



Passenger Transport Subsidy Scheme

How can you apply?

Easy Read version

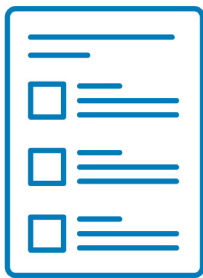


How to use this document



We are the Government of Western Australia
Department of Transport and Major Infrastructure.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [25](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.transport.wa.gov.au/ptssdocuments

What is in this document?

What is PTSS? 4

What should you do before you apply? 6

How can you apply for PTSS? 15

What happens after you apply? 22

Word list 25

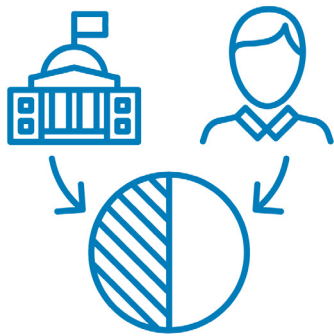
Contact us 26

What is PTSS?



The Passenger Transport Subsidy Scheme supports people with disability by helping pay for taxi services.

We also call it PTSS.



PTSS pays for part of a person's trip.

And the person only has to pay what is left over.



**Department of
Transport and
Major Infrastructure**

The Department of Transport and Major Infrastructure runs PTSS.



This document explains how you can apply to PTSS.

We have 2 other documents that explain:



- who PTSS is for



- what documents you need to apply for PTSS.



You can find these documents on our website.

www.transport.wa.gov.au/ptssapply

What should you do before you apply?



There are 2 ways to apply for PTSS.

You can fill out:



- an online form



- a paper form.



Before you apply, you need to visit your **medical practitioner**.



A medical practitioner is a doctor who looks after your health.



You need to download and print the paper form.



You need to take part B of the paper form with you when you visit your medical practitioner.

They will help you fill this out and sign your photo.



You need to do this even if you plan to apply online.

This is one of the documents you will need to upload before you send it to us.



You need to pay for the visit with your medical practitioner.



You can ask your medical practitioner if they need to give you any other documents to apply for PTSS.



You need to have the right documents and photo.



We wrote another document that explains this called ‘What documents do you need to apply?’.



Before you apply, you also need to make sure you have all your information ready.



We explain what information you need to fill out both forms below.

Information you need to share



You need to tell us your:

- first name
- family name.



You need to tell us your date of birth.



You need to tell us your **gender**.



Your gender is what you feel and understand about who you are as a person.

There are more genders than only men and women.

You can choose the words that are right for you.

You need to tell us if you have ever had:



- a driver's licence in Western Australia

or



- a WA Photo Card.



You need to tell us if you live in
a **residential care facility**.

A residential care facility is housing for
people with disability who need support.

You need to tell us the:



- address where you live



- address where we can post your PTSS card to.



You need to tell us your contact information.

This could be your:

- home phone number
- mobile number
- email address.

Information about other people we can contact



We will always try to contact you about PTSS.



But we can contact someone else you trust if we cannot reach you.

This could be your:



- family or friend



- carer



- support worker.



Make sure this person knows we might contact them.



You can also ask us to always contact this person first if we have any questions.



But we will always send your PTSS card and any letters to the postal address you give us.

How can you apply for PTSS?

Filling out an online form



You can fill out the online form.

www.transport.wa.gov.au/ptssapplyonline



You must finish this form after you start it.



You cannot save it and come back to it later.



Yes

You must select 'Yes' to tell us you are an Australian **citizen** before you can start the form.



An Australian citizen is someone who belongs to Australia under the law.

Tell us who is filling out the form



You can fill out the online form and send it to us.



Or you can ask someone you trust to fill it out for you.



You need to tell us who is filling out the form and sending it for you.

Send us the online form



You need to upload your documents and photo that meets the rules before you can send us the online form.



This includes part B of the paper form that your medical practitioner helped you fill out.

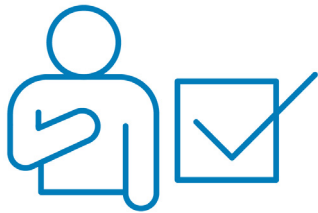


You need to check all the information you shared to make sure it is right.



You need to select the box that says you agree to our information about privacy.

You also need to select the box that says you agree that:



- all the information you shared about you is true



- we will send your form back to you if you did not finish it



- we might cancel your PTSS if you do not use it the right way



- your medical practitioner can share your medical information with us



- we can share your medical information with an **occupational therapist**.



An occupational therapist helps someone find ways to do everyday tasks.



Then you can select 'Lodge application' to send us your online form.

Filling out a paper form



Visit our website to download a paper form.

www.transport.wa.gov.au/ptssapply

Then you need to:



- fill out part A of the form and sign it

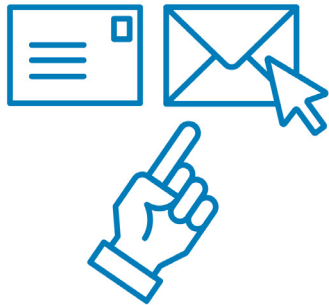


- make copies of your documents



- get a photo that meets our rules.

Send us the paper form



You can choose one way to send your paper form to us.



You can mail your paper form and documents to us.

On-demand Transport
GPO Box R1290
PERTH WA 6844



Or you can email your paper form and documents to us.

ondemandtransport@transport.wa.gov.au

What happens after you apply?



An occupational therapist will check the medical information you shared.



They will not know who you are when they check the information you shared.



The occupational therapist will tell us if they think you should use PTSS.



We will send you a letter to let you know if you can use PTSS.



If we say no, we will explain why.

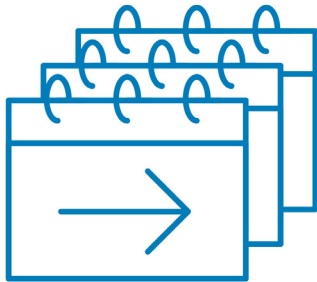


You can choose to apply again.

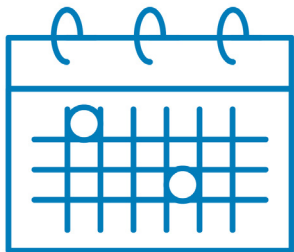


If we say yes, we will also send you a PTSS card.

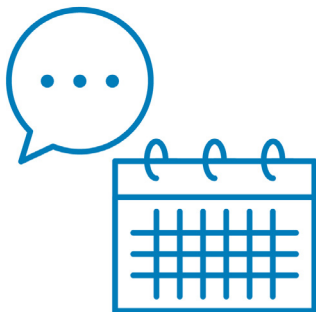
You might get PTSS for:



- the rest of your life



- a short time.



If we give you PTSS for a short time, we will tell you how long it will last for.



We might need to check how your disability affects your life again.

Word list

This list explains what the **bold** words in this document mean.



Gender

Your gender is what you feel and understand about who you are as a person.

There are more genders than only men and women.

You can choose the words that are right for you.



Medical practitioner

A medical practitioner is a doctor who looks after your health.



Occupational therapist

An occupational therapist helps someone find ways to do everyday tasks.



Residential care facility

A residential care facility is housing for people with disability who need support.

Contact us



You can call us.

13 11 56



You can send us an email.

ondemandtransport@transport.wa.gov.au



You can write to us.

On-demand Transport

GPO Box R1290

Perth WA 6844



You can visit our website.

www.transport.wa.gov.au/ptssapply



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6546-C.