

Transport  
for NSW

# Taxi Transport Subsidy Scheme

Information booklet for applicants and  
participants (including Terms and Conditions)

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September 2025



[transport.nsw.gov.au](https://transport.nsw.gov.au)

OFFICIAL

## Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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## Taxi Transport Subsidy Scheme

The Taxi Transport Subsidy Scheme (TTSS) supports NSW residents who are unable to use public transport because of a severe and permanent disability.

If you're eligible, you could receive a subsidy of 50% of a taxi fare, up to a maximum subsidy of \$60 and only pay the remaining fare. This includes travel in wheelchair accessible taxis.

To apply for the TTSS, you must:

- be a permanent resident of Australia
- normally reside in NSW
- not be a member of a similar scheme in another Australian state or territory
- be over school age (preschool-aged children, regardless of disability, are not eligible)
- have a severe and permanent disability in one of the following categories:
  - ambulatory, mobility or functional
  - visual impairment
  - epilepsy
  - intellectual disability (cognitive impairment)
  - speech and/or hearing disability.

Participation in TTSS is not means tested.

You can apply to be a participant in the TTSS at [transportnsw.info/taxi-transport-subsidy-scheme](https://transportnsw.info/taxi-transport-subsidy-scheme).

## 1. As an applicant

Before applying, please review the Terms and Conditions of the TTSS including how Transport for NSW will handle your personal health information.

Information on the privacy of your personal and health information is set out in section 11 of this booklet and in the Terms and Conditions in section 12. Our Privacy Policy is also included on the application form.

In assessing your eligibility, we use an independent medical advisor to review your medical condition(s). The recommendation of the medical advisor in conjunction with your overall application will determine whether you are accepted into the scheme.

If your application is successful, you will be required to comply with the Terms and Conditions applicable to the TTSS.

## 2. How to apply for the TTSS

To apply to participate in the TTSS:

1. Obtain a copy of the application form at [transportnsw.info/taxi-transport-subsidy-scheme](https://transportnsw.info/taxi-transport-subsidy-scheme) or contact us on 131 500.
2. Complete PART A of the application form.
3. Take the application form to your doctor who will complete the remaining relevant questions on the form (PART B) and provide their details (PART C).
4. You and your doctor need to provide all required information on your application form as specified. If your application form is missing information, we will return it to you for correction and the assessment of your eligibility to participate in the scheme will be delayed.
5. Send the completed application form to the mailing address on the form or submit this online at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application). It is important to make sure you submit a photo with your application for your smartcard. The photo can be taken by a friend, carer or family member on a mobile phone or using a camera. It does not need to be an official passport photo but should be passport sized if sent in via mail. The photo must clearly show your face and only the top of your shoulders.

When submitting a photo online, please ensure this is no larger than 10 megabytes (10 MB) and is submitted as a jpg, jpeg, gif or png file. Please note, if your photo does not meet these requirements, you will be required to send us another photo and this may delay you receiving your smartcard.

## 3. How the scheme operates

If approved to participate in the scheme you will receive:

- a TTSS Smartcard
- a booklet of 20 paper travel dockets.

Your TTSS Smartcard and docket book will have either M40 or M50 endorsed. In the TTSS, M40 signifies a standard taxi, whereas M50 indicates a wheelchair accessible taxi used by participants who remain in their wheelchair. These codes help identify a passenger's needs.

At the start of your trip, you can tell the driver you are a TTSS participant.

The driver must start a meter to calculate your fare. At the end of your trip, the driver will stop the meter, and the full fare will be displayed on the payment terminal or the driver will type it in. The driver will then select TTSS on the payment terminal and the subsidy portion of your fare will be deducted from the total balance of your trip.

You must pay then pay the remaining balance of the fare with a payment method accepted by the taxi provider.

You can use your smartcard or travel dockets for all your taxi travel in NSW.

For interstate travel, specific interstate travel dockets should be used. Please see section 5 of this booklet for more information on applying for interstate travel dockets.

### 3.1 How the subsidy is calculated

The subsidy is 50% of the total fare to a maximum of \$60 per trip.

For example:

If the total fare is \$80, you can use your TTSS Smartcard or paper travel docket to pay \$40 of the fare and pay the remaining \$40 yourself.

If the total fare is \$140, you can use your smartcard or travel docket to pay \$60 (maximum subsidy) of the fare and pay the remaining \$80 yourself.

### 3.2 TTSS participants travelling together

Travelling together with other TTSS Participants:

- Only one subsidy can be claimed per trip, even if multiple TTSS participants are travelling together. For each ride, one participant can use either their smartcard or paper docket (if a Cabcharge terminal is not available) to deduct the TTSS subsidy component of the fare. If applicable, the WATDIS payment will also be recorded. The remaining portion of the fare can be split between the participants.
- If you and other passengers are eligible M50 participants (those who require a wheelchair accessible taxi), the driver can claim the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) for each eligible passenger. The driver will select the 'CLAIM MULTIPLE WATDIS' option on their EFTPOS machine. This allows each M50 participant to tap their smartcard to record the WATDIS for that trip. When claiming multiple WATDIS



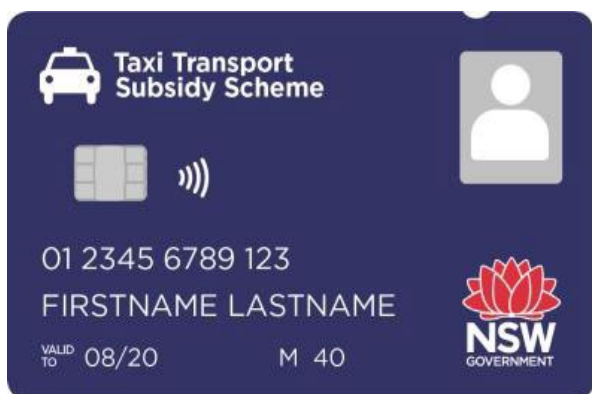
using dockets, complete one docket using the details of any one of the participants, mark the relevant boxes ('TTSS Participants Travelling Together' and 'WAT Incentive Claim'), and record the details of the additional eligible M50 participants on the back of the docket.

Further information on multi-hire fares is available on our website at [transportnsw.info/taxi-transport-subsidy-scheme](https://transportnsw.info/taxi-transport-subsidy-scheme)

### 3.3 TTSS Smartcard

The TTSS has transitioned from manual paper travel dockets to manage the subsidy portion of a fare in favour of a smartcard. The credit card sized smartcard is easier to carry, includes a photo for added security and indicates if you travel in a standard taxi (M40) or if you require a wheelchair accessible taxi (M50).

Instead of filling in a paper travel docket, you tap your smartcard on the taxi payment terminal at the end of your trip. When you tap the smartcard, it will automatically register you are eligible for the subsidy and you will then pay the remaining portion of the fare with a payment method accepted by the taxi provider.



Left image: The TTSS Smartcard.

## 4. Review of decisions

You may seek a review of any decision to decline your application for admittance to the scheme or to suspend or remove you from the scheme by writing to:

Secretary, Transport for NSW  
Box K659  
Haymarket NSW 1240

Your request for review should specify the reasons why you think the decision was wrong.

## 5. Catching a taxi

If you require a wheelchair accessible taxi (WAT) in the Sydney Metropolitan area, you can book the taxi with Wheelchair Book & Ride at [transportnsw.info/bookandride](https://transportnsw.info/bookandride) or by calling 139 000. This service is available 24 hours a day, 7 days a week, including public holidays.

When you make a booking in Newcastle, Wollongong or country areas, make sure you let the taxi operator know if you need a WAT.

### **Newcastle**

Newcastle Taxi Services 13 3300

### **Wollongong**

Illawarra Cabs 4229 9311

### **Central Coast**

Central Coast Taxis 1300 665 777

### **Other country areas**

Phone your local taxi operator

You can book a standard taxi through a taxi network, hail a taxi off the street, take a taxi at a taxi rank or ring a driver direct. Alternatively, visit [transportnsw.info/operators](https://transportnsw.info/operators) for an up-to-date list of operators.

Where possible it is advisable to book a WAT in advance.

While some country NSW areas may only have standard taxis for use by TTSS participants, an increasing number of wheelchair accessible vehicles are becoming available. In country towns where a WAT has been introduced by an operator, that operator should be your first choice for all taxi transport.



## 6. Travelling interstate

Your TTSS Smartcard and paper travel dockets cannot be used in other Australian states or territories with the exception of the border towns of:

- Albury/Wodonga
- Echuca/Moama
- Tweed Heads/Coolangatta
- Cobram/Wahgunyah
- Queanbeyan/Canberra.

You may be able to get subsidised taxi fares when you visit another state or territory by getting interstate travel dockets before you travel.

To request interstate travel dockets to be issued in your name, you must contact us via our feedback form at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application) or call us on 131 500.

You should request your interstate travel dockets at least two to three weeks prior to your expected date of departure to allow time for them to be printed and mailed to you.

Please note: Interstate travel dockets cannot be used for travel commencing in NSW.

## 7. Lost, stolen or damaged smartcard

If you lose your smartcard or it gets stolen or damaged, you must contact Transport for NSW as soon as possible to report it as lost or stolen. You can request a replacement by using one of the following methods:

- Call Transport for NSW on 131 500 to request a replacement; or
- Request a replacement smartcard online using the feedback form at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application)

A replacement fee may apply. You will be required to pay the full taxi fare until you receive your replacement smartcard and reimbursements for the full fare will not be made.

## 8. Ordering a new docket book

Each book of travel dockets contains 20 dockets.

You will receive a docket book at the time you enter the scheme.

If you run out of dockets, or need a replacement docket book (if it is lost, stolen or damaged), you can order a new one at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application) or by calling 131 500.

**Smartcard first:** Paper travel dockets should only be used when the participant (or their carer, if travelling together) is in a taxi not equipped to accept TTSS Smartcard payments.

## 9. Contact with participants

We will try to contact you in the way you prefer.

If you have provided us with a TTY phone number, we will contact you through the National Relay Service ([relayservice.com.au](https://relayservice.com.au)).

If you are deaf, or have a hearing impairment or speech impairment, you may contact us through the same service:

- TTY users phone 1800 555 677 then ask for 1800 623 724
- Speak and Listen (speech-to-speech relay) users phone 1800 555 727 then ask for 1800 623 724
- Internet relay users connect to the National Relay Service (NRS) ([accesshub.gov.au/services](https://accesshub.gov.au/services)) then ask for 1800 623 724.

You can access translation and interpreting services by calling 131 450.

## 10. How to share feedback about your taxi trip

Taxi drivers are required to be as helpful as possible by assisting you into and out of the taxi, restraining wheelchairs and offering reasonable assistance during a trip.

Taxi drivers are not required to have any first aid or personal care skills.

If you need assistance when tapping the TTSS Smartcard, the driver can help you.

If you are unable to handle money or your travel dockets when paying your fare, please make sure the driver only takes cash out of your purse or wallet or uses your travel dockets with your permission.

If you are unhappy with an experience when booking or travelling by taxi, you can phone the Point to Point Transport Commission Industry Contact Centre on 131 727 or at [pointtopoint.nsw.gov.au/contact-us](https://pointtopoint.nsw.gov.au/contact-us)

When you make a report, you should include as much information about the experience as possible, including:

- Number plate of the taxi
- Date
- Time
- Location
- Taxi company.

You can also report fare-related issues to the Taxi Fare Hotline, if your taxi driver:

- Refuses to take your journey
- Overcharges you
- Refuses to take you unless you agree to a fixed rate
- Does not use a meter.

The Point to Point Transport Commissioner's Taxi Fare Hotline can be contacted on 1800 500 410 or at [pointtopoint.nsw.gov.au/what-a-service-provider/find-a-service-provider/taxi-service-providers/taxi-fare-hotline](https://pointtopoint.nsw.gov.au/what-a-service-provider/find-a-service-provider/taxi-service-providers/taxi-fare-hotline)

## 11. How to provide feedback about the scheme

You can submit your feedback about the administration of the scheme at [transportnsw.info/contact-us/feedback](https://transportnsw.info/contact-us/feedback) or by calling us at 131 500.

Your feedback will be managed in line with Transport's Customer Complaints and Feedback Policy which can be found at [transport.nsw.gov.au/about-us/contact-us/complaints-and-feedback](https://transport.nsw.gov.au/about-us/contact-us/complaints-and-feedback)

## 12. Privacy notice

Transport for NSW is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

### 1. What personal information does Transport for NSW collect?

By making an application for or using the Taxi Transport Subsidy Scheme (the Scheme) you will provide personal information to Transport for NSW including: your photo, your name, date of birth, address, contact details, alternate contact details, Medicare number, health information and information about your trip.

There is no requirement for you to provide your personal information to Transport for NSW because applying for the Scheme is voluntary. However, if you do not provide the personal information requested, Transport for NSW will not be able to process your application.

### 2. How does Transport for NSW use your personal information?

Transport for NSW collects your personal information to administer and manage the Scheme. Transport for NSW collects your personal information using the application form and through your use of your TTSS Smartcard or travel dockets.

### Applicants and participants

In administering and managing the Scheme, Transport for NSW may use your personal information to:

- Assess the eligibility of applicants to the Scheme;
- Issue smartcards or travel docket books;
- Conduct eligibility reviews of participants, if required – to determine your disability meets or continues to meet the scheme eligibility criteria;
- Investigate and handle non-compliance with the Scheme Terms and Conditions;
- Audit your use of smartcard or travel dockets, especially when subsidised payments generated on a participant's account appear to be abnormal or exceed reasonable use;
- Use travel history to review calculations of subsidies paid to taxi operators; and
- Undertake transport planning and develop transport policy.

If you become a participant in the Scheme, then Transport for NSW will collect the travel history of your trips for these purposes.

### **Alternate contacts**

If you are completing the application on behalf of an applicant, then Transport for NSW may collect your personal information for the purpose of contacting you as the authorised alternate contact.

### **Medical practitioners – collection and purpose**

If you are a medical practitioner providing health information about your patient, you will also provide certain personal information to Transport for NSW including: your name, AHPRA registration number, qualification, address and contact details. Transport for NSW collects this information for the purpose of verifying that you are a qualified medical practitioner and to contact you if further health information about your patient is required.

### **3. Who receives your personal information?**

Transport for NSW staff who administer and manage the Scheme will use your personal information for administering and managing the Scheme.

Transport for NSW also engages contractors to assist in administering and managing the Scheme. Each contractor is required to comply with the PPIP Act and HRIP Act as though they were Transport for NSW employees. For example, your photo and name will be used by a contractor in order to produce the smartcard on Transport for NSW's behalf.

Transport for NSW's contractors only use your personal information to provide the services Transport for NSW is paying them to provide. This is considered a use of your personal information by Transport for NSW. The contractors are not permitted to use your personal information for any other purpose.

### **4. Who does Transport for NSW disclose your personal information to?**

To administer and manage the Scheme, Transport for NSW may disclose your personal information to third parties in limited circumstances:

- Your Medicare details are disclosed to the Services Australia (Medicare) for the purpose of verifying the validity of the information; and
- Your personal details are disclosed to the NSW Registry of Births, Deaths and Marriages for the purpose of verifying your continuing eligibility for the Scheme; and
- Your personal details and details of your Scheme account are disclosed to interstate taxi subsidy schemes for the purpose of verifying you have not been suspended or removed from an interstate scheme or to arrange for interstate taxi vouchers to be issued to you.
- Your personal details are disclosed to the Department of Communities and Justice for the purpose of verifying if you are a participant of the National Disability Insurance Scheme.
- If you are a participant of the National Disability Insurance Scheme, your personal details are disclosed to the National Disability Insurance Agency, for the purpose of ensuring the integrity of the National Disability Insurance Scheme in accordance with section 55 of the *National Disability Insurance Scheme Act 2013* (Cth).

Transport for NSW may also disclose aggregated and de-identified information for the purposes of transport policy and planning purposes, transport public funding and passenger transport services safety.

Otherwise, Transport for NSW will not disclose your personal information without your consent or unless permitted or required to by law.

## **5. How can you access and alter your personal information?**

You may access any personal information that Transport for NSW has collected about you. You may also have your personal information corrected if you can establish that it is not accurate, complete or up to date.

If you wish to access, correct or remove your personal information held by Transport for NSW, please contact the Taxi Transport Subsidy Scheme at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application)

## **6. Which agency is collecting and holding your personal information?**

Transport for NSW collects and holds your personal information. Transport for NSW's head office address is:

Transport for NSW  
231 Elizabeth Street  
Sydney NSW 2000

## **7. How to find out more about privacy**

Your information will be managed by Transport for NSW in accordance with the PPIP Act and HRIP Act. For further information, please go to [transport.nsw.gov.au/about-us/transport-privacy](https://transport.nsw.gov.au/about-us/transport-privacy)

If you have a concern or complaint about the way your personal information has been collected, used or disclosed you should contact:

Privacy Team  
Legal, Privacy & Information Access Unit  
Transport for NSW  
PO Box K659  
Haymarket NSW 1240

Email: [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au)



## 13. Terms and Conditions

As a Taxi Transport Subsidy Scheme (TTSS or the Scheme) participant, you must use your smartcard or travel dockets in accordance with the Terms and Conditions.

A breach of the Terms and Conditions may lead to your removal from further participation in the Scheme and/or prosecution.

### 13.1 Participant responsibilities

By applying for admittance to the Scheme and by using the smartcard or travel dockets, you agree to observe the Terms and Conditions of the Scheme applicable at the time of use. You acknowledge that you may be suspended or removed from participation in the Scheme and/or be prosecuted if you breach these Terms and Conditions. You are responsible for remaining aware of the provisions of the Terms and Conditions, as they apply at the time of travel, as published on the Transport for NSW website or provided to you.

### 13.2 Use of the scheme

1. The TTSS provides a subsidy of up to half the metered fare, to a maximum of \$60 subsidy per trip. Only one smartcard or travel docket can be used per journey.
2. When you travel, you must hand the driver either your TTSS Smartcard or a completed travel docket (only if the smartcard cannot be accepted) for 50% of the fare up to \$60. You are required to pay for the remaining fare.
3. A smartcard or travel docket may only be used in a taxi within NSW. A smartcard or travel docket cannot be used in a hire car, bus or any other type of vehicle that is not a taxi.
4. A smartcard or travel docket can be used only by the participant whose name appears on the smartcard or travel docket. The participant must be in the vehicle for the entire duration of the subsidised trip.
5. Your smartcard or travel docket must always be used with your payment to the driver for the subsidised travel. If the smartcard reader is unavailable, the driver may use a travel docket for you to claim the subsidy.
6. Once you have been issued a smartcard, you must only use a travel docket in the instance where the taxi is not enabled to accept the smartcard. On all other occasions, you must use your smartcard.
7. You must not sell, exchange, lend or give away your smartcard or travel dockets to any other person. You are responsible for the safe keeping of your smartcard or travel dockets and you must not leave your smartcard or blank travel dockets with a taxi driver.
8. Your issued smartcard will detail the expiry date of the card. The smartcard will be valid for use until the final day of the month shown on the card.
9. You must provide proof of your identity if requested by a taxi driver and the taxi driver may refuse to provide you with subsidised travel if you are unable to do so. Your smartcard can be used as proof of identity in this instance.

10. Travel docket or interstate travel vouchers must be fully completed. Wherever possible, you must complete the relevant sections such as date, time, trip details, total fare, the proportion of the fare you pay, the amount of the subsidy (up to a maximum subsidy limit of \$60 per trip) and your signature. On interstate travel vouchers, the State or Territory in which the voucher has been used must also be completed. If you are unable to complete a travel docket or interstate travel voucher yourself:
  - a) an accompanying person can complete it and sign on your behalf. The person's relationship to you should also be recorded.
  - b) if you do not have a carer or other person accompanying you, the driver can complete the details on your behalf. The driver should indicate "P.U.T.S." (Passenger Unable To Sign) in the passenger's signature box.
11. If you lose or have your smartcard or travel docket stolen, you must notify Transport for NSW as soon as possible. You may notify Transport for NSW via the online Concessions Enquiry form or by contacting 131 500 Transport Info, and we will arrange for a replacement smartcard or travel docket to be sent to you.
12. Transport for NSW is not responsible for reimbursing to you any taxi fare expenses where you have been unable to provide your smartcard or travel docket. Where a smartcard is faulty or the payment system is unavailable, you should consult with the driver around your options for an emergency travel docket.
13. If you change your name or address, you must notify us and advise us of your new details via the online Concessions Enquiry form or by contacting 131 500 Transport Info.
14. If you change your name, you must send us a copy of the relevant documents regarding your name change, e.g. marriage certificate, copy of change of name certificate. We will then issue you a new smartcard or book of travel docket in your new name. You must return to us your smartcard or any unused travel docket issued under your previous name.
15. If your medical condition improves so that you may no longer meet the eligibility criteria, you must advise us so your participation in the Scheme can be reviewed.
16. If your medical condition changes so that you now travel in a wheelchair in taxis, you must advise us so that your account details can be updated, and you can be provided a new smartcard or different travel docket book.
17. If you are provided with a new book of travel docket for use when travelling in a wheelchair accessible taxi, you must return any unused travel docket from your old book(s) to us.
18. You must co-operate with and respond to a request from us for an eligibility review or an independent medical eligibility assessment.
19. You must co-operate with and respond to a request from us to provide information to verify that your use of the Scheme is authentic, such as when subsidy payments generated on your account appear to be abnormal or to exceed reasonable use.
20. You must co-operate with and respond to a request from us for an update of your personal details.
21. Your smartcard or travel docket must not be used:

- a) for trips for any purpose when you are not in the taxi
  - b) by your family or friends or any other person.
22. You must not collude with a taxi driver or any other person to provide false trip details in order to increase the subsidy payable or to avoid or reduce payment of your proportion of the fare.
23. If using travel dockets you must not use more than one travel docket for a single continuous journey to avoid paying or to reduce the fare.
24. You must not use your travel dockets to pay a taxi driver a tip or gratuity.

If your participation in the Scheme is cancelled for any reason, your smartcard and all unused travel dockets must be returned to us.

### 13.3 Managing the Scheme

1. Transport for NSW retains the right to regularly review and revise the Terms and Conditions of the Scheme as required.
2. We may warn you or we may suspend or remove you from the Scheme in cases, where:
  - a) Transport for NSW is satisfied that you have misused, or have allowed others to misuse, your smartcard or travel dockets. Examples of misuse include (but are not limited to) increasing the metered fare value to claim a higher subsidy value, allowing others to use your smartcard for travel; or exchanging travel dockets when no valid taxi journey has been taken;
  - b) you fail to comply with a request to undertake an eligibility review or an independent medical eligibility assessment within a stated period of time (usually 6 weeks but dependent on such matters as availability of doctors, etc)
  - c) you fail to respond or to respond meaningfully to a request to verify your use of travel dockets within a stated period of time (usually 21 days)
  - d) you fail to comply with a request for updated personal details within a stated period of time (usually 4 weeks).
  - e) you fail to comply with a request for information within a stated period of time (usually 4 weeks).
  - f) we are unable to contact you because you have not informed us of your change of address or similar or
  - g) you have not used your smartcard or a travel docket for a period of three (3) years.
3. You may be suspended for a period of up to 12 months or removed permanently from the Scheme depending on the circumstances, which gave rise to the suspension or removal.
4. We reserve the right to extend a suspension for a period of up to a further 12 months or remove you from the Scheme if you continue to fail to respond completely to a request from us.

5. If subsequent to being suspended, you do not satisfy a request from us by providing all relevant information within the period of suspension you will be removed from the Scheme without further notice.
6. Notwithstanding that you may meet the medical criteria for admittance to the Scheme, we may decline your application or remove you from the Scheme on the basis that you have previously been suspended or removed from the Scheme, or have been suspended or removed from an equivalent scheme of another State or Territory, for a breach of the Terms and/or Conditions of the relevant scheme.
7. You or your delegate may seek a review of a decision to suspend or remove you from the Scheme or to decline your application on grounds of a previous suspension or removal from this or an equivalent scheme by writing to the Secretary, Transport for NSW.

### 13.4 Verification of use

We may require you to verify your use of your smartcard or travel docket when subsidy payments generated on your account appear to be abnormal or exceed reasonable use.

If you require assistance in responding to a request regarding your use of the Scheme, you or your delegate may contact us through the contact details on this form. One of our Customer Service Officers will assist you or your authorised delegate to provide the requested information.

Any information you provide is governed by the *Privacy and Personal Information Protection Act 1998* and *Health Records and Information Privacy Act 2002* and may be used only in connection with the purpose for which it is collected or as provided by law.

### 13.5 Eligibility reviews and independent medical assessments

We may require you to undergo an independent medical assessment or an eligibility review to determine whether your disability meets or continues to meet the Scheme's eligibility criteria. Your application for, or continued participation in the Scheme is subject to your cooperation with our request for you to undergo such an assessment or review. You are responsible for any medical fees associated with an eligibility review which involves your doctor completing a new application form. We are responsible for any medical fees associated with an independent medical assessment by a doctor nominated by us.

## 14. More information or contact us

For an overview of the Scheme, visit [transport.nsw.gov.au/projects/programs/point-to-point-transport/taxi-transport-subsidy-scheme](https://transport.nsw.gov.au/projects/programs/point-to-point-transport/taxi-transport-subsidy-scheme)

For more information about how to apply for the Scheme and how the Scheme works, visit [transportnsw.info/taxi-transport-subsidy-scheme](https://transportnsw.info/taxi-transport-subsidy-scheme)

To find out how to use your TTSS Smartcard which includes a video with audio descriptions, visit [transportnsw.info/travel-info/ways-to-get-around/taxi-hire-vehicle/taxi-subsidy-scheme-digital-smartcard/taxi-subsidy](https://transportnsw.info/travel-info/ways-to-get-around/taxi-hire-vehicle/taxi-subsidy-scheme-digital-smartcard/taxi-subsidy)

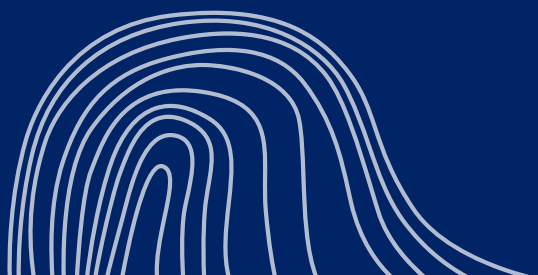
You can contact us at:

- On our website at [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application)
- By phone on 131 500
- Write to us at:

Transport for NSW

Taxi Transport Subsidy Scheme

PO Box K659 HAYMARKET NSW 1240



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