

## Using your taxi subsidies in Tasmania

- Carry your taxi subsidy smartcard with you when you catch a taxi.
- At the end of the trip, tap your smartcard against the payment terminal. Sometimes you may need to insert your smartcard. This is a normal security feature. The driver can help you.
- The subsidy will be deducted from the fare. Pay the remainder of the fare using cash, bank card or an account.
- Sometimes a manual docket may need to be used. The driver has these and will help you.
- If your smartcard is cancelled, damaged or has expired, you will have to pay the full fare.
- Make sure you have your smartcard with you when you leave the taxi.

## Using your taxi subsidies interstate

- Your taxi subsidy smartcard can only be used in Tasmania.
- If you are travelling interstate you will need to order interstate vouchers at least two weeks before travelling.
- Vouchers cannot be posted outside of Tasmania.
- To order vouchers call Passenger Transport on 1300 135 513.



## Contact details

Taxi Subsidy Program

Phone: 1300 135 513

Email: [passenger.transport@stategrowth.tas.gov.au](mailto:passenger.transport@stategrowth.tas.gov.au)

Web: [www.transport.tas.gov.au/concessions](http://www.transport.tas.gov.au/concessions)

Address: GPO Box 1242  
Hobart Tasmania 7001

Transport Access  
Scheme for people  
living with disability

# Taxi Subsidy Program



Department of State Growth

To be eligible for the Taxi Subsidy Program you must be a member of the Transport Access Scheme and meet the low income test or be wheelchair dependent.

Members receive a subsidy of:

- 50% of the total fare, up to a maximum of \$25 when using a standard taxi or
- 60% of the total fare, up to a maximum of \$30 for wheelchair dependent members when using a wheelchair accessible taxi (WAT).

Taxi subsidies can only be claimed when using registered taxis. Subsidies are not available for travel undertaken in ridesharing services across Tasmania or interstate.



## Terms and Conditions

1. Application for, and/or use of, the Taxi Subsidy Program (TSP) constitutes agreement to observe these Terms and Conditions.
2. TSP taxi subsidy travel vouchers or smartcards may only be used by the member they were issued to. The member must be in the taxi for the entire trip.
3. TSP taxi subsidies must not be used by friends or family of the member, or by any other person.
4. Members must not use their taxi subsidy more than once per journey.
5. Members must not falsify trip details, or allow them to be falsified by another person.
6. Members are responsible for the safe keeping of their TSP taxi subsidy vouchers or smartcard. Members must not leave these items in the possession of a taxi driver.
7. TSP vouchers and smartcards cannot be sold, exchanged, loaned out or given away to any person. They are to be returned upon request to the Transport Commission (the Commission). They always remain the property of the Commission.
8. There must be at least 10 minutes between the member ending one trip and starting another.
9. TSP subsidies must not be used to pay the driver a tip or gratuity or to 'round up' the taxi fare.
10. TSP subsidies must not be used for trips where taxi travel is already partly or fully funded by another organisation. This includes Government departments.
11. TSP vouchers of any nature must be completed in full. If the member is unable to fill in their details, an accompanying person may do so on their behalf. A driver may only complete the member section if the member is unable to do so and does not have a carer or other person accompanying them. The driver must indicate UTS (Unable To Sign) in the Member's Signature box.
12. Members must present their TSP smartcard for validation if requested by the taxi driver. Taxi drivers will refuse to provide subsidised travel if proof of subsidy is not presented.
13. TSP taxi subsidies must not be used to transport goods without the member being in the taxi.
14. If a TSP taxi subsidy voucher book or smartcard is lost, damaged or stolen the member must notify the Commission as soon as possible. There may be a fee for replacement smartcards.
15. The member must inform the Commission of any change to:
  - a. their name, address or contact details; or
  - b. their eligibility for taxi subsidies.
16. Members must comply with requests from the Commission to provide information to verify that their use of the TSP is legitimate.
17. The Commission may suspend or cancel a member's taxi subsidies where a member no longer meets the eligibility criteria for the TSP.
18. The Commission may suspend or cancel a member's taxi subsidies in cases where the Commission is satisfied, acting reasonably, that the member has:
  - a. abused the benefits of the TSP; or
  - b. allowed or facilitated the abuse of the benefits of the TSP; or
  - c. defrauded or facilitated fraud of the TSP; or
  - d. failed to comply with these Terms and Conditions.Legal action may also be taken.
19. The Commission may suspend a member's taxi subsidies if they have not used their taxi subsidies or otherwise made contact with the Commission for three years.

If you are having difficulty understanding these terms and conditions, we can help you. Please call Passenger Transport on 1300 135 513 with your questions.

## Replacement taxi subsidy smartcards

If your taxi subsidy smartcard is lost, stolen or damaged, visit a Service Tasmania shop or go to [www.transport.tas.gov.au/concessions](http://www.transport.tas.gov.au/concessions) to order a replacement.

- A fee will be charged for lost smartcards.
- Damaged or faulty smartcards are replaced for free if taken to a Service Tasmania shop.
- Stolen smartcards are replaced for free if you have a police report number.