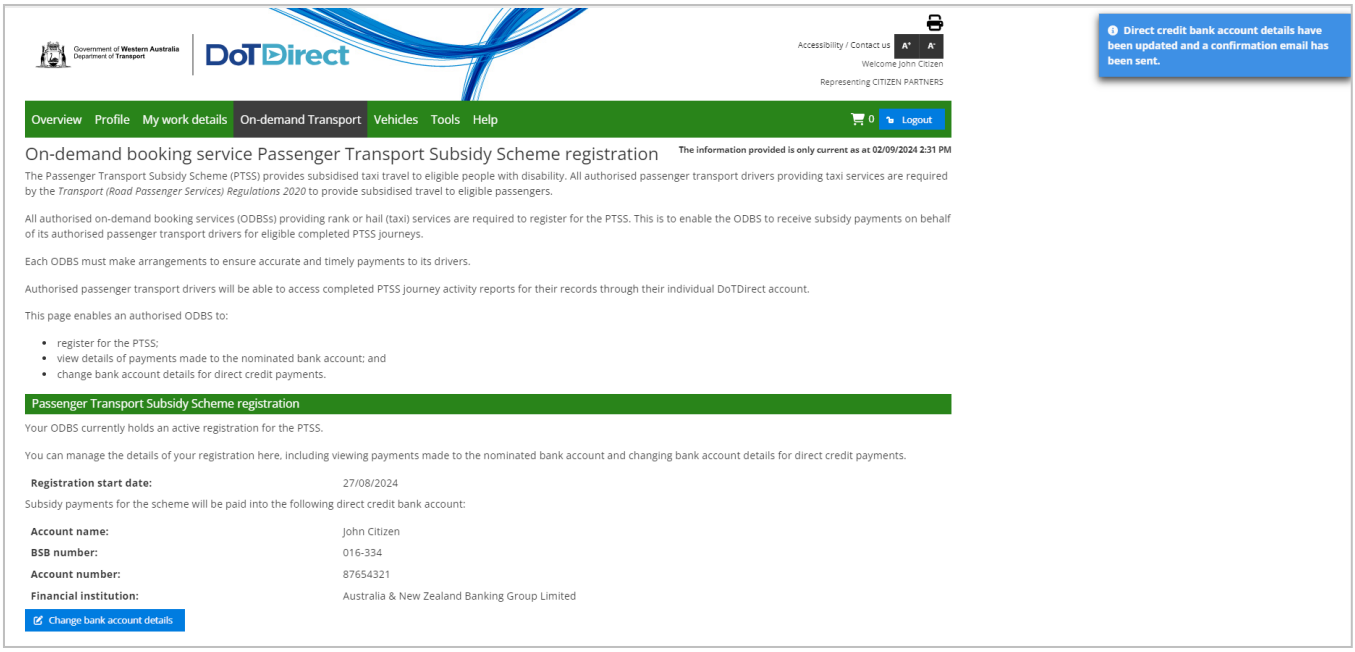
5. A confirmation message will be displayed. Select “Yes” if you wish to continue.

Note: Changes to your direct credit details will take effect on the next WA business day. Any existing payment transactions will be completed using your current account details.



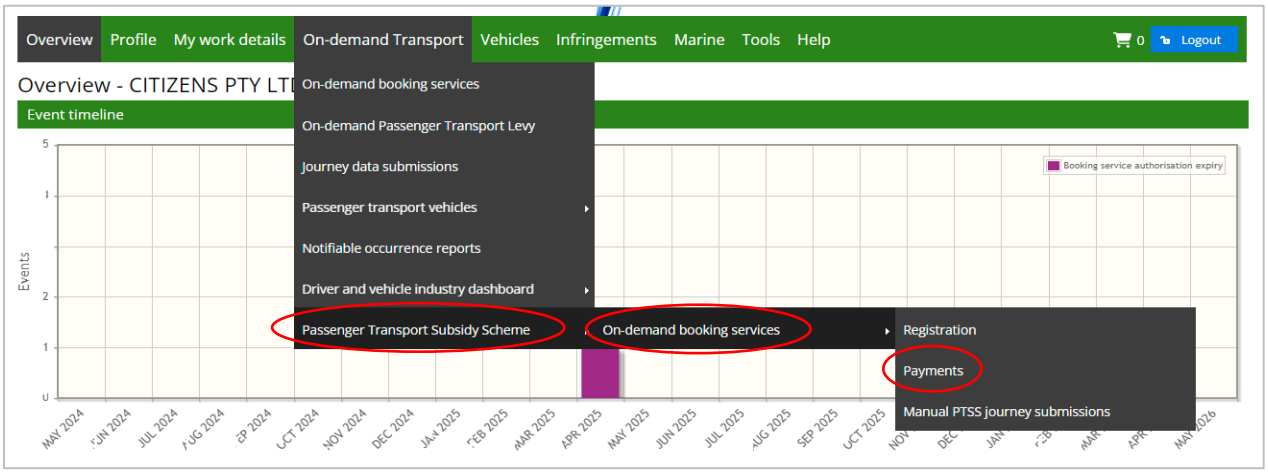
6. Once you have selected "Yes", a confirmation message will appear in the top right-hand corner of the page, confirming your direct credit bank account details have been successfully updated. Additionally, a confirmation email will be sent to the Authorisation holder, the log-in user and all responsible officers.

   Note: this does not change any other bank account details associated with your ODBS authorisation.

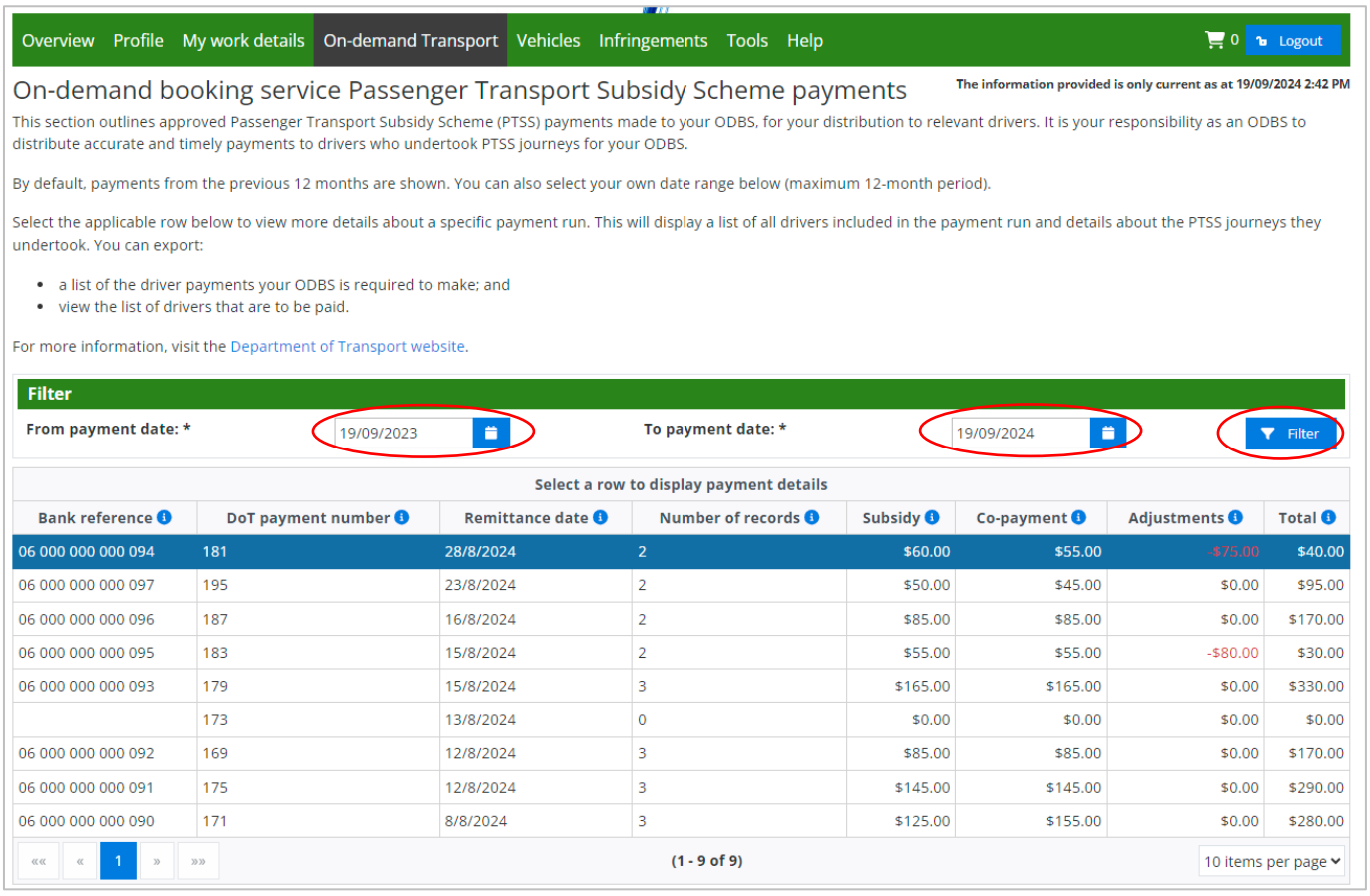


View PTSS payments

1. Select "On-demand Transport" from the top menu bar, then "Passenger Transport Subsidy Scheme" from the dropdown menu, then “Payments”.



2. The On-demand booking service Passenger Transport Subsidy Scheme payments page will open. On this page, you can view details of approved PTSS payments made to your ODBS, for distribution to your drivers. By default, payments from the last 12 months will appear. You can filter details based on payment date.



3. To find more details about a specific payment run, select the applicable row to display a list of all drivers included in the payment run, and details about the PTSS journeys they undertook.

   You can filter the payment run based on a driver's:

   a. passenger transport driver (PTD) authorisation number; or

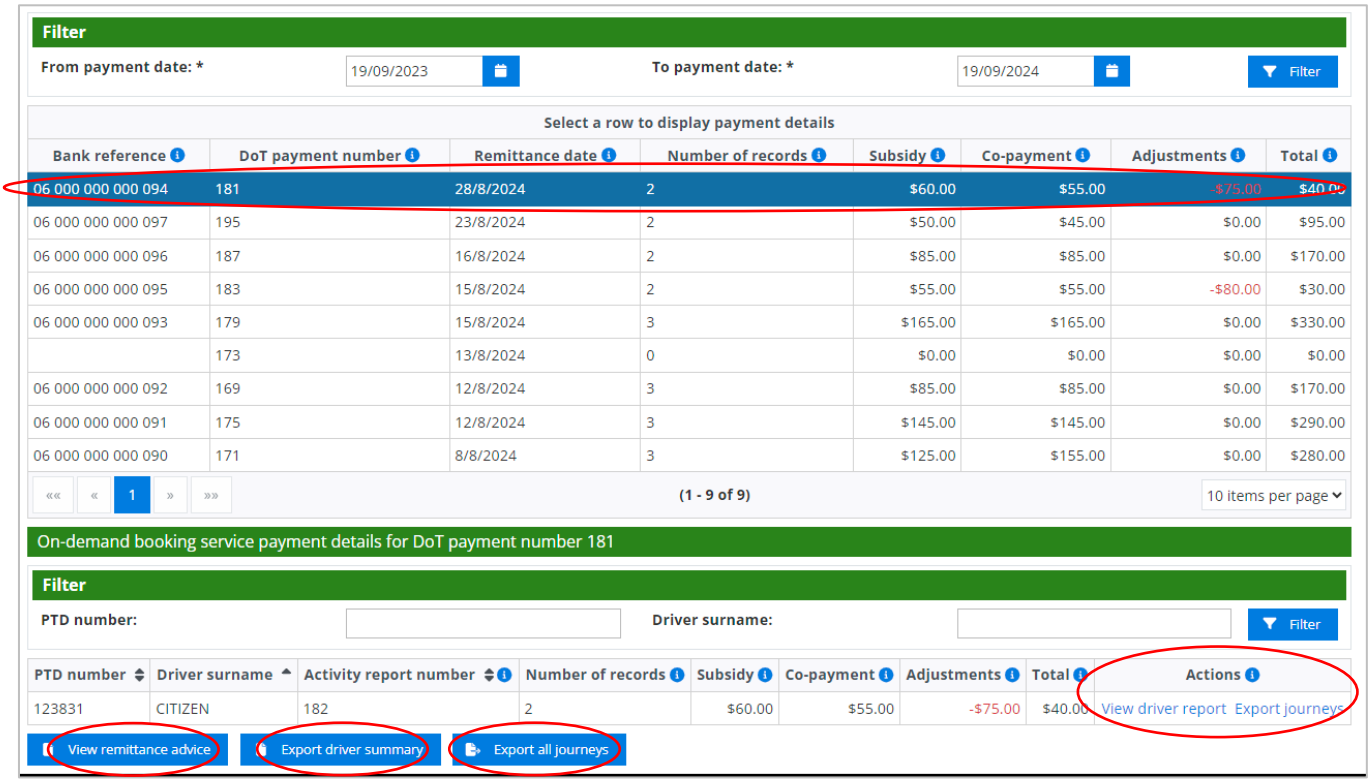
   b. the driver's surname.

   You can also:

   a. view the remittance advice document related to the payment run;

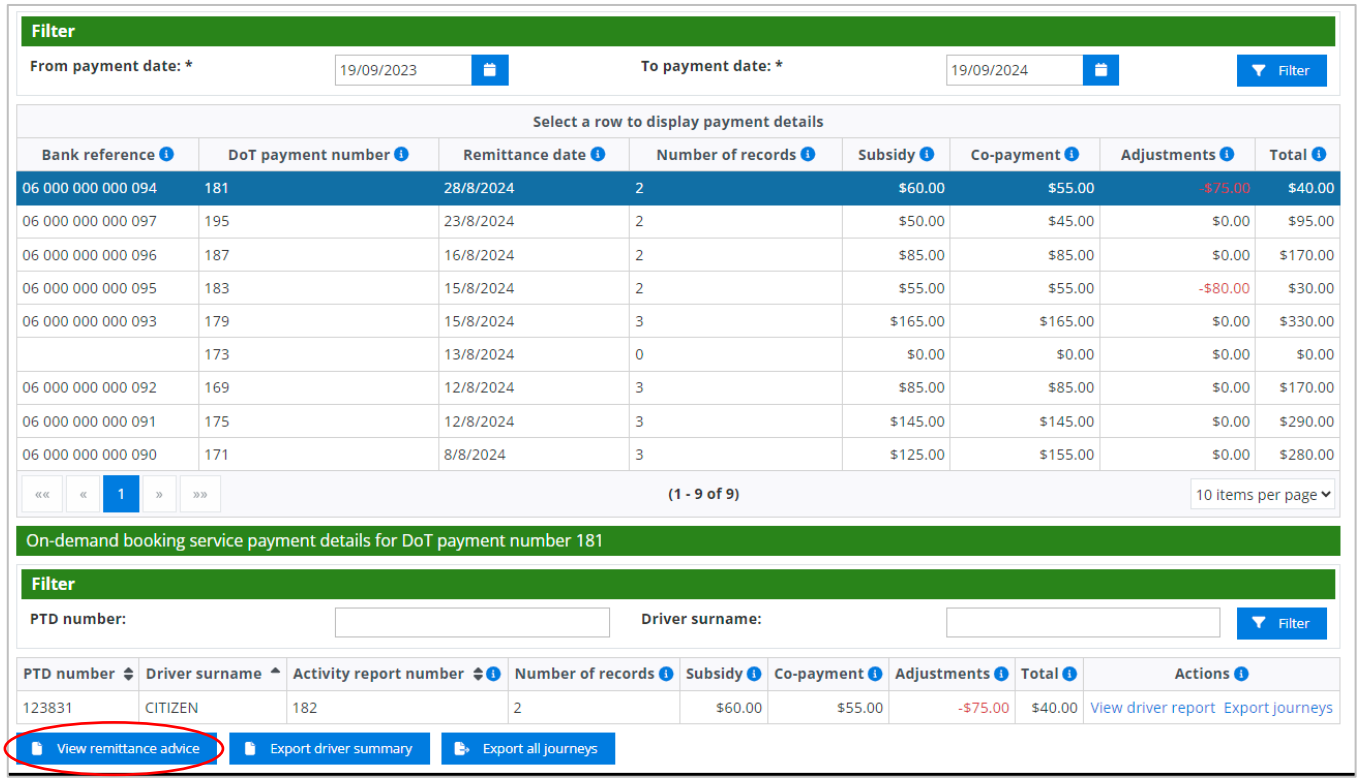
   b. export a summary of the drivers involved in the payment run; and

   c. export a report of all journeys included in the payment run.

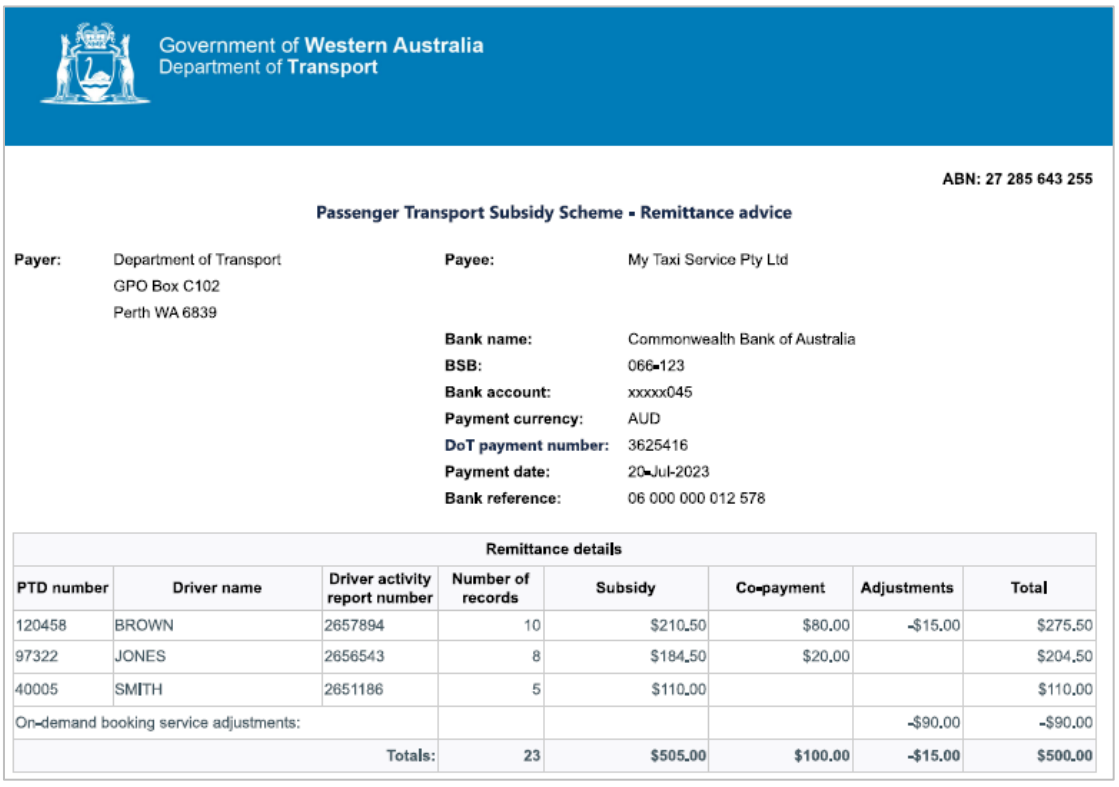


View remittance advice

1. To view remittance advice, select “View remittance advice” at the bottom of the page.



2. You will be provided with a PDF report that details:
    a. PTD number;
    b. driver name;
    c. report number;
    d. number of records; and
    e. subsidy, co-payment, adjustments and total of remittances received.



Government of **Western Australia**
Department of **Transport**

ABN: 27 285 643 255

Passenger Transport Subsidy Scheme - Remittance advice

Payer: Department of Transport
GPO Box C102
Perth WA 6839

Payee: My Taxi Service Pty Ltd

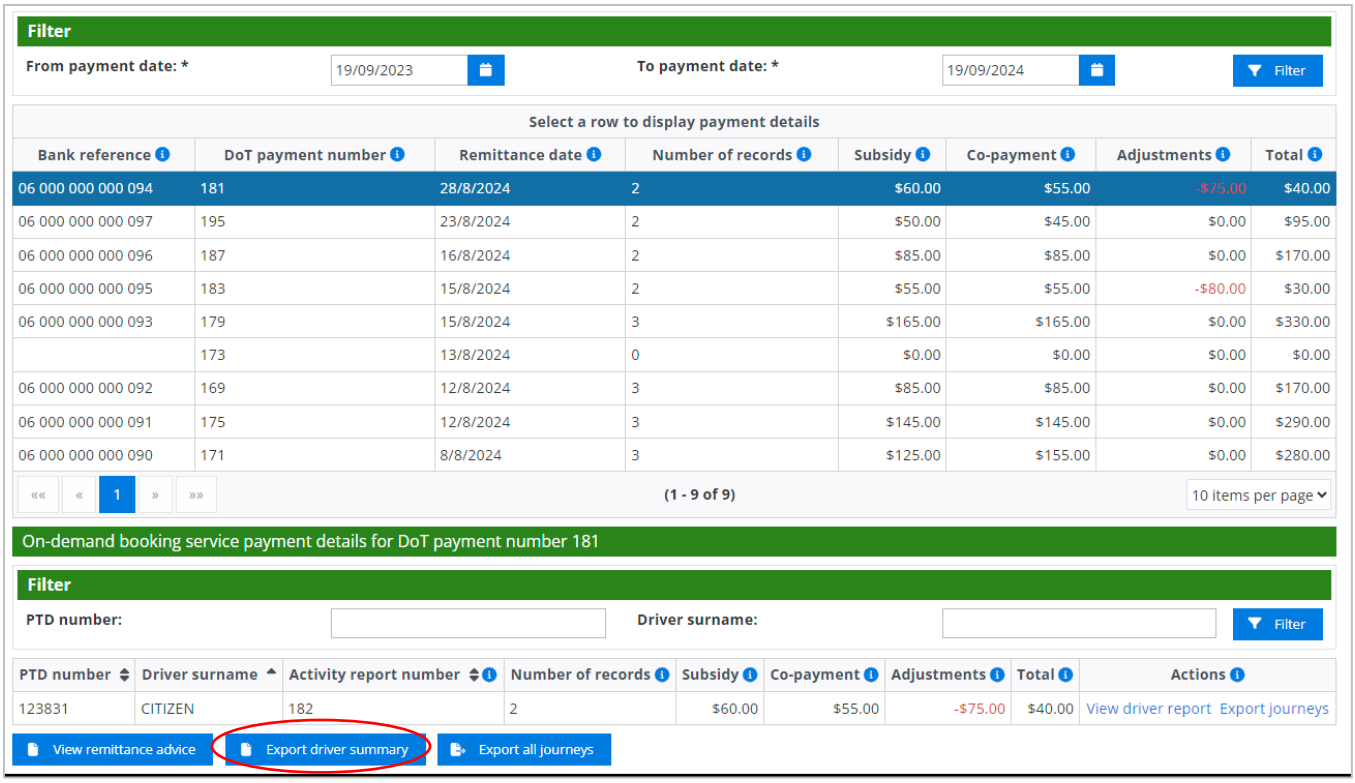
Bank name: Commonwealth Bank of Australia
BSB: 066-123
Bank account: xxxxx045
Payment currency: AUD
DoT payment number: 3625416
Payment date: 20-Jul-2023
Bank reference: 06 000 000 012 578

Remittance details

PTD number	Driver name	Driver activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total
120458	BROWN	2657894	10	$210.50	$80.00	-$15.00	$275.50
97322	JONES	2656543	8	$184.50	$20.00		$204.50
40005	SMITH	2651186	5	$110.00			$110.00
On-demand booking service adjustments:						-$90.00	-$90.00
		Totals:	**23**	**$505.00**	**$100.00**	**-$15.00**	**$500.00**

Export driver summary

1. To view driver summary, select “Export driver summary” at the bottom of the page.



Filter

From payment date: * 19/09/2023 To payment date: * 19/09/2024 Filter

Select a row to display payment details

Bank reference	DoT payment number	Remittance date	Number of records	Subsidy	Co-payment	Adjustments	Total
06 000 000 000 094	181	28/8/2024	2	$60.00	$55.00	-$75.00	$40.00
06 000 000 000 097	195	23/8/2024	2	$50.00	$45.00	$0.00	$95.00
06 000 000 000 096	187	16/8/2024	2	$85.00	$85.00	$0.00	$170.00
06 000 000 000 095	183	15/8/2024	2	$55.00	$55.00	-$80.00	$30.00
06 000 000 000 093	179	15/8/2024	3	$165.00	$165.00	$0.00	$330.00
	173	13/8/2024	0	$0.00	$0.00	$0.00	$0.00
06 000 000 000 092	169	12/8/2024	3	$85.00	$85.00	$0.00	$170.00
06 000 000 000 091	175	12/8/2024	3	$145.00	$145.00	$0.00	$290.00
06 000 000 000 090	171	8/8/2024	3	$125.00	$155.00	$0.00	$280.00

« « 1 » »» (1 - 9 of 9) 10 items per page

On-demand booking service payment details for DoT payment number 181

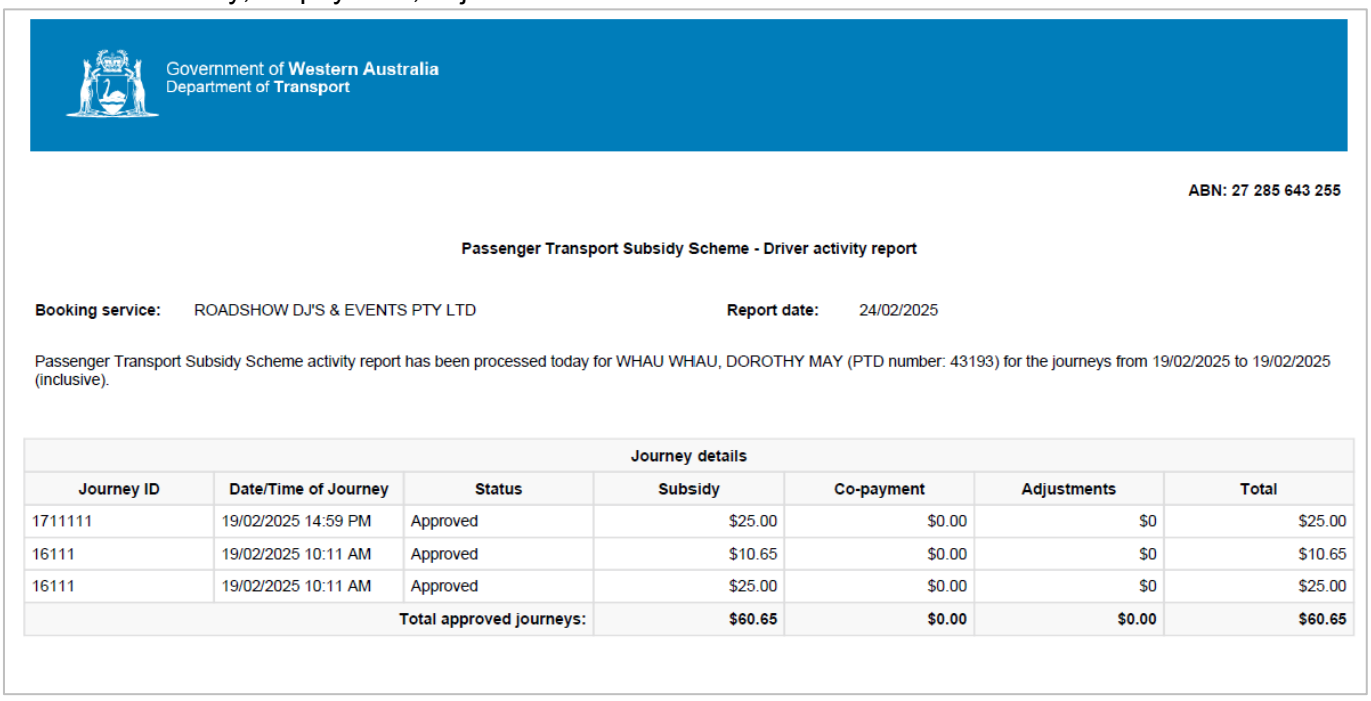
Filter

PTD number: Driver surname: Filter

PTD number	Driver surname	Activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
123831	CITIZEN	182	2	$60.00	$55.00	-$75.00	$40.00	View driver report Export journeys

View remittance advice | Export driver summary | Export all journeys

2. You will be provided with a PDF report of driver activity that details:
    a. journey ID;
    b. date and time of journey;
    c. journey status; and
    d. subsidy, co-payment, adjustments and total of remittances received.



Government of Western Australia
Department of Transport

ABN: 27 285 643 255

Passenger Transport Subsidy Scheme - Driver activity report

Booking service: ROADSHOW DJ'S & EVENTS PTY LTD **Report date:** 24/02/2025

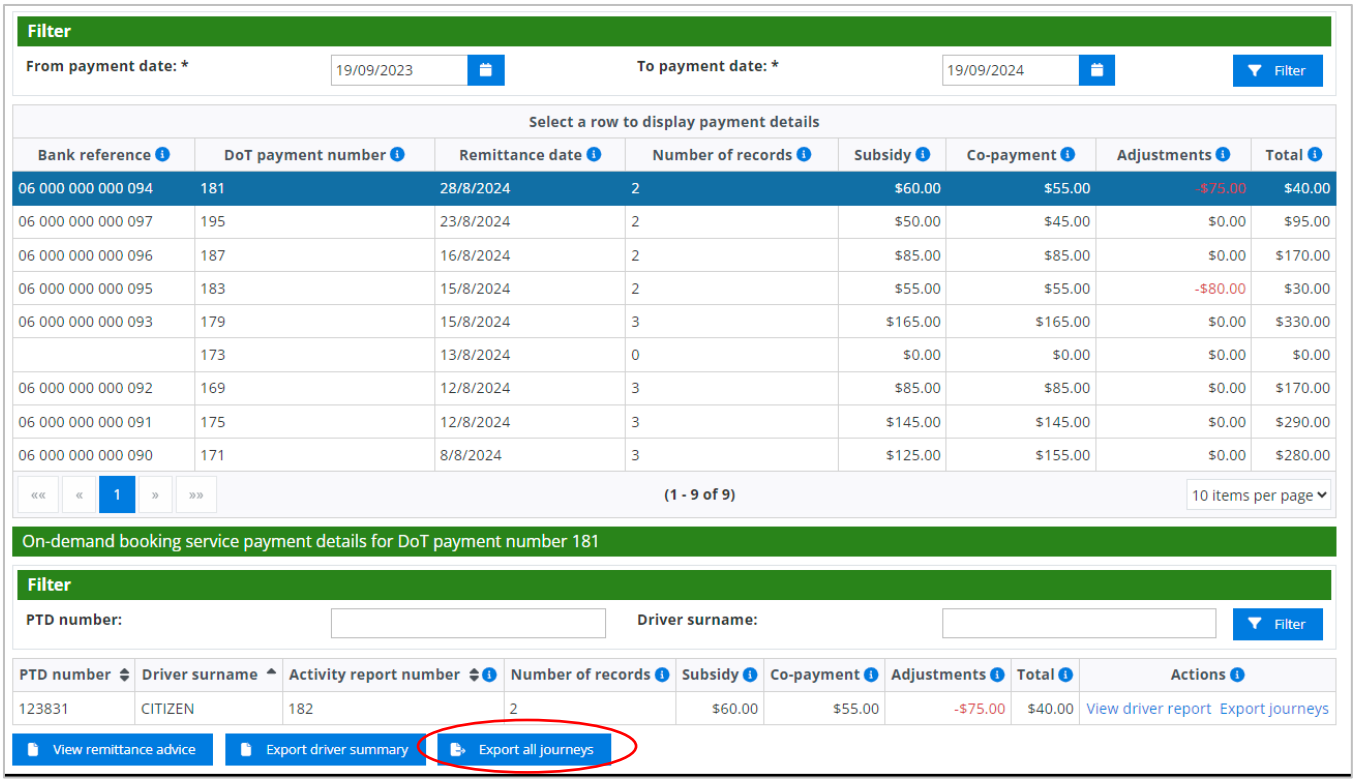
Passenger Transport Subsidy Scheme activity report has been processed today for WHAU WHAU, DOROTHY MAY (PTD number: 43193) for the journeys from 19/02/2025 to 19/02/2025 (inclusive).

Journey details

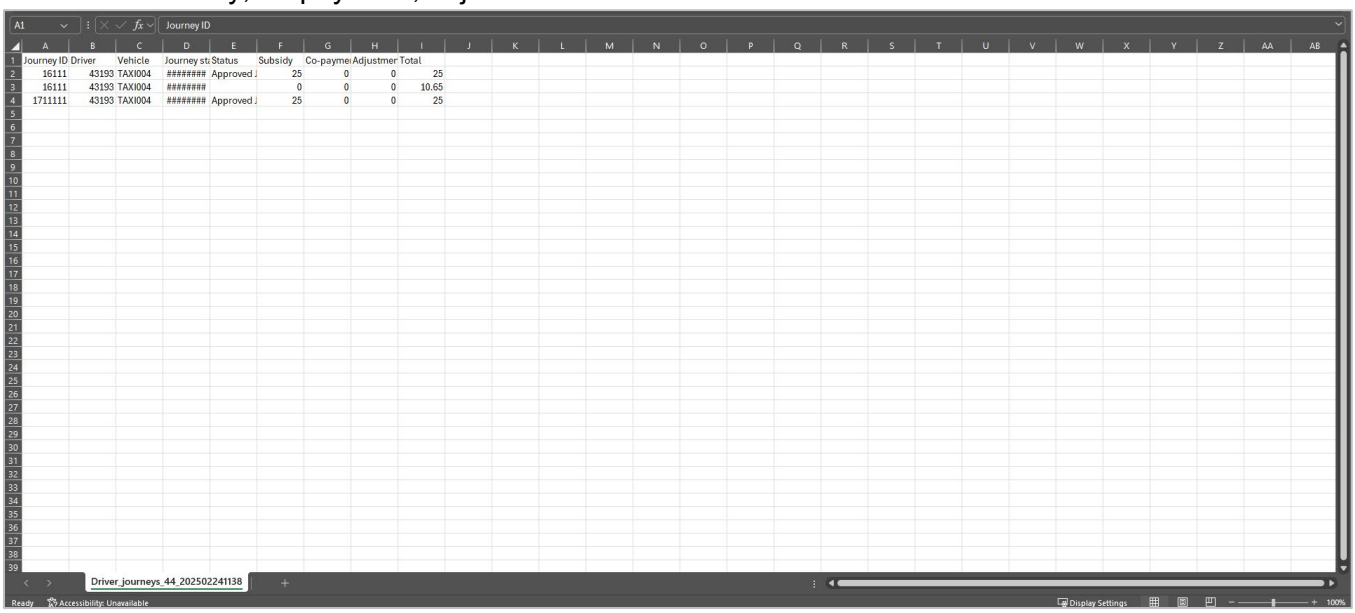
Journey ID	Date/Time of Journey	Status	Subsidy	Co-payment	Adjustments	Total
1711111	19/02/2025 14:59 PM	Approved	$25.00	$0.00	$0	$25.00
16111	19/02/2025 10:11 AM	Approved	$10.65	$0.00	$0	$10.65
16111	19/02/2025 10:11 AM	Approved	$25.00	$0.00	$0	$25.00
		Total approved journeys:	**$60.65**	**$0.00**	**$0.00**	**$60.65**

Export all journeys

1. To view journey details, select “Export all journeys” at the bottom of the page.



2. You will be provided with a .csv file of driver activity that details:
    a. journey ID;
    b. driver number;
    c. vehicle number;
    d. journey start time;
    e. journey status; and
    f. subsidy, co-payment, adjustments and total of remittances received.

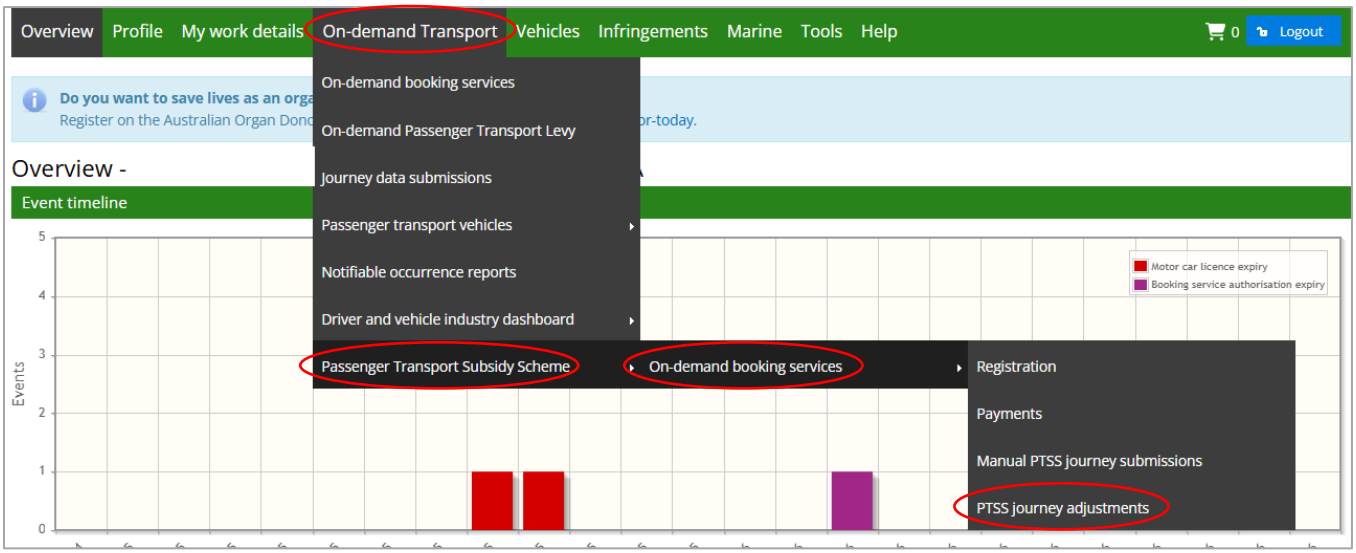


Request an adjustment of a PTSS journey

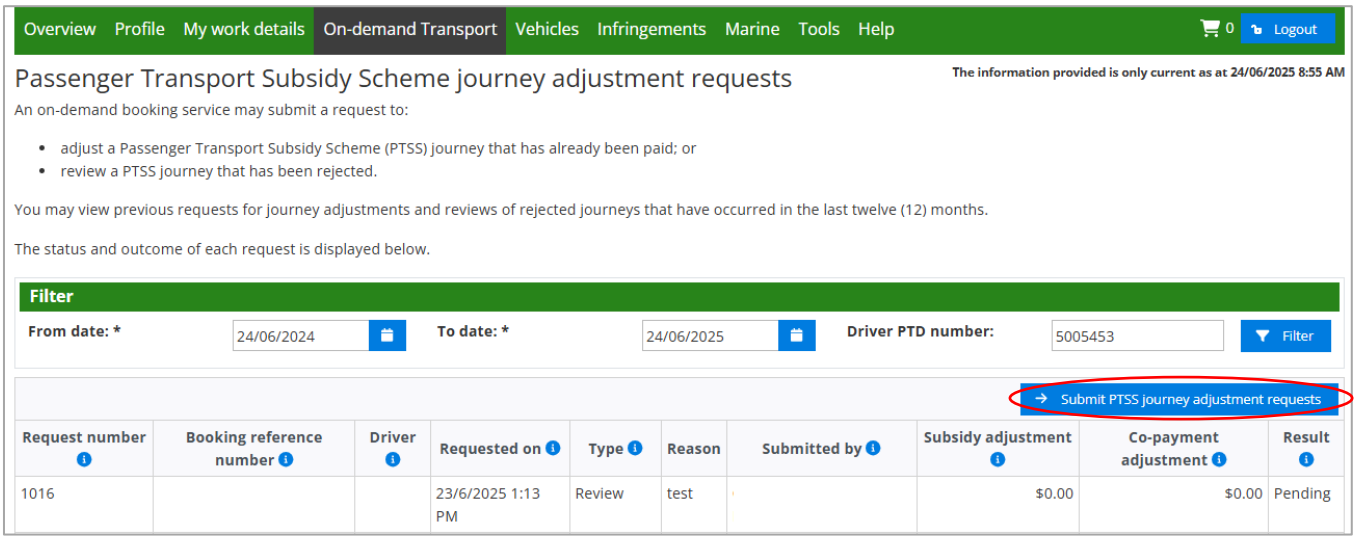
Adjust a PTSS journey that has already been paid

1. Log into your ODBS's DoTDirect account and select the correct DoTDirect profile.

2. Select "On-demand Transport" from the top menu bar, then from the dropdown menu navigate from "Passenger Transport Subsidy Scheme", to "On-demand booking services", then select "PTSS journey adjustments".

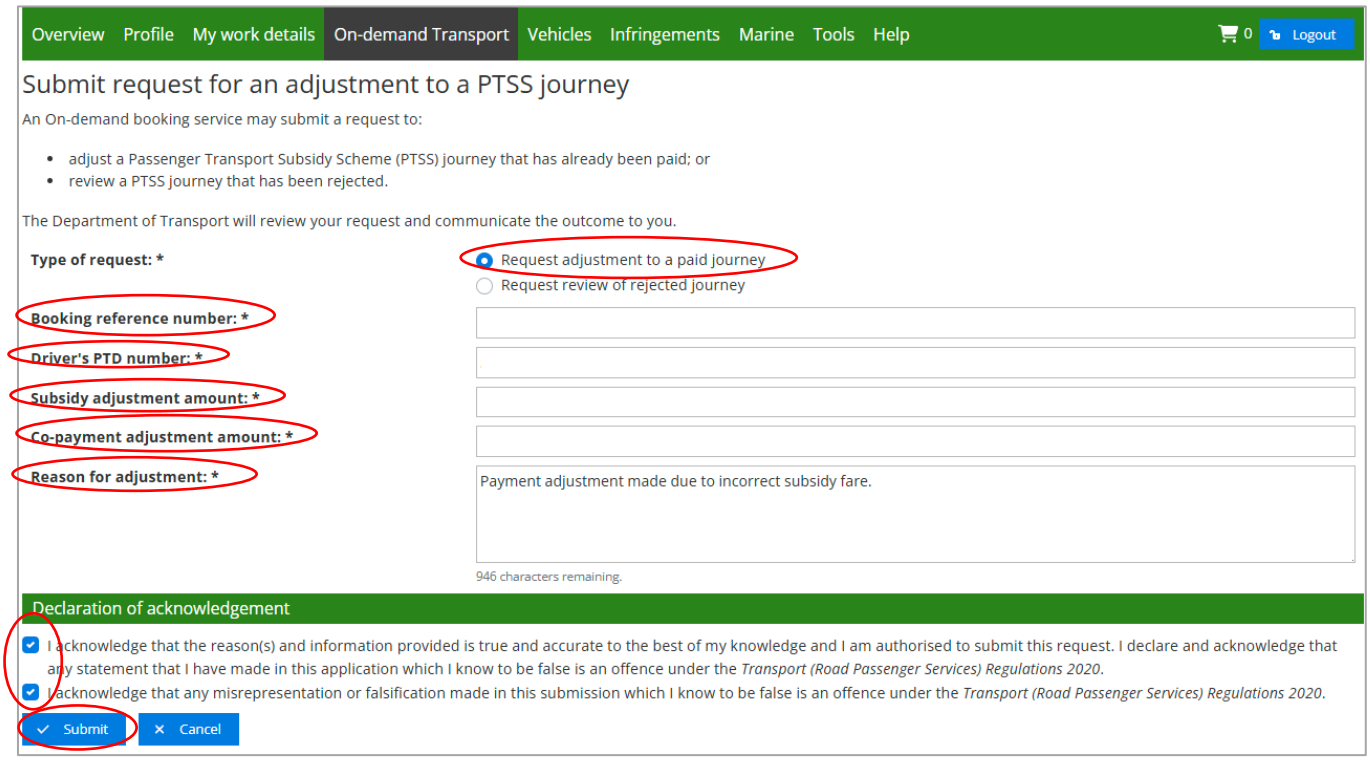


3. The "Passenger Transport Subsidy Scheme journey adjustment requests" page will open, which allows you to view booking service requests for any PTSS journey adjustment requests. Select "Submit PTSS journey adjustment requests".

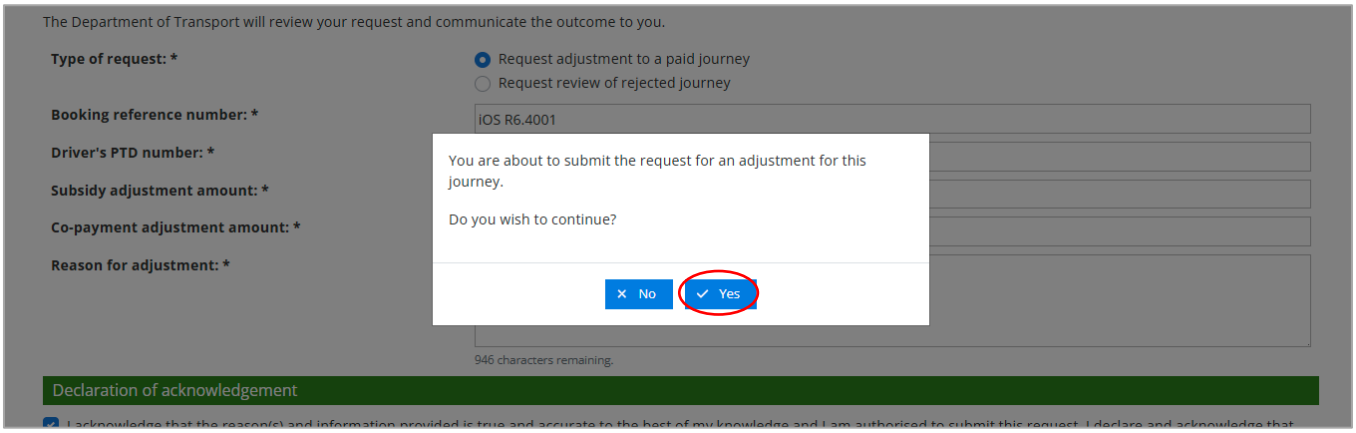


4. The “Submit request for an adjustment to a PTSS journey” page will open. Select “Request adjustment to a paid journey”. if the journey was processed but needs correction (for example, the original fare provided was incorrect). You will need to provide the:
    a. booking reference number associated with the journey;
    b. driver’s PTD authorisation number;
    c. subsidy adjustment number;
    d. co-payment adjustment amount; and
    e. the reason the adjustment is being requested. For example, “Payment adjustment made due to incorrect subsidy fare calculation.”.

    Tick both declaration boxes to confirm you are authorised to submit the request and that the submission is not misleading. Then, select “Submit”.

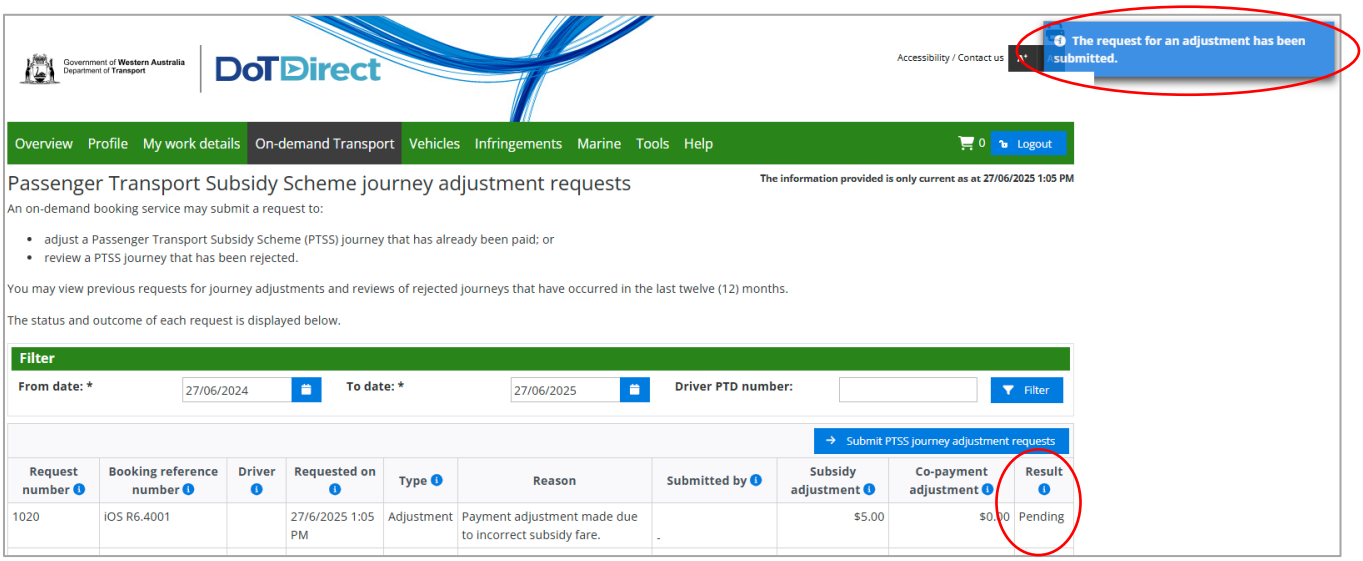


5. A window will pop up asking you to confirm whether you wish to submit the request. Select “Yes” to confirm.



6. A pop up will appear in the top right of the screen, stating “The request for an adjustment has been submitted”.

   The request will display as “Pending”.



Manually upload PTSS journey details on behalf of a driver

This page allows ODBSs to manually upload a file containing PTSS journey details. This option may only be used if there are issues impacting the DoT PTSS mobile app or the ODBS API. It must not be used as the primary method for submitting PTSS journey details.

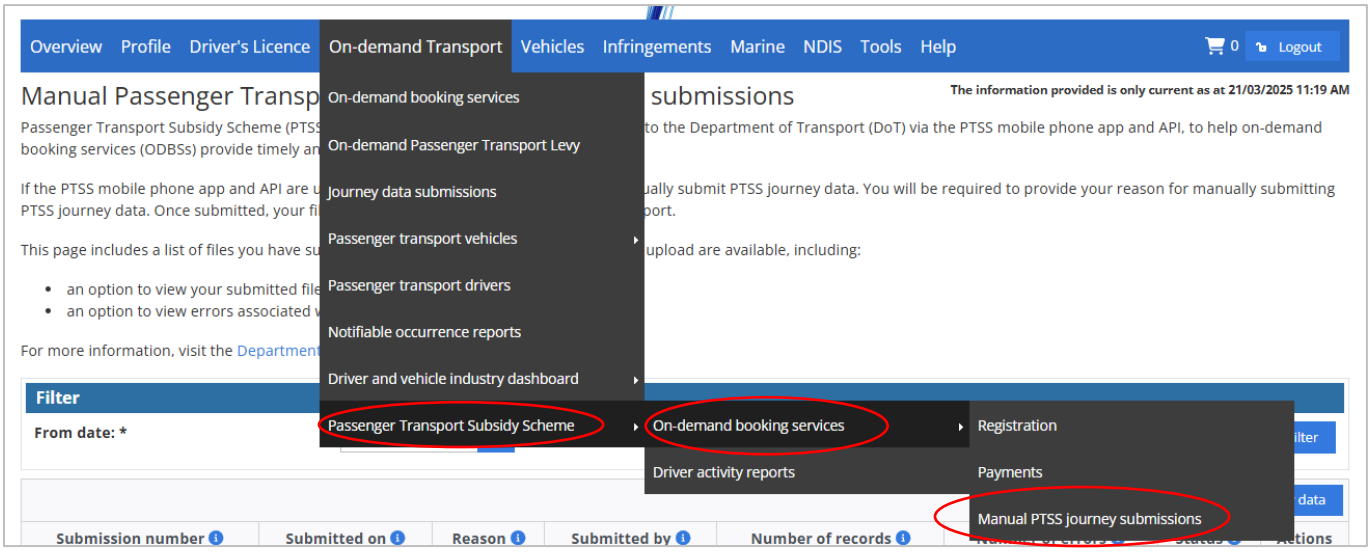
Any details not captured by the ODBS's dispatch equipment will need to be manually recorded and provided by drivers. For example, drivers may need to manually record the PTSS card number, expiry and subsidy amount details.

ODBSs should discuss these requirements with their drivers, to ensure any manually uploaded journey details are captured correctly.

Note: PTSS journeys can only be entered manually for travel that has occurred within the last thirty days.

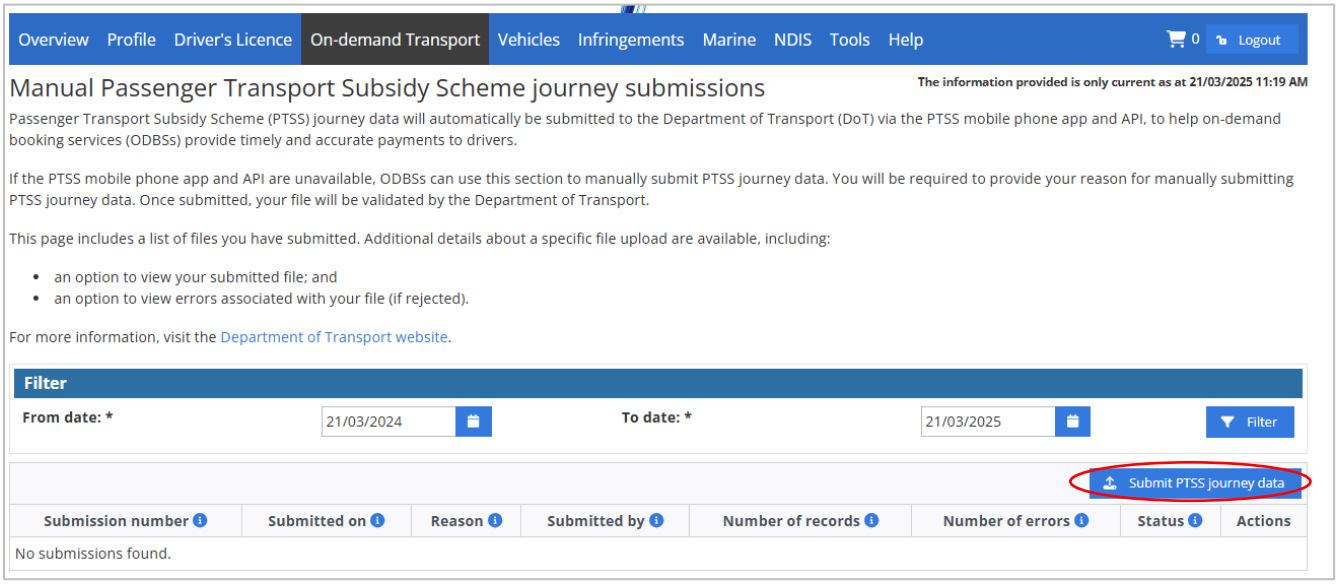
How to manually submit PTSS journeys

1. Select the "On-demand Transport" menu in the overview of your DoTDirect account profile page. From the drop-down menu select "Passenger Transport Subsidy Scheme", then select "On-demand booking services", then select "Manual PTSS journey submissions".

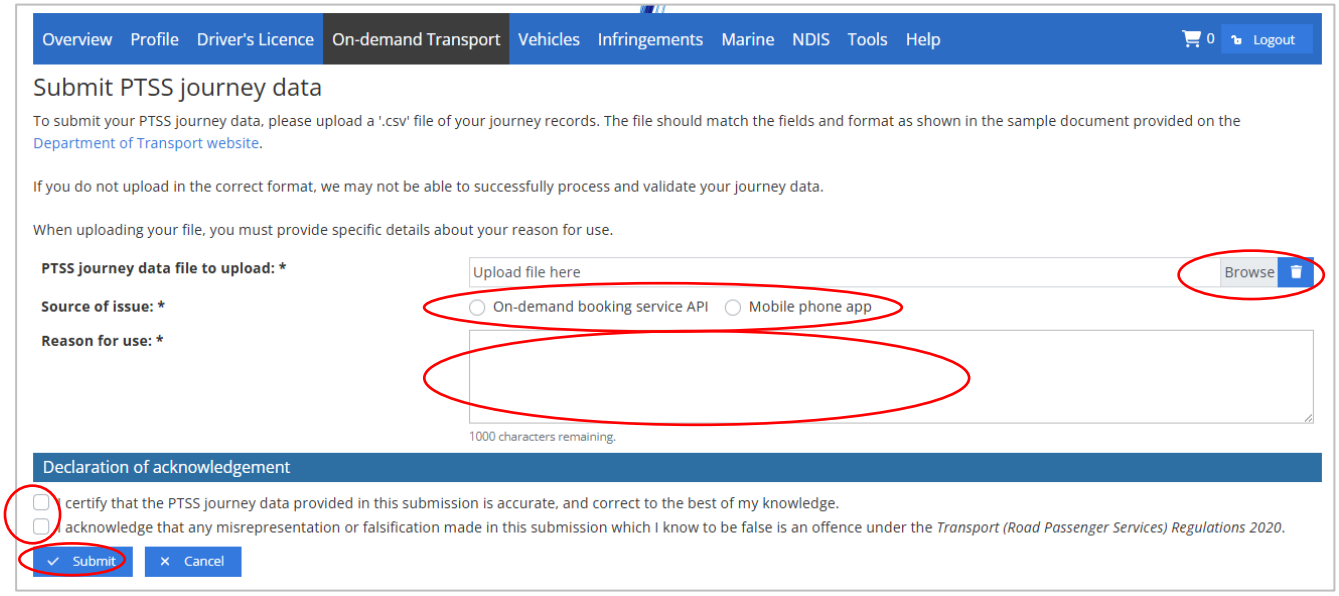


2. The Manual Passenger Transport Subsidy Scheme journey submissions page will open. This page allows you to manually upload PTSS journey details, and view information about previous submissions you have made from the last 12 months including the reason and comments for each submission, check any errors if the journey was rejected.

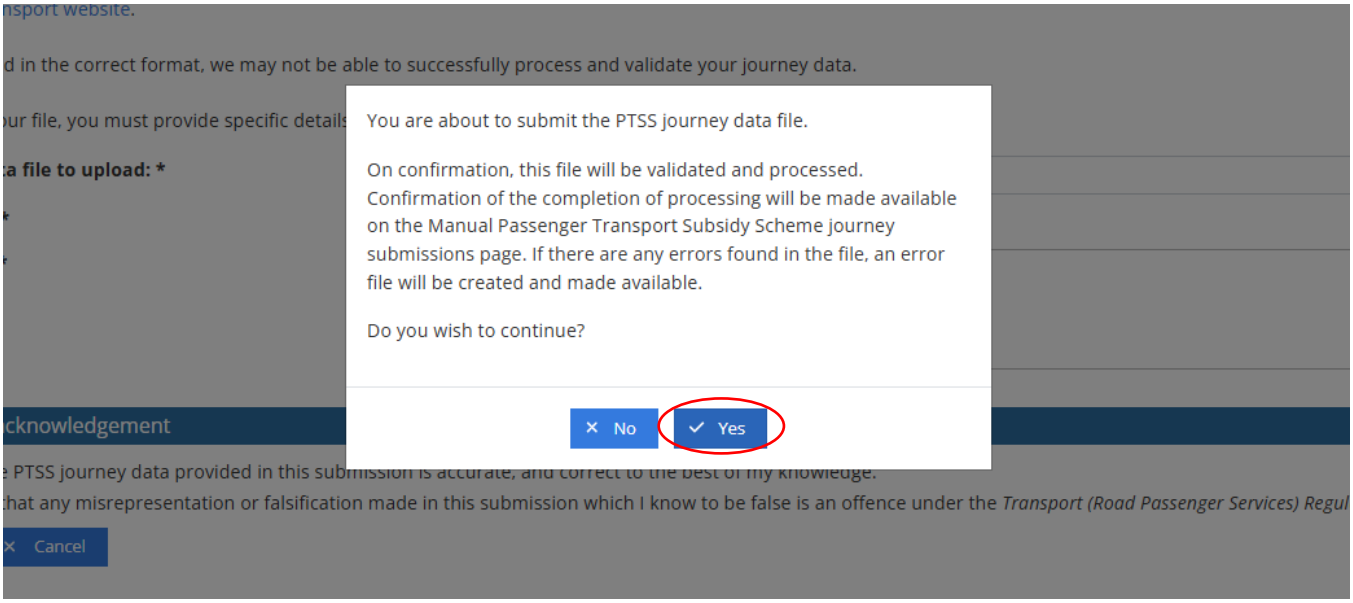
   Select “Submit PTSS journey data” to start uploading your journey details.



3. You will be directed to the Submit PTSS journey data page, where you can upload your file. Make sure your file is in the correct format, as DoT will not be able to process and validate your journey data if it is not formatted correctly. A template and full specifications is available on the DoT website.
   a. Select “Browse” to upload your file. You are only able to upload one file at a time.
   b. Select the source of the issue – ODBS API or DoT PTSS mobile app.
   c. For "Reason for use," provide a brief description explaining why you are manually submitting your data, such as an error message appearing during the process.
   d. Read and tick both boxes in the declaration of acknowledgement section, confirming that the information you have provided in your submission is accurate and correct. By doing so, you also acknowledge that any misrepresentation or falsification of information in this submission, if proven to be false, is considered an offence under the *Transport (Road Passenger Services) Regulations 2020*.
   e. Click “Submit” to finalise your submission.



4. A confirmation message will be displayed. Select “Yes” if you wish to continue?



View manual PTSS journey submissions

On the Manual Passenger Transport Subsidy Scheme journey submissions page, you can find details of your submitted files, including:

- submission number;
- submission date;
- reason for manually submitting data;
- who the data was submitted by;
- number of records in your file;
- number of errors identified when DoT validated the data;
- status of your submission; and
- available actions (e.g. download your data file).

You can filter your submissions by date of submission.