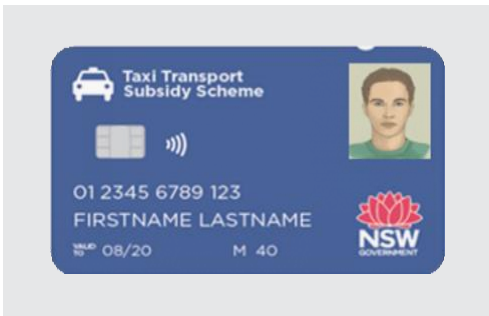


## Rules for TTSS Smartcard



The Taxi Transport Subsidy Scheme has a new smartcard.

**TTSS Smartcard** for short.



There are some rules when you use a TTSS Smartcard.



If you do not follow the rules you cannot use the TTSS Smartcard.

# These are the rules

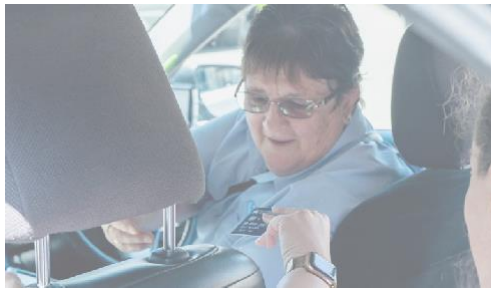


## Where you use the card

You can only use the TTSS Smartcard in taxis.

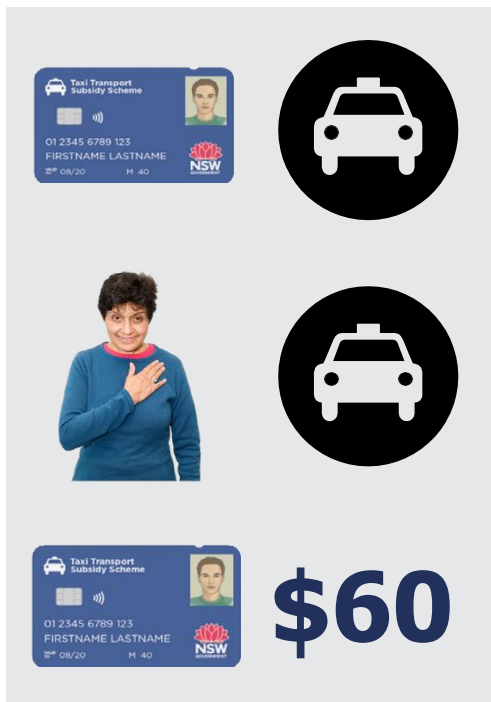


It does not work on public transport like trains or buses.



## How you pay

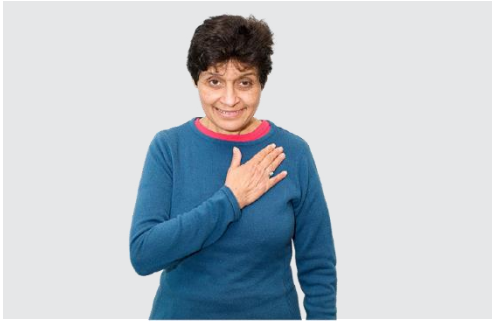
You must give the card to the driver to pay for your trip.



TTSS pays for half of your trip.

You must pay the other half yourself.

TTSS will pay no more than \$60.



## Who can use your TTSS Smartcard?

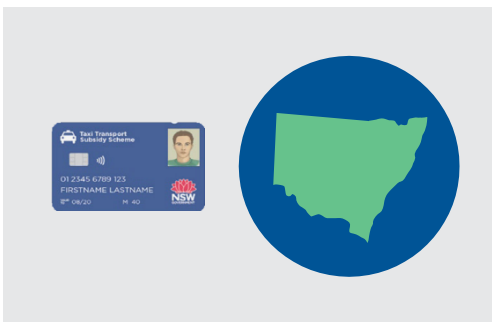
Only you can use your TTSS Smartcard.



Do not give your card to other people to use.

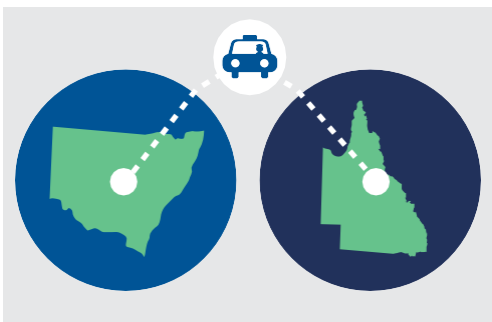


Do not give your card to the driver to keep.



## Taxis outside NSW

TTSS Smartcard only works for taxis in NSW.



If you travel to another state, you must use interstate travel dockets.



To order interstate docket you can:

- Go to [transportnsw.info/concessions-application](https://transportnsw.info/concessions-application)
- Call **131 500**



You must fill in everything on the docket and sign it.



You can ask someone to help you fill it in.



### Information about you

Sometimes we might contact you for information about you.



We might ask you about your taxi trips.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ \_\_\_\_\_  
Phone Number \_\_\_\_\_

We might check if we still have your right address, email or phone number.



We might ask you for a letter from your doctor.

The letter must say that you are still OK to be on the TTSS because of your disability.



If you do not give us this information, you might not be able to stay on the TTSS.



## Contact us

Our phone number is **131 500**



You must call us if:

- You lost your TTSS Smartcard



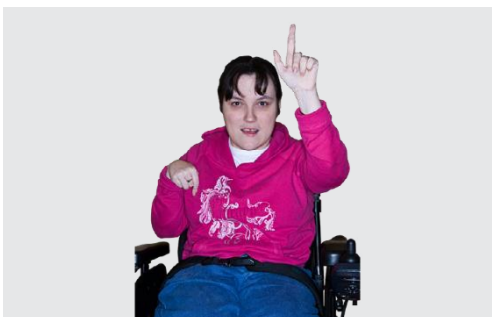
- Someone stole your TTSS Smartcard



- Your address, phone number or email address changed



- Your disability changed and you need to stay in your wheelchair in the taxi



- You can also call us if you have questions.  
Our phone number is **131 500**

## Privacy with TTSS



Privacy means that we do not share your information with others.

We keep your information private.



You must give us information about you to be on the **TTSS**.

This could be things like:



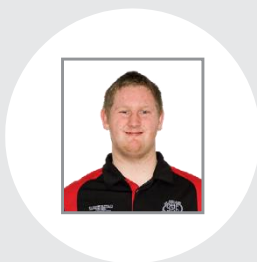
- Your name and address



- Your email address and phone number



- Your Medicare number



- A photo of you

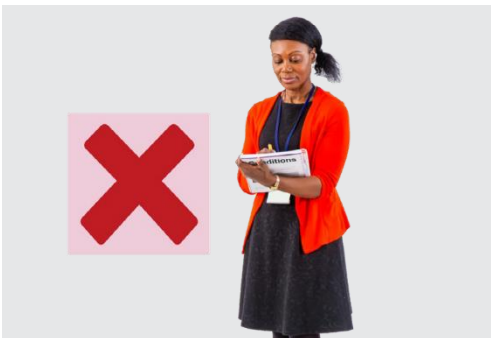
- Information about your disability and your health

- Information about your taxi trips



We also need the name and address of another person that is close to you.

This can be a family member or carer.



We use your information to:

- See if you can be on the TTSS
- Send you your TTSS Smartcard
- Make sure you stick to the rules
- See how much we need to pay for your trips



When we use your information we must follow the law.





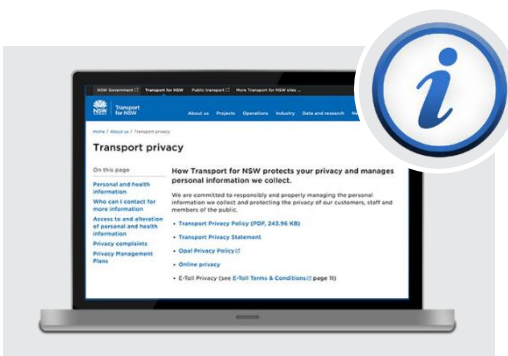
The law says we must keep your information private.



We can only share your information with others if we need to.

This could be if:

- We need to check that the information is right
- They need to print your information on your TTSS Smartcard
- We need to make sure you stick to the rules



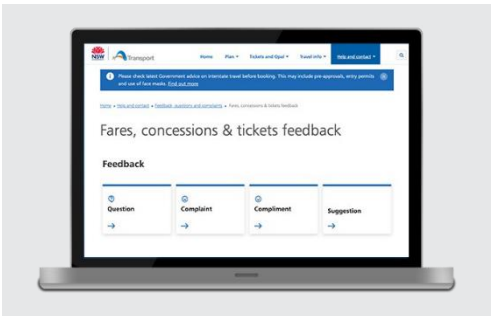
You can find more information about privacy on our website.

Go to [www.transport.nsw.gov.au/about-us/transport-privacy](http://www.transport.nsw.gov.au/about-us/transport-privacy)



You can contact us

- To see what information we have about you
- To change information if it is wrong
- If you want to make a complaint
- If you are worried about privacy



To contact us

- Go to [transportnsw.info/concession-feedback](https://transportnsw.info/concession-feedback)
- Email us at [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au)

Transport for NSW worked with Council for Intellectual Disability to make this document Easy Read. You need permission if you want to use any pictures in this document. Contact Transport for NSW at [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au) or CID at [business@cid.org.au](mailto:business@cid.org.au)