

Wheelchair/Mobility Scooter MPTP card and the lifting fee

A Wheelchair/Mobility Scooter MPTP card allows the driver/operator to be paid a lifting fee. This lifting fee is paid by us for loading and unloading a passenger into a Wheelchair Accessible Vehicle.

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 fare calculation device or meter 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 MPTP card unless you also have interstate vouchers. You will need to contact us at least seven 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 us and provide the following:

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

Booking a commercial passenger vehicle

Metropolitan Melbourne – Contact your local commercial passenger vehicle company or Booking Service Provider.

Members who contact a driver directly and do not go through a Booking Service Provider, or depot, are still able to use their MPTP card, if that driver can process the MPTP subsidy.

Regional Victoria – To book a commercial passenger vehicle in regional and rural areas, contact your local Booking Service Provider or depot.

Tell us about your trip

We welcome your feedback. Information that helps us include:

- commercial passenger vehicle number (displayed on the door or number plate)
- time and date of your trip
- pick up and drop off locations
- an electronic receipt.

How to contact us

Telephone: 1800 638 802 (free call)

Fax: 03 8683 0777

Web: www.cpv.vic.gov.au

Email: mptp@cpv.vic.gov.au

Or contact the National Relay Service

TTY/Voice: 1800 555 677

Speak & Listen: 1800 555 727

Postal Address: Commercial Passenger Vehicles Victoria
GPO Box 1716
Melbourne VIC 3001

Using your Multi Purpose Taxi Program card

About the Multi Purpose Taxi Program Subsidy

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

Our MPTP card allows the MPTP member to access subsidised commercial passenger vehicle fares from participating commercial passenger vehicle service providers.

The MPTP subsidy pays 50% of your fare. Your fare may include the new \$1 per trip industry levy. It may be charged as a separate item, or the Booking Service Provider may incorporate it into your fare. Rest assured, this will be covered by your subsidy.

You will need to pay for the cost of any tolls or airport fee/s.

For example

Standard fare This may include the \$1 per trip industry levy	\$50.00
MPTP subsidy 50% of the fare	\$25.00
Member pays 50% of the fare	\$25.00

More details about fares

All unbooked (taxi rank and hail) services will continue to operate as they do now. Since 2014, unbooked commercial passenger vehicle services in regional and country Victoria can set their own fares. This remains the same, so there are no changes.

Fare information for all unbooked services will be displayed on the inside of the vehicle, where you can see them. They will also be displayed on the outside of the vehicle on the left-hand side. This information should provide you with the hiring rates, and all fees and charges.

From 2 July, when you book a service using an application, the phone or the internet the Booking Service Provider can charge different fare rates at different times. This also applies to taxis that you book using these methods. You may notice a difference with your taxi fare when you book a taxi, versus taking one from a rank, or hailing it from the street. If you request an estimate of the fare when you book the service, they must provide you with this, or the fixed price fare.

For further information on fares visit www.cpv.vic.gov.au

Using your MPTP Card

- ✓ When booking, or taking a vehicle from the taxi rank or street, please ask them if they can process the MPTP subsidy.
- ✓ When booking a vehicle, remember to ask for a fare estimate upfront.
- ✓ Advise your driver upfront that you have an MPTP card.
- ✓ You must be travelling in the vehicle when the MPTP card is used.
- ✓ Carers, family members or friends may travel in the vehicle with you.
- ✓ Remember to ask for your MPTP card at the end of the trip. The driver should **NOT** keep it.
- ✗ You must not use your MPTP card to send parcels or packages in a commercial passenger vehicle.
- ✗ You cannot use your MPTP 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 MPTP card, contact us on 1800 638 802.

What happens if I have an issue with my MPTP card?

Every commercial passenger vehicle that provides MPTP trips is required to carry paper vouchers in case the EFTPOS machine can't be used.

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

If your MPTP card has expired, or you have reported it lost, then it will NOT work and should not be used. The MPTP subsidy will NOT apply to these trips.

If you have a problem using your MPTP card, make sure you obtain an electronic receipt for the fare and contact us.

If your circumstances change, or if you need to report a lost/stolen/damaged card, or if you need to change to a wheelchair card, contact us.

About the annual subsidy limit

With some exceptions, MPTP members have an annual subsidy limit of \$2180.

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

- permanently require the use of a wheelchair
- 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 limit of \$2180, and require additional funding to cover the remainder of the financial year, can make a request to receive additional subsidy.

Contact us for information about how to apply.