



Territory and Municipal Services (TAMS) Public Transport Regulation Fact Sheet For Taxi Operators, Drivers and Passengers

Wheelchair Hirings

Wheelchair Hirings in Standard, Conditional and Wheelchair Accessible Taxis

This fact sheet is designed to assist drivers and passengers about the use of taxi meters, Taxi Subsidy Scheme (TSS) and Lift Fee Only (LFO) vouchers when carrying out wheelchair hirings.

IT IS ILLEGAL TO CHARGE A PASSENGER A LIFT FEE ON TOP OF THE METERED FARE AND TO REFUSE SERVICE TO A PERSON IN A WHEELCHAIR.

Standard Taxi Hirings–Wheelchair Passenger

Any driver who accepts a hiring from a passenger in a wheelchair who is able to transfer to a standard taxi can charge the waiting time rate when loading the person and their wheelchair into the taxi. Under no circumstance should a passenger be charged an additional amount than the metered fare.

Wheelchair Hirings using a Lift Fee Voucher

All hirings must be registered with the taxi network for auditing purposes and no additional charges can be applied to the hiring other than the normal metered fare. If a LFO voucher is used, the meter cannot be turned on until the client and their wheelchair are securely loaded into the taxi. In all cases, the driver must ask the client in advance whether they are using a LFO voucher prior to turning on the meter.

LFO vouchers must also have all the required information recorded on the vouchers, e.g. the TX number, trip start and finish times, date, driver ID number and signature of driver and passenger (where the passenger is able to sign). It is also advisable to write the network booking number on the voucher. Payment of LFO vouchers will not be honoured if vouchers are not completed correctly. Vouchers and payee details should be submitted to Public Transport Regulation, Level 2, Macarthur House, Lyneham, at the end of each month to ensure prompt payment.

Wheelchair Hirings with No Lift Fee Voucher

Where no LFO voucher is used, the driver is permitted to turn on the taxi meter at the waiting time rate, then immediately commence the transfer of the person and loading of the wheelchair into the taxi. In all cases, the driver must again ask the client in advance whether they are using a LFO voucher prior to turning on the meter.

The policy also applies to the drivers and operators of conditional taxis. However, drivers of a conditional taxi, that is, a standard taxi that is wheelchair accessible, must be appropriately trained, assessed and found competent to undertake wheelchair hirings and must hold a wheelchair accessible taxi training certificate.

If drivers do not currently have this qualification and are driving a conditional or wheelchair accessible taxi, they should notify their operator and network to be trained and assessed for this competency.

For more information email taxiservices@act.gov.au or phone 6207 1423.