

Interstate travel

You are entitled to a maximum of 20 interstate travel vouchers per 12 month period, for use with any taxi service in other jurisdictions. The expiry date of your vouchers will be the same as your membership expiry date.

You must present your Queensland TSS smartcard with the voucher to obtain the subsidised fare in the other state or territory.

To obtain an interstate voucher book, you or your carer must apply in writing to the TSS office. Please allow approximately two weeks to receive your interstate voucher book.

Changed address/personal details?

Contact the TSS by phone, email, fax or letter to have your details updated.

Membership expiry

Please note the expiry date on your card, as it will not operate after this date. Prior to your card's expiry date, the Department of Transport and Main Roads will send you a letter and an application form.

Should you still require membership of the scheme, you will be required to reapply.

Lost, stolen or damaged smartcard?

Contact the TSS office by phone to report your smartcard lost, stolen or damaged.

Your smartcard will be deactivated and a new smartcard will be ordered for you.

It will take approximately two weeks before you receive a new smartcard.

Note: You will be required to pay the full taxi fare until you receive your new smartcard.

Misuse of the scheme

Misrepresentation or fraudulent use of the TSS is an offence under the *Transport Operations (Passenger Transport) Act 1994*.

All suspected incidents of dishonest use of the TSS should be reported to the Department of Transport and Main Roads in writing.

Any misuse of the TSS smartcard is viewed as a serious offence and will result in withdrawal from the scheme and/or legal action or other penalties imposed by the Department of Transport and Main Roads.

Who can I contact for more information?

Phone: 1300 134 755*

Email: tssu@translink.com.au

Fax: 07 3338 4636

Post: PO Box 13347

Brisbane Qld 4003

Website: www.tmr.qld.gov.au/tss

*Cost of a local call, higher call charges apply from mobile phones or payphones. Check with your service provider for call costs.

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Taxi Subsidy Scheme

Information for members

April 2014

What is the Taxi Subsidy Scheme?

The Taxi Subsidy Scheme (TSS) is a Queensland Government initiative designed to improve the mobility and quality of life for Queenslanders with a disability by providing access to affordable taxi travel.

Specific benefits of the scheme are:

- A subsidy of half the total taxi fare, up to a maximum subsidy of \$25, paid by the Queensland Government.
- Access to subsidised taxi travel in other Australian states and territories, paid by the Queensland Government.

How does the TSS smartcard system work?

As a TSS member, you will be issued with a TSS smartcard which will display your photograph.

At the start of your trip you must advise the taxi driver that you are a member of TSS.

You will be required to present your TSS smartcard for validation of your membership at some point during the journey.

At the end of the journey the driver will stop the meter and process your subsidised fare. The fare will appear on the card reader's screen.

The taxi driver can print a receipt for your records if requested.

If the transaction is declined and the receipt indicates the reason, that is, Declined YD, Declined TW the driver **must** use the Manual voucher/back-up system.

You must not pay full fare. If the driver insists you pay the full fare ensure you retain the receipt for the trip then call the Taxi Subsidy Scheme on 1300 134 755 to lodge a complaint.

If the card reader displays that your smartcard has expired or is cancelled you must pay full fare and contact the TSS at your earliest convenience.

Manual voucher/back-up system

Restricted Use Slips (RUS) must always be carried by drivers to use when:

- there is a problem with the smartcard reader
- The card reader displays 'Declined YD' or 'Declined TW'
- the taxi is in a regional taxi area which is exempt from the requirement to have taxi meters.

If the taxi is exempt from having a meter, the driver is required to use RUS for all trips.

You are still required to present your smartcard to the taxi driver at the beginning of the journey.

At the end of the trip, the taxi driver will complete the RUS. You should check the information entered by the taxi driver and, if able, sign the slip and obtain a receipt from the taxi driver.

How much will I pay for travel?

Where a total taxi fare is equal to or less than \$50, you will pay half the fare to the taxi driver. The Queensland Government will pay the other half of the fare to the taxi company.

For example, if the total fare is \$9, you will pay \$4.50.

Where the total taxi fare is more than \$50, the maximum subsidy of \$25 will be subtracted from the total fare and you will pay the balance.

For example, if the total fare is \$60, the maximum subsidy of \$25 will be paid by the Queensland Government and you will pay \$35.

Can I ask the driver to wait for me?

The TSS does not pay for waiting time.

When the taxi reaches the destination, the journey has been completed and the transaction should be processed.

If a driver agrees to wait, the passenger must pay the full fare for that waiting time.

The driver must not start another TSS transaction until you have returned to the taxi to begin the next journey.

Conditions of smartcard use

- As a TSS smartcard holder, you must have your smartcard with you and must travel in the taxi for the full journey for the subsidy to apply.
- The smartcard cannot be given to someone else to use.
- Other people may travel in the taxi with you.
- Members can use their smartcard for any taxi service in cities, towns and country areas throughout Queensland.
- Do not call the Taxi Subsidy Scheme to book a taxi. Taxi bookings can be made through any taxi company in Queensland, taxis can also be hailed or taken from a taxi rank.
- The smartcard will not work after your membership expires and should be destroyed.
- All journeys must be travelled via the shortest route.
- Your smartcard must be kept in a safe place, such as your wallet or purse.