



Department of
Transport

WA Taxi User Subsidy Scheme Guidelines



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Introduction

The Taxi User Subsidy Scheme (TUSS) is a subsidy available to certain eligible people travelling in a Taxi operating under the provisions of the *Transport (Road Passenger Services) Act 2018*.

TUSS is an important part of the Department of Transport's (DoT) commitment to enabling safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

This document outlines how the TUSS operates in Western Australia and includes the rules required to be adhered to by eligible people who qualify to use TUSS, Taxi Drivers and On-demand Booking Service. There are corresponding offences for some of those requirements in the *Transport (Road Passenger Services) Regulations 2020*.

These Guidelines (the WA Taxi User Subsidy Scheme Guidelines (version January 2021) are approved by the CEO of DoT for the purposes of those regulations.

Eligibility

To be eligible for TUSS a person must demonstrate to the CEO of DoT that they:

- are a permanent resident in Western Australia;
- have a disability that will always prevent them using conventional public transport; and
- are over ten years of age, or are less than ten years of age and they use a wheelchair.

To be eligible for TUSS a person must have a disability that falls within one or more of the following three categories, and provide sufficient evidence to accompany the application form.

Mobility disability

A person's eligibility under this category will be determined through assessment of the following factors:

- use of walking or mobility aids;
- capacity to navigate vertical steps;
- capacity to transition from sitting to standing, and standing to sitting;
- treatment or rehabilitation being undertaken;
- the effect of any disability on the Applicant's ability to access public transport;
- if the condition is stable, improving or deteriorating;
- medical evidence provided to support the application for the TUSS; and
- other considerations as required.

Vision disability

A vision disability refers to a confirmed diagnosis of legal blindness. Assessing a person's eligibility under this category may include but is not limited to the following:

- an Ophthalmologist's report;
- documentation of the Applicant's visual acuity readings using the Snellen scale, supporting their legal blindness diagnosis;
- treatment or rehabilitation being undertaken;
- if the condition is stable, improving or deteriorating;
- medical evidence provided to support the application for the TUSS; and
- other considerations as required.

Cognitive or intellectual disability

A cognitive or intellectual disability may affect a person's ability to plan a journey and find their way around independently in the community preventing them from use of public transport unaided.

Assessments of a person's eligibility under this category may include but are not limited to the following:

- medical evidence provided to support the application for the TUSS, such as a:
 - Mini Mental Scale Evaluation (MMSE) score;
 - Aged Care Assessment Team (ACAT) report;
 - Department of Communities – Disability Services report; or
 - Psychology of Occupational Therapy (OT) report;
- details of treatment or rehabilitation being undertaken;
- the severity of the condition and detail regarding its effect on the person's accessibility to public transport; and
- other considerations as required.

Exclusions

Factors or conditions that will not be considered as part of the eligibility assessment include:

- anti-social behaviour;
- vision impairment that is not confirmed as legally blind;
- mobility impairment that is episodic only;
- the lack of availability of, or proximity to, public transport; and
- the residential location of the Applicant in regard to the nature of public transport journeys from their home such as:
 - the length of journeys;
 - having to transfer between services;
 - inconvenient timetables;
 - social/employment factors;

- climatic/environmental factors;
- personal security concerns in catching public transport;
- income levels;
- eligibility for other subsidy or pension TUSS' (including Veteran's Affairs); and
- temporary impairments.

Entitlements

Categories of eligibility

A successful Applicant will be granted one of the following:

1. Temporary access to the TUSS – for a specified period of 12 months or more, after which re-assessment of their eligibility will be required; or
2. Permanent access to the TUSS – ongoing access to the Scheme due to evidence of a permanent disability.

Please note that the Chief Executive Officer of DoT or an authorised officer may at any stage request a person to undergo reassessment if it is determined to be necessary.

Subsidy categories

Each Eligible Person will be approved to receive one of two categories of subsidy entitlement, depending on their conditions and disabilities:

1. **Standard Subsidy:**

- A contribution of 50 per cent of the Fare when travelling in a conventional vehicle, up to a maximum amount of \$25, will be provided to Applicants who do not use a wheelchair.

2. **Wheelchair Subsidy:**

- Provided only to Applicants who demonstrate that they require the use of a wheelchair.
- 50 per cent of the Fare when travelling in non-wheelchair accessible Taxi without a wheelchair, up to a maximum subsidy of \$25.
- Either 50 per cent or 75 per cent of the Fare (as indicated on the vouchers issued) when travelling in a non-wheelchair accessible Taxi with a wheelchair, up to a maximum subsidy of \$25.
- 75 per cent of the Fare when travelling in a wheelchair accessible Taxi (fitted with a wheelchair hoist), up to a maximum subsidy of \$35.

Eligible people may apply to change from Standard Subsidy to Wheelchair Subsidy if they are able to demonstrate they require the use of a wheelchair. The '*Application Process*' section of this document outlines the process for applying for a change in subsidy category.

The Levy

The On-demand passenger transport Levy (the Levy) commenced on Monday 1 April 2019 and will fund the buyback of Perth metropolitan taxi plates. The Levy is temporary and is collected from On-demand Booking Services.

The Levy is 10% of every fare to a maximum of \$10 per trip. The Levy applies to on-demand trips in vehicles that seat 12 or less people (including driver) that start and finish in the Perth, Mandurah or Murray areas. It is expected the Levy will apply for approximately four years, to cover the full cost of the taxi plate buyback.

A Fare may include an amount for the Levy – if so, the relevant TUSS subsidy will be calculated against the Fare (which includes that Levy amount), and the subsidy will then be deducted from the Fare (which includes the Levy amount), and the passenger will be required to pay the balance of the Fare.

Terms and conditions

The following are the terms and conditions for access to and participation in TUSS, and apply to Applicants and Eligible Persons, as well as Taxi Drivers and On-demand Booking Services who participate in TUSS. Details of the implications for failure to comply with these terms and conditions are also outlined in this document.

TUSS comprises the terms detailed here together with any other text in this document, in the application form, printed on a TUSS book, voucher or TUSS Card, which is relevant to or necessary to give effect to these provisions.

Terminology

Term	Definition
Applicant	A person who has applied for access to TUSS.
Application	A completed application in the form provided by DoT, and attached documents.
Authorised Officer	An officer of DoT authorised in writing by the Chief Executive Officer to approve applications for persons to access subsidised travel in Taxis under TUSS.
Card Holder	The same as “Eligible Person”.
Chief Executive Officer	Refers to the Chief Executive Officer, DoT.
Co-payment	<p>An incentive payment to drivers of Multi-Purpose Taxis (MPT) that can carry an Eligible Person claiming a Wheelchair Subsidy and which is operating through affiliation with DoT’s Multi-Purpose Taxi Dispatch Service, and only when the Eligible Person is travelling with their wheelchair.</p> <p>The Co-payment recompenses the driver’s additional time, effort and training required to assist a person with a wheelchair into the Taxi using a wheelchair lift. The management of the Co-payment is a scheme that is independent from TUSS.</p>

Term	Definition
Contract Fare	A Contract Fare as defined in the <i>Transport (Road Passenger Services) Regulations 2020</i> .
Detention Time	Time a hired Taxi is parked, including while a passenger loads or unloads themselves or goods from the vehicle, or whilst the passenger has left the vehicle to go to shop or bank. During this period, Taxis are hired and unavailable for hiring by another person.
DoT	Refers to the Department of Transport WA.
Eligible Person	A person who has been approved by the CEO of DoT (through an authorised officer) to receive subsidised Taxi travel under TUSS.
Family members	Family members include husbands, wives, grandparents, sons, daughters, siblings, uncles, aunts and de facto partners.
Fare	The total cost of the Taxi Journey in accordance with fees set out in the <i>Transport (Road Passenger Services) Regulations 2020</i> , and as determined by the use of an authorised Fare Calculation Device unless the fare is a Contract Fare.
Fare Calculation Device	A device that complies with the requirements for fare calculation devices (meter) specified in the <i>Transport (Road Passenger Services) Regulations 2020</i> . The fare calculation device must accurately display the fare, including any additional fees, charges or tolls, in numerals, in Australian dollars.
Group Travel	<p>When more than one Eligible Person travels together as part of a group (two or more) of passengers, including when the Taxi Trip is booked on behalf of Eligible Persons by a third party, e.g. a nursing home, day care facility, hospital unit or social organisation.</p> <p>Group Travel also includes Multiple Hiring as defined in <i>Transport (Road Passenger Services) Regulations 2020</i>:</p> <p>“Multiple hiring, means the booking of the vehicle by two or more passengers who are not accompanying each other but who agree to share the use of the vehicle and pay separate fares for the provision of a passenger transport service using the vehicle to each of them.”</p>
Interstate Voucher	A voucher issued by DoT to enable an Eligible Person to access their entitlement in other Australian States and Territories.
Levy	The On-demand Passenger Transport Levy as defined in Part 9, Division 2 of the <i>Transport (Road Passenger Services) Act 2018</i> .
MPT and Multiple Purpose Taxi	A Taxi which is fitted with a wheelchair lift and appropriately licensed to carry passengers while they are in a wheelchair or relevant alternative mobility device.

Term	Definition
On-demand Booking Service	The provider of an on-demand booking service, as defined in s.10(2) of the <i>Transport (Road Passenger Services) Act 2018</i> , who provides those services to Taxis.
Scheme and TUSS	The Taxi User Subsidy Scheme (TUSS) refers to the Western Australian scheme, which is intended to make Taxi travel available to eligible people with a disability.
Taxi	An 'authorised on-demand rank or hail vehicle', as defined in the <i>Transport (Road Passenger Services) Regulations 2020</i> , or an equivalent vehicle authorised to carry passengers for reward by another State or Territory.
Taxi Driver	Means either: <ul style="list-style-type: none"> - a driver who has a T endorsement on their driver's licence in accordance with regulation 12 of the <i>Road Traffic (Authorisation to Drive) Regulations 2014</i>; or - a driver of an 'authorised on-demand rank or hail vehicle' (as defined in the <i>Transport (Road Passenger Services) Regulations 2020</i>, who holds a passenger transport driver authorisation issued under the <i>Transport (Road Passenger Services) Act 2018</i>.
TUSS Passenger	Has the same meaning as 'Eligible Person'
TUSS Voucher	The printed vouchers issued to an Eligible Person for his or her use to claim the subsidy component of a Fare.
Taxi Journey	The full period of hiring, including any periods where passenger(s) temporarily leave the Taxi, but the Taxi remains unavailable for hire by another person, and the same passenger(s) return to the Taxi. A Taxi Journey may be constituted by multiple Taxi Trips.
Taxi Trip	The time from when a passenger enters the Taxi and until the same passenger exits the Taxi.
TUSS Card	The card issued by DoT to an Eligible Person. The TUSS Card contains the Eligible Person's name, a unique identifying number and an expiry date
Voucher Processing Contractor (VPC)	The organisation authorised by the CEO of DoT to accept used TUSS Vouchers and reimburse the relevant Taxi Driver for the value of the subsidised portion of the (Taxi) Fare.
Wheelchair Accessible Vehicle	Wheelchair accessible vehicle has the meaning of section 278(2) of the <i>Transport (Road Passenger Services) Act 2018</i> .
You	Refers to an Applicant or Eligible Person, as the case requires.

Application Processes

Initial application

To apply for TUSS, You must complete the following steps:

1. Complete Part A of the application form available on the DoT's website – www.transport.wa.gov.au
2. Obtain a current passport size photograph that is no more than 12 months old.
3. Book an appointment with your doctor or specialist and take the application form and photograph with You.
4. Have your doctor complete Part B of the application form and certify the back of your passport photograph
5. Check the application form is complete then submit to DoT along with your:
 - certified passport photograph, and
 - proof of residency.
6. Your application will be reviewed by a DoT officer.
7. DoT may seek further assessment or clarification details from You or another party, as required for the application.
8. DoT will advise if You are either:
 - approved to use TUSS and your approved subsidy category; or
 - not approved.
9. If approved, DoT will issue You with a TUSS Voucher booklet and TUSS Card.

Reapplication and review

Applications which are not approved will be reassessed if the Applicant provides additional medical information in support of their Application within six months of the initial Application.

If your Application has not been approved, You may reapply at any time.

Temporary access reapplication

Temporary approval may be granted for a specific period depending on the nature of your medical condition. You will receive prior notification of your TUSS Card expiry date and may reapply by submitting a new Application.

Change in subsidy category

You may apply to change from Standard Subsidy to Wheelchair Subsidy if You are able to demonstrate You require the use of a wheelchair. An application for this change is made through either:

1. a letter from your doctor or specialist; or
2. a new completed Application form certifying that You are now required to use a wheelchair.

Requirements of TUSS operation

The following details outline the processes to be followed by You as an Eligible Person and Taxi Drivers under TUSS.

How you can claim subsidised Taxi travel

To access subsidised Taxi travel under TUSS, You must take the following steps:

1. Before travelling You must have a current TUSS Card and TUSS Voucher booklet.
2. Hail or book an authorised Taxi from your chosen On-demand Booking Service.
3. At the start of the Taxi Journey give the Taxi Driver your voucher book and TUSS Card.
4. The Taxi Driver will complete the relevant fields on the next unused TUSS Voucher at the beginning of the Taxi Journey:
 - date of trip (stub and voucher);
 - from (pickup location, stub and voucher);
 - TUSS Card number;
 - expiry date;
 - Taxi Driver's ID (stub and voucher);
 - vehicle licence number plate of the Taxi;
 - start time;
 - odometer kilometres start;
 - wheelchair/scooter used (Y/N); and
 - Tariff 3 (Y/N).

At the end of the Taxi Journey:

- odometer kilometres end;
 - to (drop off destination, stub and voucher);
 - total kilometres
 - Fare;
 - finish time;
 - job number;
 - Taxi Driver signature (stub and voucher); and
 - subsidy value.
5. At the completion of the Taxi Journey the Taxi Driver must return to You the TUSS Voucher booklet, with the completed stub for the TUSS Voucher and TUSS Card. The Taxi Driver will retain the completed TUSS Voucher for the Taxi Journey in order to claim reimbursement of the subsidised portion of the Fare.
 6. You must pay the Taxi Driver for the portion of the Fare (including any Levy amount if applicable) not covered by TUSS.

How Taxi Drivers accept TUSS Vouchers as part payment of Fares

Taxi Drivers in Western Australia are legally required to accept TUSS Vouchers as part payment for a Fare when it is presented to them under the terms of this Scheme. The following process must be followed by a Taxi Driver when accepting a TUSS Voucher:

1. Before the start of the Taxi Journey, a Taxi Driver must:
 - a. obtain from the passenger their TUSS Card and TUSS Voucher booklet, and complete the relevant fields in the next voucher in the booklet as outlined in point 4 of '*How You can claim subsidised taxi travel*' above.
 - b. At the completion of the Taxi Journey, the TUSS Voucher and stub must be accurately and entirely completed by the Taxi Driver. The fields to be completed at the end of the journey are outlined in Point 4 of '*How You can claim subsidised taxi travel*' above.
2. The Taxi Driver must remove and retain the completed TUSS Voucher from the booklet, and return the booklet and TUSS Card to the passenger.

A Taxi Driver should refuse a TUSS Voucher if the:

- person presenting the TUSS Voucher does not match the details on the TUSS Card;
- person presenting the TUSS Voucher does not have a TUSS Card;
- TUSS Card is expired; or
- the person presenting the TUSS Voucher is not present for the Taxi Journey.

How Taxi Drivers can submit TUSS Vouchers for reimbursement

After completing a Taxi Journey and completing a valid TUSS Voucher the Taxi Driver is entitled to payment for the value of the subsidised Fare from DoT. In order to administer these payments DoT contracts a third-party Voucher Processing Contractor (VPC) to accept TUSS Vouchers, check their validity and make payment to the Taxi Driver for the appropriate amount. To obtain this payment a Taxi Driver should:

1. Submit the completed TUSS Voucher to the VPC either:
 - a. in person at the current contractor's address i.e. Swan Taxis, 7 Harvey Street, Victoria Park, WA, 6100, or
 - b. by post or emailed scans of vouchers to the above address.
2. Once validated, Swan Taxis will either pay the Taxi Driver in cash, or credit the Taxi Driver's nominated bank account.

A TUSS Voucher will be refused by the VPC if:

- the Taxi Journey did not take place;
- it is incomplete;
- the details entered onto it are not accurate;
- it is illegible;
- it is for a date of travel more than 90 days from the date of receipt by the VPC;
- the TUSS Voucher has been cancelled due to being reported lost or stolen;
- the associated TUSS Card was expired or invalid at the time of travel;
- the Taxi did not have both a valid passenger transport vehicle authorisation and a valid vehicle licence at the time of the trip;

- the Taxi Driver did not have a valid driver's licence or T endorsement, or passenger transport driver (PTD) authorisation at the time of the trip;
- the details entered onto the voucher, such as the trip length, Fare and subsidised Fare amounts, are inconsistent with approved Fare schedules or the entitlement of the Eligible Person;
- the voucher is being provided for any purpose other than the legitimate access to the TUSS by an Eligible Person; and
- the voucher does not comply with the TUSS or these Guidelines.

Submission of vouchers through third parties

DoT takes no responsibility for any agreement between Taxi Drivers and third parties regarding the presentation of vouchers for reimbursement from DoT.

How to order more vouchers

An Eligible Person can order additional vouchers by:

- emailing On-demand Transport at OdTCustomerService@transport.wa.gov.au;
- calling DoT on 1300 660 147; or
- mailing back the re-order slip included in the previously issued voucher book to: GPO Box C102 Perth WA 6839

How to report lost or stolen vouchers

A Card Holder must report lost or stolen vouchers by:

- emailing On-demand Transport at OdTCustomerService@transport.wa.gov.au;
- calling DoT on 1300 660 147; or
- mailing the details to GPO Box C102 Perth WA 6839

Group Travel / Multiple Hiring

If a Taxi is hired for Group Travel, the following rules apply:

1. Only one voucher from a Card Holder in the Taxi can be used in order to subsidise the Fare, and only in accordance with that person's entitlement; and
2. The relevant Card Holder must be in the Taxi for the entirety of the Taxi Journey

Other Card Holders travelling in the Taxi are not required to present their TUSS Voucher booklet to the Taxi Driver. The group of passengers travelling together should reach their own agreement regarding payment of the remainder of the Fare.

The following example scenarios may apply:

1. Where two or more Card Holders travel in a Taxi from the same pickup location to the same drop off location, a single TUSS Voucher may be used to subsidise the Fare but only if:
 - a. The Card Holder for that voucher was in the Taxi for the whole journey,
 - b. The Card Holder also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.

2. Where two or more Card Holders travel in a Taxi from the same pickup location to different drop off locations, a single TUSS Voucher may be used to subsidise the Fare but only if:
 - a. The Card Holder for that voucher was in the Taxi for the whole journey,
 - b. The Card Holder also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.
3. Where two or more Card Holders travel in a Taxi from different pickup locations to the same drop off location a single TUSS Voucher may be used to subsidise the Fare but only if:
 - a. The Card Holder for that voucher was in the Taxi for the whole journey,
 - b. The Card Holder also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.
4. Where two or more Card Holders travel in a Taxi from different pickup locations to different drop off locations a single TUSS Voucher cannot be submitted. In order for a TUSS Voucher to be used the journey would need to be split into separate hiring's with separate Fares charged and paid by each single Card Holder who is a passenger for the entire journey.

Co-payments

Separate to TUSS, DoT administers a Co-Payment per Taxi Journey where a wheelchair is being used by a passenger.

Where there is more than one Card Holder using a wheelchair in Group Travel, additional TUSS Vouchers can be submitted only to claim Co-payment for each of those members. For details of the terms and conditions of the Co-payment please contact DoT.

Staged travel

As a Card Holder, if You need to hire a Taxi to travel to a series of destinations You can claim a TUSS subsidy in one of two ways:

1. When hiring one or more Taxis between each destination, subject to the below, each stop is considered a single Taxi Journey. In this case You may use a voucher for each Taxi Journey, but only where:
 - there is a minimum 15-minute break between the end of the Taxi Trip and the beginning of the next Taxi Trip; and
 - If the same Taxi or Taxi Driver is used for one or more of the Taxi Trips, only where the Taxi Driver has not charged for any Detention Time between Taxi Trips.
2. If You choose to engage a Taxi for a single hiring for a number of destinations as one Taxi Journey, then the entire hiring period is one Taxi Journey (even if it is made up of multiple Taxi Trips). In this instance only one (1) TUSS Voucher can be used. The maximum entitlement will apply to the Fare for the Taxi Journey including Detention Time.

Detention Time rules

If there is Detention Time of greater than 15 minutes during a Taxi Journey, a maximum of 15 minutes Detention Time may be added to the Fare for the Taxi Journey. The Detention Time 15 minute limit includes any time spent assisting passengers with entering or exiting the Taxi, or with wheelchairs.

Contract Fares

The regulations under the *Transport (Road Passenger Services) Act 2018* provide for the person that booked the service to negotiate Contract Fares with the On-demand Booking Service or the driver. Contract Fares are Fares where the final cost to the passenger is calculated or agreed by a means other than the Fare Calculation Device.

TUSS can be used where a passenger agrees to a Contract Fare. However, if a TUSS Voucher is to be used for the payment or part-payment of the Contract Fare, the amount agreed must not exceed the total taxi Fare that would otherwise have been payable for the hire of the Taxi.

Mutual recognition for equivalent interstate TUSS

Accessing WA TUSS when travelling

DoT has interstate reciprocal arrangements whereby You are entitled to the normal subsidy when travelling in another State or Territory within Australia. You must apply to DoT for an Interstate Voucher booklet before travelling.

When travelling interstate, You must present your allocated Interstate Voucher booklet with your current TUSS Card to the driver of the Taxi at the start of any journey.

Interstate persons travelling in WA

Eligible people under interstate equivalent schemes are entitled to access subsidised Taxi travel in WA that reflects their entitlement in their home state. Interstate equivalent schemes are considered an 'approved' scheme for the purposes of the regulations under the *Transport (Road Passenger Services) Act 2018*.

In order to access this entitlement, eligible interstate passengers are required to provide to the WA Taxi Driver at the start of each journey or trip their applicable subsidy card and a voucher or voucher booklet that has been issued by their State or Territory of residence. Taxi Drivers are required to accept and submit the completed vouchers in the same manner as TUSS Vouchers.

Eligible Person rights and responsibilities

Rights

- The benefit available to You is subsidised Taxi travel which is provided strictly in accordance with the approved TUSS.
- You have a right to be issued vouchers to replace reported lost or stolen vouchers.

Responsibilities

- By applying for TUSS and using the TUSS Vouchers, You agree to comply with the approved Scheme applicable at the time of use.
- You agree to abide by the conditions of the TUSS and acknowledge that any misuse of TUSS may lead to administrative consequences or legal action.
- You acknowledge that You may have your entitlements affected or be prosecuted if You breach TUSS terms and conditions or this Scheme.
- You acknowledge that the relevant TUSS subsidy will be deducted from the Fare (which may include an amount for the Levy if applicable) and You will be required to pay the balance of the Fare.
- You are responsible for paying the non-subsidised portion of the Fare at the time of travel. Taxi Drivers must refuse a Fare where the non-subsidised portion is not paid or may refuse the Fare where a deposit for the non-subsidised portion of the Fare is not paid in advance of travel.
- You are responsible for remaining aware of the provisions of TUSS, as they apply at the time of travel, and as published on DoT's website.
- You may be required to undergo an independent medical assessment or an eligibility review to determine whether You meet or continue to meet the TUSS eligibility criteria. An Application for, or continued access to TUSS is subject to your cooperation with any request to undergo such an assessment or review.
- You are responsible for the payment of any medical or other assessment fees associated with an Application or requirement to undergo a reassessment of eligibility.
- You are required to provide a suitable and current portrait passport photograph every five years.
- You must not sell, exchange, lend or give away TUSS Vouchers.
- You are responsible for the safe keeping of any TUSS Vouchers issued to You and must not leave any TUSS Vouchers with a Taxi Driver or other person.
- You must provide to the Taxi Driver your current TUSS Card at the commencement of the Taxi Journey. The Taxi Driver must refuse to provide You with subsidised travel if You do not do so.
- To the best of your ability You should ensure that the Taxi Driver completes the relevant sections on the TUSS Voucher and stub, such as TUSS Card number, date, time, trip

details, Fare, the proportion of the Fare You pay, the amount of the subsidy, Taxi Driver identification number, vehicle licence plate number of the Taxi and Taxi Driver signature.

- On Interstate Vouchers, the State or Territory in which the voucher has been used must also be completed.
- If You lose or have had your TUSS Vouchers stolen, You must notify DoT immediately, explaining the circumstances surrounding the theft or loss.
- You are responsible for managing your TUSS Voucher booklet.
- New TUSS Voucher booklets will only be issued one at a time and will only be issued by ordinary post to your nominated postal address.
- There will be no reimbursement for any Taxi travel undertaken where You do not have access to TUSS Vouchers for any reason.
- If your name, medical condition, address or contact details change, You must contact DoT to advise of the new details as soon as practicable. You must include details of both the old and new details, date of birth, TUSS Card number and a contact telephone number for security purposes.
- If You change your name, You must notify and send to DoT a copy of the relevant documents regarding the name change, e.g. marriage certificate, copy of deed poll.
- You must return to DoT any unused TUSS Vouchers issued under a previous name.
- If your medical condition changes such that You may no longer meet the eligibility criteria You must advise DoT immediately.
- You must return any unused or unwanted TUSS Vouchers to DoT.
- You must co-operate with and respond to a request from DoT for an eligibility review or an independent medical eligibility assessment.
- You must co-operate with and respond to a request from DoT to provide information to verify that your use of TUSS is authentic, such as when subsidy payments appear to be irregular or to exceed reasonable use.
- You must co-operate with and respond to any DoT request for information in relation to your access to or use of the TUSS.
- You must retain the stub of the TUSS Vouchers from any used TUSS Voucher booklet for six (6) months from the date of use of the last TUSS Voucher.
- Retained stubs must be returned to DoT if requested.
- TUSS Vouchers may not be used:
 - a. for trips for any purpose when You are not in a Taxi; or
 - b. by any person who is not the Eligible Person.
- You must not collude with a Taxi Driver or any other person to increase the subsidy payable, avoid or reduce payment of your portion of the Fare, or in any other way enable use of TUSS that is not authorised by DoT or in accordance with this Scheme.
- You must not use more than one TUSS Voucher for a Taxi Journey.
- You must not use your TUSS Voucher to pay a Taxi Driver who is a Family Member.
- You must not use your TUSS Vouchers to pay a Taxi Driver a tip or gratuity.

Taxi Driver rights and responsibilities

Rights

- Taxi Drivers are entitled to be reimbursed for the value of subsidised travel provided to a passenger who is an Eligible Person, but only in accordance with the TUSS terms and conditions and this Scheme.
- Taxi Drivers may turn the Fare Calculation Device on when assisting an Eligible Person using a wheelchair to enter the Taxi, and when loading or unloading a wheelchair.

Responsibilities

- The On-demand Transport Passenger Levy (the Levy) is 10% of every Fare to a maximum of \$10 per trip, and is collected from On-demand Booking Services. The Levy applies to on-demand trips in vehicles that seat 12 or less people (including the driver) that start and finish in the Perth, Mandurah or Murray areas. It is expected the Levy will apply for approximately four years, to cover the full cost of the metropolitan taxi plate buyback.
 - Payment of the Levy to the DoT is a condition of On-demand Booking Service authorisation however it is up to the On-demand Booking Service to decide whether it passes on any amount for the Levy to its customers.
 - If the On-demand Booking Service is passing the Levy on to its passengers via the Fare, then the subsidy is calculated by reference to the Fare (including the amount for the Levy), and the TUSS Passenger's portion of the Fare is the Fare (including the amount for the Levy) less the applicable subsidy amount.
- Taxi Drivers must accept a TUSS Voucher, except where the voucher is not provided in accordance with the TUSS terms and conditions and this Scheme.
- If the refusal of a voucher in this way means that the passenger is unable to pay the full Fare the Taxi Driver has the right to refuse the Fare.
- A TUSS Voucher must be refused if:
 - a. the TUSS Card is expired; or
 - b. the person presenting the card or voucher does not match the TUSS Card; or
 - c. the person presenting the voucher does not have the TUSS Card; or
 - d. a valid voucher is unable to be provided at the start of the journey or trip; or
 - e. The TUSS participant does not pay their portion of the Fare.
- Taxi Drivers are responsible for remaining aware of the term and conditions of TUSS, as they apply at the time of travel, and as published on DoT's website.
- Taxi Drivers must not buy, sell, exchange, lend or give away TUSS Vouchers.
- Taxi Drivers must not keep or accept TUSS Vouchers, TUSS Voucher booklets, or TUSS Cards when the associated Eligible Person is not in the Taxi.
- Taxi Drivers must ensure that the passenger, details on the TUSS Card and TUSS Voucher correspond.

- Taxi Drivers must refuse to accept the TUSS Voucher if the TUSS Voucher and the TUSS Card do not correspond or the passenger does not match the photograph on the TUSS Card.
- Taxi Drivers must receive the passenger's TUSS Card at the commencement of the Taxi Journey.
- The Taxi Driver shall refuse to provide the passenger with subsidised travel if the passenger does not provide the TUSS Card.
- Taxi Drivers cannot accept a new TUSS Voucher from a passenger for any Taxi Journey commencing less than 15 minutes from the end of a Taxi Journey. Where the same passenger submits a TUSS Voucher, the DoT will not reimburse the value of TUSS Vouchers in those circumstances and, in the event the DoT does pay them, the Taxi Driver must reimburse the DoT upon request.
- Taxi Drivers must ensure that TUSS Vouchers and stubs are fully completed.
- Taxi Drivers must complete all relevant sections accurately and carefully such as TUSS Card number, date, time, taxi dispatch job number, trip details, Fare, the proportion of the Fare the TUSS Passenger must pay, the amount of the subsidy, Taxi Driver identification number, vehicle licence plate number of the Taxi and Taxi Driver signature at the conclusion of the Taxi Journey. This includes completing the stub of the voucher in full.
- On interstate travel vouchers, the State or Territory in which the voucher has been used must also be completed.
- DoT is not responsible for reimbursing Taxi Drivers for any expenses under any circumstances where an invalid TUSS Voucher has been accepted, or TUSS terms and conditions and this Scheme have not been complied with.
- TUSS Vouchers must not be submitted for re-imburement with false, misleading, illegible or incomplete information.
- Failure to meet these requirements may result in:
 - a. non-payment of the subsidy component of a Fare;
 - b. prosecution under the *Transport (Road Passenger Services) Act 2018*;
 - c. suspension or cancellation of the Taxi Driver's T endorsement or passenger transport driver authorisation; and/or
 - d. a requirement to repay the monies received which may include referral to a debt recovery agent.
- Taxi Drivers must not collude with a Card Holder or any other person in order to increase the subsidy payable; avoid or reduce payment of a portion of the Fare; or in any other way enable use of TUSS in a way which is not consistent with the terms and conditions of TUSS or this Scheme.
- Taxi Drivers must not accept more than one (1) TUSS Voucher for a single Taxi trip.
- Taxi Drivers must not accept TUSS Vouchers as a tip or gratuity.
- Taxi Drivers must comply with any lawful request from DoT Officers for information, records or materials related to their acceptance or use of TUSS Vouchers.
- When accepting a TUSS Voucher from a passenger, Taxi Drivers must ensure they only accept the vouchers in the order they are presented in the TUSS Voucher booklet.

- TUSS Vouchers accepted out of order, as determined by the voucher numbers and trip details, may be deemed invalid.
- The Taxi Driver must use a Fare Calculation Device as specified in the *Transport (Road Passenger Services) Act 2018* and associated regulations in order to calculate the Fare which the TUSS Passenger's subsidy will be applied for, unless the Fare is a Contract Fare.
- Taxi Drivers must submit any vouchers received for reimbursement in the order of the date of travel and no later than 90 days from the date of travel.

Taxi Drivers can submit TUSS Vouchers they accept to the VPC in the nominated way as detailed in the section '*How Taxi Drivers can submit vouchers for reimbursement.*'

Penalties and remedial actions for misuse of the TUSS

DoT reserves the right to take action in response to misuse of TUSS. These actions include but are not limited to the following:

Action against an Eligible Person

As a TUSS participant, DoT requires that You:

- comply with a request to undertake an eligibility review or an independent medical eligibility assessment within a stated period;
- respond to requests to verify your use of TUSS Vouchers within a given timeframe;
- update your personal details as required;
- comply with a request for information within a stated period; and
- comply with a request to provide used voucher stubs

In response to suspected or actual misuse of TUSS by an Eligible Person, DoT may:

- require You to repay subsidy amounts claimed when not entitled;
- infringe or prosecute You under the *Transport (Road Passenger Services) Act 2018*;
- request You to verify your use of TUSS Vouchers when subsidy payments appear to be irregular or exceed reasonable use;
- revoke TUSS access or subsidies;
- refer the matter to WA Police for consideration of criminal charges (e.g. fraud).

Your TUSS access may be reviewed where there is evidence that You have:

- misused your TUSS entitlement;
- allowed or facilitated the misuse of your benefits;
- defrauded or facilitated fraudulent use of the TUSS; or
- fraudulently gained access to benefits under the TUSS for which You are not entitled.

Actions against Taxi Drivers

Failure to adhere to the TUSS Guidelines may result in enforcement action being taken against You and your driving authorisation being cancelled. To take action in response to misuse, DoT may seek to

- suspend or cancel the driver's T endorsement;
- suspend or cancel the driver's passenger transport driver authorisation;
- infringement or prosecution under the *Transport (Road Passenger Services) Act 2018* or the *Transport (Road Passenger Services) Regulations 2020*; or
- referral of the matter to WA Police for consideration of fraudulent criminal charges.

Specific actions against Taxi Drivers relating to voucher schemes like TUSS and the requirements for the drivers of wheelchair accessible vehicles that are on-demand rank or hail vehicles to give priority to passengers who use or require a wheelchair are outlined in the *Transport (Road Passenger Services) Regulations 2020*.

DoT requires the Taxi Driver to comply with the TUSS Guidelines. Failure to comply, may result in Taxi Drivers not being reimbursed for TUSS Trips. Situations where this may occur include:

- the Eligible Person was not a passenger in the Taxi for the journey that they are claiming the TUSS Voucher for;
- the TUSS Card under which the TUSS Voucher was issued was not valid at the time of travel;
- the Taxi Driver was not authorised to carry passengers for hire or reward in accordance with either the *Transport (Road Passenger Services) Act 2018* or the *Road Traffic (Authorisation to Drive) Act 2008* and subsidiary legislation at the time of travel;
- the TUSS Voucher was not presented by the Card Holder at the time that the journey was undertaken;
- the vehicle in which the journey was undertaken was not authorised to operate as a Taxi at the time of the travel;
- any of the details entered on the TUSS Voucher are, or are suspected of being, false or misleading;
- more than one (1) voucher has been submitted for the same journey; or
- the TUSS Voucher has not been submitted to the VPC within 90 days from the date of travel.

DoT may require Taxi Drivers to undertake additional steps to validate claims for reimbursement in some circumstances. These steps may include the Taxi Driver having to submit:

- any TUSS Vouchers received within shorter specified time limits;
- TUSS Vouchers received to a specific DoT officer or alternative location;
- additional information in support of TUSS Voucher reimbursement; or
- TUSS Vouchers to seek reimbursement of payments that were illegitimately claimed and the use of debt recovery agents.

Actions against On-demand Booking Services

On-demand Booking Services also have obligations under the legislation regarding TUSS vouchers and the prioritisation of services to wheelchair dependant passengers by wheelchair accessible vehicles that are on-demand rank or hail vehicles.

Those requirements and other related ones are in the *Transport (Road Passenger Services) Regulations 2020*.

Privacy

Any information You provide is governed by privacy and confidentiality provisions and may be used only in connection with the purpose for which it is collected or as provided by law.

DoT reserves the right, subject to the requirements of the Privacy Principles contained in the requirements of the *Transport (Road Passenger Services) Act 2018*, the *Road Traffic (Administration) Act 2008* and the *Road Traffic (Authorisation to Drive) Act 2008* to share personal information collected in relation to participation or application for participation in the Scheme with other State and Commonwealth Government agencies.

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