

## Who is NOT eligible?

You are not eligible if you:

- Have a disability which is not permanent;
- Have a disability which is mild or moderate;
- Have a disability which severely limits your mobility but does not prevent you from independently accessing public transport; or
- You do not meet the VTD's means testing criteria (if applicable).

It is important to remember that the MPTP is not a substitute for public transport.

People in transport-disadvantaged areas cannot apply for membership because of inadequate levels of public transport to satisfy their needs.

## About the annual subsidy cap

With some exceptions, all members have an annual subsidy limit of \$2,180.

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; or
- Have a specific exempt disability.

A separate application form is available for members who need to request an additional subsidy above the cap because of their circumstances.

Contact the VTD for information about how to apply for additional subsidy.

## Applying to be a member

You'll need to go through a simple application process to become a member of the MPTP.

### Step 1

Contact your doctor or the VTD for an application form. You can also print off a form from the VTD's website [www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

### Step 2

Both you and your doctor must complete the application form.\*

\* Parents or carers can also complete the application form on behalf of an applicant.

### Step 3

Return the completed documentation to the VTD for assessment. You will need to allow about two weeks for a decision to be made.

### Step 4

The VTD will notify you in writing about the outcome of your application. Final responsibility for accepting or rejecting an applicant's membership rests with the VTD.

### Step 5

If your application is successful the VTD will issue you with an invoice for \$16.50 for your MPTP card. When your card arrives a letter will detail any restrictions.

If it is unclear whether or not you are eligible you or your doctor may be asked to provide some additional information.

The VTD may also seek independent medical advice on particular applications to clarify the nature of an applicant's disability and physical or intellectual condition.

## Accessing subsidised taxi services around Australia

As a member you will have access to subsidised taxi travel in other Australian States and Territories.

You must ring or email the VTD at least two weeks before you travel to order your vouchers. This time will allow for processing and postage.

## For more information contact the Victorian Taxi Directorate

Telephone **1800 638 802 (toll free)**

### Postal address

**Multi Purpose Taxi Program**  
GPO Box 2797  
Melbourne Vic 3001

### Street address

Level 23, 80 Collins St  
Melbourne Vic 3000

Email [mptp.taxi@transport.vic.gov.au](mailto:mptp.taxi@transport.vic.gov.au)

Interpreter Services **13 14 50**

24hr relay call numbers

TTY/Voice **133 677**

Speak & Listen **1300 555 727**



# Victorian Taxi Directorate

Your guide to understanding the Multi Purpose Taxi Program

Department of Transport  
[www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)



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The Multi Purpose Taxi Program, or MPTP, is a Victorian Government program that offers its members a 50 per cent subsidy on taxi fares of up to \$60 per trip.

The Victorian Taxi Directorate (VTD) is responsible for the administration of the program, and will be your main point of contact if you become a member.

## Will you be eligible?

To be eligible for the MPTP you must permanently live in Victoria, be older than two years and have a severe and permanent disability that prevents you from independently accessing public transport.

To become a member you also need to either:

- Permanently use a wheelchair;
- Hold a Department of Veterans' Affairs Pensioner Concession Card or Gold Repatriation Health Card;
- Hold a means-tested Pensioner Concession or Health Care Card; or
- Be able to demonstrate financial hardship by providing financial information.

**If you answer "Yes" to these questions and you meet the means test criteria, you will probably be eligible for the MPTP.**

- Do you have a severe and permanent disability?
- Does your disability stop you independently accessing public transport?
- If there was a bus or tram going past your house, would you be unable to use it and pay your fare without some help?
  - Does your doctor believe your condition is not going to improve with medical treatment?

## How would I use my card?

It is quick and easy to use your MPTP card. Just follow these simple instructions:

1. Book or hail your taxi as usual.
2. Present your MPTP card to your driver at the beginning of your journey.
3. Your driver will enter your card into the vehicle's Electronic Funds Transfer at Point of Sale, or EFTPOS terminal.
4. At the end of your trip the terminal will issue a receipt that you will be asked to sign. If you can't sign for yourself, the VTD can issue you with a card that tells the driver you don't have to sign the receipt.
5. If you are subsidy capped the balance of your subsidy will be printed out on the receipt. This way, you will always know how much money you have left to spend for the remainder of the financial year.
6. Pay the driver the balance of your journey fare.
7. Please ask the driver for a receipt at the end of your journey.

## Can the card be used for any taxi trips?

Yes, except where any part of the journey is:

- Subject to insurance cover; or
- Directly or indirectly subsidised by another Government department such as;
  - Department of Education
  - Department of Health and Community Services
  - Department of Veterans' Affairs.

Members can only use their MPTP card for travel in taxis, and only one subsidy applies on any one single trip from start to finish. Family and friends are welcome to accompany members on their journey without paying any additional fare.

Please contact the VTD for additional terms and conditions.