


## Using your taxi subsidies in Tasmania

- Carry your taxi subsidy smartcard with you when you catch a taxi.
- To use your taxi subsidy, place your taxi subsidy smartcard against the Cabcharge payment terminal showing this symbol  at the end of the trip. The driver can help you. The subsidy will be deducted from the fare.
- Sometimes the Cabcharge payment terminal may ask you to insert your smartcard. This is a normal security feature. The driver can help you.
- In some taxis, a manual docket may need to be used. The driver has these and will help you.
- Pay the remainder of the fare.
- 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 subsidy smartcard can only be used in Tasmania.
- If you wish to use taxi subsidies in another state, please call Passenger Transport at least two weeks before you leave to order some interstate vouchers.



### Contact details

Transport Access Scheme

Phone: (03) 6166 3349

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 Subsidies



To be eligible for the Taxi Subsidy Program you must be a member of the Transport Access Scheme and hold a valid concession.

Members receive a subsidy on their taxi fares.

- The subsidy is 50% of the fare, up to a value of \$25 when using a standard taxi.
- Wheelchair-reliant members receive a 60% fare subsidy, up to a value of \$30 when using a wheelchair accessible taxi.



## Terms and conditions

1. Application for, and/or use of, the Transport Access Scheme (TAS) taxi subsidies constitutes agreement to observe these Terms and Conditions.
2. TAS 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. TAS 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 TAS taxi subsidy vouchers or smartcard. Members must not leave these items in the possession of a taxi driver.
7. TAS 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. TAS subsidies must not be used to pay the driver a tip or gratuity or to 'round up' the taxi fare.
10. TAS subsidies must not be used for trips where taxi travel is already partly or fully funded by another organisation. This includes Government departments.
11. TAS 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 TAS 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. TAS taxi subsidies must not be used to transport goods without the member being in the taxi.
14. If a TAS 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 TAS taxi subsidy 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 Scheme.
  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 Scheme; or
    - b. allowed or facilitated the abuse of the benefits of the Scheme; or
    - c. defrauded or facilitated fraud of the Scheme; 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 (03) 6166 3349 with your questions.

## Replacement Taxi Subsidy Smartcards

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

- A fee may 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.