



Guidelines for Industry Passenger Transport Subsidy Scheme



Passenger Transport Subsidy Scheme

Guidelines for Industry

The Passenger Transport Subsidy Scheme (PTSS) provides a subsidy to eligible people with disability travelling in on-demand rank or hail (Taxi) vehicles that operate under the provisions of the *Transport (Road Passenger Services) Act 2018*.

These PTSS Guidelines for Industry are approved by the CEO of the Department of Transport (DoT) under regulation 130L of the *Transport (Road Passenger Services) Regulations 2020* (the Regulations).

Glossary

Term	Description
Act	<i>Transport (Road Passenger Services) Act 2018</i>
Adjustment	<p>An adjustment is applied when the PTSS journey data provided by the ODBS for a PTSS journey does not match. In this situation, DoT will correct the balance of the total subsidy by adjusting the funds in subsequent payments DoT makes to the ODBS.</p> <p>A “credit adjustment” is applied when an additional amount is credited to the ODBS.</p> <p>A “debit adjustment” is applied when DoT recovers all or part of a payment to an ODBS.</p>
Application Programming Interface (API)	An API allows two different computer programs to communicate with each other.
CEO	The Chief Executive Officer (of DoT).
Co-payment	<p>An incentive payment to wheelchair accessible vehicle (WAV) Drivers who are affiliated with:</p> <ul style="list-style-type: none"> • DoT’s dedicated Metropolitan Wheelchair Accessible Vehicles Dedicated Taxi Booking Service in the Perth metropolitan area; or • other regional ODBSs throughout regional WA (including Peel). <p>Co-payments are designed to compensate WAV Drivers for the additional time, effort and training required to safely assist PTSS participants with mobility devices into the WAV taxi using a wheelchair hoist.</p>
Contract Fare	A ‘contract fare’ as defined in regulation 3 of the Regulations.
Driver	A Driver of an ‘authorised on-demand rank or hail vehicle’ who holds a PTD authorisation.
Detention Time	The maximum 15 minutes of time that may be added to the Fare for a PTSS Journey. This may include time spent assisting PTSS participants with entering or exiting the Taxi, or with mobility devices. During this period, Taxis are hired and unavailable for hiring by another person.

Term	Description
DoT	WA Department of Transport.
DoTDirect	DoT's online system that allows authorised ODBSs and passenger transport drivers to manage their details with DoT.
DoT PTSS mobile app	The mobile phone application that DoT has made available to facilitate the recording of PTSS journey details by Drivers. A mobile phone that can submit PTSS subsidy claims with the DoT PTSS mobile app is considered a 'PTSS electronic device' under the Regulations.
Eligible Person	A person who has been approved by the CEO of DoT (through an authorised officer) to receive subsidised Taxi travel under the PTSS.
Family member	Family members include spouses, parents, grandparents, children, siblings, uncles, aunts and de facto partners of the Driver.
Fare	The total cost of the Taxi Journey in accordance with fees set out in the Regulations, and as determined by the use of an authorised Fare Calculation Device (unless the fare is a Contract Fare).
Fare Calculation Device (Meter)	A device that complies with the requirements for fare calculation devices (meter) specified in the Regulations. The fare calculation device must accurately display the fare, including any additional fees, charges or tolls, in numerals, in Australian dollars.
Group Travel	When more than one Eligible Person travels together as part of a group (two or more passengers), including when the Taxi Trip is booked on behalf of Eligible Persons by a third party. Group Travel also includes Multiple Hiring as defined in the Regulations: "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."
Interstate Voucher	A voucher issued by DoT or another Australian jurisdiction to enable an Eligible Person to access their entitlement in Australian States and Territories other than WA
Aggregated Journey data	As defined in regulation 130J(1) of the Regulations.
Manual PTSS journey submission	Manual PTSS journey submission is a method for ODBSs to submit PTSS journey details to DoT via their DoTDirect account. ODBSs must only use the manual PTSS journey submission method in the event of a technological failure that prevents a Driver from recording a PTSS journey and submitting it to DoT via the DoT PTSS mobile app or the PTSS API.

Term	Description
Mobility device	<p>A mobility device is any of the following devices:</p> <ul style="list-style-type: none"> • manual wheelchair; • motorised wheelchair; or • mobility scooter that is unable to be folded or easily pulled apart for transport, requiring the use of a ramp or hoist to load and unload it into a vehicle. <p>The following mobility aids are <u>not</u> a mobility device:</p> <ul style="list-style-type: none"> • mobility scooters designed to be folded or pulled apart for transport; • walking frames; • crutches; • canes; • knee scooters; • rollators; and • any other mobility aid that can be carried in a conventional taxi (i.e. not a wheelchair accessible vehicle).
PTD authorisation	Means a passenger transport driver authorisation as defined under section 4 of the Act.
PTSS (or Scheme)	Passenger Transport Subsidy Scheme. It refers to the WA subsidy scheme, which is intended to make Taxi travel available to Eligible Persons.
PTSS API	<p>Passenger Transport Subsidy Scheme Application Programming Interface. ODBSs may choose to integrate their digital systems with DoT using the PTSS API to verify PTSS journey details.</p> <p>An electronic device fitted into a taxi with the PTSS API is considered a 'PTSS electronic device' under the Regulations.</p>
PTSS card	A PTSS smartcard as defined in regulation 130A of the Regulations and is the card issued by DoT to an Eligible Person. The PTSS Card contains the Eligible Person's name, ID photograph, a unique identifying number and an expiry date.
PTSS Guidelines for Industry (Guidelines)	These guidelines approved and published by the CEO under regulation 130L of the Regulations.
PTSS journey	As defined in regulation 130A of the Regulations.
PTSS journey data	Means 'aggregated journey data' as defined in regulation 130J of the Regulations. It is the aggregated data that an ODBS must regularly provide to DoT to allow for PTSS journey details to be validated and confirmed as defined in the Regulations.
PTSS journey details	Records of individual PTSS journeys captured by the mobile app or API at the time of the PTSS journey.
PTSS participant	An individual that has been approved as an Eligible Person to receive subsidised on-demand passenger transport under the Passenger Transport Subsidy Scheme.

Term	Description
PTV authorisation	Means 'passenger transport vehicle authorisation' as defined under section 4 of the Act.
On-demand booking service (ODBS)	The 'provider of an on-demand booking service', as defined in section 10(2) of the Act, that provides those services to Taxis and is an authorised on-demand booking service.
On-demand rank or hail vehicle (taxi)	Has the meaning in regulation 3 of the regulations. It is operationally known to be a taxi. The vehicle must have an on-demand rank or hail vehicle authorisation to be allowed to operate as a taxi.
Selfie	A photograph that the Driver has taken of themselves with their mobile phone.
Subsidy claim	A PTSS journey submitted via a PTSS electronic device under or by manual submission by an ODBS in DoTDirect, is considered to be a claim for a subsidy payment. DoT will perform an eligibility check on each PTSS journey record received to verify that the PTD, PTV, ODBS authorisations and PTSS participation are valid.
Taxi	An 'authorised on-demand rank or hail vehicle', as defined in regulation 3 of the Regulations, or an equivalent vehicle authorised to carry passengers for reward by another State or Territory.
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.
Transition period	2 December 2024 to 30 September 2025 inclusive.
TUSS participant	An individual that has been approved as an eligible person to receive subsidised on-demand passenger transport under the Transport User Subsidy Scheme. For the purposes of the transition period, the TUSS participant and PTSS participant are the same.
TUSS voucher	The printed paper vouchers issued to an Eligible Person to claim the subsidy component of a Fare.
Voucher Processing Contractor (VPC)	The Contractor authorised by the CEO of DoT to accept used TUSS Vouchers and reimburse the relevant Driver for the value of the subsidised portion of the (Taxi) Fare.
Wheelchair Accessible Vehicle (WAV)	Wheelchair accessible vehicle has the meaning of section 278(2) of the Act.

Contents

GLOSSARY	2
INTRODUCTION	7
Subsidy payments for PTSS journeys and co-payments.....	7
Interstate Vouchers	8
ON-DEMAND BOOKING SERVICES.....	9
PTSS responsibilities for registered ODBSs	9
PASSENGER TRANSPORT DRIVERS.....	10
Payment of subsidies and co-payments.....	10
Using the DoT PTSS mobile app	10
Driver responsibilities.....	11
Accepting WA TUSS vouchers during the transition period.....	13

Introduction

The Passenger Transport Subsidy Scheme (PTSS) is a subsidy available to eligible people with disability travelling in on-demand rank or hail vehicles (or taxis) that operate under the provisions of the *Transport (Road Passenger Services) Act 2018* (Act).

Drivers of on-demand rank or hail vehicles are required by the Regulations to provide subsidised fares to PTSS participants in line with the subsidy they're entitled to under the PTSS, and in accordance with these Guidelines

The CEO of the Department of Transport (DoT) may pay subsidies for PTSS journeys that have been carried out substantially in accordance with these Guidelines.

These Guidelines apply to you if you are:

- an authorised on-demand booking service (ODBS) that takes or facilitates bookings for on-demand rank or hail vehicles; or
- an authorised Driver of an on-demand rank or hail vehicle.

A person may commit an offence under the Regulations for misuse of the PTSS or for making subsidy claims not in accordance with these Guidelines, and penalties may apply.

Subsidy payments for PTSS journeys and co-payments

DoT will make subsidy payments for eligible PTSS journeys directly to the ODBS recorded as having provided the service. Each ODBS is then required to ensure these payments are distributed correctly in a timely manner to the relevant Driver that provided the PTSS journey.

Payments to ODBSs will comprise:

- the total sum of subsidy payments for PTSS journeys where the ODBS has been recorded as taking or facilitating that booking;
- co-payments (if applicable); and
- any payment adjustments approved for payment by DoT at the time of payment.

Adjustment amounts

If any of the PTSS journeys approved for a subsidy payment by DoT cannot be validated by the PTSS journey data provided by the ODBS within the first seven days after the calendar month in which the journey took place, DoT will adjust the value of the subsidy paid for that journey by deducting it from a future subsidy payment to that ODBS.

A “credit adjustment” is applied when an additional subsidy amount is credited to the ODBS. A “debit adjustment” is applied when DoT deducts all or part of a subsidy payment to an ODBS.

DoT is not responsible for reimbursing Drivers or ODBSs for any expenses under any circumstances where a journey has been rejected or the PTSS terms and conditions and these Guidelines have not been complied with.

Payment arrangements between ODBSs and Drivers

All financial arrangements between ODBSs and Drivers, including whether and how subsidy payments are passed on by ODBSs to Drivers, are private commercial arrangements and are civil matters that fall outside of DoT's regulatory scope. The DoT cannot intervene or be involved in these private matters. Drivers and ODBSs must liaise with each other to resolve any payment issues.

Both ODBS and Drivers will be able to access records of PTSS journeys and subsidy payments through their respective DoTDirect accounts.

DoT does not accept any liability for loss of revenue or expenses incurred by Drivers or ODBS due to a determination that a subsidy is not to be paid for a journey in which the passenger received a PTSS-subsidised fare under any circumstances.

Tariff 3 and requests for wheelchair accessible vehicles

PTSS participants who require use of a Wheelchair Accessible Vehicle (WAV) taxi must not be charged a Tariff 3 fare, as per Schedule 4 and Schedule 5 of the Regulations.

Detention Time

If applicable, a maximum of fifteen minutes Detention Time to a maximum of fifteen minutes duration may be applied to the Fare for a PTSS Journey. This may include time spent assisting PTSS participants with entering or exiting the Taxi, and the loading, securing and unloading of mobility devices. During this period, Taxis are hired and unavailable for hiring by another person.

Interstate Vouchers

Eligible people under equivalent interstate schemes are entitled to access subsidised Taxi travel in WA that reflects their entitlement in their home state or territory.

Interstate equivalent schemes are considered an 'approved' scheme for the purposes of the Regulations under the Act.

To access this entitlement, eligible interstate or territory passengers are required to provide to the WA 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. Drivers are required to submit the completed vouchers to DoT's Voucher Processing Contractor (VPC) within 90 days of completion of the journey.

On-demand booking services

ODBS registration for PTSS

All authorised ODBSs that take or facilitate bookings for on-demand rank or hail vehicles must register for PTSS via the ODBS's DoTDirect account. DoT cannot pay subsidies and co-payments unless the authorised ODBS has been registered for PTSS.

ODBS submission of PTSS journey data

ODBSs are required to submit PTSS journey data to DoT to enable DoT to validate subsidy and co-payment claims and ensure compliance with the Regulations.

All ODBSs registered for PTSS must provide DoT with accurate and complete records of all journeys for which a PTSS-subsidised fare was provided within 7 calendar days of that month ending. The data must be provided in the format and methods outlined on the DoT website.

Journey data may be submitted to DoT either through:

- the PTSS API; or
- the ODBS's DoTDirect account.

Submitting the journey data as per the above will be considered making a subsidy claim for a PTSS journey.

Where the journey data provided by the ODBS for a PTSS journey does not match the details of the journey recorded by the Driver at the time of the journey, DoT will review the discrepancy and may adjust the balance of the total subsidy in subsequent payments made to the ODBS.

Submitting records of PTSS journeys on behalf of a Driver

In the event of a technological failure that prevents a Driver from recording a PTSS journey and submitting it to DoT via the DoT PTSS mobile app or the PTSS API, an ODBS may manually submit a record of the PTSS journey via its DoTDirect account on behalf of the Driver. The manual submission must be complete and accurate.

PTSS responsibilities for registered ODBSs

All ODBSs registered for PTSS must meet the below responsibilities.

- ODBSs are responsible for complying with:
 - these PTSS Guidelines for Industry;
 - the terms and conditions of DoTDirect,
 - the PTSS API Terms and Conditions (when applicable)
- ODBSs are responsible for remaining aware of these Guidelines, as they apply at the time of travel, and as published on DoT's website.
- The ODBS is responsible for determining the method of submitting the Drivers' PTSS journeys to DoT (i.e. via the DoT PTSS mobile app or PTSS API) and for instructing its Drivers which method will be used.

- PTSS can be applied where a passenger agrees to a Contract Fare. If a subsidy 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 on-demand rank or hail vehicle's metered hire of the Taxi.
- Records for all bookings that have been taken or facilitated by each ODBS within a calendar month must be submitted to DoT by that ODBS within the first seven (7) days after the end of the month, as per the Regulations.
- ODBSs are responsible for regularly:
 - reconciling the financial payments provided by DoT and the subsidies provided to passengers for the bookings the ODBS has taken or facilitated; and
 - reporting any discrepancies or issues to DoT as soon as possible.

Passenger transport drivers

It is an offence under the Regulations for the Driver of an on-demand rank or hail vehicle to refuse to provide a subsidised fare to a PTSS participant.

ODBSs must advise their Drivers if the recording of PTSS journeys is done via the PTSS API that has been integrated into an electronic device fitted into an on-demand rank or hail vehicle or whether they need to use the DoT PTSS mobile app.

Payment of subsidies and co-payments

DoT will make subsidy payments directly to the ODBS that is recorded against the record of that journey as taking or facilitating the booking, including where the booking was made on a rank or hail basis directly with a Driver. Each ODBS is required to ensure these payments are distributed correctly to the relevant Driver in a timely manner.

Payments to ODBSs will comprise:

- the total sum of subsidy payments for PTSS journeys where the ODBS has been recorded as taking or facilitating that booking;
- co-payments (if applicable); and
- any payment adjustments approved for payment by DoT at the time of payment.

Using the DoT PTSS mobile app

Mobile phone requirements

Drivers required to use the DoT PTSS mobile app must carry a mobile phone with them that meets the minimum requirements set out in the "Driver responsibilities" section of this document. The mobile phone must be carried on their person, or be in the vehicle, when the driver is driving an on-demand rank or hail vehicle for the purpose of hire or reward.

The mobile phone carried by the Driver must have the minimum version of one of the operating systems as listed in the table below.

Operating system	Minimum version required
Android	6 or above with NFC scanning and GPS capability.
iOS	16 or above with NFC scanning and GPS capability.

Signing into the DoT PTSS mobile app

Drivers must sign into the DoT PTSS mobile app using their DoTDirect credentials. Once logged in, the Driver will need to select the ODBS that they are operating under. The ODBS selected will be paid the subsidies by DoT for PTSS journeys recorded while logged in to the DoT PTSS mobile app for that session.

Driver responsibilities

- Drivers are responsible for remaining aware of these PTSS Industry Guidelines as well as the terms and conditions of DoTDirect, and the DoT PTSS mobile app as they apply at the time of travel, and as published on DoT's website.
- Drivers of on-demand rank or hail vehicles are required by the Regulations to provide subsidised fares to a PTSS participant, except where the PTSS participant:
 - does not have a valid PTSS Card;
 - does not present the PTSS Card at the start of the journey;
 - does not appear to have a likeness to the photo of the participant on the PTSS Card; or
 - does not pay their portion of the fare.
- The Driver must ensure that their PTD authorisation, and the PTV authorisation issued in relation to the vehicle they're driving, are both current and valid.
- Drivers must confirm with their ODBS if the recording of PTSS journeys is integrated into an electronic device fitted into an on-demand rank or hail vehicle or whether they need to use the DoT PTSS mobile app. (This is required to submit any subsidy claims to DoT).
- Drivers are prohibited from buying, selling, exchanging, borrowing, or giving away the PTSS card and/or T USS vouchers.
- Drivers must not keep or accept PTSS cards when the PTSS participant is not a passenger in the taxi.
- Drivers are prohibited from accepting PTSS trips or T USS vouchers as a tip or gratuity.
- Drivers must not accept a PTSS journey from a participant who is a Family Member.

Drivers required to use the DoT PTSS mobile app

- The operating system installed on the mobile phone must meet the minimum requirements specified by DoT and:
 - the mobile phone must be NFC enabled;
 - location services are turned on (to enable GPS tracking of PTSS journeys);
 - the mobile phone used must have an ability to capture photographs via cameras on the front and reverse of the mobile phone that are in good working order and the DoT PTSS mobile app must be able to access the mobile phone's camera; and
 - the app must not be closed when a PTSS journey is underway.

- The Driver must have the DoT PTSS mobile app installed on their mobile phone and be logged into it using their DoTDirect credentials while driving an on-demand rank or hail vehicle for the purpose of hire or reward at the commencement of and for a PTSS journey.
- Each time a Driver logs on to the DoT PTSS mobile app, the Driver must use their own DoTDirect credentials to log in to the DoT PTSS mobile app. In the event an update is released for the DoT PTSS mobile app, the Driver must download and install this update prior to commencing to drive an on-demand rank or hail vehicle for the purpose of hire or reward.
- The Driver must not enter any false or misleading information into the DoT PTSS mobile app as this may constitute a fraudulent subsidy claim.
- The Driver must not permit any other individual to use the DoT PTSS mobile app while it is logged in with their DoTDirect credentials, nor can they permit another person to log in to the DoT PTSS mobile app using their DoTDirect credentials.
- The Driver must select from a drop-down list the name of the ODBS that provides or facilitates the bookings, or that they have an association arrangement with.
- Drivers must ensure the ODBS selected is correct and must understand that entering an incorrect ODBS will cause the subsidy to be paid to the incorrect bank account and may not be corrected.
- Drivers must enter the vehicle licence number of the vehicle they are providing on-demand rank or hail journeys in.
- The vehicle must have a valid PTV authorisation. Subsidies may not be paid where an incorrect vehicle licence number is entered.
- The Driver must comply with prompts received within the app to take a photograph (a 'selfie') within the app using the mobile phone's camera within the time period specified by the prompt.
- The selfie must show the Driver's face at the point in time of the request.
- The Driver must ensure that location data is switched on while they are using the DoT PTSS mobile app, and at all times when a PTSS journey is being recorded.
- Once a PTSS journey has commenced in the DoT PTSS mobile app, the Driver must keep the app open and in the foreground of the mobile phone with the screen open and unlocked until the journey concludes.
- The PTSS participant's PTSS card must be scanned at both the commencement and at the conclusion of the journey.
- If a technical issue prevents the PTSS participant card from being successfully scanned, the 10-digit PTSS card number and the card expiry date can be entered manually instead.
- Where more than one PTSS participant with a wheelchair subsidy is transported while seated in a wheelchair or in a mobility device (known as 'multiple hiring' as defined by regulation 125 of the Regulations), the Driver may be entitled to more than one co-payment.
- To claim co-payments the Driver must scan the PTSS card of every eligible passenger.

Accepting WA TUSS vouchers during the transition period

During the transition period (2 December 2024 to 30 September 2025) where the digital PTSS and TUSS vouchers will both be able to be used by eligible persons, the previous WA TUSS Participant Card and TUSS Vouchers must be accepted by Drivers if a TUSS participant presents a current (not expired) TUSS participant card and TUSS Voucher.

Journeys completed using a TUSS Voucher during the transition period may only be submitted to DoT for payment via the VPC. Subsidy claims for journeys using TUSS Vouchers cannot be made via the DoT PTSS mobile app or PTSS API.

To receive the subsidy from DoT, Drivers must complete all relevant sections of the TUSS Voucher accurately and carefully:

What to fill out before the trip starts

Tax User Subsidy Scheme 50% Government of Western Australia Department of Transport

Participant Number	1234567		Tariff 3	Yes <input type="checkbox"/>	Fare Details
Expiry Date	Start time (24h)	Finish time (24h)	Total Kms		Total Fare
10 / 07 / 2022	13:00				\$
Driver ID Number	Odometer Start	Odometer End			Paid by Passenger
2345678	80,000				\$
Plate Number	From Street	Booking Service Authorisation Number			Subsidy Value
TAXI123	123 Example St	1000000			\$
Date of Trip	From Suburb	To Street	Job Number	This voucher is valid for up to 50% of the total fare charged to a maximum subsidy of \$25.00	
01 / 07 / 2021	Perth	500 Sample Rd	000123		
	To Suburb	Fremantle			

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Driver declaration on the back of this voucher must be completed.

What to fill out after the trip ends

Tax User Subsidy Scheme 50% Government of Western Australia Department of Transport

Participant Number	1234567		Tariff 3	Yes <input type="checkbox"/>	Fare Details
Expiry Date	Start time (24h)	Finish time (24h)	Total Kms		Total Fare
10 / 07 / 2022	13:00	13:35	22.0		\$ \$50.00
Driver ID Number	Odometer Start	Odometer End			Paid by Passenger
2345678	80,000	80,022			\$ \$25.00
Plate Number	From Street	Booking Service Authorisation Number			Subsidy Value
TAXI123	123 Example St	1000000			\$ \$25.00
Date of Trip	From Suburb	To Street	Job Number	This voucher is valid for up to 50% of the total fare charged to a maximum subsidy of \$25.00	
01 / 07 / 2021	Perth	500 Sample Rd	000123		
	To Suburb	Fremantle			

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Driver declaration on the back of this voucher must be completed.

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Driver Declaration

I declare that:

- This voucher and stub has been completed by me and in accordance with the TUSS Guidelines.
- The details on this voucher are true and correct.
- I received payment from the TUSS participant for their portion of the total fare.
- I completed this voucher and stub at the time of the trip.
- I know I may be prosecuted if I enter any information which I know to be false or misleading.
- I know that I may be prosecuted if I accept a voucher that contains information that I know or ought to know to be false or misleading.
- I confirm the TUSS participant providing the voucher was present for the duration of the trip.
- I acknowledge that if I fail to adhere to the TUSS Guidelines:
 - I may forfeit the right to payment;
 - I may be asked to repay the value of the subsidised fare and co-payment; and/or
 - My authorisation as a passenger transport driver may be subject to a review.

The driver's PTD
authorisation / Driver
ID number

Driver ID	Signature of Driver
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The driver's signature

Drivers must submit TUSS Vouchers to the VPC for reimbursement in the order of the date of travel and no later than 90 days from the date of travel.