

To the medical practitioner,

Please complete the online section of this form if you deem your patient to have a permanent and severe physical, intellectual, sensory or psychological disability that is not likely to improve with medical treatment.

Both the online (completed by a medical practitioner) and paper copy (completed by the applicant) of this form must be submitted to the Taxi Services Commission (TSC). To access the medical assessment please go to: **www.taxi.vic.gov.au/passengers/mptp/how-to-apply**

Please have your Australian Health Practitioner Regulation Agency (AHPRA) number on hand as you will be asked to enter it. Your AHPRA number can be found on www.ahpra.gov.au. Please contact the TSC on 1800 638 802 for more information or assistance.

Once you have submitted the online medical assessment you will receive an online reference number.

ONLINE REFERENCE NUMBER

Smartform number

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Taxi Services Commission
Lower Ground Floor, 1 Spring Street, Melbourne, VIC 3000
GPO Box 1716, Melbourne VIC 3001 Phone: 1800 638 802 (toll-free) www.taxi.vic.gov.au

September 2015

TAXI
SERVICESCOMMISSION



Multi Purpose Taxi Program (MPTP) membership application form



Multi Purpose Taxi Program (MPTP) membership application form

To be eligible for this program you must be a permanent resident of Australia and reside in Victoria.

The Multi Purpose Taxi Program (MPTP) subsidises taxi travel for Victorians who have a severe and permanent disability. This can include people with a physical, intellectual, sensory and psychological disability that is not likely to improve with treatment.

You may seek assistance to fill out this form. There are three parts to this application form:

PART A: – Applicant’s details

PART B: – Applicant’s financial information

PART C: – Confirmation and consent

Please post the application and attachments to:

Taxi Services Commission
Multi Purpose Taxi Program
GPO Box 1716
Melbourne VIC 3001

Contacts for further information:

Phone number: 1800 638 802
Fax number: 03 8683 0777
Internet address: www.taxi.vic.gov.au
Email address: mptp@taxi.vic.gov.au
Interpreter service: 13 14 50
24hr relay call numbers
TTY/Voice: 133 677
Speak & Listen: 1300 555 727

OFFICE USE ONLY				
Approved by – initials	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>	
Application number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Smartform reference number	<input type="text"/>		Date smartform received	<input type="text"/> / <input type="text"/> / <input type="text"/>
Disabilities/mobility aid	D1	D2	D3	MA
Checked by – initials	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>	
EDA <input type="checkbox"/>	TPI <input type="checkbox"/>			
Comments				
<input type="text"/>				
<input type="text"/>				

Multi Purpose Taxi Program (MPTP) membership application form

PART
A

PART A: APPLICANT DETAILS

A1. Applicant's details

Title

Surname or family name

First or given name

Date of birth

 / /

Male Female

Residential address

<input type="text"/>								
<input type="text"/>				Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Postal address

<input type="text"/>								
<input type="text"/>				Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Telephone – home

 ()

Telephone – business

 ()

Mobile

 ()

Email address

A2. Is the applicant a current accredited driver or permit holder of a commercial passenger vehicle (taxi, hire car, bus etc.)?

If yes, please contact the TSC before submitting an application for the MPTP program to discuss your options.

Yes No

A3. Is the applicant a permanent resident of Australia and live in Victoria?

If no, you are not eligible for the program.

Yes No

A4. Does the applicant permanently need the use of a wheelchair outside the home?

If yes, please go to Part C.

If no, you may still be eligible for a taxi card.

Yes No

A5. Does the applicant use a mobility aid other than a wheelchair?

Yes No

If yes, please indicate which mobility aid(s):

Walking stick Walking frame Four point stick White cane Guide dog

Mobility scooter Tilting or reclining mobile chair/bed

Multi Purpose Taxi Program (MPTP) membership application form

**PART
B**

PART B: FINANCIAL INFORMATION

Is the applicant:

1. Single
2. Partnered and living together
3. Partnered but not living together
4. Dependant

How many dependent children in household?

(Dependants are children 2–15 years and are financially dependent on a parent/guardian. Dependants must have parent/guardian provide their Centrelink/DVA card details)

IMPORTANT: If the applicant
– does NOT receive a Centrelink/DVA benefit or
– receives an age pension (Blind) or
– receives a disability support pension (Blind)

Go to B2. Financial hardship assessment (p. 5)

B1. Centrelink/Department of Veteran Affairs (DVA) benefit holders

Please supply customer reference number and attach a photocopy of your card.

- Pension – age
 Disability support pension
 Partnered parenting payment
 Partner allowance
 DVA issued pension card or Gold Card
 Extreme Disablement Adjustment (EDA)
 Totally and Permanently Incapacitated (TPI)
 None

Other

Customer reference number or DVA number:

If applicable pension card number has been supplied **go to to Part C.**

PART B: FINANCIAL INFORMATION

B2. Financial hardship assessment

If the applicant is:

- single, please provide Notice of Assessment from Australian Taxation Office (ATO)
- partnered, please provide Notice of Assessment (both parties).

Dependants must have their parent(s)/guardian provide their Notice of Assessment (both parties).

All Notices of Assessment must be from the last financial year.

NO NOTICE OF ASSESSMENT: If the applicant is not required to lodge a tax return, confirmation of this is required from the Australian Taxation Office (for both parties if applicable).

If you need further assistance please call **1800 638 802**.

PART C: CONFIRMATION AND CONSENT

APPLICANT

C1. Is the applicant capable of completing the form and consenting to the TSC checking details as required?

Yes No (if no, go to C2)

I, (Applicant name)

- certify that the information about me in parts A and B are correct.
- The Taxi Services Commission (TSC) to use Centrelink Confirmation eServices to perform a <Centrelink/DVA> enquiry of my Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service.
- The Australian Government Department of Human Services (the department) to provide the results of that enquiry to Taxi Services Commission(TSC). I understand that:
- the department will disclose personal information to Taxi Services Commission (TSC) including my <name/address/payment type/payment status and concession card type and status to confirm my eligibility for the Multi Purpose Taxi Program (MPTP).
- can get proof of my circumstances/details from the department and provide it to Taxi Services Commission (TSC) so my eligibility for the Multi Purpose Taxi Program (MPTP) can be determined.
- note that the above authorisation will be treated as ongoing but can be revoked. I understand that, if my authorisation is revoked, I may no longer be eligible for the Multi Purpose Taxi Program (MPTP).
- authorise and consent to my doctor or medical practitioner providing the TSC with health information about me so that it can assess my application.
- agree to abide by the terms and conditions of the MPTP membership. I also acknowledge that misuse of the MPTP Taxi Card will lead to cancellation of my membership and/or legal action.
- acknowledge that my signature below indicates that I agree to the statements made above.

Signature

Date

PART C: CONFIRMATION AND CONSENT

AUTHORISED PERSON

C2. Please indicate in which capacity you are an authorised person for the applicant and attach supporting documentation:

- Parent: A copy of your medicare card showing both your name and the applicant's name
- Attorney: A copy of the power of attorney document
- Professional Carer: Details of your position and place of occupation on official letterhead
- Other: Statutory declaration

On the applicant's behalf, I agree to the statements in Part C1:

Signature

Date

Full name

Organisation (if applicable)

Contact telephone number

Next steps:

1. Visit your medical practitioner so they can complete the online medical assessment (follow the instructions on the front cover of this document).
2. If required, please attach copies of your Centrelink/DVA benefit cards or financial information.

Taxi Services Commission Privacy Policy

1. Introduction

This policy sets out the manner in which the Taxi Services Commission (TSC) will collect, use, hold, disclose and dispose of personal information and health information. This policy may be varied from time to time.

2. Definitions of personal, sensitive and health information

The TSC will collect, hold and disclose personal information and health information in accordance with the Information Privacy Principles (IPPs) set out in the *Privacy and Data Protection Act 2014* (Vic) (PDP Act) and the Health Privacy Principles (HPPs) set out in the *Health Records Act 2001* (Vic) (HRA).

2.1 Definition of personal information

Under the PDP Act, 'Personal Information' means any information or opinion (including information or an opinion forming part of a database), that is recorded in any form about an individual whose identity is apparent or can easily be ascertained from the information or opinion, but does not include information to which the HRA applies.

2.2 Definition of sensitive information

Under the PDP Act, there is a subset of personal information called 'Sensitive Information' which includes information about your race, ethnicity, political opinions or memberships, religious beliefs or affiliations, philosophical beliefs, memberships of professional/trade unions or associations, sexual preferences or practices or criminal record.

The PDP Act applies stricter provisions on how sensitive information is used. Where the TSC collects Sensitive Information about you, it will ensure that it complies with these provisions.

For the purposes of this policy, a reference to Personal Information will include Sensitive Information.

2.3 Definition of health information

Under the HRA, 'Health Information' means information or an opinion about an individual's physical, mental or psychological health, a disability, an individual's expressed wishes about the future provision of health services or a health service provided which can be linked to a living or deceased individual.

3. Collection of Personal and Health Information

The TSC only collects Personal Information or Health Information from an individual that is necessary for its functions or activities, the activities of managing or administering that function or activity, or as required by law in regard to its statutory obligations.

The TSC will take reasonable steps to collect information directly from the individual. The TSC may collect information via written or electronic correspondence including telephone, email, fax and/or social media such as Facebook and Twitter. Information may also be collected in person.

The TSC may collect Personal Information or Health Information from you when you:

- apply for accreditation as a driver, permit holder (operator), or Taxi Booking Service (Network Service Provider);
- apply for a job with the TSC;
- request to be placed on the TSC's mailing list;
- make an inquiry or give comment about the TSC's functions and services; or
- edge a request for access to documents under the *Freedom of Information Act 1982* (Vic.) (FOI Act).

The types of Personal Information the TSC may request from you include your name, date of birth, contact details, qualifications and employment history and the types of Health Information that the TSC may collect from you, include information relating to your physical or mental health or any disability you may have.

3.1 Types of specific Personal Information the TSC may collect

3.1.1 Supplying commercial passenger vehicle services, commercial or local bus services or driving instructor services

If you are involved in the supply of commercial passenger vehicle services (including services relating to taxi-cabs, hire cars, restricted hire cars and special purpose vehicles), commercial or local bus services, or driving instructor services, we may collect or use your Personal Information or Health Information where required.

3.1.2 Security cameras in taxi-cabs

If you have been a passenger in, or drive a taxi-cab, you may have been photographed and/or filmed by a security camera installed in the taxi-cab. If you were, those photographs and/or film may contain your Personal Information. We may collect or use that Personal Information, or disclose it to a law enforcement agency if necessary to determine, or help a law enforcement agency determine:

- whether a crime has been committed by or against you; and/or
- your identity, if a law enforcement agency suspects that a crime has been committed by or against you.

3.1.3 Multi Purpose Taxi Program members

If you apply to become a member of the Multi Purpose Taxi Program, we may collect or use your Personal Information or Health information, or disclose it to another governmental agency, medical practitioner or independent health panel where this is required to assess your eligibility under the membership program or application process.

3.2 Collection statement/notice

Where the TSC collects Personal Information from you, it will take reasonable steps to ensure that you are given a collection statement that sets out the purpose for collecting that information, how that information will be used and the consequences, if any, for not providing the information. Wherever it is lawful and practical, the TSC will provide you with the option of not identifying yourself.

4. Use and disclosure of Personal Information or Health information

The TSC will only use or disclose Personal Information or Health Information as set out in this Privacy Policy or for the purpose which was either specified or reasonably apparent at the time of collection unless you have consented to, or would reasonably expect, another related use.

4.1 Disclosure required by law

In certain circumstances, the TSC may be required by law to provide Personal Information or Health Information to another organisation. Examples include warrants, court orders or demands to provide documents permitted under legislation. Examples of organisations with these powers include ASIO, ASIS and Centrelink.

Under Division 6A of Part VI of the *Transport (Compliance and Miscellaneous) Act 1983*, the TSC is required to keep a register of taxi industry participants (Register) and to make the Register publicly available, including on its website. The Register must include the name of each person who holds:

- accreditation as a taxi-cab operator;
 - accreditation as a provider of taxi-cab network services;
 - accreditation to drive a commercial passenger vehicle;
 - a hire car licence; or
 - a special purpose vehicle licence,
- and any other information prescribed by regulations.

The TSC may also include on the Register for each person whose name is on the Register:

- business contact details including a telephone number, facsimile number, postal address, email address and internet address;
- details of any taxi-cab network service provided by the person; and
- the number of taxi-cabs operated by the person.

Information about a person whose name is on the Register will only be included with the person's consent or after the person has been given 28 days' notice of the information that will be published (this notice is given on all TSC application forms). A person may apply to the TSC to restrict public access to information that is included on the Register. The TSC will only approve such an application if satisfied that there are exceptional circumstances that justify the restriction.

4.2 Disclosure authorised by law

In certain situations, the TSC is authorised to disclose Personal Information or Health Information to related transport and government agencies. Examples include booking services/associations, bus depots/associations, driving instructor associations, Melbourne Airport and relevant state and federal government agencies including Victoria Police and VicRoads.

We may do so if necessary to investigate or report on:

- whether you are, were or will be suitable to be involved in the supply of commercial passenger vehicle services (including services relating to taxi-cabs, hire cars, restricted hire cars and special purpose vehicles), commercial or local bus services or driving instructor services; or
- whether you have broken the law in the course of your involvement in the supply of commercial passenger vehicle services (including services relating to taxi-cabs, hire cars, restricted hire cars and special purpose vehicles), commercial or local bus services or driving instructor services.

Personal Information may be shared with related government agencies via phone, email, post, fax or a shared database. Personal Information shared may include names, drivers licence numbers, credit card details and police records.

4.3 Disclosure to third party contractors

From time to time the TSC may contract out some of its functions and services, for example IT and market research. In these situations your Personal Information or Health Information may be shared with third parties. Where the TSC engages third party providers, it will ensure that these parties have suitable data protection programs and privacy policies in place.

4.4 Disclosure outside Victoria

The TSC will only transfer your Personal Information or Health Information to another individual or organisation outside Victoria in limited circumstances, including when the recipient is subject to a law which upholds similar principles to the IPPs or HPPs, or you consent to the transfer. Specific disclosures will be made with consent or otherwise in accordance with the use and disclosure standards of the PDP Act and the HRA.

5. Data security and destruction

Irrespective of whether your Personal Information or Health Information is stored electronically or in hard copy form, the TSC will take reasonable steps to protect it from misuse and loss, and from unauthorised access, modification or disclosure.

The TSC will also take reasonable steps to destroy or permanently de-identify your Personal Information or Health Information if it is no longer required for the TSC to perform its regulatory functions.

6. Data quality, access and correction

The TSC will take reasonable steps to ensure that any Personal Information and Health Information it holds is accurate, complete and up to date. You are entitled to contact the TSC Privacy Officer (contact details are set out below) and request access to and correction of any of your Personal Information or Health Information held by the TSC. Under Section 169ZC of the *Transport (Compliance and Miscellaneous) Act 1983*, the TSC may, if it decides that it is necessary to do so, correct any error or omission in the Register or the public version of the Register (refer to section 4.1).

6.1 Freedom of Information requests

Access to some information that the TSC holds may require a formal request under section 17 of the *Freedom of Information Act 1982* (Vic). Your FOI application and any queries should be made to:

TSC Freedom of Information Officer

Taxi Services Commission, GPO Box 1716, Melbourne VIC 3001

Telephone: 1800 638 802 Facsimile: 03 8683 0777 Email: FOI@taxi.vic.gov.au

7. Unique identifiers

A unique identifier is a code consisting of letters or numbers (not the individual's name) that is assigned to an individual to distinguish them from other individuals, for example a driver's licence number or tax file number.

The TSC will not:

- assign, use or disclose unique identifiers to individuals unless it is necessary to do so to carry out one of its organisational functions efficiently;
- adopt, use or disclose a unique identifier assigned to you by another organisation except in limited circumstances; or
- require you to provide a unique identifier in order to obtain a service, unless it is required or authorised by law or connected to the purpose for which the unique identifier was assigned.

The TSC generally assigns a unique identifier if you are, have been or seek to become:

- involved in the supply of commercial passenger vehicle services; or
- a member of the Multi Purpose Taxi Program.

8. Privacy complaints

If you believe that your Personal Information or Health Information has been used by TSC in a manner contrary to the PDP Act or HRA, you may contact the TSC Privacy Officer (on the details below) or lodge a complaint with the Commissioner for Privacy and Data Protection at: www.dataprotection.vic.gov.au. Information for submitting complaints to the Health Services Commission in respect of your Health Information is available at: www.health.vic.gov.au/hsc

9. Further information and contact details

Further information about the TSC's Privacy Policy is available at the TSC website, or can be requested by contacting the TSC Privacy Officer. All requests and communications may be made to the TSC Privacy Officer at:

The TSC Privacy Officer

Legal & Regulatory Services, Taxi Services Commission, GPO Box 1716, Melbourne VIC 3001

Telephone: 1800 638 802 (toll-free) Email: privacy@taxi.vic.gov.au

Terms and conditions of Multi Purpose Taxi Program (MPTP) membership

1. The MPTP Taxi Card can only be used by the person whose details are printed on the card.
2. The MPTP Taxi Card can only be used for travel in taxis that have a licence to operate in Victoria, or with interstate vouchers from the Taxi Services Commission (TSC) in interstate taxis.
3. The MPTP member must be travelling in the taxi to receive the subsidy for that trip. Carers, companions or family members may travel in the taxi with the MPTP member.
4. Only one subsidy applies to any single trip.
5. The MPTP Taxi Card is not transferable and must not be used by anyone other than the member whose details appear on the card.
6. The MPTP Taxi Card cannot be used to send parcels or packages in a taxi.
7. Other than during a taxi trip, the MPTP member or carer must keep the card in their possession at all times.
8. MPTP membership does not guarantee that appropriate taxi transport will be available on request.
9. The MPTP Taxi Card cannot be used with any other transport concessions or subsidies. If a trip, or part of a trip, is covered by insurance, (for example, by the Transport Accident Commission) or paid for by any state or Commonwealth department or agency, the MPTP Taxi Card cannot be used.
10. MPTP membership will be cancelled if the member's circumstances change and he or she stops being eligible.
11. The MPTP member who has been given an exemption from eligibility or the annual subsidy cap may have that exemption withdrawn, cancelled or amended.
12. The MPTP member must report inappropriate or suspicious use of an MPTP Taxi Card to the TSC as soon as possible.
13. The MPTP member must report the loss or theft of an MPTP Taxi Card to the TSC as soon as possible.
14. MPTP membership may be cancelled if a member does not comply with these terms and conditions. The TSC may also take legal action.
15. It is understood that the applicant or the authorised person understands and accepts the terms and conditions of MPTP membership when they sign an application form.
16. The MPTP member understands and accepts the terms of the TSC Privacy Statement, a copy of which is provided when he or she signs this application form.
17. The MPTP member must not travel in a Wheelchair Accessible Taxi when using a tilting or reclining mobile chair as a mobility aid. These include high care chairs/beds, 'princess', 'duchess' or 'tub' chairs.
18. The MPTP member must notify the TSC if they are currently or have been an accredited driver or permit holder of a commercial passenger vehicle.