



Passenger Transport Subsidy Scheme Guidelines



Contents

1. GLOSSARY	3
2. BACKGROUND	5
2.1. Eligibility	5
3. AUTHORITY AND APPLICATION	5
4. PTSS SUBSIDY PAYMENT CONDITIONS	6
5. PARTICIPANT OBLIGATIONS	6
6. DRIVER AND PTSS PARTICIPANT RELATIONSHIPS	7
7. DRIVER OBLIGATIONS	7
8. PAYMENT OF SUBSIDIES BY THE ODBS	7
9. ODBS OBLIGATIONS	8
10. FARE AND SUBSIDY RULES	8
10.1. Metered and Contract Fares	8
10.2. WAVs	8
10.3. Detention time	8
11. JOURNEY TYPES	9
11.1. Group travel	9
11.2. Multiple hiring	9
11.3. Staged travel	9
12. PTSS JOURNEY DATA VALIDATION	9
13. ADJUSTMENTS AND RECOVERY	9
14. INTERSTATE VOUCHERS	10
15. COMPLIANCE AND INTEGRITY	10

The Passenger Transport Subsidy Scheme Guidelines were approved by the CEO under regulation 130L(1) of the Transport (Road Passenger Services) Regulations 2020 (the Regulations) on 14 September 2026.

They were published on the Transport WA website under regulation 130L(2) of the Regulations on 18 September 2026.

1. Glossary

Term	Definition
Act	Means the <i>Transport (Road Passenger Services) Act 2018</i> .
Authorised Carer	Means a person, other than a Driver, nominated or approved by a PTSS Participant, to assist with managing the Participant's PTSS account and travel arrangements. This may include presenting the Participant's PTSS Card to a Driver on the Participant's behalf.
Contract Fare	Means the amount agreed under regulation 120(1) of the Regulations as payable for the provision of a Taxi service.
DoTDirect	DTMI's online system that allows authorised ODBSs and PTDs to manage their details with DTMI.
Driver	Means a person who holds a PTD authorisation and drives an authorised on-demand rank or hail (Taxi) vehicle. Drivers of on demand charter vehicles, such as rideshare services, cannot accept PTSS Journeys.
DTMI	WA Department of Transport and Major Infrastructure.
DTMI PTSS mobile app	The mobile phone application created by DTMI, that facilitates the recording of PTSS Journey details by Drivers.
Eligible Person	Means a person who: • is lawfully and permanently a resident in Western Australia, and is either an Australian citizen or has Australian permanent resident status, and • has been independently assessed and approved by a medical practitioner and approved to receive subsidised Taxi travel under PTSS.
Fare	Means the total amount payable for a Taxi Journey, as calculated in accordance with the Regulations, including any applicable charges, unless a Contract Fare applies.
Interstate Voucher	A voucher issued by another Australian jurisdiction to enable an Eligible Person to access their Taxi subsidy entitlement in WA.
Multiple Hiring	Means the booking of a Taxi by 2 or more passengers, who are not accompanying each other, but who agree to share the use of the vehicle and pay separate Fares as defined in regulation 125 of the Regulations.
ODBS	An authorised provider of an on-demand booking service as defined in section 10 of the Act. An ODBS is: • a provider who takes or communicates passenger requests for an on-demand trip and connects the customer with a vehicle and Driver, or • a Driver who makes arrangements directly with the passenger for an on-demand trip.

Term	Definition
PTD	Means a ‘passenger transport driver’ as defined under section 4 of the Act.
PTSS	Passenger Transport Subsidy Scheme. It refers to the WA subsidy scheme, which is intended to make subsidised Taxi travel available to Eligible Persons.
PTSS API	Passenger Transport Subsidy Scheme Application Programming Interface. ODBSs may choose to integrate their digital systems with DTMI, using the PTSS API to verify PTSS journey details. An electronic device fitted into a taxi with the PTSS API is considered a ‘PTSS electronic device’ under the Regulations.
PTSS Card	Means a ‘PTSS smartcard’ issued to an Eligible Person, as defined in regulation 130A of the Regulations. A PTSS Card may be used for payment or part payment of the Fare for a PTSS Journey.
PTSS Journey	As defined in regulation 130A of the Regulations, means a journey that: • is made as part of an on-demand passenger transport service, and • transports a PTSS Participant using a Taxi, and • is carried out substantially in accordance with these Guidelines.
PTSS Journey data	Aggregated journey data required to be provided under regulation 130J of the Regulations, for the purposes of validating PTSS Journeys.
PTSS Participant	Means a person who holds a current PTSS Card issued to them by DTMI. The term PTSS Participant is used in these Guidelines to refer to a ‘PTSS passenger’, as defined in regulation 130A of the Regulations.
PTV	Means ‘passenger transport vehicle’ as defined under section 4 of the Act.
Regulations	The Transport (Road Passenger Services) Regulations 2020.
Taxi	An authorised on-demand rank or hail vehicle, within the meaning of regulation 3 of the Regulations.
Taxi Journey	The full period for which a Taxi is hired by a passenger or group of passengers, as defined in regulation 124(1) of the Regulations.
Wheelchair Accessible Vehicle (WAV)	An on-demand vehicle that is used as a Taxi, for the transport of persons with a disability and any wheelchairs or other aids they require, as defined in section 278(2) of the Act.

Note: Nothing in these Guidelines limits any action that may be taken under the Act or the Regulations.

2. Background

PTSS is a Western Australian Government-funded program, that assists eligible people with disability by subsidising Taxi travel. Approved PTSS Participants may receive a subsidy of up to 75% of eligible Taxi Fares. PTSS is administered by DTMI.

2.1. Eligibility

To be eligible to participate in PTSS, a person must demonstrate that they:

1. are lawfully and permanently resident in Western Australia, and are either an Australian citizen or have Australian permanent resident status, and
2. have one or more severe or permanent disabilities that will always prevent them from using conventional public transport.

Applicants must submit their completed application form to DTMI, including supporting evidence from their medical practitioner. An independent occupational therapist will provide a recommendation to DTMI, regarding the applicant's suitability for PTSS.

3. Authority and application

1. These Guidelines are approved by the CEO of DTMI, under regulation 130L of the Regulations.
2. Compliance with these Guidelines is a prerequisite for eligibility to receive subsidies, under regulations 130C to 130L of the Regulations.
3. These Guidelines establish the obligations of PTSS Participants, Drivers and ODBSs in relation to PTSS.
4. These Guidelines apply to:
 - ODBSs
 - Drivers conducting Taxi Journeys, and
 - PTSS Participants.
5. A subsidy may only be paid under regulation 130C of the Regulations, where a PTSS Journey is conducted in accordance with these Guidelines. It is important that these Guidelines are read and understood.
6. DTMI may provide operational guidance for PTSS which will be published on the Transport WA website. Such material does not form part of these Guidelines. Operational guidance does not create legal obligations and cannot override these Guidelines.
7. Terms defined in the Act and Regulations have the same meaning unless otherwise stated.

4. PTSS subsidy payment conditions

DTMI will only pay a PTSS subsidy payment when a PTSS Journey meets the following conditions:

1. The passenger is a PTSS Participant.
2. A valid PTSS Card is presented to the Driver at the start of the PTSS Journey.
3. The PTSS Journey is recorded, and the relevant details of the Journey are submitted accurately to DTMI, using either:
 - the DTMI PTSS mobile app, or
 - an electronic device fitted into the Taxi integrated with the PTSS API, or
 - a manual process that requires an ODBS to upload a .csv file containing the PTSS Journey details into DoT Direct. ODBSs may only use this function due to a verified system outage at the time of a PTSS journey. PTSS Journeys uploaded manually must be submitted within 30 days of the journey being undertaken and are subject to validation.
4. Accurate and complete PTSS Journey data is submitted within required timeframes.
5. All applicable requirements of these Guidelines and the Regulations are met.

A subsidy is not payable where:

1. The PTSS Card is invalid.
2. The PTSS Card is not presented to the Driver at the start of the PTSS Journey.
3. The PTSS Participant does not match the photo on the PTSS Card presented to the Driver.
4. Required PTSS Journey data is not submitted or validated by the ODBS.
5. The PTSS Journey does not meet the requirements of these Guidelines.

5. Participant obligations

To receive subsidised travel, PTSS Participants must meet the following obligations.

1. Present a valid PTSS Card at the start of the PTSS Journey.
2. Pay the non-subsidised portion of the Fare (the total Fare, minus the subsidy amount to which they are eligible).
3. Always retain possession of their PTSS Card.
 - PTSS Participants must not allow a Driver to retain possession or accept delivery of their PTSS Card.
 - DTMI may suspend or cancel a participant's access to PTSS if another person is found using or in possession of the participant's PTSS Card without lawful authority.
4. PTSS Participants must never provide information to another person or authorise another person, unless they are an Authorised Carer, to change their personal details, as held by DTMI.
5. Do not lend, sell or transfer their PTSS Card.
6. Notify DTMI as soon as possible if a PTSS Card is lost or stolen.
7. Do not collude with a Driver to obtain unauthorised PTSS payments.
8. Cooperate with PTSS Participant eligibility reviews and further requests for information made by DTMI.
9. Do not travel in a WAV Taxi while seated in a mobility scooter, gopher or other device that is not designed or approved for use as a passenger seat during transport.

6. Driver and PTSS Participant relationships

1. PTSS subsidies are not payable for PTSS Journeys where the Driver has a personal, domestic or financial relationship with the PTSS Participant. This means a PTSS Participant must not use a Driver, if the Driver is a:
 - spouse or partner
 - relative
 - member of the same household
 - close personal associate, or
 - business associate.
2. The examples above are not exhaustive. DTMI may determine that other relationships give rise to a conflict of interest based on the circumstances and reserves the right not to pay the subsidy.
3. This requirement is intended to ensure the PTSS subsidy is properly used at all times.

7. Driver obligations

Drivers must:

1. Apply the PTSS subsidy correctly and ensure that PTSS Participants are charged only the portion of the Fare payable, after the applicable subsidy has been deducted.
2. Ensure their PTD authorisation and the vehicle's PTV authorisation are current.
3. Accurately submit all PTSS Journey information, using the method specified by their ODBS at the time of the journey.
4. Ensure all the details regarding the PTSS Journey, the Fare and the PTSS Participant details are correct.
5. Present and use only their own PTD authorisation details when recording a PTSS Journey.
6. Accept valid Interstate Vouchers where applicable.

Drivers must not:

1. Retain possession of a PTSS Participant's PTSS Card under any circumstance.
2. Provide false or misleading information in any DTMI document or system.
3. Submit a PTSS Journey to DTMI, unless the PTSS Participant is present in the vehicle for the duration of the PTSS Journey.

8. Payment of subsidies by the ODBS

1. Subsidies approved by DTMI will be paid directly to the ODBS recorded for the PTSS Journey.
2. The ODBS receives the subsidy payments from DTMI and is responsible for subsequent payment to the Driver who completed the PTSS Journey.
3. The ODBS must ensure the payment is distributed correctly and in a timely manner.
4. Any private commercial arrangements between ODBSs and Drivers fall outside the scope of PTSS.

9. ODBS obligations

ODBSs must:

1. Be registered for PTSS.
2. Comply with the Regulations and these PTSS Guidelines.
3. Determine and communicate the method their Drivers will use to submit PTSS Journeys to DTMI.
4. Submit accurate and complete PTSS Journey data in accordance with regulation 130J of the Regulations.
5. Ensure subsidy payments are distributed correctly to the Driver that completed the PTSS Journey in a timely manner.
6. Reconcile payments and report discrepancies to DTMI.

10. Fare and subsidy rules

10.1. Metered and Contract Fares

1. A Contract Fare is agreed in advance, in writing, between the PTSS Participant and the ODBS, before the start of the PTSS Journey, rather than being calculated by the Taxi meter.
2. In accordance with regulation 130D of the Regulations, if a PTSS Participant undertakes a PTSS Journey that is a Contract Fare, the amount agreed upon must not exceed the cost of the maximum metered Fare for the same journey.

10.2. WAVs

1. Drivers must not charge a Tariff 3 Fare to PTSS Participants undertaking a PTSS Journey in a WAV. Tariff 3 only applies when:
 - carrying 5 or more passengers, or
 - a large vehicle is requested (other than to carry a wheelchair).

10.3. Detention time

1. Detention time, as outlined below, may be applied up to a maximum of 15 minutes per PTSS Journey, where reasonably required.
2. It includes time spent:
 - assisting a PTSS Participant to enter or leave the vehicle, and
 - loading, securing and unloading a wheelchair or other mobility device.
3. During this period, Taxis are unavailable for hiring by another person.

11. Journey types

11.1. Group travel

1. If two or more PTSS Participants travel together in the same vehicle, only one PTSS subsidy may be claimed for the PTSS Journey.
2. If a PTSS Participant is travelling with a non-PTSS Participant, the PTSS Journey begins when the PTSS Participant enters the vehicle and ends when the PTSS Participant exits the vehicle.

11.2. Multiple hiring

1. In accordance with regulation 125 of the Regulations, where two or more passengers, who are not accompanying each other, agree to share the use of the vehicle and pay separate Fares, each Fare may receive a PTSS subsidy.
2. Each Fare must not exceed 75% of the total Fare for the journey.
3. Each PTSS Participant must have their PTSS Card recorded.
4. DTMI will review PTSS Journeys where more than one subsidy has been claimed, to ensure compliance with the Regulations.

11.3. Staged travel

1. Drivers must not artificially divide a single Taxi Journey into multiple PTSS Journeys, for the purpose of claiming additional subsidies.
2. Consecutive PTSS Journeys in the same vehicle must occur no less than 15 minutes apart.
3. DTMI may review PTSS Journeys undertaken less than 15 minutes apart in the same vehicle and may refuse payment, or recover any subsidy paid, for any PTSS Journey that does not comply with these Guidelines.

12. PTSS Journey data validation

1. ODBSs must provide PTSS Journey data in the required format and method in accordance with regulation 130J of the Regulations.
2. DTMI will check all recorded PTSS Journeys against PTSS Journey data submitted by the ODBS.
3. DTMI may not make or may recover a subsidy payment, if supplied PTSS Journey data does not match recorded PTSS Journeys or the data is incomplete, inaccurate or cannot be validated.

13. Adjustments and recovery

1. Depending on the information received and validated, DTMI may apply:
 - credit adjustments, or
 - debit adjustments.
2. Where a journey cannot be validated, the subsidy may be recovered.
3. DTMI is not liable for losses arising from refusal or recovery of subsidy payments.

14. Interstate Vouchers

1. Drivers must accept valid Interstate Vouchers.
2. ODBSs must retain and submit Interstate Vouchers to DTMI.
3. Payment is subject to validation.

15. Compliance and integrity

In the following situations, DTMI may refuse to pay, or may recover, a subsidy payment:

1. False or misleading information has been provided to DTMI.
2. A PTSS Card has been misused.
3. The requirements of these Guidelines have not been met.
4. The requirements of the Regulations have not been met.
5. A PTSS Journey cannot be validated using information available to DTMI.

If a subsidy payment has already been made, DTMI will deduct the value of the subsidy from future PTSS payments made to the ODBS.