

Multi Purpose Taxi Program (MPTP)

Exceptional Circumstances - Application for Additional Subsidy Information Sheet

For you to read and keep

What is the Application for Additional Subsidy from for? The Application for 'Exceptional Circumstances - Application for Additional Subsidy' form is for members of the Multi Purpose Taxi Program who have a yearly limit but can show that they need a higher limit because of exceptional circumstances.

What is the yearly limit? Multi Purpose Taxi Program members can travel in any licensed Victorian taxi and pay half fare, up to a maximum discount of \$60 per trip and a total of \$2,180 per year. Travel after this amount has to be paid for at the full fare. Some members are automatically exempt from the limit (see below).

Members can apply for a higher subsidy limit if they can show they need it because of exceptional circumstances.

Who is automatically exempt from the yearly limit? Multi Purpose Taxi Program members don't have the yearly limit, and don't need to fill out the 'Exceptional Circumstances - Application for Additional Subsidy' form, if they have:

- a Department of Veterans' Affairs Pensioner Concession Card that is endorsed Extreme Disablement Adjustment (EDA) or Totally and Permanently Incapacitated (TPI); or
- severe and permanent blindness, brain damage, dementia, intellectual impairment, major organ disorder (not including heart disorder), paralysis, or if they permanently use a wheelchair. Contact the Victorian Taxi Directorate for more information.

What if members have the yearly limit but can show they need a higher limit because of exceptional circumstances? Multi Purpose Taxi Program members who have the yearly limit but can show they need a higher limit because of exceptional circumstances can apply for additional subsidy. They will need to fill out the 'Exceptional Circumstances - Application for Additional Subsidy' form. Priority will be given to members who need a higher limit because of:

- employment
- visits to health care providers such as doctors, physiotherapists, and podiatrist
- education, training or day programs
- volunteer work of more than 8 hours per week with a recognised community service
- regular visits to a spouse or partner in a nursing home
- financial hardship
- other exceptional circumstances, which will be considered on a case by case basis.

Department of Veterans' Affairs gold card holders will have the full taxi fare for their medical trips reimbursed by the Department of Veterans' Affairs. The Multi Purpose Taxi Program should not be used for these trips.

Do members need to give information about their disability on the 'Application for Additional Subsidy' form? No. The Victorian Taxi Directorate already knows that members have a severe and permanent disability. There is no need to list disabilities, illness or medication.

The Victorian Taxi Directorate makes a decision about providing a higher limit based on how often the member needs to make taxi trips and the reason for the taxi trips.

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PROTECTING YOUR PRIVACY

Personal Information

Personal information is information about you, whether fact or opinion, from which your identity could reasonably be ascertained. VTD collects only personal information that is necessary for its functions or services to you; the activities of managing or administering that function or service; or as required by law in regard to its statutory obligations.

Health Information

Health information includes information or an opinion about:

- your physical, mental or psychological health
- any disability you may have
- your expressed wishes about the future provision of health services to you
- the donation of body parts, organs or body substances
- genetic information about you in a form which is or could be predictive of your or any of your descendent's health.

If VTD has collected health information from you, and you wish to access that information, you should apply for that information under Freedom of Information (FOI). Details are on the Department of Transport (DOI) website.

Collection of Personal and Health Information

Information is collected wherever possible from you, the individual it relates to. It is collected lawfully, fairly and without undue intrusion. At the time the information is collected, VTD will advise you in general terms of any other organisations that will have access to the information, and whether there are any consequences of not providing the information.

Information Privacy Collection Statement

The Victorian Taxi Directorate and MPTP Panel is collecting information from you, your authorised representative and the organisations you name so that it can be determine and verify your eligibility for an additional subsidy from the Multi Purpose Taxi Program. Where you have included information about an organisation in your application, information may be disclosed to that organisation in order to check the information provided. If you do not provide all or part of the information requested, your application may be unsuccessful. If you want to obtain access to this information, you can contact, in the first instance,

the Victorian Taxi Directorate on (03) 9320 4300 or toll free on 1800 638 802 (country callers only). Otherwise access to this information may be obtained under the *Freedom of Information Act 1982*.

Use and Disclosure of Personal Information including Sensitive and Health Information

- VTD uses information only for the purpose for which it was collected or a related purpose, unless you have consented to, or would reasonably expect another specific use.
- VTD only discloses sensitive information or health information if the secondary purpose directly relates to the primary purpose for collection. In some circumstances DOI is required by law to release information to other government agencies, law enforcement bodies or to prevent a serious and imminent threat to an individual's life, health, safety or welfare.

Sensitive Information

Sensitive information is personal information that includes information or opinion about:

- your race or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs or affiliations
- membership of a professional or trade association or trade union
- sexual preferences or
- criminal record.

VTD can only collect **sensitive information** about you with your consent unless specific conditions apply: **sensitive information** may be collected if it is necessary for:

- research or
- the compilation or analysis of statistics
- the purpose of providing government funded targeted welfare or educational services.

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PROTECTING YOUR PRIVACY (Con'd)

Sensitive information can only be collected without your consent if:

- there is no practicable alternative to collecting the information and
- it is impractical to seek the individual's consent
- collection is to prevent or lessen a serious and imminent threat to life or health and
- the individual concerned is physically or legally incapable of giving consent or
- physically cannot communicate.

Sensitive information may also be collected if the collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

Data Quality

VTD will seek wherever possible to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. In many instances VTD relies upon you to provide accurate and complete information and to advise VTD should your circumstances change over time.

Data Security

VTD takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure and securely destroys or de-identifies personal information when it is no longer needed.

Transfer of Information Interstate

VTD rarely transfers personally identifying information to organisations outside the state of Victoria. However this may occur in some circumstances where required by law and the information is afforded the same level of privacy protection it would receive in Victoria.

Access and Correction

You have a right of access to and correction of information about you. You may gain access to information about you that is held by VTD in two ways. Very simple requests that involve only information relating to you, that is easy to retrieve, may be dealt with at the point the information is held. More complex requests that involve information about an event, commercial activities or in some way affect the privacy of another individual, will be administered through the FOI process.

Personal information may be corrected with authentication and proof (where legislation does not prohibit correction) or a note of dissension from an opinion or view may be attached to a file where this is possible.

Unique Identifiers

A unique identifier is a code consisting of alphabet characters and numerals (not the individual's name) that is applied to an individual and distinguishes them from other individuals, for example a drivers licence number. VTD does 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 and does not use as its own identifier an identifier assigned by another organisation for another purpose.

Anonymity

Wherever it is practicable VTD seeks to allow you to interact anonymously.

Personal Information Online

The only personal information collected by VTD via its web site is voluntarily provided by you. Some of the 001 services provided on line require you to provide certain personal information. You may voluntarily provide personal information that is necessary to a service online, via the internet or email, the personal information collected about you, is secured against unauthorised access. This information will not be traded, sold, licensed or used for commercial marketing, or any purpose unrelated to the stated purpose, unless such disclosure is required by law.

Complaints

If you consider that your privacy has been breached or interfered with in any way you can make a complaint by contacting the Privacy Officer on 9655 8803 or address your concerns in writing to The Privacy Officer, Department of Transport, P.O BOX 2797, Melbourne 3000.

A privacy complaint form is available at www.transport.vic.gov.au

Victorian Taxi Directorate

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