



Government of Western Australia  
Department of Transport

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# Guidelines for Participants

## Passenger Transport Subsidy Scheme





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## Guidelines for Participants

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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 Participants 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>
Applicant	A person who is applying, or has already applied, to become a PTSS Participant.
Application	A completed Application in the form provided by DoT and all attached documents (as relevant).
CEO	The Chief Executive Officer (of DoT).
Conventional Taxi	A Taxi that is not a Wheelchair Accessible Vehicle.
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.
DoT	WA Department of Transport.
Eligible Person	A person who has been approved by the CEO of DoT (through a delegated officer) to receive subsidised Taxi travel under the PTSS.
Family member	Family members are Participants, that are either a spouse, parent, grandparent, child, sibling, uncle, aunt, or de facto partner 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).

Term	Description
Group Travel	<p>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.</p> <p>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.”</p>
Interstate Voucher	<p>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.</p>
Mobility Device	<p>A Mobility Device is any of the following devices:</p> <ul style="list-style-type: none"> <li>• manual wheelchair;</li> <li>• motorised wheelchair; or</li> <li>• 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.</li> </ul> <p>The following mobility aids are not a Mobility Device:</p> <ul style="list-style-type: none"> <li>• mobility scooters designed to be folded or pulled apart for transport;</li> <li>• walking frames;</li> <li>• crutches;</li> <li>• canes;</li> <li>• knee scooters;</li> <li>• rollators; and</li> <li>• any other mobility aid that can be carried in a Conventional Taxi (i.e. not a Wheelchair Accessible Vehicle).</li> </ul>
On-demand booking service (ODBS)	<p>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.</p>
On-demand rank or hail vehicle (Taxi)	<p>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.</p>
PTSS (or Scheme)	<p>Passenger Transport Subsidy Scheme. It refers to the WA subsidy scheme, which is intended to make subsidised Taxi travel available to Eligible Persons.</p>
PTSS Card	<p>A PTSS Card as defined in regulation 130A of the Regulations. It is card issued by DoT to an Eligible Person. The PTSS Card contains the Eligible Person’s:</p> <ul style="list-style-type: none"> <li>• name;</li> <li>• photograph;</li> <li>• PTSS participant number.</li> </ul> <p>The PTSS Card also includes a unique card number and a card expiry date.</p>

Term	Description
PTSS Guidelines for Participants (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 Participant	An individual that has been approved as an Eligible Person to receive subsidised on-demand passenger transport under the Passenger Transport Subsidy Scheme.
Standard subsidy type	PTSS Participants approved for the Standard subsidy type will be issued a yellow PTSS Card.
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 Driver	A driver of an 'authorised on-demand rank or hail vehicle' (as defined in the <i>Transport (Road Passenger Services) Regulations 2020</i> , who holds a passenger transport driver authorisation issued under the <i>Transport (Road Passenger Services) Act 2018</i> .
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	1 March 2025 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 Taxi 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.
Wheelchair Accessible Vehicle (WAV) Taxi	Wheelchair Accessible Vehicle has the meaning of section 278(2) of the Act.
Wheelchair subsidy type	The subsidy type provided to PTSS Participants that demonstrates that they require the use of a wheelchair. PTSS Participants approved for the Wheelchair subsidy type will be issued a purple PTSS card.
You	Refers to an Applicant or PTSS Participant, as the case requires.

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# Introduction

The Passenger Transport Subsidy Scheme (PTSS) provides a subsidy to eligible people with disability travelling in on-demand rank or hail (Taxi) vehicles.

## Eligibility

To be eligible for PTSS a person must demonstrate that they:

- are an Australian citizen or hold Australian permanent resident status;
- reside in Western Australia; and
- have one or more severe and permanent disabilities, from one or more of the categories below, that will always prevent them from using conventional public transport.

### Mobility disability

To be eligible for PTSS under the mobility disability category, there must be a condition that limits physical mobility or impacts on a person's functional capacity to use public transport. A person's eligibility under this category will be determined through assessment of the following factors:

- use of Mobility Devices or other mobility aids;
- capacity to navigate vertical steps;
- capacity to transition from sitting to standing, and standing to sitting;
- treatment or rehabilitation being undertaken;
- the effect of any disability on the Applicant's ability to access public transport;
- if the condition is stable, improving or deteriorating;
- medical evidence provided to support the Application for PTSS; and
- other considerations as required.

### Vision disability

To be eligible for PTSS under the vision disability category requires a confirmed diagnosis of legal blindness. The type of information that may be required to determine eligibility under this category may include:

- Medical evidence such as:
  - an ophthalmologist's report; or
  - documentation of the Applicant's visual acuity readings using the Snellen scale.
- Information on the condition including:
  - any treatment or rehabilitation being undertaken; or
  - if the condition is stable, information on whether the condition is improving or deteriorating.

## Cognitive or intellectual disability

A cognitive or intellectual disability may affect a person's ability to plan a journey and find their way around independently in the community, preventing them from the use of public transport unaided.

Determination of a person's eligibility under this category may include:

- Medical evidence such as a:
  - Mini Mental State Examination (MMSE) score;
  - Montreal Cognitive Assessment (MoCA);
  - National Disability Insurance Scheme (NDIS) report (or relevant section);
  - Aged Care Assessment Team report; or
  - other relevant report / evidence, as determined by the medical practitioner.
- Details of treatment or rehabilitation being undertaken.
- The severity of the condition and detail regarding its effect on the person's accessibility to public transport.

## Exclusions

Factors or conditions that cannot be considered in determining a person's eligibility are:

- anti-social behaviour;
- vision impairment that is not confirmed as legally blind;
- mobility impairment that is episodic only;
- the lack of availability of, or proximity to, public transport; and
- any issues not related to a person being prevented from using conventional public transport by their disability including:
  - the length of journeys;
  - having to transfer between services;
  - inconvenient timetables;
  - social/employment factors;
  - climatic/environmental factors;
  - personal security concerns in catching public transport;
  - income levels;
  - eligibility for other subsidies or a pension; and
  - temporary impairments.

# Applying for PTSS

## Application process

Applicants must submit a completed Application in the form provided by DoT, including supporting evidence from their medical practitioner.

Applicants' de-identified health information will be disclosed to an independent Occupational Therapist contracted by DoT, for the purpose of determining eligibility for PTSS.

DoT reserves the right to apply discretion to assess eligibility, as each participant is considered on an individual basis.

## Outcome of application

A successful Applicant will be granted temporary or permanent access to PTSS, and will be issued a PTSS Card.

Temporary access will be granted where there is uncertainty around the permanent nature of the disability. Temporary access will generally be granted for 12 months after which a subsequent eligibility assessment will be required through a new Application to PTSS.

Permanent access will be granted where there is evidence that the Applicant's disability is assessed as permanent in nature.

## Subsidy Types

PTSS Participants will be approved to receive one of two subsidy types: Standard or Wheelchair.

### Standard subsidy type

A contribution of 50% of the Fare when travelling in a conventional vehicle Taxi, up to a maximum subsidy amount of \$25.

PTSS Participants approved for the Standard subsidy type will be issued a yellow PTSS Card.

### Wheelchair subsidy type

This type is provided when an Applicant has demonstrated that they require the use of a Mobility Device.

PTSS Participants approved for the Wheelchair subsidy type will be issued a purple PTSS Card.

When travelling in a wheelchair in a WAV Taxi or with a mobility scooter, the subsidy provided will be 75% of the Fare up to a maximum of \$35.

When travelling in a Conventional Taxi, the subsidy provided will be either:

- 50% of the Fare when travelling without a Mobility Device, up to a maximum of \$25; or
- either 50% or 75% of the Fare when travelling with a Mobility Device, up to a maximum of \$25.

PTSS Participants may apply to change from Standard subsidy type to Wheelchair subsidy type when their individual circumstances change.



## Travelling while remaining seated in a Mobility Device

WAVs are only designed to transport people seated in wheelchairs. It is not safe to carry, load or unload passengers seated on a scooter or gopher. Passengers who use a scooter or gopher must transfer from their device before it is loaded into the vehicle. A scooter or gopher cannot be used as a seat while people are being transported.

If You travel in a Mobility Device (for example, seated in a wheelchair), it is important to familiarise yourself with how You and your Mobility Device should be restrained to be transported safely.

Where practical, it is preferable that You transfer out of your Mobility Device when being transported. If You require transportation while seated in your Mobility Device, You should seek your own advice to determine the most appropriate type of Mobility Device for You and for this purpose.

# How to use PTSS

## How to receive a subsidised Fare with your PTSS Card

To access subsidised Taxi travel under PTSS, You must take the following steps:

1. Ensure You have your valid PTSS Card with before You enter the Taxi.
2. As soon as possible before the Taxi Journey starts, provide the Taxi Driver with your PTSS Card. The Taxi Driver will either scan your PTSS Card using their mobile phone or the Taxi's in-car equipment, or will manually enter the PTSS Card details into the PTSS mobile app..
3. At the end of the Taxi Journey, provide the Taxi Driver with your PTSS Card to ensure your subsidy is applied.
4. The Taxi Driver will advise You of the portion of the Fare payable by You, and You must pay that amount to the Taxi Driver.

It is an offence for Taxi Drivers to keep or hold onto PTSS Cards when You are not a passenger in the Taxi.

## Group Travel

Group Travel refers to two or more PTSS Participants travelling in the same Taxi, that may have the same or different pick up and/or drop off locations.

If a Taxi is hired for Group Travel, the following rules apply.

- only one PTSS Card from an Eligible Person in the Taxi can be used to subsidise the Fare, and only in accordance with the PTSS Participant's entitlement; and
- the PTSS Participant must be in the Taxi for the entirety of the Taxi Journey.

The group of passengers travelling together should reach their own agreement regarding payment of the remainder of the Fare

Other PTSS Participants travelling in the Taxi are not required to present their PTSS Card to the Driver, unless:

- they travel in a Mobility Device; and
- are travelling in a WAV Taxi.

This is because drivers of WAV Taxis receive an addition payment from DoT when they transport passengers in a Mobility Device.

The following example scenarios may apply:

- Where two or more PTSS Participants travel in a Taxi from the same pickup location to the same drop off location, a single PTSS Card may be used to subsidise the Fare but only if:
  - the PTSS Participant was in the Taxi for the whole PTSS Journey; and
  - the PTSS Participant also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.
- Where two or more PTSS Participants travel in a Taxi from the same pickup location to different drop off locations, a single PTSS Card may be used to subsidise the Fare but only if:
  - the PTSS Participant was in the Taxi for the whole PTSS Journey; and
  - the PTSS Participant also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.
- Where two or more PTSS Participants travel in a Taxi from different pickup locations to the same drop off location, a single PTSS Card may be used to subsidise the Fare but only if:
  - the PTSS Participant was in the Taxi for the whole PTSS Journey; and
  - the PTSS Participant also pays the full non-subsidised portion of the Fare, noting that the passengers may come to their own arrangement to contribute to the Fare between themselves.
- Where two or more PTSS Participants travel in a Taxi from different pickup locations to different drop off locations, a single PTSS Card cannot be used. In order for a PTSS Card to be used the Taxi Journey would need to be split into separate hirings, with separate Fares charged and paid by each single PTSS Participant who is a passenger for the entire PTSS Journey.

## Multiple Hiring

Multiple hiring is where two or more passengers agree to share a Taxi, and each pay a separate Fare. Where there are two or more PTSS Participants, each paying a separate Fare for travelling in the same Taxi, a subsidy may be applied to each Fare.

In this situation, all PTSS Participants are required to have their PTSS Cards scanned at the start and end of the journey.

## Staged Travel

As a PTSS Participant, if You need to hire a Taxi to travel to a number of destinations You can claim a subsidised Fare in one of two ways:

1. If You use a Taxi for multiple destinations as one Taxi Journey, then the entire hiring period is one PTSS Journey (even if it is made up of multiple Taxi Trips). The maximum entitlement will apply to the Fare for that one PTSS Journey.
2. When hiring one or more Taxis between each destination, each destination is considered a single PTSS Journey. In this case You may use your PTSS Card for each PTSS Journey if multiple Taxis are hired. If hiring the same Taxi for multiple consecutive PTSS Journeys, there is a requirement for minimum 15-minute break between the end of one PTSS Journey and the beginning of the next PTSS Journey.

## Contract Fares

The *Transport (Road Passenger Services) Regulations 2020* provide for the person that booked the service to negotiate Contract Fares with the ODBS or the Driver.

PTSS can be used where a passenger agrees to a Contract Fare. Contract Fares must be agreed and confirmed in writing (electronic forms included) before the start of the trip.

If PTSS is to be used for the payment or part-payment of the Contract Fare, the amount agreed upon must not exceed the maximum metered Fare that would otherwise have been payable, if the Fare was not a Contract Fare.

## Transition period

During the transition period from 1 March 2025 to 30 September 2025, both the digital PTSS and TUSS vouchers may be used by Eligible Persons. The WA TUSS Participant Card and TUSS Vouchers must be accepted by Drivers if a participant presents a TUSS Participant card (that is not expired) and TUSS Voucher.

## Interstate Travel for WA Participants

DoT has reciprocal arrangements with all other Australian states and territories, whereby You can receive the same subsidy you are entitled to receive in WA when travelling by Taxi in another state or territory within Australia.

You must apply to DoT for an Interstate Voucher booklet before travelling. You can do this by phone 13 11 56 or by email [ondemandtransport@transport.wa.gov.au](mailto:ondemandtransport@transport.wa.gov.au).

When travelling interstate, You must present your allocated Interstate Voucher booklet with your current PTSS Card or TUSS Card (only for travel prior to 30 September 2025), to the Driver of the Taxi at the start of any journey.

## Interstate travel for participants travelling in WA

Eligible people under interstate equivalent schemes are entitled to access subsidised Taxi travel in WA that reflects their entitlement in their home state. Interstate equivalent schemes are considered an 'approved' scheme for the purposes of the Regulations.

In order to access this entitlement, eligible interstate passengers are required to provide their applicable subsidy card and a voucher or voucher booklet that has been issued by their State or Territory of residence, to the WA Taxi Driver, at the start of each Taxi Trip.

## When Taxi Drivers are not required to provide a subsidised Fare

Taxi Drivers are required by the Regulations to provide appropriate subsidised Fares to eligible PTSS Participants, unless the PTSS Participant:

- does not have a valid PTSS Card, or does not have a valid TUSS Card and TUSS Voucher booklet;
- does not present the PTSS Card, or TUSS Card and TUSS Voucher booklet, at the start of the journey; or
- does not appear to have a likeness to the photo of the participant on the PTSS Card or TUSS Card.

## Using your TUSS Card and TUSS Vouchers during the Transition Period

During the transition period from 1 March 2025 to 30 September 2025, both PTSS and TUSS Vouchers may be used by Eligible Persons. The TUSS Card and TUSS Vouchers must be accepted by Drivers if a participant presents TUSS card (that is not expired) and TUSS Voucher.

To access subsidised Taxi travel using a TUSS voucher during the Transition Period, You must take the following steps:

1. Ensure You have a TUSS Card (that is not expired) and TUSS Voucher booklet.
2. As soon as possible before the Taxi Journey starts, provide the Taxi Driver with your TUSS Card and TUSS Voucher booklet.
3. At the beginning of the Taxi Journey, the Taxi Driver will complete all relevant fields on the next unused TUSS Voucher and the stub that remains attached to the TUSS Voucher booklet. The remaining incomplete fields on the TUSS Voucher will be completed by the Taxi Driver at the end of the Taxi Journey.
4. At the completion of the Taxi Journey, the Taxi Driver must return to You the TUSS Voucher booklet with the completed stub, and the TUSS Card. The Taxi Driver will retain the completed TUSS Voucher for the Taxi Journey, in order to claim reimbursement for the subsidised portion of the Fare.
5. The Taxi Driver will advise You of the portion of the Fare payable by You, and You must pay that amount to the Taxi Driver.

From 1 October 2025, Taxi Drivers will not be able to accept paper TUSS Vouchers. If You have not received a new PTSS Card, please email [ondemandtransport@transport.wa.gov.au](mailto:ondemandtransport@transport.wa.gov.au) or call 13 11 56.



# Conditions of use for PTSS Participants

## Conditions of use

- You must present your PTSS Card at the beginning and at the end of each PTSS Trip to verify the validity of your PTSS Card and your subsidy category. The Taxi Driver will need to scan your card at the start and end of your trip.
- You are responsible for paying any Fare that remains after the subsidy has been applied.
- If You do not have your PTSS card, your trip cannot be subsidised.
- If travelling in a Mobility Device other than a wheelchair, You must not remain seated on that device during transportation.
- You or your carer/support person must retain possession of your PTSS Card, TUSS Card and/or TUSS Voucher booklet.
- Do not leave your card with anyone else, including the Taxi Driver.
- You must not sell, exchange, lend or give away your PTSS Card.
- You must inform DoT immediately if your PTSS Card is lost or stolen.
- You must not collude with a Taxi Driver or any other person to increase the subsidy payable, avoid or reduce payment of your portion of the Fare, or in any other way enable use of PTSS that is not authorised by DoT or in accordance with this Scheme.
- You must not take a PTSS Journey with a Taxi Driver who is a Family Member.
- You must not use your PTSS Card or TUSS Vouchers to provide a Taxi Driver a tip or gratuity.
- You must not damage or modify your PTSS Card or TUSS Card in any way. You are required to maintain the condition of the card and report any faults or errors to DoT.
- You must respond to DoTs request to renew your card every five years by supplying a new photograph of yourself, prior to the expiry of your PTSS Card.
- You must co-operate with and respond to any DoT request for information in relation to your access to or use of PTSS including:
  - an eligibility review or an independent medical eligibility assessment;
  - information in relation to your access to or use of PTSS; or
  - information to verify that your use of PTSS is authentic, such as when subsidy payments appear to be irregular or to exceed reasonable use.
- You are responsible for any fees or charges associated with your Taxi travel, PTSS Application medical assessment or reassessment.
- Your de-identified health information will be disclosed to an independent Occupational Therapist contracted by DoT, for the purpose of determining your eligibility for PTSS
- The photo You provide will be shared with DoT's contracted card manufacturer for the purposes of producing a PTSS Participant card.

## Misuse of PTSS

Misusing PTSS may lead to administrative or legal consequences for You, the Taxi Driver, and the ODBS.

It is an offence under the Regulations for a person to provide another person's PTSS Card to obtain a subsidised Taxi Fare. It is also an offence for a Taxi Driver to accept a PTSS Card that they know, or ought to know, does not belong to the person or that the person is not a PTSS Participant.