



South Australian Transport Subsidy Scheme (SATSS)

GPO Box 2830, ADELAIDE SA 5001. Telephone 1300 360 840

CONDITIONS OF USE FOR SATSS MEMBERS

The South Australian Transport Subsidy Scheme (SATSS) was introduced in 1987 to provide subsidised and accessible taxi services to people with permanent physical disabilities who are unable to access general public passenger transport services.

ENTITLEMENTS

SATSS provides two levels of subsidy to its members.

- Ambulant members receive a 50% subsidy.
- Members permanently confined to a wheelchair receive 75% subsidy.

Subsidised travel is only available to the maximum metered fare of \$40. You are required to pay the balance of 50% or 25% depending on membership, as well as any balance over the maximum metered fare of \$40

- 50% SATSS membership will have a subsidy limit of \$20.
- 75% SATSS membership will have a subsidy limit of \$30.

The Department for Infrastructure and Transport (DIT) has an obligation to ensure that Government funding is used appropriately. The use of SATSS is subject to audit and members may be asked for a medical review.

CONDITIONS OF USE

As you would appreciate with any Government subsidy scheme, there are a number of conditions that apply to the Scheme to ensure the purpose of the scheme is being met.

The “Conditions of Use for SATSS members” are pursuant to Regulation 157 of the Passenger Transport Regulations 2024 under the Passenger Transport Act 1994. **It is important that you are aware of YOUR obligations as a member of the scheme.**

Penalties apply for the misuse of SATSS vouchers and the failure to comply with the “Conditions of Use for SATSS members”.

Misuse may also result in limitations on use, suspension or cancellation of your membership.

The following are “Conditions of Use for SATSS Members” pursuant to Regulation 157 of the Passenger Transport Regulations 2024.

It is an offence for a member or other person to breach any of the conditions as listed below.

Maximum Court Imposed Penalty: \$1250 Expiation: \$160

CONDITIONS OF USE FOR SATSS MEMBERS

1. Permanent residents of South Australia who have severe and permanent disabilities which limit their capacity to use public transport, can apply for transport assistance, by way of membership to SATSS.
2. Eligibility for membership of SATSS is determined after an assessment of the applicant’s permanent disability and the way this affects their ability to use public transport, namely public transport service by bus, train or tram. As such, functional assessment, not diagnosis or type of condition, is the basis for eligibility.
3. A temporary SATSS membership is available to those who may be undergoing rehabilitation or whose condition may improve through surgery and is subject to review (e.g. as a result of an accident or stroke).
4. A member is not eligible for more than one book of SATSS vouchers or 80 trips in less than six (6) months.
5. SATSS vouchers are not transferrable and can only be used by the member named on the voucher.
6. A member must not provide a SATSS voucher or SATSS Member ID Card to another person for their use or for any other personal advantage.
7. A person who is not a member of SATSS or any other approved subsidy scheme must not use a SATSS voucher or SATSS Member ID Card as part payment of a fare or other personal advantage.
8. A member must not endorse or enter incorrect information on the SATSS voucher or application.
9. A member must not act in a dishonest or dishonourable manner in the use of SATSS vouchers or when using their SATSS Member ID Card.

10. If the SATSS Manager or an Authorised Officer is satisfied that a member has breached any of the Conditions of Use, limitations may be placed upon the member's use of SATSS vouchers or SATSS Member ID card, or their membership of SATSS may be suspended or cancelled.
11. The member must be a passenger in the taxi or certain car hire service for the entire journey. The journey is deemed to have ended when the SATSS Member ID Card is scanned and/or the member leaves the taxi or certain car hire service.
12. Depending on the total metered fare, a SATSS member is able to use multiple SATSS vouchers or trips (up to a maximum of three (3) per journey).
13. A member must pay their calculated portion of the fare by cash, card or other approved payment method.
14. A member must not give a driver an IOU or extra vouchers in lieu of payment.
15. When using a SATSS Voucher, a SATSS Photographic Identification card must be carried at all times when travelling in a taxi or certain car hire service and must be presented when requested by the driver. A member will not be able to use a SATSS voucher if they cannot produce their SATSS Photographic Identification Card when requested.
16. If a SATSS Member has been issued a SATSS Member ID card, this must be carried at all times when travelling in a taxi or certain hire car service and must be presented for scanning at the start and end of a journey. A SATSS member will not be able to receive a subsidised taxi fare if they cannot produce their SATSS Member ID card for scanning.
17. The SATSS Member Identification Card can only be used by the member named and pictured on the SATSS Member Identification Card.
18. A member must complete the information on the SATSS voucher related to the trip unless they have a reasonable explanation for not doing so (e.g. due to disability). Information must include the date of the trip, the state of travel (eg SA), the suburbs (from and to), and the start and finish time of the trip, prior to handing the voucher to the driver as payment for the journey. Once the driver has inserted the booking details, including their taxi and driver ID numbers and fare details, the member must verify these details and then sign the SATSS voucher (unless the SATSS voucher specifies otherwise). If any changes are made to the SATSS voucher details, they must be initialed by the member or the person making the changes.
19. When calculating the legal fare and therefore the portion payable by the member and the portion subsidised by SATSS by means of a SATSS voucher or scanning a SATSS Member ID Card, the following must not be considered as part of the subsidy:
 - a) Adding the point to point transport service transaction Levy (\$1 Levy) to the total metered fare amount. Please note: \$1 Levy is already included on the meter and is fully subsidised by DIT.
 - b) Waiting time which is initiated by the member beyond five minutes.
 - c) Any discount on the fare given by the driver.
 - d) Any tip given to the driver by the passenger.

- e) Please Note: The \$3 Adelaide Airport charge forms part of the legal fare and can be included as part of the legal fare for payment by SATSS vouchers.
20. Multiple-Hire arrangements can only be used for ad-hoc journeys and must comply with Regulation 71 and Clause 4 of Schedule 3 of the Regulations.
 21. A set or negotiated fare (that differs from the approved fare) cannot be used as the fare on the SATSS voucher or on the SATSS application unless approval has been given by the SATSS Manager or an officer authorised by the SATSS Manager.
 22. Tariff 3 and Tariff 4 (which apply to five (5) or more passengers in a taxi) must not be applied for any trip using a SATSS voucher or trip. This means that SATSS vouchers or trips can only be used if there are less than five (5) passengers in the taxi.
 23. A member must provide an updated application for review of membership, including level of subsidy, when requested by the SATSS Manager or an Authorised Officer.
 24. If a membership is cancelled for any reason or subsidy level reduced following a review, a member must return any unused SATSS vouchers to the SATSS Manager at (G.P.O. Box 2830, Adelaide, S.A. 5001) within 14 days and must not use any further SATSS vouchers.
 25. A member must advise the SATSS Manager of a potential conflict of interest with a taxi driver who is transporting them. A potential conflict is described as where the member has a relationship with the driver outside of the request for travel (e.g. family member or friend).
 26. Should a SATSS book, SATSS vouchers, SATSS Photographic Identification Card or SATSS Member ID Card be lost or stolen, members must immediately report the loss or theft to SATSS Customer Services on 1300 360 840.
 27. If a SATSS book, SATSS vouchers or SATSS Member ID Card that has been reported as lost or stolen are found, the member must immediately notify SATSS Customer Services on 1300 360 840 and not use the SATSS vouchers or SATSS Member ID Card as they will have been cancelled.
 28. A member must advise SATSS Customer Services within 28 days on 1300 360 840 of any change to personal details and address, including a change in their medical practitioner or health professional.
 29. A member must advise SATSS Customer Services within 28 days on 1300 360 840 if they permanently relocate to another State or Territory. Membership of SATSS will be cancelled and the member should apply for membership of a similar scheme to SATSS in that jurisdiction.

Interpretation

In these Conditions of Use:

Terms defined in the *Passenger Transport Act 1994* and *Passenger Transport Regulations 2024* have the same meaning unless defined otherwise in these Conditions of Use.

Authorised Officer means a person authorised by the SATSS Manager to exercise any of the powers and functions of the SATSS Manager under the Conditions of Use.

CBS means a centralised booking service.

Certain car hire service means a small passenger driver and/or operator that has been approved by the SATSS Manager to accept SATSS vouchers.

Driver means the driver of a taxi or certain car hire service.

JTWS member means a member who has been determined to be eligible for membership to JTWS.

JTWS voucher means a SATSS Voucher which may only be used by a JTWS Member.

Member and SATSS Member means a person who has been determined by the SATSS Manager or an Authorised Officer as being eligible for membership to SATSS.

Regional SATSS Member means a member who ordinarily resides outside of the Metropolitan Area.

SATSS Book means personalised and pre-printed book of subsidised travel vouchers for use in taxis and certain hire cars issued by the Department of Infrastructure and Transport under the SATSS Scheme.

SATSS Journey Summary means a summary of approved journeys for payment undertaken by a driver, which is emailed to the driver each day.

SATSS Manager means the person holding or acting in the position from within the administrative unit within government whose duties include responsibility for managing and administering the SATSS.

SATSS Member Card means a non-transferable identification card issued to a member which contains a photograph of the member and a unique barcode which has been determined by the Minister.

SATSS Photographic Identification Card means a non-transferable identification card issued to a member which contains a photograph of the member which has been determined by the Minister.

TEAS member means a member who has been determined to be eligible for membership to TEAS.

TEAS voucher means a SATSS Voucher which may only be used by a TEAS Member.