Government of South Australia
Department for Infrastructure and Transport

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

The South Australian Transport Subsidy Scheme (SATSS) is a State Government subsidised taxi travel program. It is for people with permanent and severe disabilities who, because of their disabilities are unbale to access general cannot access public transport services.

Accredited drivers are required to provide a safe and appropriate door-to-door service to SATSS members.

The "SATSS Conditions of Use for Drivers of Taxi Services and Certain Car Services" are governed by Regulations 3 and 157 of the Passenger Transport Regulations 2024 under the Passenger Transport Act 1994.

It is important that you are aware of **YOUR** responsibilities as an accredited person.

Payment of overcharged amounts or falsified journeys may be withheld from future payments pending investigation. Should the journey and/or amount be deemed to be correct, the journey will be marked as 'Approved' and payment will be released from SATSS.

Inappropriate SATSS claims may also result in action being taken with regard to your eligibility to continue to hold accreditation under the *Passenger Transport Act 1994*.

The following are "SATSS Conditions of Use for Drivers and Operators" pursuant to the Passenger Transport Regulations 2024.

Penalties apply for the misuse of SATSS vouchers or SATSS app and the failure to comply with the "SATSS Conditions of Use for Drivers and Operators".
Maximum Court Imposed Penalty: $2500
Expiation: $210

SATSS CONDITIONS OF USE FOR DRIVERS

1. A driver must have the SATSS mobile application installed on their mobile device in order to scan a SATSS Member Identification card or a non-SATSS Access Taxi Card.

2. A driver cannot refuse a SATSS member a journey or a subsidised fare if a member presents a SATSS Member ID Card or a SATSS Voucher and their SATSS Photographic Identification Card.

3. A driver must sight the member's SATSS Photographic Identification Card or SATSS Member ID Card and where applicable scan the SATSS Member ID Card or sight the SATSS voucher at the start of the trip.

4. A driver must not take a copy (including, but not limited to a photocopy or photograph) of a SATSS Member ID card or part thereof.

5. A driver must not accept a SATSS voucher or trip or other subsidy voucher if the person cannot produce their SATSS Photographic Identification Card or SATSS Member ID Card.

6. A driver must not accept a SATSS voucher or trip or other approved subsidy voucher if the driver believes that the person presenting the voucher or SATSS Member ID Card is not entitled to use it.

7. A SATSS member may choose to use multiple vouchers or trips (maximum of three) to subsidise a high-fared journey. For fares under $40, one voucher or trip may be used. Fares between $40 - $80 (inclusive) up to two vouchers or trips may be used. Three vouchers or trips may be used to subsidise fares above $80. Drivers must not select or demand multiple vouchers or trips to subsidise a journey if a SATSS member does not choose to do so.*

8. A driver must not accept a SATSS voucher for any other purpose except for the part payment of a legal fare.

9. 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 member leaves the taxi or certain car hire service. A driver must not accept a voucher or scan the SATSS Member ID Card for a journey where the member has not been a passenger for the entire journey. A driver must not charge extra for relatives, friends or carers who accompany the member.

10. A driver must ensure all required details are completed on a SATSS voucher or entered into the SATSS application prior to accepting another fare.

11. A driver must ensure that the member pays their calculated portion of the fare by cash, card or other approved payment method. A driver must not accept an IOU or extra vouchers in lieu of payment.

12. 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 (with the levy amount set out in the Regulations) to the total metered fare amount. Please note: The point to point transport service transaction levy is already included on the meter and is fully subsidised by the Department for Infrastructure and Transport.

    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 Adelaide Airport charge forms part of the legal fare and can be included as part of the legal fare for payment by SATSS vouchers.

*Note calculations in point 7 do not include the point-to-point transport service transaction levy.

13. Multiple-Hire arrangements can only be used for ad-hoc journeys and must comply with Regulation 77 and Clause 4 of Schedule 2 of the Regulations.
14. A set or negotiated fare cannot be used as the fare on the SATSS voucher or SATSS application unless approval has been given by the SATSS Manager or an officer authorised by the SATSS Manager to grant an approval.
15. 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 SATSS Member ID Card.
16. A driver must ensure that the calculation of the subsidy is the correct one for the membership. Any incorrect or incomplete information on the SATSS voucher, including the subsidy level, will also render the SATSS voucher invalid for redemption of the subsidy.
17. A driver must ensure that they correctly complete their required information on the SATSS voucher or SATSS application, including a valid booking number that relates to that specific journey, taxi or certain car hire service number, fare and where applicable the CBS and driver ID number. Any amendments on a SATSS voucher is to be initialed.
18. A driver must only enter the legal fare recorded on the taxi-meter on reaching the members destination and the vehicle has stopped, or when the vehicle is discharged. No charge for further service at the destination (including the time taken for a driver assisting the user of a wheelchair, scooter or other large (ride-on) mobility aide to leave the vehicle) is to be added to the legal fare on the SATSS Application or SATSS voucher.
19. It is a requirement for the member to fill in the destinations, start and finish time on the SATSS voucher prior to giving to the driver unless they are unable to do so. The driver must ensure all details are recorded on the SATSS voucher prior to asking the member to sign it (unless the SATSS voucher states otherwise).
20. Any SATSS voucher which has a change of date must be submitted with proof of the journey.
21. If the SATSS voucher is a TEAS voucher, a driver must only accept the voucher if the trip is from/to the suburbs printed on the voucher unless the member can provide written authorisation from SATSS.
22. If the SATSS voucher is a JTWS voucher, a driver must only accept the voucher if the trip is from/to the suburbs printed on the voucher. The only exception to this is when ‘APPROVED LOCATIONS’ is printed as the suburb or the member is carrying an authorisation letter.
23. An approved receipt must be provided by a driver to a SATSS member when requested. The receipt must contain the following information:
    a) Date and time of the trip;
    b) Fare paid;
    c) Tariff;
    d) From/To Suburbs (actual suburb names);
    e) Taxi registration number;
    f) Driver accreditation number;
    g) Company ID; and
    h) Any additional costs e.g. airport levy.
24. A driver must ensure that all SATSS vouchers are thoroughly checked at the time of presentation by the member and that the information on a SATSS voucher is complete, accurate and legible. Any SATSS voucher that does not comply will be rejected and will be returned to the CBS/Operator. Any rejected SATSS voucher not resubmitted within 90 days will be deemed invalid.

25. A driver must ensure that all journey data entered into the SATSS application is accurate. Drivers who submit a SATSS journey recorded via the SATSS application that is identified to have a data discrepancy will be emailed and requested to provide the correct data within 30 days. Any rejected pending SATSS application journeys not corrected within 30 days will be deemed invalid.
26. A driver must advise the SATSS Manager of a potential conflict of interest with a member who they are transporting. 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).
27. A driver must not remove SATSS vouchers from a member's SATSS book unless the member requests them to assist and must not remove more than the SATSS voucher or vouchers required for the journey.
28. A booking number must be recorded on the SATSS voucher, including those for SATSS Members where multiple vouchers are used. In this instance, the same booking number is to be used on relevant SATSS vouchers.
29. A driver must take all necessary steps to ensure that SATSS vouchers and/or SATSS Member ID Card are not being fraudulently or inappropriately lodged.
30. A driver must not provide a SATSS voucher or SATSS Member ID Card to another person for their personal advantage.
31. A driver must not use a SATSS voucher or SATSS Member ID Card for their own personal advantage.
32. A driver must not enter or endorse false or misleading information on a SATSS voucher or on the SATSS application.
33. A driver must not act in a dishonest or dishonourable manner in relation to their dealings with SATSS vouchers or a SATSS Member ID Card.
34. A driver must report any fraudulent activities to SATSS Customer Services on telephone 1300 360 840.
35. A driver must accept vouchers for members of all interstate transport subsidy schemes. Note that interstate vouchers have different rates which are listed on the back of the voucher and photographic identification must be sighted.
36. Disputed amounts may be withheld from payments until the trip can be verified. Payment for journeys deemed to be falsified or fraudulent will not be released.

SATSS CONDITIONS OF USE FOR OPERATORS

1. An operator must thoroughly check SATSS vouchers or journey summaries at the time of presentation by the driver to ensure that the driver has actually carried out the work and the journeys are approved for payment.
2. An operator must ensure that all SATSS vouchers are tagged and recorded in such a manner that any information from that voucher can be accessed quickly and accurately.
3. An operator must return SATSS vouchers to the driver if there are any obvious deletions or alterations or if the information on the SATSS voucher is not legible.
4. An operator must not accept and/or present a SATSS voucher or journey summary which does not comply with the requirements under these Conditions of Use.
5. An operator must ensure that all SATSS vouchers are only presented to the CBS affiliated with the taxi recorded on the voucher.
6. An operator must present all SATSS vouchers to SATSS within 30 days of the journey. SATSS vouchers lodged outside of this time MAY be considered for payment if exceptional circumstances exist. SATSS vouchers lodged outside this timeframe must be accompanied by an approved 'Late Lodgement Form' setting out the exceptional circumstances and have proof of the journey attached and any other evidence to support reasons for lateness. An operator must be aware of the CBS deadline for lodgement to ensure they comply with this requirement.
7. Any SATSS voucher which contains a change of date must have proof of the journey attached.
8. An operator must not provide a SATSS voucher to another person for their personal advantage.
9. An operator must not enter or endorse false or misleading information on a SATSS voucher or journey summary.
10. An operator must not act in a dishonest or dishonourable manner in relation to their dealings with SATSS vouchers or journey summaries.
11. An operator must report any fraudulent activities to SATSS Customer Services on telephone 1300 360 840
12. An operator must take all necessary steps to ensure that SATSS vouchers or journey summaries are not being fraudulently or inappropriately lodged.
13. An operator must advise the SATSS Manager of a potential conflict of interest with a member who is being transported in their vehicle. A potential conflict is described as where the member has a relationship with the operator outside of the request for travel (e.g. family member or friend).
14. Disputed amounts may be withheld from payments until the trip can be verified. Payment for journeys deemed to be falsified or fraudulent will not be released.

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.

SATSS Application means the mobile phone application used by drivers for SATSS journeys.
SATSS Book means personalised and pre-printed book of subsidised travel vouchers for use in taxis and certain hire cars issued by the Department for 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 ID 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.

SATSS voucher means—
(a) a voucher, docket or card approved by the Minister entitling a SATSS member to travel in taxis and certain hire cars at subsidised fares fixed by the SATSS conditions of use; or
(b) a voucher, docket or card under a similar interstate scheme recognised by the Minister for the purposes of this definition

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.