



Passenger Transport Subsidy Scheme (PTSS) driver payments user guide

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Introduction

About the Passenger Transport Subsidy Scheme (PTSS)

The Passenger Transport Subsidy Scheme (PTSS) replaces the Taxi User Subsidy Scheme (TUSS) from 1 March 2025.

There are two ways to use the digital PTSS system:

- drivers install and use the [Department of Transport \(DoT\) PTSS mobile app](#) on their mobile device; or
- ODBSs integrate their own digital systems (like dispatch software) with the PTSS application programming interface (API).

Both ways of accessing the digital PTSS system will collect journey details and send this information to DoT.

Can I use the PTSS mobile app?

Yes, you can use the PTSS mobile app if your ODBS has registered for PTSS.

The PTSS mobile app will display your ODBS's provider name, which may be different to the business name you are used to seeing. Your ODBS should communicate their provider name with you, or you can find it by searching the ODBS authorisation number or business name in [the list of authorised on-demand booking service providers](#).

If you have downloaded the app and cannot find your ODBS listed, they are likely not registered. Talk to your ODBS to find out if they are registered.

Note: after registering, it may take up to 24 hours for your ODBS to show in the PTSS mobile app.

For more information about using the PTSS mobile app, visit the [DoT website](#) to read the Passenger Transport Subsidy Scheme mobile app user guide. It includes information on:

- how to set up the app;
- how to navigate the app; and
- how to complete a PTSS journey.

How do PTSS payments to drivers work?

Your ODBS is responsible for submitting PTSS journey details to DoT. This will be done via:

- the PTSS mobile app; or
- dispatch equipment that your ODBS has integrated with DoT systems, to automatically capture journey details.

If the PTSS mobile app and/or API are experiencing major technological issues, your ODBS may submit PTSS journey details manually via DoTDirect.

DoT will validate all PTSS journeys and pay the subsidy and any co-payment amounts to the ODBS associated with your journey.

For more information, visit [PTSS payments for drivers](#).

On your behalf, PTSS payments will be deposited in the bank account nominated by your ODBS. Your ODBS will be able to view reports in DoTDirect that outline:

- the PTSS journeys included in the payment;
- the value of the subsidy for each PTSS journey; and
- the driver that completed that journey.

Your ODBS is responsible for paying you the correct amount. ODBSs and drivers will need to consider any financial arrangements regarding passing on subsidy payments – these are private commercial arrangements that DoT is unable to be involved with.

More information

For more information about PTSS, visit the DoT website: www.transport.wa.gov.au/ptss

Log into your DoTDirect account

Note: The screenshots provided in this document are accurate at the time of publishing. Ongoing system development may cause minor changes to these screens.

1. In your web browser, navigate to DoTDirect: www.transport.wa.gov.au/dotdirect.
2. Select "Login" button.

The screenshot shows the DoTDirect homepage. At the top, there is a navigation bar with the Government of Western Australia Department of Transport logo, accessibility and contact links, and a 'Login' button. Below the navigation bar, there is a banner image of hands typing on a laptop. Underneath the banner, there are six service icons: Pay online, Account lookup, Check vehicle rego, Check driver's licence, Book a driving test (PDA), and Change address. A central section titled 'Get an online account with DoTDirect' explains the benefits of online services and features a 'Login' button circled in red and a 'Register' button. Below this, there is a 'How to register' section with a list of requirements for registration.

3. Enter your username and password and select "Login".

The screenshot shows the DoTDirect login page. At the top, there is a navigation bar with the Government of Western Australia Department of Transport logo, the DoTDirect logo, and accessibility/contact links. Below the navigation bar, there is a blue bar with a 'Login' button. The main content area is titled 'Login' and features a message: 'You have been automatically logged out due to inactivity.' There are two input fields: 'Username:' and 'Password:'. Below the 'Username:' field is a link for 'Forgot username?'. Below the 'Password:' field is a link for 'Forgot password?'. There is a 'Login' button and a link for 'Don't have an account? Register now.'. At the bottom, there is a button for 'Login using your Digital Identity such as myGovID' and a link for 'Find out if this option is for you.'. On the right side, there is a section titled 'Save time and go online.' with a list of services available online: Manage your licences online, Access quick and secure payment options, Transfer a vehicle, Change contact details, Go paperless, Protect your identity with a licence block, and Purchase an auxiliary plate. At the bottom of this section, it states: 'DoTDirect online accounts are available for both individuals and businesses. Find out more.'

4. A verification code will be sent to the mobile number you have registered with DoTDirect. Once received, the "Approve sign-in request" page will appear. Enter the 6-digit code and click "Verify" to proceed.

Government of Western Australia
Department of Transport

DoTDirect

Accessibility / Contact us A+ A-

Welcome John Citizen

Logout

Approve sign in request

Two-factor authentication is enabled for your account.

 A verification code has been sent to XXXX XXX 110.

Enter the 6 digit code: *

[Resend code](#)
Having trouble? [Sign in another way](#)

View driver PTSS payments

1. Log into your DoTDirect account.
2. Select "On-demand Transport" from the top menu bar, then select "Passenger Transport Subsidy Scheme" from the dropdown menu.

Passenger Transport Subsidy Scheme will display two options in the dropdown: "On-demand Booking Service" and "Driver Activity Reports." Select "Driver Activity Reports".

The screenshot shows the DoTDirect user interface. The top navigation bar includes 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Infringements', 'Marine', 'NDIS', 'Tools', and 'Help'. The 'On-demand Transport' menu is expanded, showing options like 'On-demand booking services', 'On-demand Passenger Transport Levy', 'Journey data submissions', 'Passenger transport vehicles', 'Passenger transport drivers', 'Notifiable occurrence reports', and 'Passenger Transport Subsidy Scheme'. The 'Passenger Transport Subsidy Scheme' option is selected, and its sub-menu is open, showing 'On-demand booking services' and 'Driver activity reports'. The 'Driver activity reports' option is circled in red. Below the navigation bar, there is an 'Event timeline' section with a calendar view showing various licence and authorisation expiry dates. A 'To-do list' section shows a task: 'The passenger transport vehicle authorisation renewal account (CVL1411) is available for payment (account number 011120852784)'. At the bottom, there are sections for 'Driver's licence' and 'Vehicles' with their respective details.

When	Date	To-do	Actions
12 days	9/3/2025	The passenger transport vehicle authorisation renewal account (CVL1411) is available for payment (account number 011120852784).	Renew authorisation

Driver's licence				Vehicles			
Driver's licence number:	5888876	Issued in Western Australia:	17/3/2010	Total vehicles:	8	Motor cars:	4
Status:	Active	Class:	Car (C), Multi Combination (MC-B)	Trailers:	1	Other vehicles:	1
		Expires:	16/3/2026	Expired:	0	Expiring soon:	0

3. This will direct you to the Passenger Transport Subsidy Scheme (PTSS) driver activity reports. Here, you can view all activity reports for the PTSS journeys you have completed as a driver. You also have the option to filter the reports by date range for a specific journey or select from the listed activity report numbers.

Additionally, you can download a PDF summary of your full journey history from this page.

The screenshot shows the 'Passenger Transport Subsidy Scheme driver activity reports' page. At the top, there is a navigation bar with 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Infringements', 'Marine', 'NDIS', 'Tools', and 'Help'. Below this is a 'Filter' section with 'From date: *' set to 25/02/2024 and 'To date: *' set to 25/02/2025. The main content is a table with the following data:

Activity report number	Report date	ODBS name	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
32	24/02/2025	ROADSHOW DJ'S & EVENTS PTY LTD	1	\$25.00	\$0.00	\$0.00	\$25.00	Download driver report Export journeys
30	24/02/2025	ASHWORTH, PETER HOWARD	1	\$20.50	\$0.00	\$0.00	\$20.50	Download driver report Export journeys
42	24/02/2025	STATEWIDE DISTRIBUTION (WA) PTY LTD	2	\$70.00	\$0.00	\$0.00	\$70.00	Download driver report Export journeys
44	24/02/2025	ROADSHOW DJ'S & EVENTS PTY LTD	3	\$60.65	\$0.00	\$0.00	\$60.65	Download driver report Export journeys

Activity Report Number: The reference number assigned by DoT for each individual driver activity report.

Report Date: The date on which the driver activity report was generated.

ODBS Name: The name of the on-demand booking service (ODBS) associated with these journeys.

Number of Records: The total number of paid, adjusted, and rejected journeys.

Subsidy: The total subsidy amount allocated for the journeys.

Co-payment: The co-payment amount.

Adjustments: The number of adjustments made to the reported journeys.

Total: The total amount to be paid to the driver, including any adjustments.

Action: View a PDF summary of completed journeys or export details records of all journeys.