

Taxi Subsidy Scheme - Lift Payment

Information for Taxi Booking Entities, Owners and Drivers

Background

A lift payment of \$20 (inclusive of GST) to the taxi company applies for each eligible Wheelchair Accessible Taxi (WAT) trip.

Eligible trips are for the transportation of a Taxi Subsidy Scheme (TSS) member who has provided health professional certification that they are dependent on a wheelchair outside of their home.

This payment applies to each eligible electronic transaction or Restricted User Slip (RUS).

The incentive does not apply to mobility scooters or trips in taxis that are not an approved wheelchair accessible taxi.

Note:

- The incentive is separate from TSS subsidy payments and **must not** be added to the fare under any circumstances.
- Drivers are only eligible for one lift payment per trip. They **must not** process the Smartcard more than once per continual trip i.e. from Point A to Point B.
- Drivers cannot charge for loading time i.e. the driver must not turn the meter on until the passenger has been loaded and secured in the taxi.
- The Lift Payment can only be applied to approved TSS trips.

The Lift Payment is included in the weekly TSS subsidy payments to:

- a) Booking Entities in metered areas, or;
- b) Owner/operators in exempt areas.

The Lift Payment will be applied to eligible trips when:

- The passenger is a current TSS member and is recorded in the TSS system as eligible
- The vehicle is a WAT.
- The trip is logged into a taxi company booking system. (does not apply for exempt taxis)
- The driver processes the Smartcard belonging to the member who is in the wheelchair.
- Quoted and fixed fares are processed through the taximeter. (taximeter does not apply for exempt taxis)

The Lift Payment will not be applied if:

- the Smartcard is processed more than once during a continuous journey.
- the passenger is not a current member of the TSS.
- the passenger is not eligible for the lift payment.
- the smartcard processed doesn't belong to the TSS member who is loaded into the WAT in their wheelchair.
- the TSS member uses a mobility scooter or other mobility device.
- the taxi isn't a WAT.

Why hasn't the Lift Payment been paid for a wheelchair trip?

- The TSS member isn't recorded on the TSS system as requiring a wheelchair.
- TSS hasn't been advised of the WAT vehicle fleet number and T-plate number.
- The driver hasn't processed the Smartcard of the TSS member who is in a wheelchair.
- The driver has processed the Smartcard more than once on a continual trip.
- The TSS trip relating to the Lift Payment has been not approved by TSS.

What to do if you consider the Lift Payment should have been paid?

1. The Taxi company should contact TSS by e-mail on tssu@translink.com and provide the trip date, time, and taxi fleet number or Tplate number, along with the receipt and MT data for the trip.
2. TSS will review the CRM to verify the members wheelchair status, If TSS can confirm from the original application that the TSS member is dependent on a wheelchair, the CRM will be updated, and Lift Payments will be applied retrospectively to a maximum of 3 months.
3. If unconfirmed, the Lift Payment won't be applied.
4. You will receive a reply e-mail advising of the outcome for each query.

How do I claim the lift payment?

Administering the Lift Payment is the same process used to administer TSS payments. There are no additional steps to claim the Lift Payment.

The Lift Payments must be logged through the taxi company booking system to enable the payment to be reconciled against an eligible trip and distributed.

Subject to automatic confirmation through the TSS system, payment for the Lift Payment trip is expected to be paid at the same time as the TSS payment for the same trip.

Do I just receive one lift payment per trip?

Correct. This means that the passenger is loaded and unloaded at the commencement and end of the trip. If the same taxi takes the customer on their next trip, this will be a new trip requiring them to be loaded and unloaded.

If I also do the return trip, am I entitled to another lift payment?

If the member has been categorised as requiring to travel in a wheelchair outside their home, then you may be eligible for each trip that was completed.

The driver is required to have loaded and unloaded the member at the start and finish locations. All trips will then be reviewed by TSS.

My passenger has asked me to retain their TSS membership card, what do I do?

At no time is a driver allowed to retain a TSS membership card.

If a member suggests this, you are not at any time permitted to retain a member's card.

If my passenger has just become more dependent on their wheelchair, how can I ensure I receive the lift payment?

Under legislation, a driver is to ensure that they always transport someone in a wheelchair, regardless of whether they are a TSS member or not.

If a TSS member has not been categorised as requiring a wheelchair upon application, then a lift payment will not apply to the trip.

If a member's health has deteriorated and they are now required to travel in a wheelchair the member can contact TSS on 1300 134 755. They will be provided with information about the process to support a change to their membership.

The passenger said they prefer to use their mobility scooter, and they don't use a wheelchair, am I eligible for the TSS lift payment?

A mobility scooter is not a wheelchair and therefore a lift fee will not be applied.

Can a driver contact TSS if they want to know if a TSS member is approved as being in a wheelchair?

No. TSS cannot disclose any personal information regarding members.

If a TSS member has been approved as being in a wheelchair, then driver will be eligible to a lift fee, and this will automatically be paid, along with the trip payment.

Important Note:

It is the responsibility of the Booking Entity to advise TSS of any changes to WAT vehicles
TSS can only review the Lift Payments for trips dated 3 months or less.

Where TSS haven't been notified of a new/changed WAT, TSS can only back pay Lift Payments to 14 business days.

If you have any questions please contact TSS on 1300 134 755 or at tssu@translink.com.au
Monday to Friday between 9:00am and 4:30pm.