



Government of South Australia

Department of Planning,
Transport and Infrastructure

South Australian Transport Subsidy Scheme (SATSS)

Supporting people unable to use public transport

For enquiries please phone 1300 360 840,
GPO Box 2830, ADELAIDE SA 5001

CONDITIONS OF USE

The following “Conditions of Use for SATSS members” are pursuant to Regulation 150A(1) of the Passenger Transport Regulations 2009 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 trips 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.

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

- A member is not eligible for more than 80 trips in less than 6 months.
- The SATSS Member ID card can only be used by the member named and pictured on the SATSS Member ID card.
- A member must not provide their SATSS Member ID card to another person for their use or for any other personal advantage.
- A person who is not a member of SATSS or any other approved subsidy scheme must not use a SATSS Member ID card as part payment of a fare or other personal advantage.
- A member must not act in a dishonest or dishonourable manner when using their SATSS Member ID card
- If the SATSS Manager or an Authorised SATSS 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 trips or their membership of SATSS may be suspended or cancelled.
- The member must be a passenger in the taxi or certain hire car service (a vehicle outside of metropolitan Adelaide approved for SATSS journeys) for the entire journey. The journey is deemed to have ended when the SATSS Member ID card is scanned and the member leaves the taxi or certain hire car service.

- Only ONE SATSS trip can be used for each journey within metropolitan Adelaide, i.e. one SATSS trip to the destination and another SATSS trip for the return journey.
- ONLY a regional SATSS member is able to use multiple SATSS trips (up to a maximum of three (3) SATSS trips per journey) for journeys outside of the Adelaide Metropolitan area where a journey starts or ends outside this boundary.
- A member must pay their calculated portion of the fare by cash, card or other approved payment method.
- A SATSS Member ID card 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 member will not be able to receive a subsidised taxi fare if they cannot produce their SATSS Member ID card for scanning.
- Multiple-Hire arrangements can only be used for ad-hoc journeys and must comply with Regulation 71 and Schedule 3(4) Passenger Transport Regulations 2009.
- A set or negotiated fare (that differs from the approved fare) cannot be used as the fare entered on the SATSS app unless approval has been given by the SATSS Manager or an officer authorised by the SATSS Manager.
- Tariff 3 and Tariff 4 (which apply to 5 or more passengers in a taxi) must not be applied for any journey using a SATSS trip. This means that SATSS trips can only be used if there are less than 5 passengers in the taxi.
- 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.
- 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)
- Should a SATSS Member ID card be lost or stolen, a member must immediately report the loss or theft to SATSS Customer Services on 1300 360 840
- A member must advise SATSS Manager 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.
- 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.