



How to submit an online Passenger Transport Subsidy Scheme application

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Introduction

Note: On 1 July 2025, the Department of Transport (DoT) was renamed to the Department of Transport and Major Infrastructure (DTMI). The name change does not impact our services or site functionality.

As we are currently updating our online services to reflect this change, the screenshots provided in this document may be inconsistent with what you see on your application.

Ongoing system development may also cause minor changes to these screens.

The Passenger Transport Subsidy Scheme (PTSS) gives subsidised taxi travel to [eligible people](#) with disability.

There are two ways to apply for PTSS:

- use the online application form; or
- fill out a paper form and send it to DTMI.

Note: Applicants should submit only one application, using one of the above methods.

Visit www.transport.wa.gov.au/ptssapply to learn more about PTSS applications, including:

- eligibility requirements;
- details on how to apply;
- documents you need to provide when you apply;
- Easy Read books; and
- how to complete a paper application form.

About this document

This document explains how to complete and submit an online PTSS application, including:

- what documents you need to apply; and
- how to apply.

Visit www.transport.wa.gov.au/ptssapplyonline to complete the online PTSS application form.

Before you apply

Note: Applications must be completed in one sitting. It is not possible to save your form and return to it later. You should have all required documents ready, before you start filling out this form.

Before completing the online form, there are a few things you will need to do.

1. Make an appointment with your medical practitioner. They will need to complete [Part B of the PTSS application form \(ODT47\)](#), providing evidence of your disability.
2. Take a photo of yourself that meets the [PTSS photo requirements](#).
3. Bring your photo to the medical appointment. Your medical practitioner will need to certify and sign the back of your photo.
4. Scan copies of your [identity and residence](#) documents.

Accessing the online PTSS application form

To begin an online PTSS application, select the 'Apply online for PTSS' button on www.transport.wa.gov.au/ptssapply or go directly to www.transport.wa.gov.au/ptssapplyonline

The online application form can be submitted by:

- the person applying for PTSS; or
- by someone else on behalf of the applicant.



Government of Western Australia
Department of Transport



[Accessibility](#) / [Contact us](#)

About the Passenger Transport Subsidy Scheme

The Passenger Transport Subsidy Scheme (PTSS) is a subsidy available from the WA Department of Transport to eligible people with disability travelling in on-demand rank or hail (taxi) vehicles.

Learn more about PTSS on the [Department of Transport website](#).

Eligibility

To be eligible for PTSS, you must:

- be an Australian citizen, or hold Australian permanent resident status;
- reside in WA; and
- have one or more severe or permanent disabilities from the categories below, that will always prevent you from using conventional public transport:
 - mobility disability;
 - vision disability; and/or
 - cognitive or intellectual disability.

Read more about eligibility requirements on the [Department of Transport website](#).

Before you apply

Before completing this online form, there are a few things you will need to do.

1. Make an appointment with your medical practitioner. They will need to complete **Part B of the PTSS application form (ODT47)**, providing evidence of your disability.
2. Take a photograph of yourself that meets DoT's [photo requirements](#).
3. Bring your photograph to the medical appointment. Your medical practitioner will need to certify and sign the back of your photograph.
4. Scan copies of your identity and residence documents that meet [DoT's requirements](#).

Visit the [Department of Transport website](#) for details about photograph and identity document requirements.

How to complete this online form

This form can be submitted by the person applying for PTSS, or by someone else on behalf of the applicant.

This form **must be completed in one sitting** – it is not possible to save this form and complete it later. Please have all your required documents ready before you start filling out this form.

This form includes the following steps:

1. Enter applicant details.
2. Enter details for additional contacts and nominate your preferred contact.
3. Enter details of the person who lodged the application.
4. Upload documents, including your medical assessment and supporting information, proof of identity and residence, and your photograph.
5. Review and confirm your application.

Visit the [Department of Transport website](#) for detailed instructions on how to apply.

Assessment

Applications for PTSS are assessed by an independent occupational therapist (OT). The OT gives a recommendation to the Department of Transport about your suitability for PTSS.

Approved applicants will receive their PTSS card in the mail. DoT will contact you if your application is not approved.

Questions

If you have any questions, please contact the Department of Transport:

- email ondemandtransport@transport.wa.gov.au; or
- call 13 11 56.

Is the applicant an Australian citizen or the holder of a permanent resident visa? * Yes No

[Apply for PTSS](#)

Completing an online PTSS application

Landing page

The online PTSS application form's landing page outlines:

- PTSS eligibility criteria;
- what to do before you apply;
- how to complete the online PTSS application form;
- how the application is assessed; and
- DTMI contact details.

About the Passenger Transport Subsidy Scheme

The Passenger Transport Subsidy Scheme (PTSS) is a subsidy available from the WA Department of Transport to eligible people with disability travelling in on-demand rank or hail (taxi) vehicles.

Learn more about PTSS on the [Department of Transport website](#).

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To be eligible for PTSS, you must:

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- reside in WA; and
- have one or more severe or permanent disabilities from the categories below, that will always prevent you from using conventional public transport:
 - mobility disability;
 - vision disability; and/or
 - cognitive or intellectual disability.

Read more about eligibility requirements on the [Department of Transport website](#).

Before you apply

Before completing this online form, there are a few things you will need to do.

1. Make an appointment with your medical practitioner. They will need to complete [Part B of the PTSS application form \(ODT47\)](#), providing evidence of your disability.
2. Take a photograph of yourself that meets DoT's [photo requirements](#).
3. Bring your photograph to the medical appointment. Your medical practitioner will need to certify and sign the back of your photograph.
4. Scan copies of your identity and residence documents that meet [DoT's requirements](#).

Visit the [Department of Transport website](#) for details about photograph and identity document requirements.

How to complete this online form

This form can be submitted by the person applying for PTSS, or by someone else on behalf of the applicant.

This form **must be completed in one sitting** – it is not possible to save this form and complete it later. Please have all your required documents ready before you start filling out this form.

This form includes the following steps:

1. Enter applicant details.
2. Enter details for additional contacts and nominate your preferred contact.
3. Enter details of the person who lodged the application.
4. Upload documents, including your medical assessment and supporting information, proof of identity and residence, and your photograph.
5. Review and confirm your application.

Visit the [Department of Transport website](#) for detailed instructions on how to apply.

Assessment

Applications for PTSS are assessed by an independent occupational therapist (OT). The OT gives a recommendation to the Department of Transport about your suitability for PTSS.

Approved applicants will receive their PTSS card in the mail. DoT will contact you if your application is not approved.

Questions

If you have any questions, please contact the Department of Transport:

- email ondemandtransport@transport.wa.gov.au; or
- call 13 11 56.

Is the applicant an Australian citizen or the holder of a permanent resident visa? *

Yes No

[✓ Apply for PTSS](#)

Note: Questions marked with a * (star) symbol must be answered to complete the application.

To begin your application, you will need to answer, 'Is the applicant an Australian citizen or the holder of a permanent resident visa?' at the bottom of the online PTSS application's landing page.

If you meet either of these requirements, select 'Yes', then select 'Apply for PTSS'.

Only Australian citizens and permanent resident visa holders are eligible for PTSS. If your answer to this question is 'No' you will not be able to apply for PTSS.

Is the applicant an Australian citizen or the holder of a permanent resident visa? *

Yes No

[Apply for PTSS](#)

The application has five sections to complete.

1. [Applicant details.](#)
2. [Additional contact details.](#)
3. [Lodged by details.](#)
4. [Documents.](#)
5. [Review and confirm.](#)

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Department of Transport

DoT Direct

[Accessibility](#) / [Contact us](#)

Submit a Passenger Transport Subsidy Scheme (PTSS) application

Applicant details Additional contact details Lodged by details Documents Review and confirm

1 2 3 4 5

You must complete all sections to submit your online PTSS application.

Step 1. Applicant details

You will be taken to the 'Applicant details' page. On this page, you must enter the applicant's:

- details;
- residential address;
- postal address; and
- contact details.

Applicant details
Additional contact details
Lodged by details
Documents
Review and confirm

1
2
3
4
5

Applicant details

Single name only

Family name: *

First name: *

Other name(s):

Date of birth: *

Gender: *

Do you hold or have you ever held a WA driver's licence or WA Photo Card? * Yes No

Name of residential care facility (if applicable):

Residential address

We ask for your residential address because one of the eligibility requirements for PTSS is that you reside in Western Australia.

Residential address: *

Postal address

This address is where your PTSS card and any other mailed correspondence will be sent.

Same as residential address

Postal address: *

Applicant contact details

Phone number:

Mobile number:

Email address:

Applicant details

1. To begin, enter the applicant's 'Family name' and 'First name' in the first two boxes. In the 'Other name(s)' box, you can include any other names they have (for example, their middle name).

Single name only

Family name: *

First name: *

Other name(s):

2. If the applicant only has one name, tick the 'Single name only' box, then enter their name in the 'Name' box.


Single name only

Name: *

- Next, enter the applicant's 'Date of birth'. To do this, enter the date, month and year the applicant was born.

Date of birth: * 

You can also select the applicant's date of birth from drop-down calendar. To do this, select the blue calendar icon, then select the date and year from the drop-down menus. You can then select the date.

Date of birth: * 

Gender: *

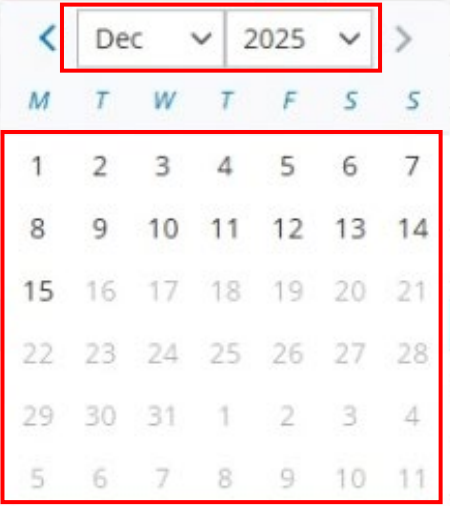
Do you hold or have you ever held a WA driver's licence or WA Photo Card? *

Name of residential care facility (if applicable):


Residential address

We ask for your residential address because one of the eligibi

Residential address: *



- Next, enter the applicant's gender. Select the drop-down menu arrow, then choose an option from list provided.

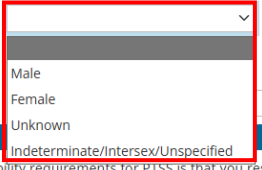
Gender: * 

Do you hold or have you ever held a WA driver's licence or WA Photo Card? * Yes No

Name of residential care facility (if applicable):

Residential address

We ask for your residential address because one of the eligibility requirements for PTSS is that you res



- You must answer 'Do you hold or have you ever held a WA driver's licence or WA Photo Card?'. Select 'Yes' if the applicant has held either of these cards and 'No' if they have not.

Do you hold or have you ever held a WA driver's licence or WA Photo Card? * Yes No

If you answered 'Yes', you will be asked to provide the Driver's licence or WA Photo Card number (if known). We ask this so we can match the details you provide with DTMI's records.

If you know the number, enter it in the text box.

Do you hold or have you ever held a WA driver's licence or WA Photo Card? * Yes No

Driver's licence or WA Photo Card number (if known):

Note: We ask you this so we can match the details you provide with DoT's records.

- If the applicant lives at a residential care facility, enter the facility name in the text box.

Name of residential care facility (if applicable):

Residential address

- Next, you must provide the applicant's residential address in the 'Residential address' box.

Residential address

We ask for your residential address because one of the eligibility requirements for PTSS is that you reside in Western Australia.

Residential address: * [Can't find your address?](#)

As you type the address, suggestions will appear beneath the text box. Select the correct address from the options provided. If no address appears, select 'Can't find your address?'.

Residential address

We ask for your residential address because one of the eligibility requirements for PTSS is that you reside in Western Australia.

Residential address: * [Can't find your address?](#)

Postal address

This address is where your PTSS card and any other mailed correspondence will be sent.

- If you have selected 'Can't find your address?', you will be able to manually enter the applicant's 'Street address', 'Suburb' and 'Postcode' in the text boxes provided.

Residential address

We ask for your residential address because one of the eligibility requirements for PTSS is that you reside in Western Australia.

Street address: * [Use address look-up](#)

Suburb: *

State: * **Postcode: ***

Western Australian addresses only

Note: The state will appear as 'Western Australia' and cannot be changed. This is because PTSS is only available for Western Australian residents.

Postal address

Enter the applicant's postal address in the 'Postal address' text box, by repeating the 'Residential address' process.

If the applicant's residential address and postal address are the same, tick the 'Same as residential address' box.

Postal address

This address is where your PTSS card and any other mailed correspondence will be sent.

Same as residential address

Postal address: * [Can't find your address?](#)

Applicant contact details

You must enter at least one of the applicant's contact details. Choose from 'Phone number', 'Mobile number' and 'Email address', then select 'Next' to continue to the next section.

Note: You can enter more than one.

Applicant contact details

Phone number:

Mobile number:

Email address:

Step 2. Additional contact details

You will be taken to the 'Additional contact details' page. On this page, you must:

- enter the details of the applicant's additional contacts; and
- select a preferred contact.

DTMI will always contact applicants directly about PTSS matters. We will contact the applicant's additional contact if we are unable to reach the applicant.

Note: All mailed correspondence, including the applicant's PTSS card, will be sent to the postal address provided on the previous page.

Applicant details
2
Lodged by details
Documents
Review and confirm

DoT will always contact applicants directly about PTSS matters. If we can't reach you, we will get in touch with any nominated additional contacts.

Your additional contacts could be:

- family members or friends;
- carers;
- support workers; or
- other trusted people.

Make sure that any additional contacts know they have been nominated.

If you want us to always contact someone else about PTSS matters, you may choose a different preferred contact at the bottom of this page.

Note: your PTSS card and other mailed correspondence will always be sent to the postal address you have provided.

Additional contact 1 details

Single name only

Family name:

First name:

Other name(s):

Relationship to applicant:

Phone number:

Mobile number:

Email address:

Additional contact 2 details

Single name only

Family name:

First name:

Other name(s):

Relationship to applicant:

Phone number:

Mobile number:

Email address:

Preferred contact details

Who is the preferred contact? * Applicant Additional contact 1 Additional contact 2

x Cancel
← Back
→ Next

Additional contact details

In the 'Additional contact details' section, provide the details of a contact DTMI can contact if we are unable to reach the applicant directly. Additional contacts could be a:

- family member;
- friend;
- carer;
- support worker; or
- other trusted person.

1. To begin, enter the additional contact's 'Family name' and 'First name' in the first two boxes. In the 'Other name(s)' box, you can include any other names they have (for example, their middle name).

Additional contact 1 details

Single name only

Family name:

First name:

Other name(s):

2. If they only have one name, tick the 'Single name only' box, then enter their name in the 'Name' box.

Single name only

Name: *

3. Enter the additional contact's 'Relationship to applicant' (for example, partner, parent, friend, carer or support worker).

Relationship to applicant:

4. Enter the additional contact's 'Phone number', 'Mobile number' and 'Email address.'

Phone number:

Mobile number:

Email address:

5. To add a second additional contact, repeat the above steps in 'Additional contact 2 details'.

Additional contact 2 details

Single name only

Family name:

First name:

Other name(s):

Relationship to applicant:

Phone number:

Mobile number:

Email address:

Preferred contact details

In this section, you must choose who DTMI will contact about PTSS matters.

Select 'Applicant' if the DTMI should contact the applicant. Select 'Additional contact 1' or 'Additional contact 2' if DTMI should contact one of the additional contacts. Select 'Next' to continue.

Preferred contact details

Who is the preferred contact? *

Applicant
 Additional contact 1
 Additional contact 2

Step 3. Lodged by details

You will be taken to the 'Lodged by details' page, to let DTMI know who has lodged this application.

1. To begin, answer 'Who is lodging the application?':

- 'Applicant'; or
- 'Other' if someone else is lodging the application on the applicant's behalf.

2. If the applicant has lodged the application, select 'Applicant', then select 'Next' to continue.

3. If you are lodging the application on behalf of the applicant, select 'Other'. This will open additional boxes, where you must enter your contact details.

4. To begin, enter your 'Family name' and 'First name' in the first two boxes. In the 'Other name(s)' box, you can include any other names they have (for example, their middle name).

5. If you only have one name, tick the 'Single name only' box, then enter your name.

6. Enter your 'Contact number' and your 'Relationship to applicant' (for example, partner, parent, friend, carer or support worker). If applicable, enter the 'Organisation' you work for and your 'Position', then select 'Next'.

Step 4. Documents

You will be taken to the 'Documents' page. On this page, you must upload the following documents:

- PTSS application form – Part B, that has been completed by the applicant's medical practitioner;
- supporting medical documents;
- applicant photo that meets DTMI's requirements; and
- applicant identity and residence documents.

You can also upload any other supporting information.

This page also provides information on approved file formats (PDF, TIF, TIFF, JPG, JPEG, PNG, BMP). Files must be less than or equal to 10MB.

Applicant details
Additional contact details
Lodged by details
4
Review and confirm

Use this page to upload documents required for your application. Accepted file formats are:

- PDF
- TIF
- TIFF
- JPG
- JPEG
- PNG
- BMP

Each file uploaded must be less than or equal to 10 MB.

If you have issues uploading documents, please contact DoT:

- email ondemandtransport@transport.wa.gov.au; or
- call 13 11 56.

PTSS application form - Part B

Your medical practitioner must complete Part B of the PTSS application form (ODT47).

Upload Part B of the PTSS application form (ODT47): * Browse

Supporting medical documents

Your medical practitioner should advise if there are any medical documents that you need to submit to support your diagnosis and application. You can upload a maximum of 10 files in this section.

Upload supporting medical documents: Browse

Applicant photo

DoT requires a colour photograph of you that meets [our requirements](#), to be used on your PTSS card if your application is successful.

Please upload:

- the front of your photograph; and the
- back of your photograph, showing that it has been certified and signed by your medical practitioner.

Upload front of the applicant photograph: * Browse

Upload back of the applicant photograph, that has been certified and signed by your medical practitioner: * Browse

Applicant identity and residence documents

You must upload documents to prove your identity, and that you live in Western Australia. You can upload a maximum of 10 files in this section.

Visit the [Department of Transport website](#) for full details of acceptable documents.

Upload identity and residence documents: * Browse

Any other supporting information

You can use this section to upload any other supporting information you may have for your application. You can upload a maximum of 10 files in this section.

Upload other supporting information: Browse

Cancel
 Back
 Next

Uploading documents

1. The first document you will be asked to upload is the 'PTSS application form – Part B'. To upload this document, Select 'Browse'.

2. Locate the document you want to upload, then select 'Open'.

3. Repeat this step for each document. If you upload the wrong document, select the 'trash can' icon to remove the document. You can then follow the above step to upload the correct document.

4. After you have uploaded all required documents, select 'Next' to continue.

Step 5. Review and confirm

The 'Review and confirm' page is the last page of the online PTSS application. You must:

- review and confirm the details you have provided are accurate;
- read and agree to the terms and conditions in DTMI's Privacy Policy; and
- read and agree to the declaration and acknowledgement.

Applicant details
Additional contact details
Lodged by details
Documents
5

Review and confirm details

Applicant details

Family name: SMITH

First name: JOHN

Other name(s):

Date of birth: 1/12/1991

Gender: Unknown

Name of residential care facility (if applicable):

Residential address: 2 TASSELS PLACE, INNALOO WA 6018

Postal address: Postal address is the same as residential address

Phone number:

Mobile number:

Email address:

Do you hold or have you ever held a WA driver's licence or WA Photo Card? No

Driver's licence or WA Photo Card number (if known):

Additional contact 1 details

Family name: SMITH

First Name: JACK

Other name(s):

Phone number: 0400000000

Mobile number: 0400000000

Email address: jack.smith@email.com

Relationship to applicant: Son

Additional contact 2 details

No details provided.

Preferred contact

Additional contact 1

Application is lodged by

Applicant

Documents

PTSS application form - part B: PTSS application form (ODT47) - Part B.pdf

Any supporting medical documents: Supporting medical documents.pdf

Applicant photo: John Smith photo.png
John Smith photo - Dr signature.png

Applicant identity and residence documents: John Smith identity and residence documents.pdf

Any other supporting information:

Privacy statement

The information you supply on this form is being collected by the Department of Transport (DoT) for the purpose of assessing your application to participate in PTSS. If your application is successful, your personal information will also be used to administer your participation in the scheme. Your health information that you or your medical practitioner provides will be disclosed to an independent Occupational Therapist contracted by DoT, for the purpose of determining your eligibility for PTSS. If you do not provide all of the required information, we may not be able to confirm your identity or eligibility and will be unable to approve your application.

Please refer to [DoT's Privacy Policy](#), for information on how DoT handles your information, how to request access or an amendment to your personal information, and how to make a privacy complaint.

I have read and agree to the terms and conditions in DoT's Privacy Policy.


Declaration and acknowledgement

This declaration relates to information about the applicant. Please read and acknowledge the below declaration:

- I certify that the information I have provided is true and correct and undertake to advise DoT should my circumstances change.
- I consent for DoT to use the contact details I have provided on this form for all DoT dealings. DoT dealings include but are not limited to driver's licences, vehicle licences, WA Photo Cards and boat registrations.
- I authorise my medical practitioner(s) to provide the relevant medical, psychiatric or allied health information required by DoT for the assessment of this application.
- I consent to DoT disclosing the health information provided in my application to a third-party Occupational Therapist contracted by DoT for the purpose of determining my eligibility for PTSS.
- I understand that my application will be returned to me if incomplete.
- If this application is approved, I undertake to observe the PTSS Participant Guidelines and acknowledge that any misuse of the scheme may lead to cancellation of my participation and/or other penalties imposed by DoT under the *Transport (Road Passenger Services) Regulations 2020*.
- I understand a review of my eligibility to participate in the PTSS, including level of subsidy, can be requested by DoT at any time.

By ticking this box, I agree with the declaration above.

X Cancel
← Back
✓ Lodge application



Review and confirm details

On this page, you must review and confirm the details you have entered are accurate. If you would like to change anything you have entered, select 'Back'.

Applicant details
Additional contact details
Lodged by details
Documents
5

Review and confirm details

Applicant details

Family name: SMITH

First name: JOHN

Other name(s):

Date of birth: 1/12/1991

Gender: Unknown

Name of residential care facility (if applicable):

Residential address: 2 TASSELS PLACE, INNALOO WA 6018

Postal address: Postal address is the same as residential address

Phone number:

Mobile number:

Email address:

Do you hold or have you ever held a WA driver's licence or WA Photo Card? No

Driver's licence or WA Photo Card number (if known):

Additional contact 1 details

Family name: SMITH

First Name: JACK

Other name(s):

Phone number: 0400000000

Mobile number: 0400000000

Email address: jack.smith@email.com

Relationship to applicant: Son

Additional contact 2 details
No details provided.

Preferred contact
Additional contact 1

Application is lodged by
Applicant

Documents

PTSS application form - part B: PTSS application form (ODT47) - Part B.pdf

Any supporting medical documents: Supporting medical documents.pdf

Applicant photo: John Smith photo.png
John Smith photo - Dr signature.png

Applicant identity and residence documents: John Smith identity and residence documents.pdf

Any other supporting information:

Privacy statement

The information you supply on this form is being collected by the Department of Transport (DoT) for the purpose of assessing your application to participate in PTSS. If your application is successful, your personal information will also be used to administer your participation in the scheme. Your health information that you or your medical practitioner provides will be disclosed to an independent Occupational Therapist contracted by DoT, for the purpose of determining your eligibility for PTSS. If you do not provide all of the required information, we may not be able to confirm your identity or eligibility and will be unable to approve your application.

Please refer to [DoT's Privacy Policy](#), for information on how DoT handles your information, how to request access or an amendment to your personal information, and how to make a privacy complaint.

I have read and agree to the terms and conditions in DoT's Privacy Policy.


Declaration and acknowledgement

This declaration relates to information about the applicant. Please read and acknowledge the below declaration:

- I certify that the information I have provided is true and correct and undertake to advise DoT should my circumstances change.
- I consent for DoT to use the contact details I have provided on this form for all DoT dealings. DoT dealings include but are not limited to driver's licences, vehicle licences, WA Photo Cards and boat registrations.
- I authorise my medical practitioner(s) to provide the relevant medical, psychiatric or allied health information required by DoT for the assessment of this application.
- I consent to DoT disclosing the health information provided in my application to a third-party Occupational Therapist contracted by DoT for the purpose of determining my eligibility for PTSS.
- I understand that my application will be returned to me if incomplete.
- If this application is approved, I undertake to observe the PTSS Participant Guidelines and acknowledge that any misuse of the scheme may lead to cancellation of my participation and/or other penalties imposed by DoT under the *Transport (Road Passenger Services) Regulations 2020*.
- I understand a review of my eligibility to participate in the PTSS, including level of subsidy, can be requested by DoT at any time.

By ticking this box, I agree with the declaration above.

← Back
✓ Lodge application



Privacy statement

In this section, you must read and agree to the terms and conditions in DTMI's Privacy Policy.

Read the statement below and select the link to read the Privacy Policy in full.

Next, tick the 'I have read and agree to the terms and conditions in DTMI's Privacy Policy.'

Privacy statement

The information you supply on this form is being collected by the Department of Transport (DoT) for the purpose of assessing your application to participate in PTSS. If your application is successful, your personal information will also be used to administer your participation in the scheme. Your health information that you or your medical practitioner provides will be disclosed to an independent Occupational Therapist contracted by DoT, for the purpose of determining your eligibility for PTSS. If you do not provide all of the required information, we may not be able to confirm your identity or eligibility and will be unable to approve your application.

Please refer to [DoT's Privacy Policy](#), for information on how DoT handles your information, how to request access or an amendment to your personal information, and how to make a privacy complaint.

I have read and agree to the terms and conditions in DoT's Privacy Policy.

Declaration and acknowledgement

In this section, you must read and acknowledge the below declaration. This includes agreeing that you:

- certify that the information you provided is true and you will notify DTMI if anything changes;
- consent for DTMI to use the contact details provided for all DTMI related matters;
- authorise the applicant's medical practitioners to provide their health information to DTMI;
- consent to DTMI disclosing the health information to a third-party Occupational Therapist;
- the application will be returned if it is incomplete;
- if the application is approved, the applicant will observe the PTSS Participant Guidelines and that misusing PTSS may lead to the cancellation of PTSS participation or other penalties; and
- a review of the applicant's eligibility can be requested by DTMI at any time.

1. After reading the declaration, tick the 'By ticking this box, I agree with the declaration above' box.
2. If you have completed all previous steps and do not need to make any changes, select the 'Lodge application' button, to submit the online PTSS application.

Note: If you need to make any changes, select the 'Back' button. If you wish to cancel the application, select the 'Cancel' button.

Declaration and acknowledgement

This declaration relates to information about the applicant. Please read and acknowledge the below declaration:

- I certify that the information I have provided is true and correct and undertake to advise DoT should my circumstances change.
- I consent for DoT to use the contact details I have provided on this form for all DoT dealings. DoT dealings include but are not limited to driver's licences, vehicle licences, WA Photo Cards and boat registrations.
- I authorise my medical practitioner(s) to provide the relevant medical, psychiatric or allied health information required by DoT for the assessment of this application.
- I consent to DoT disclosing the health information provided in my application to a third-party Occupational Therapist contracted by DoT for the purpose of determining my eligibility for PTSS.
- I understand that my application will be returned to me if incomplete.
- If this application is approved, I undertake to observe the PTSS Participant Guidelines and acknowledge that any misuse of the scheme may lead to cancellation of my participation and/or other penalties imposed by DoT under the *Transport (Road Passenger Services) Regulations 2020*.
- I understand a review of my eligibility to participate in the PTSS, including level of subsidy, can be requested by DoT at any time.

By ticking this box, I agree with the declaration above.

× Cancel
← Back

✓ Lodge application

What happens after you apply

Your application will be assessed by an independent occupational therapist who will provide a recommendation to DTMI about your suitability for PTSS.

You will be notified of the outcome of your application, via post. Successful applicants will receive their PTSS card with this notification letter.

Troubleshooting FAQs



I cannot submit my application, what do I do?

You may be unable to submit your application due to:

- there is a problem with your application; or
- technical problems (for example, a DTMI system outage).

To check your application is free of errors, review the information you have provided. Make sure you have entered all mandatory information and that all uploaded documents are in an accepted file format.

If there is a technical problem, you will receive the alert below. Return to the application later and try again or visit the DTMI website to download a paper copy of the application form.

 We cannot accept your online application right now because of a technical problem. To find other ways to apply, go to the [Department of Transport website](#). If you still need help, call 13 11 56 between 8.00am and 5.00pm, Monday to Friday. 

I cannot select 'Apply for PTSS', what do I do?


Before you can select 'Apply for PTSS', you must answer if the applicant is an Australian Citizen or the holder of a permanent resident visa.

If the applicant is an Australian Citizen or permanent resident, select 'Yes'. You should now be able to select 'Apply for PTSS'.

Note: Only Australian citizens and permanent resident visa holders are eligible for PTSS. If your answer to this question is 'No' you will not be able to apply for PTSS.

Is the applicant an Australian citizen or the holder of a permanent resident visa? *

Yes No

 [Apply for PTSS](#)

I cannot move on to the next page of the application, what do I do?

If you have begun an application and cannot progress to the next page, check to make sure you have provided all information and attached all documents that are considered mandatory.

Mandatory information and documents are marked with a * (star) symbol. You will be unable to progress with the application until all fields with this mark have been completed.

Can I make changes to my application after I have submitted it?

You will be unable to make any changes to your application after you have submitted it.

If you need to make a change to your submitted application, contact DTMI by:

- emailing ondemandtransport@transport.wa.gov.au; or
- calling 13 11 56.

What file format should my documents be in?

All documents uploaded with your application must be in one of the following file formats:

- PDF
- TIF
- TIFF
- JPG
- JPEG
- PNG
- BMP

Each file you upload must be less than or equal to 10 MB.

My application was refused – what do I do?

If your PTSS application is unsuccessful, DTMI will notify you via mail. The letter will contain:

- an explanation for why your application was refused, which may include;
 - your PTSS application being incorrectly completed; or
 - reasons you are ineligible; and
- details of next steps, including how to reapply.