


# Your guide to using a taxi card

Multi Purpose Taxi Program Taxi Card



**TAXI**  
SERVICES COMMISSION



**The Multi Purpose Taxi Program (MPTP) makes transport more accessible and affordable for people with a severe disability.**

The MPTP Taxi Card is issued by the Taxi Services Commission (TSC).

**Example A**

Where a taxi company has not price notified

<b>Standard fare</b>	\$50.00
<b>MPTP subsidy –</b> 50% of the standard fare	\$25.00
<b>Member pays</b>	\$25.00

**Example B**

Where a taxi company has set its own fares

<b>Notified fare</b>	\$60.00
<b>Standard fare</b>	\$50.00
<b>MPTP subsidy –</b> 50% of the standard fare	\$25.00
<b>Member pays</b>	\$35.00

Please note, the cost of any tolls or airport fee is also paid by the passenger.

## Using your MPTP Taxi Card

- ✓ You must be travelling in the taxi when the taxi card is used.
- ✓ Carers, family members or friends may travel in the taxi with you.
- ✓ Advise your driver that you have a taxi card at the beginning of your trip.
- ✓ Remember to ask for your taxi card at the end of the trip. It should not be kept by the driver.
- ✓ Always get an electronic receipt.
- ✗ Your taxi card should **NOT** be given to others to use, including family or friends.
- ✗ You must not use your taxi card to send parcels or packages in a taxi.
- ✗ You cannot use your taxi card if the trip is subsidised by any Commonwealth or state government department or agency. For example:
  - the Transport Accident Commission
  - the Department of Veterans' Affairs
  - the Department of Education and Early Childhood Development
  - the Department of Human Services.

If you have any concerns about the use or misuse of your taxi card, contact the TSC.



## What happens if...

### Your MPTP Taxi Card does not work in the taxi?

Every taxi is required to carry paper vouchers in case the EFTPOS machine is not able to be used.

If you have a valid taxi card, you should still be able to receive the reduced fare.

Taxi cards that have expired or that you have previously reported lost will not work in the taxi and should not be used. Taxi subsidy will not apply to these trips.

If you have a problem when using the taxi card, make sure you obtain an electronic receipt for the fare and contact the TSC.


If your circumstances change, call the TSC for a *Change of circumstances* form. To report a lost/stolen/damaged card or to update to a wheelchair card, also contact the TSC.

## About the annual subsidy cap

With some exceptions, MPTP members have an annual subsidy limit of \$2,180.

Members who are exempt from the subsidy cap include those who:

- permanently require the use of a wheelchair

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- have a Veterans' Affairs Extreme Disability Adjustment (EDA) or Totally and Permanently Incapacitated (TPI) endorsement
  - have a specific exempt disability.

MPTP members who have a yearly limit of \$2180, and require additional funding to cover the remainder of the financial year, can make a request to receive additional subsidy.

Contact the TSC for information about how to apply for additional subsidy.

## **Wheelchair/Mobility Scooter taxi cards and the lifting fee**

A Wheelchair/Scooter taxi card allows the driver/operator to be paid a lifting fee. This lifting fee is paid by the TSC for loading and unloading a passenger into a wheelchair accessible taxi.

In country Victoria a lifting fee is also paid for loading a wheelchair into the boot of a sedan or station wagon.

If a driver/operator is to receive a lifting fee, the taximeter must **NOT** be turned on while the passenger is being loaded or unloaded.

Wheelchair and scooter users are **NEVER** required to pay the lifting fee.



## Interstate travel

If you travel interstate, you cannot use your taxi card unless you also have interstate vouchers. You will need to contact the TSC at least three business days before travelling interstate for the vouchers to be posted to you.

## You change your address

If you change your address, you need to contact the TSC and provide the following:

1. your full name
2. date of birth
3. old address
4. new address
5. new telephone number.

If someone helps you with this, please ask that person to include their contact details as well.

## Making taxi travel easier

Talking Taxi Communication Boards and Personal Journey Cards are available to help passengers when travelling in taxis.

If you would like either of these sent to you, contact the TSC.



## Booking a taxi

**Metropolitan Melbourne** – For trips in the Melbourne metropolitan area, contact your local taxi company.

Members who contact a driver directly and do not go through a taxi depot are still able to use their MPTP subsidy card.

Wheelchair accessible taxis can be booked through either:

- Silver Top Taxis on (03) 8413 7202
- 13 CABS on (03) 9277 3877

**Regional Victoria** – To book a taxi in regional and rural areas, contact your local taxi depot.

## Tell us about your taxi trip

The TSC welcomes complaints or feedback.

Information that helps the TSC include:

- taxi number (displayed on the dash, door, or number plate)
- time and date of your trip

- pick up and drop off locations
- an electronic receipt.

## How to contact the Taxi Services Commission

Telephone 1800 638 802 (free call)

Fax 8683 0777

Web [www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

Email [mptp@taxi.vic.gov.au](mailto:mptp@taxi.vic.gov.au)

or

Contact the National Relay Service

TTY/Voice 1800 555 677

Speak & Listen 1800 555 727

Postal address

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