



# Application for a Wheelchair Accessible Taxi vehicle subsidy



# Application for a Wheelchair Accessible Taxi vehicle subsidy

## Instructions to applicants

1. This application must be completed by the taxi operator applying for a subsidy to assist with the purchase of a Wheelchair Accessible Taxi (WAT) in the country, regional or urban and large regional taxi zones.
2. All fields in the form are mandatory unless otherwise stated. Failure to fill out all relevant fields or attach required documentation may delay the processing of your application.
3. Ensure you have read the *Wheelchair Accessible Taxi Vehicle Subsidy Scheme Guidelines* (Guidelines).
4. Please return this completed and signed application with all required documentation to the Taxi Services Commission (TSC).

### In-person

Taxi Services Commission

Lower Ground Floor, 1 Spring Street

Melbourne VIC 3000

Hours: Monday to Friday 9.30am to 4.00pm

### Mail

Taxi Services Commission

GPO Box 1716

Melbourne VIC 3001

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

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## Section A: General information

**Name of operator** – as displayed on your accreditation certificate

**Taxi licence number**

**Business address**

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

**Postal address** – if different from above

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

**Telephone** – business

**Telephone** – mobile

**Fax**

**Email address**

**Australian Business Number (ABN)** (if applicable)

**Australian Company Number (ACN)** (if applicable)

Payment Method of Approved Subsidy:

Cheque

OR

**Bank Account Details**

**BSB**

**Account number**

**Name of account**

**Bank name and full address**

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

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## Section B: Criteria

The information provided in this section will be used to determine whether you meet the relevant criteria to receive the subsidy.

1. Have you previously (within two years) applied for any assistance with the purchase of a WAT vehicle under this subsidy scheme?

Yes  No

2. If yes, was the subsidy in the same zone in which you are currently applying?

Yes  No

3. If yes, is any unexpired subsidy owed to the TSC?

Yes  No

4. The WAT Subsidy is only available for taxi operators in the urban and large regional, country or regional zones.

Please indicate which zone your vehicle is licensed to operate:

Country Taxi Zone

Regional Taxi Zone

Urban and Large Regional Taxi Zone

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## Section C: Declaration

All relevant persons must sign this declaration. Refer to the definition of 'Relevant Person' on page 6.

I/we, the undersigned, being (for individual applicants) the applicant or (for non-individual applicants) the applicant's signatories:

- declare that all answers to the questions in this form are, to the best of my/our knowledge, true and correct.
- have read and understood the *TSC Privacy Policy* set out on the back page and I/we hereby consent to the TSC Privacy Policy collecting, storing and retaining all information (including personal and sensitive information) obtained from me/the applicant, any relevant persons in relation to the application, Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office, any other government department or agency, or other persons, and using, or disclosing that information to third parties, for the purposes of the Act or as otherwise authorised by law.
- have read, understood and agree to comply with the Guidelines and instructions on how to apply for a subsidy.
- acknowledge and understand that no legally binding contract will exist with the TSC until the TSC approves my application and the TSC and I sign a WAT Subsidy Agreement.
- acknowledge that the Guidelines only provide a summary of the WAT Subsidy Agreement. If my application is approved, I will read the WAT Subsidy Agreement and, I acknowledge that it is my responsibility if necessary, to obtain independent legal, taxation and/or financial advice, before signing the WAT Subsidy Agreement.

### 1. Relevant Person

Name

Signature

Date

### 2. Relevant Person

Name

Signature

Date

### 3. Relevant Person

Name

Signature

Date

### 4. Relevant Person

Name

Signature

Date

### Checklist

- Completed parts A, B & C of the application form
- Signed the declaration

# Application for a Wheelchair Accessible Taxi vehicle subsidy

## Definitions

### Officer

In relation to a company, 'officer' means any of the following:

- a director
- a secretary
- a person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the company
- a person who has the capacity to affect significantly the company's financial standing
- a person in accordance with whose instructions or wishes the directors of the company are accustomed to act (excluding advice given by the person in the proper performance of functions attaching to the person's professional capacity or their business relationship with the directors of the company).

In relation to a co-operative, 'officer' means any of the following:

- a director
- a secretary
- a person who is concerned, or takes part, in the management of the co-operative, whether or not as a director.

In relation to an incorporated association, 'officer' means any of the following:

- the secretary (within the meaning of the *Associations Incorporation Reform Act 2012*) of the incorporated association
- a member of the committee (within the meaning of the *Associations Incorporation Reform Act 2012*) of the incorporated association
- a person who is concerned, or takes part, in the management of the incorporated association.

In relation to a body corporate (other than a company, co-operative or incorporated association), 'officer' means a member of the committee of management of the body corporate.

**Operator** means the holder of an accreditation as a taxi-cab operator under Part VI, Division 4 of the *Transport (Compliance and Miscellaneous) Act 1983*.

### Relevant person

In relation to an application by an individual, a relevant person is any person who is concerned, or takes part in, the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or otherwise.

In relation to an application by a partnership, a relevant person is (1) each partner; and (2) any other person who is concerned, or takes part, in the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or otherwise.

In relation to an application by a company, a co-operative or an incorporated association, a relevant person is each officer of the company, co-operative or incorporated association.

In relation to an application by a body corporate (other than a company, co-operative or incorporated association), a relevant person is (1) each officer of the body; and (2) any other person who is concerned, or takes part, in the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or otherwise.

### WAT Subsidy Agreement

The agreement entered into between an operator and the TSC (following approval of an application) for the payment of a subsidy to assist with the purchase or purchase and conversion of, a vehicle to be operated as a wheelchair accessible taxi.

# 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
- lodge 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, Lower Ground Floor, 1 Spring Street, Melbourne, VIC 3000

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](http://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](http://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](mailto:privacy@taxi.vic.gov.au)

