

Sustainable Transport Solution: Final Report

July 2025



National Disability Services (NDS) is Australia's peak body for disability service organisations, representing more than 1000 service providers. Collectively, NDS members operate several thousand services for Australians with all types of disability. NDS provides information and networking opportunities to its members and policy advice to State, Territory and Commonwealth governments. We have a diverse and vibrant membership, comprised of small, medium and larger service providers, employing 100,000 staff to provide support to half a million of people with disability. NDS is committed to improving the disability service system to ensure it better supports people with disability, their families and carers, and contributes to building a more inclusive community.

NDS acknowledges and pays respect to the Aboriginal people of lutruwita/Tasmania, and acknowledges their continuing custodianship and connection to land, sea, sky and waterways.

Contents

A Guide to this Report 5

At-a-glance view of STS project..... 6

Executive Summary 6

Possible STS options..... 11

Background Paper 19

1.Tasmanian transport system 22

2.Tasmanians with disability and their issues with existing transport options 29

3. Disability providers – transport services and vehicles 35

4. Stakeholders views on STS concept and options 45

5. Conclusion..... 49

Glossary

Term	Definition
CTST	Community Transport Services Tasmania
Disability provider	A Non-Governmental Organisation (NGO), company or sole operator that delivers disability supports funded via the NDIS, Motor Accident Insurance Board/ Worksafe or Disability Supports for Older Australians program.
Disability representative organisation	An organisation comprised predominantly of people with disability who advocate on a range of matters impacting people with disability (e.g., Disability Voices Tasmania and Speak Out)
NDIS	National Disability Insurance Scheme
NDS	National Disability Services
SIL	Supported Independent Living (previously sometimes called group homes)
STS	Sustainable Transport Solution
Survey respondent	Disability provider that completed the STS vehicle survey
TAS	Transport Access Scheme (TAS). This includes a Taxi Subsidy program.
WAT	Wheelchair Accessible Taxi (in other jurisdictions the term WAV – Wheelchair Accessible Vehicles or Multi-Purpose Taxi are also used.

A Guide to this Report

This report provides the findings of a project undertaken by National Disability Services (NDS) on behalf of the Tasmanian government titled Sustainable Transport Solution (STS).

This Final Report consists of:

- At-a-glance summary of project, key findings and recommendations
- An Executive Summary that includes recommendations.
- An Options Paper that explores the compliance requirements, benefits and disadvantages of the potential STS options considered by stakeholders.
- A Background Paper that provides the policy context, highlights of the literature scan and the findings from the stakeholder consultations and disability providers' STS vehicle survey.
- Attachments. These include:
 - The STS vehicle survey (Attachment 1).
 - A comparison of the taxi subsidy schemes operating in Australia (Attachment 2).

Sustainable Transport Solution: At-a-glance

Aim: To explore if the vehicles owned by disability providers could supplement existing mainstream transport options for people with disability.

What did we do?

Context

- Scan of the disability and transport context
- Targeted literature review

Disability providers

- Vehicle survey
- Consultations

Community transport

- Consultations

People with disability

- Consultations
- Attended disability transport dialogue

Government officials

- Consultations



What did we find?

- Tasmanians with disability may experience a range of issues accessing reliable and safe transport options.
- Mainstream transport options are inadequate.
- On average, disability providers own 11 vehicles each (range 0-37).
- These vehicles are spread across Tasmania and 14% were wheelchair accessible.
- There is some capacity for supplementary vehicle use at certain periods.
- Most disability providers reported their NDIS transport services are not financially viable.
- Stakeholders saw merit in the STS concept but raised concerns about the affordability of a STS option for people with disability and viability of STS for providers.
- There are barriers and benefits to the existing transport options.
- A STS partnership model was preferred by some stakeholders.

Potential STS options



Taxi service



Rideshare service



Hire or rental car service



Community transport service



Disability transport service

Summary of Recommendations

- Invest in the next stage which includes market research and financial modelling to ascertain the level of demand, affordability and viability of an innovative and localised STS model based on a partnership between community transport and disability providers.
- Review the Transport Access Scheme - Taxi Subsidy and consider its application to STS options.
- Ensure mainstream transport timetables, booking systems and signage are accessible.
- Consider an incentive grant scheme for Wheelchair Accessible Taxis and disability providers to increase the supply of accessible transport options.
- Consider introducing a wheelchair restraint system in buses.
- Undertake an access audit of bus stops and adjacent footpaths.

Executive Summary

In response to concerns raised by some Tasmanians with disability about their limited transport options, the Tasmanian government asked National Disability Services (NDS) to complete a Sustainable Transport Solutions (STS) project.

The purpose of the project was to:

- Consider the issues raised by Tasmanians with disability about their mainstream transport options (public and commercial).
- Conduct a desktop audit of vehicle fleets owned by disability organisations
- Investigate if disability providers' vehicles could be part of the solution through supplementing the transport options for people with disability.

Disability providers were invited to complete an online vehicle survey. Consultations about the STS concept were conducted with people with disability and their representative organisations, disability providers, community transport providers and government officials). Relevant policies, regulations reports and websites were also reviewed.

Key project findings:

- Tasmanians with disability reported concerns about the reliability, safety, accessibility and affordability of their transport options. Some WAT gaps were identified.
- Disability providers have increased their vehicle fleets in response to the introduction of the NDIS and customer requests for transport. On average the surveyed respondents owned 11 vehicles (range 0-37).
- Fourteen percent of the total number of vehicles owned by survey respondents were wheelchair accessible.
- Most providers reported their transport services were operating at a financial loss.
- Stakeholders expressed general support for the STS concept, but they also stressed the importance of ensuring any new option was affordable for people with disability. Disability providers raised concerns about the potential financial viability, workforce shortages, insurance, additional wear and tear on vehicles and the uncertainty about the level of STS market demand.
- Some stakeholders were unsure about which STS operational option they supported, but some were interested in developing a local and targeted model

in an identified area of need. This would be a partnership approach and may have similarities with the Area Connect model developed by Community Transport Tasmania. They recommended a targeted focus in an area of unmet demand. The Burnie area was identified as a potential focus due the lack of a Wheelchair Accessible Taxi, the limited bus services and the work being undertaken by the Cradle Coast Authority to develop more localized transport options. It would also build on the study undertaken by Social Action and Research Centre.¹

Recommendations:

While there was support for the concept of STS, more work is needed to create a potential operational STS model. It is recommended that the government supports a model based on a partnership between disability providers and Community Transport Services Tasmania by:

- **Providing STS funding** to support a working group consisting of people with disability, disability providers, community transport providers interested in supporting STS and the Cradle Coast Authority. This work would be informed by the approaches used to create other innovative localized transport solutions that receive state government funding (including Area Connect² and Melbourne's Flexi Ride³). The working group would use a co-design approach to:
 - Conduct targeted market research to better understand the needs of people with disability in the area, their vehicle access requirements, capacity to pay for a transport service and the types of trips they typically make or would like to make. This would be conducted by people with disability and/or disability representative organisations.
 - Complete more detailed financial analysis and business modelling to determine the upfront costs providers could incur, driver employment conditions, a potential STS fare structure, customer affordability and the potential overall financial viability of this option.
 - Create an operational STS model, including the booking process, fares and payment process, the vehicles to be used, workforce arrangements and any compliance or accreditation requirements or insurance requirements. Any policies, processes that may apply also need to be

¹ Stafford, L. (2023) Trips not Made: Addressing transport disadvantage experienced by disabled people and young people in Tasmania's outer urban and regional communities. (Research short report) Social Action and Research Centre, Anglicare Tasmania.

² [Area Connect - A New Concept In Flexible Transport](#)

³ [Innovative Community Transport Solutions Eastern Metropolitan Partnership](#)

considered.

- Develop agreements between disability organisations and community transport.
- Scoping of a pilot project to trial the STS model.

To encourage greater use of existing transport options and address the issues encountered by people with disabilities using existing mainstream transport options, NDS recommends the government considers:

- **Allowing the Transport Access Scheme – Taxi Subsidy to be applicable to STS transport services offered under the Pilot.** As this would assist in making STS more affordable for Tasmanians with disability.
- Undertaking a **review of the Tasmanian Access Subsidy** to ensure the fare subsidies consider the rising cost of living concerns some people with disability experience and includes an additional allowance for essential travel for regional residents, who experience higher travel costs -due to geography and distance.
- Introducing an **incentive grant scheme** (like similar taxi grants in other jurisdictions) that assists Wheelchair Accessible Taxi operators and disability providers to purchase and/ or modify vehicles or to attract regional Wheelchair Accessible Taxi operators. This would increase the supply of accessible transport options.
- Undertaking an **access audit of bus stops** and adjacent footpaths.
- Partnering with people with disability to ensure **timetables, booking systems and signage are accessible.**
- The costs and benefits of a **wheelchair restraint system** in buses, this would increase safety and encourage greater use of buses by people using wheelchairs.

1. STS Options Paper

Possible STS options

The options investigated in this project that might apply to disability providers' vehicles and could be used to create and implement an STS option, included:

1. Doing nothing
2. Establishing an STS taxi service
3. Establishing an STS rideshare service
4. Establishing an STS rental or hire car service
5. Setting up a separate STS transport service that is managed internally
6. A collaborative option to create a local, targeted STS option.

There are different compliance requirements, booking systems, funding and fare structures across these different Tasmanian transport options that require consideration (see Figure 1).

The compliance requirements, benefits and disadvantages of these potential STS options are described below.

Option 1: Do nothing – maintain current transport options

Option 1: Do nothing - Maintain current transport options

Compliance requirement impacts

- No change to existing compliance requirements.

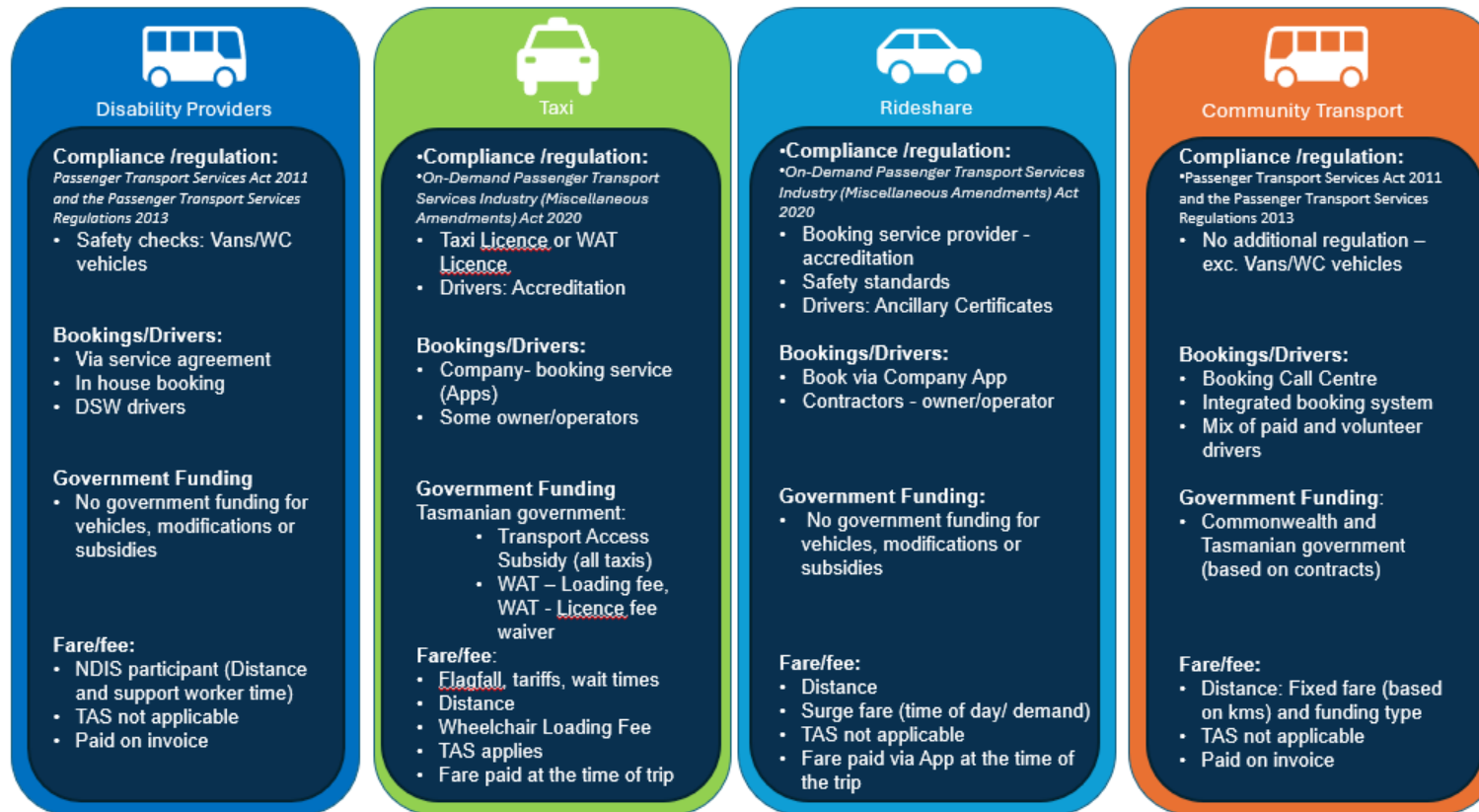
Benefits

- It may encourage other transport operators (buses, taxis, rideshare and community transport providers) to offer better targeted services for Tasmanians with disability.
- It allows disability providers to focus on the disability reforms and the core elements of their business and not spend time creating new transport options, which may or may not be financially viable.

Disadvantages

- Nothing changes in the transport options for people with disability or the issues they encounter when needing to use transport options.
- The goodwill and interest generated through this STS project could be lost.

Figure 1: Context: Comparison of different regulation, bookings and fare structures of the main STS options



Option 2: Disability providers apply for a taxi licence to offer STS transport

Option 2: Disability providers apply for a taxi licence/s to offer STS transport

Compliance requirement impacts

- Providers would need to invest up front in taxi infrastructure (taximeters, TAS Smartcard technology, signage etc.). They would also need to pay for a taxi licence for the vehicles they would use in STS, but taxi licences may be unavailable.
- Licenced taxis cannot accept a hiring which starts and finishes outside their taxi area.⁴ This may limit some people's transport options.
- WATs are required to comply with the requirements listed on the Transport Services website.⁴

Benefits

- This would add to the supply of taxis (including WATs), especially in some smaller regional areas.
- Would allow more people with disability who are Transport Access Scheme (TAS) members to use their TAS SmartCard for these STS services.
- If the person is a NDIS participant with transport funding the fare may be able to be claimed.

Disadvantages

- The high up-front costs to gain a taxi licence and equipment when there is uncertainty about the level of demand for STS and the potential return on investment is a barrier for providers.
- Only vehicles aged less than 7 years at the time of getting the taxi licence can be used. The vehicle also requires an ANCAP five-star rating, MAIB Class 6 insurance and a taxi plate. Note: the ANCAP five-star rating doesn't apply to WATs. But they do need to be roadworthy and safe and be approved by the Transport Commission for use as a WAT.⁴
- The introduction of an STS taxi option may see other commercial taxis withdraw from the market.
- The decline in taxi numbers and licences that is likely due to increased market competition may act as a deterrent to providers considering this option.
- Concerns about the commercial viability of taxi operators and the inability to attract sufficient taxi drivers may act as a disincentive to providers.
- May be difficult to use the vehicle as part of a provider's core transport services as well as a licenced taxi.

⁴ Taxi – Transport Services

Option 3: Disability providers offer STS transport as a rideshare option

Option 3: Disability Providers offer STS transport as a rideshare option

Compliance requirement impacts

- Disability providers would need to become an accredited booking service provider, invest in a digital App (unless the provider becomes a contracted driver of an existing rideshare company) and a booking service people without digital access or literacy can use.
- Would need to meet the rideshare vehicle safety standard and have drivers with ancillary certificates.

Benefits

- The potentially lower upfront costs for providers would be attractive.
- The reduced vehicle signage requirements may be easier for providers' vehicles to operate both as STS and used in their core transport services.

Disadvantages

- TAS does not apply to rideshare in Tasmania. Some stakeholders argued the TAS should also apply to rideshare. As it limits the affordable transport options for people with disability.
- Disability providers' legal workforce obligations may make the STS option unaffordable for STS customers.
- It is likely that some providers may be unable to recoup their costs due to higher workforce overheads combined with potential periods of low STS rideshare demand during a shift. These overheads apply to other models also.
- Providers could consider contracting drivers (like other rideshare companies) to use the provider's vehicles, but this may run counter to their organisation's human resources and industrial relations policies.
- It may be difficult to recruit volunteers for a commercial rideshare operation, they could do the same work for another rideshare company and be paid.

Option 4: Disability providers offer their accessible vehicles for rent or hire

Option 4: Disability Providers offer their accessible vehicles for rent or hire

Compliance requirement impacts

- Disability providers would need to apply for accreditation to operate as a hire and drive passenger service.
- The accreditation requires a light vehicle inspection report for vehicles with less than 10 seats or an approved public passenger inspection report for vehicles with

Option 4: Disability Providers offer their accessible vehicles for rent or hire

10 or more seats.⁵

Benefits

- This option would assist in addressing the lack of modified vehicles available to rent or hire in Tasmania.
- This model doesn't require a driver, so it would keep providers' costs down.

Disadvantages

- This model is likely to only apply to a smaller number of people who have family or friends who drive but need short term access to a modified car. Most people with disability who regularly use taxi services do not have a driver's licence.
- Providers would need to investigate and insurance implications of using these vehicles for a different purpose and ensure that any vehicle damage that may occur is considered in their policies.
- If someone hired a provider's vehicle for a week or two, providers would need to consider the potential impact on their core transport services.

Option 5: Disability providers expand their transport services internally or set up separate business

Option 5: Disability Providers expand their transport services internally or set up a separate business

Compliance requirement impacts

- The provider may need to apply for as an accredited booking service provider.
- Depending on the business model other regulations may apply.

Benefits

- Potentially lower start-up costs for a provider with lower risks. Although if they opted to establish a separate legal/business entity for an STS option, they would incur the new business set up costs.
- Could advertise this expansion of their services
- If it was a separate business, it could make it easier for them to consider using different employment arrangements, for example contractors.
- These services could potentially be claimed via participant's NDIS plan.

Disadvantages

- This model may be unaffordable for non-NDIS participants if they are charged the same mileage and support worker hourly rate for transport. However, if different employment arrangements were used, then it could make it more affordable.

⁵ [Apply to register a hire and drive vehicle | Service Tasmania](#)

- Providers are already making a financial loss for their transport services so unless some additional assistance was provided, offering more transport services doesn't mean they would be financially viable.

Option 6: Partnership model to create local, targeted STS solution

This model could see NDIS providers allowing CTST to use their vehicles, while also working with the local community to coordinate transport options.

Option 6: Partnership model to create local, targeted STS solution

Compliance requirement impacts

- A partnership model between disability and community transport providers is likely to require no change to their existing compliance requirements.

Benefits

- Draws on the learning from 'Area Connect'⁶ and other innovative transport solutions such as the Lyndon Hop in the United States of America⁷, Flexi Ride⁸ in Melbourne (see Background Paper)
- No additional compliance requirements.
- Depending on the final model, the STS option could be affordable for more Tasmanians with a disability.
- Could optimize existing fleets and systems to reduce upfront costs.
- If the STS option was developed in partnership with a local community and it creates a localized bespoke STS option that meets demand and Tasmanians with disability preferences – then it has the potential to grow social capital in the community.

Disadvantages

- It would require collaboration and effective relationships to be formed between multiple partners - this can take time.

Conclusion

As highlighted in the Background Paper, stakeholders were unsure about the STS options they preferred and highlighted some barriers that would need to be worked through. But **more disability providers were interested in partnering with CTST to develop localised STS transport solutions.** This may include the dual use of disability providers' vehicles by CTST and use of CTST existing booking system infrastructure, sharing drivers,

⁶ [Area Connect - A New Concept In Flexible Transport](#)

⁷ [Whatcom Transportation Authority: Lynden Hop — Team Soapbox](#)

⁸ [Innovative Community Transport Solutions Eastern Metropolitan Partnership](#)

developing transport efficiencies etc. This shared undertaking would be co-designed with people with disability and local communities.

This option was workshopped with providers, disability representative organisations, Community Transport Services Tasmania and the Cradle Coast Authority.

Attendees recommended the need for some market research to better understand unmet demand and some modelling to determine the financial viability and sustainability of an STS operational model. The Burnie area was identified as a potential focus site due the lack of Wheelchair Accessible Taxis, the limited bus services and the work being undertaken by the Cradle Coast Authority to develop more localized transport options. It would also build on the study undertaken by Social Action and Research Centre.⁹

⁹ Stafford, L. (2023) Trips not Made: Addressing transport disadvantage experienced by disabled people and young people in Tasmania's outer urban and regional communities. (Research short report) Social Action and Research Centre, Anglicare Tasmania.

2. Background Paper

Background Paper

Purpose of this Background Paper

This Background Paper provides:

- A description of the issues people with disabilities experience when accessing and using the existing transport options.
- The survey and consultation findings about:
 - Providers' vehicle fleets and usage
 - Stakeholders' thoughts about the STS concept and the potential options.

It is presented in 5 sections:

1. Tasmanian Transport System
2. Tasmanians with disability and their issues with transport
3. Disability providers, transport services and their vehicles
4. STS concept and options
5. Conclusion

These findings provide an evidence-base that underpins the STS Options Paper.

National and state policy and political context

Accessing transport is a universal human right and governments have a responsibility to provide equal access to transportation systems and remove any barriers in the physical environment.¹⁰ There are also calls for less segregated services for people with disability and increased universal design in transport options.¹¹ For example, in Japan the JPN Taxis were designed for the Olympics/Paralympics using universal design features and can accommodate wheelchair users.¹²

In the national context:

- Australia's Disability Strategy 2021- 2031 highlights accessible transport as a priority area¹³
- The Disability Standards for Public Transport 2002. Following a review in 2022 of the Transport Standards the federal government announced in 2024 that it was

¹⁰ United Nations. Convention on the Rights of Persons with Disabilities (Article 4 and 9)

¹¹ Engineers Australia (2022) Universal design for transport: Transport Australia Society Discussion Paper.

¹² [JPN TAXI | Toyota Motor Corporation Official Global Website](#)

¹³ [Summary of Australia's Disability Strategy 2021–2031 - 2024 Update: Building a more inclusive Australia](#)

reforming the Transport Standards.

- States and territories have a responsibility to provide transport infrastructure that can be accessed equally by people with and without disability.

Tasmania's Transport Access Strategy¹⁴ sets to provide *'better integrated and coordinated land-based passenger transport services for all Tasmanians, particularly those disadvantaged through economic circumstances, age or disability.'* It also aims to *'foster stronger collaboration and partnerships between governments, key service providers and, public, private and not-for-profit transport providers.'* This strategy acknowledges that most Tasmanians are highly dependent on having a car for everyday activities. The strategy aims to improve transport access, addressing transport gaps and transport disadvantage linked to where you live, not having access to a vehicle and what you can afford.

In practice, some Tasmanians with disability report difficulties using the existing Tasmanian bus, taxi and rideshare services. Nationally one in six people aged over 15 years with a disability have difficulty using public transport.¹⁵

In response to these concerns and in line with the Transport Access Strategy the Tasmanian government in February 2025 made a commitment to investigate if a sustainable, supplementary transport service could be developed using vehicles owned by disability providers.¹⁶ NDS was engaged to undertake the Sustainable Transport Solution (STS) project. The purpose of the project was to:

- Consider the issues raised by Tasmanians with disability about their mainstream transport options (public and commercial).
- Conduct a desktop audit of vehicle fleets owned by disability organisations
- Explore if disability providers' vehicles could be part of the solution through supplementing the transport options for people with disability.

What did we do?

To identify key issues and provide broader context, the project included:

- A high-level review of:
 - Existing transport system and regulations for taxis, rideshare and hire vehicles
 - Requirements for Wheelchair Accessible Taxis

¹⁴ Tasmanian government Transport Access Strategy [Transport Access Strategy – Transport Services](#)

¹⁵ [Transport accessibility | Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#)

¹⁶ [Next stage of disability transport solution underway | Premier of Tasmania](#)

- The Transport Access Subsidy scheme.
- Relevant transport policies, regulations reports and submissions.
- A survey of Tasmanian NDIS registered providers who were identified on the NDIS Provider Finder portal (accessed 26 March 2025). Twenty-one disability providers completed the survey. The survey included questions about the organisation's existing transport services, the vehicles it owned and their location. It also asked them their thoughts and ideas about the STS concept and options (see Attachment 1).
- A series of individual and group stakeholder consultations. Overall, 17 stakeholders were consulted. This included (3 individuals with disability, 1 disability representative organization, 9 disability service providers, 1 community transport provider, 1 community transport provider, 1 community transport provider, 1 community transport provider, 1 community transport peak body, and 2 State Growth officials).
- Exploring possible STS options. NDS invited stakeholders to discuss the consultation and survey findings and to formulate what STS option (if any) would be recommended to the government for further exploration. A local area (Burnie) was selected as there was an identified gap in WATs and limited public transport options. This group included 2 disability organisations (Multicap Tasmania and Nexus Inc) who have vehicles in the Burnie area, a community transport provider (Community Transport Services Tasmania), the Cradle Coast Authority and 2 disability representative organizations (Speak Out and Disability Voices Tasmania).

1. Tasmanian transport system

The transport options in Tasmania include:

- Bus services (publicly scheduled and school transport)
- Ferry service
- Taxis
- Rideshare
- Community transport or patient transport vehicles
- Private vehicles (cars, motorcycles, bicycles, e-scooters, motorized or electric scooters etc.)
- Walking.

Bus Services

- There are approximately **2,835 registered buses in Tasmania**. State Growth reports that **all the buses comply with accessibility standards**, so they have low floors or side hoists.
- There are **3483 bus stops, it is unclear how many of these have full accessibility features**. In 2019 a national report indicated that 38 per cent were accessible.¹⁷ These bus stops are the responsibility of 27 different road managers (including local Councils). The Tasmanian Government has offered grants to Councils to help improve accessibility of bus stops in their area.¹⁸
- Further there is a need to consider the whole journey when using public transport. This includes considering the ‘first mile’ and ‘last mile’ of a journey such as the footpaths and terrain and other amenities (such as ramps, accessible toilets etc.)¹¹

Taxis

- As of 30 September 2024, the Department of State Growth reported there were **592 Taxi licences**. The Tasmanian regulatory requirements state vehicles being used as taxis need to be manufactured less than 7 years at the time of taxi registration and not older than 12 years.¹⁹
- There are currently **57 licenced Tasmanian Wheelchair Accessible Taxis (WAT)**.¹⁸

¹⁷ Infrastructure Australia (2019) An assessment of Australia’s Future infrastructure

¹⁸ Personal Communication, State Growth officials, April 2025

¹⁹ [Taxi – Transport Services](#)

- Under the new regulations, **WATs are to complete a minimum of 30 trips per month** for wheelchair users. State Growth reports that prior to this requirement, they had estimated that 3-5 per cent of WAT hirings were going unmet, but since introducing this requirement (as well as the increased WAT fee), their data shows an 5-7 per cent increase in the number of WAT hirings.¹⁸
- The viability of WATs has been raised in Tasmania and other jurisdictions. A recent New South Wales (NSW) report found taxi drivers and people with disability were concerned about the impact of market competition (from rideshare etc.), the rising cost of living concerns of people using the services and the effects of deregulation and its **adverse impact on WAT's availability**.²⁰ **NSW has seen a one third reduction in WATS in a 5-year period.**²¹
- **To address the shortage of taxi drivers the Tasmanian government is offering grants** (\$600 per driver and up to \$6,000 for 10 drivers) to taxi and network operators to cover entry costs for new drivers.²²

Taxi fare, drivers and wage structure

Taxi fares are typically based on mileage, tariffs and flag falls. For Tasmanian WATs, there is an additional lifting fee of \$20 that applies to trips that involve transporting a wheelchair user. The Tasmanian fee contrasts with the recently introduced tiered WAT fee in New South Wales which was introduced following a review that found a significant (30 per cent) decline in the number of WATS in a 5-year period and the issues the shortage of WATs were causing for people with disability.²³ The New South Wales WAT model uses 3 tiers of fees based on the time of day and a public holiday loading:

- \$25 for daytimes
- \$30 for nights
- \$50 for public holidays.

The NSW review also called for a higher fee for regional WAT trips, as a way of incentivizing WAT operators to service thin markets. But this has not been implemented.

Australian taxi drivers are a mix of single operators and taxi companies. While typically not paid by the hour, there are reports that when the fares and charges are considered,

²⁰ National Centre for Disability Advocacy (2025) Systemic Advocacy Insight Report (No.2)

²¹ New South Wales Government (2024). Availability of Wheelchair Accessible Services Roundtables: Key Findings Report October 2024 [Availability-of-Wheelchair-Accessible-Services-Roundtables-Key-Findings-Report-October-2024.pdf](#)

²² [New taxi drivers program – Transport Services](#)

²³ Transport for NSW: Availability of Wheelchair Accessible Services Roundtable: Key findings report October 2024

taxi drivers generally earn around \$23 per hour (range \$15-\$30)²⁴. This is less than the award rates for disability support workers.

Taxi booking systems

Most taxis use a digital App for booking taxis, some may use a phone booking service.

Transport Access Scheme – Taxi Subsidy

The Transport Access Scheme – Taxi Subsidy (TAS) assists eligible Tasmanians with their taxi costs. To be eligible for the scheme, the person needs to:

- Reside in Tasmania, and,
- Meet the low-income criteria or be wheelchair dependent.

TAS members are assisted with:

- 50% of the total fare, up to a maximum of \$25 when using a standard taxi, or
- 60% of the total fare, up to a maximum of \$30 for wheelchair users when using a WAT.

There is no additional allowance for the sometimes longer trips undertaken by predominantly regional residents. The subsidy applies uniformly for a \$50 fare trip or a \$300 fare. The TAS is uncapped. Some similar subsidised transport options for people with disability in other countries contract local transport providers to provide this service and subsidise the transport fare by 75 per cent.²⁵ A comparison of the various Taxi Subsidy schemes in Australia is provided in Attachment 2.

The **TAS only applies to taxi services** – not rideshare, community transport or disability providers transport services etc. In other jurisdictions (e.g. Victoria), the equivalent subsidy also applies to rideshare (see Attachment 2).-TAS Smartcards can only be used in Tasmania, members wishing to use interstate taxis must apply for interstate vouchers.

On 30 September 2024, there were **14,400 TAS members** (WAT and Taxi).²⁶

Rideshare

- Australian rideshare options have grown and there are reports that: ‘*The global ride-sharing market is expected to grow by more than 40 percent between 2023 and 2028.*’²⁷
- Rideshare companies use the privately owned vehicles of its contracted drivers to provide booked transport via the company App. (e.g., Uber). In Tasmania, only the

²⁴ [Salary: Taxi Driver in Australia 2025 | Glassdoor](#)

²⁵ [Total Mobility | NZ Transport Agency Waka Kotahi](#)

²⁶ Department of State Growth, 2024 [Taxi and hire vehicle statistics | Department of State Growth](#) Accessed 7/03/2025.

²⁷ [Forecast of ride-sharing market size 2028 | Statista](#) Accessed 7 March 2024.

booking service providers (e.g. Uber) are required to be accredited, but not their contracted drivers. But the regulations require rideshare driver contractors to hold an Ancillary Certificate.²⁸ **There are currently two accredited booking services in Tasmania – Uber and Sheeba.**²⁹ Rideshare contractors receive a portion of the fare (ranging from 75-85 per cent). These companies use a digital booking system and a driver rating mechanism which encourages drivers to be on time, provide quality customer service and present their vehicle well.

- It is unknown how many active rideshare driver contractors operate in Tasmania, but there are around 1400 drivers with ancillary certificates.
- Rideshare providers are currently not required to have specified wheelchair accessible vehicles. There have also been issues with rideshare drivers not allowing assistance dogs in their vehicles. Some larger SUVs that operate in the rideshare market pose access difficulties for some people with disabilities. There are calls for rideshare reforms to address these issues.
- This market has largely developed without considering the needs of people with disability. Some contractors own ‘accessible vehicles’ which allow for fold up wheelchairs/walking aids, but not wheelchair ramps/hoists and restraint systems etc. This excludes this form of transport for some people with disability.
- A new rideshare entity has entered the Tasmanian market. ‘Get Picked Up’ states it operates in the space between taxi and rideshare services and transport services offered by disability providers, but ‘Get Picked Up’ doesn’t own or manage a wheelchair accessible fleet. Its fixed price rates are set higher than a taxi but less than a disability provider (due to using self-employed contractors) and allows users to choose their drivers.

Community Transport

- Community transport offers affordable transport options to people who are aged or have a disability and on limited incomes, or people with a need to get to work in specific areas that do not have adequate public transport options.
- In smaller locations where other transport options may not be commercially viable the UK and Switzerland, local governments provide grants to community transport who are able to create localised transport options that meet the needs of the community.³⁰
- Like many other community transport organisations, Community Transport

²⁸ [Ride sourcing operators – Transport Services](#)

²⁹ Personal communication, State Growth, April 2025

³⁰ Doran, B. R., and Crossland, K. (2024). *The characteristics of subsidised mobility services for disabled people* (NZ Transport Agency Waka Kotahi research report 721).

Services Tasmania (CTST) receives a mix of Commonwealth and Tasmanian government funding to provide these services. CTST uses fixed-price fares (based on kilometres and the funding type). CTST is not a registered NDIS provider, and its services are not directly targeted at the NDIS market.

- CTST has a fleet of 100 vehicles including SUVs, sedans and vans (including 10 wheelchair accessible vehicles). The drivers are a mix of paid and volunteer drivers. They provide transport to approximately 8,300 Tasmanians. CTST vehicles drove over 4.5 million kilometres in the financial year 2023-24 and averaged 15,000 trips per month.³¹ They also offer Area Connect Jobs and Training Transport which is funded by the Tasmanian government. This service provides transport to and from work and study in remote locations where no public transport is available.

NDIS: Transport Funding

- The NDIS is not responsible for transport – there are agreed principles about the responsibilities between the NDIS and mainstream services - but the NDIS will contribute to the costs of transport for some NDIS participants. There are three levels of NDIS transport funding – the levels are based on the types of activities the participant engages in. This funding is capped, and ranges from \$1,784 to \$3,456 per annum.³² The amount of funding doesn't attract a regional/remote loading or consider the additional transport costs for participants requiring wheelchair accessible vehicles. Some have argued the level of transport funding is insufficient.³³
- Disability organisations can choose to provide transport services to their customers.
- When transporting a NDIS participant, providers can claim both the mileage and the support worker's time. If participants are travelling as a group in the same vehicle, the costs are divided equally between participants.
- There is no requirement for providers to be registered with the NDIS to provide transport. While the number of unregistered providers providing transport services is unknown, it is likely to be around 4 times higher than registered providers. In addition, providers (registered and unregistered) that offer supports to people in disability accommodation, day services, community activities and individual

³¹ Community Transport Services Tasmania Annual Report FY2023-24 [CTST Annual Report 2023/24 FINAL DRAFT](#)

³² [Transport funding | NDIS](#)

³³ Mavros, K., Moskos, M., Mahuteau, S. & Isherwood, L. (2018) Evaluation of the NDIS. National Institute of Labour Studies, Flinders University, Adelaide.

support will also be transporting NDIS participants and may have fleet vehicles.

- The NDIS doesn't prescribe any requirements (age of vehicle, accessibility features, standard of vehicle, 3rd party insurance etc.) for vehicles being used to transport NDIS participants or driver requirements. Although the NDIS Code of Conduct specifies the need to provide safe supports and services.³⁴
- In May 2025 there were 198 providers registered with the NDIS to provide 'Assistance with Travel and Transport' in Tasmania.³⁵ Some of these have one location and others have multiple locations.
- But it is important to note, that for a range of reasons, the private vehicles owned by disability workers are often the dominant model in many provider's businesses, especially those transporting mainly one participant at a time.

Modified vehicles

When deemed 'reasonable and necessary,' the NDIS may fund modifications to a participant's vehicle. Some manufacturers consider the needs of people with disability in the vehicle design. This allow for easier modifications for example some of the models manufactured by Kia, VW, Hyundai and Toyota, but other manufacturers are not active in this market.



It is currently unknown how many Tasmanian participants own or drive modified vehicles. A barrier for some participants on low incomes is the affordability to purchase, register and maintain a vehicle, regardless of being able to apply for NDIS

funding for the required modifications. The long waiting times to purchase wheelchair accessible vehicles or to have them modified were raised in our consultations. See section 2 for more information about providers purchasing and maintaining wheelchair accessible vehicles.

Localised, innovative transport options and future initiatives

Contemporary transport models are being created through local communities identifying a transport gap or need and working with a transport partner to develop a tailored and responsive transport service³⁶ One such example is Lyndon Hop in the United States of America which is a micro-transit model that was developed in collaboration with the community.³⁷ There is also FlexiRide which offers an on-demand

³⁴ [The NDIS Code of Conduct](#)

³⁵ NDIS Provider Finder, Accessed 11 March 2025.

³⁶ [MoD: There is no one size fits all microtransit solution | Trapeze Group eBook](#)

³⁷ [Whatcom Transportation Authority: Lynden Hop — Team Soapbox](#)

bus with no fixed route that operates in Eastern Metropolitan Melbourne.³⁸ This also provides a good Australian example of how they researched and developed this option.

Area Connect developed by CTST is an example of a Tasmanian solution created to transport people to work and study.³⁹

New technologies have the potential to create greater efficiencies and could assist in reducing costs. These technologies include (but are not limited to):

- Digital Applications (Apps) to streamline bookings, payments, invoicing and with integrated GPS tracking.
- Electric vehicles - which have better environmental credentials and have the potential to reduce costs. Although some concerns have been raised about:
 - Their features being incompatible with disabled driver modifications.
 - The lack of an Australian mandate for electric vehicles to emit a sound that would alert people with vision-impairments when these vehicles are approaching. This is inconsistent with this requirement in other countries.
 - The inadequacy of disability access features at charging stations.⁴⁰
- In the middle to longer term, autonomous vehicles could play a role in transporting people with a disability. These driverless vehicles could provide greater autonomy for people with disabilities, reduce overhead costs and address workforce shortages. Although the lack of a driver to assist people with disability has been raised by some as a potential concern.³⁰

It is pleasing to see Dr Lisa Stafford has received an Australian Research Council Grant to commence a project titled: Transport Equity for All. Using co-design approaches this project aims to create guides and practice frameworks to assist in the development of inclusive transport and address transport equity.⁴¹

³⁸ [Innovative Community Transport Solutions Eastern Metropolitan Partnership](#)

³⁹ [Area Connect - A New Concept In Flexible Transport](#)

⁴⁰ Advocacy for Inclusion undated submission to the Review of the Disability Standards for Accessible Public Transport 2022

⁴¹ [Inclusive Futures: Welcoming Dr. Lisa Stafford, ARC Future Fellow | Latest News | Inclusive Futures: Reimagining Disability](#)

2. Tasmanians with disability and their issues with existing transport options

Of the 574,000 Tasmanians,⁴² approximately 30 percent have a disability. Some individuals with mobility issues require access to accessible vehicles (including public and taxi transport). *More than 180,000 Australians use wheelchairs, with more than 25,000 people requiring electric or power wheelchairs.*⁴³ It has been estimated that approximately 1.8 per cent of the population use wheelchairs. On this basis, it is estimated that there may be approximately 10,000 Tasmanians who use wheelchairs. There are also Tasmanians who use mobility scooters or other mobility aids.

However, whilst most of the attention when focusing on accessible transport is focused on wheelchair access, it is critical to remember that accessible transport is not just for people who use wheelchairs. People with intellectual or cognitive issues, fatigue issues, people with guidance or assistance animals or sensory loss, or some psychosocial disabilities, may struggle to use transport options and may require accommodations.

Only a small proportion of Tasmanians with a disability are eligible for the National Disability Insurance Scheme (NDIS). On 31 December 2024, 14,793 of the 180,000 Tasmanians with disability were NDIS participants.

What are the issues with the Tasmanian transport system for people with disability?

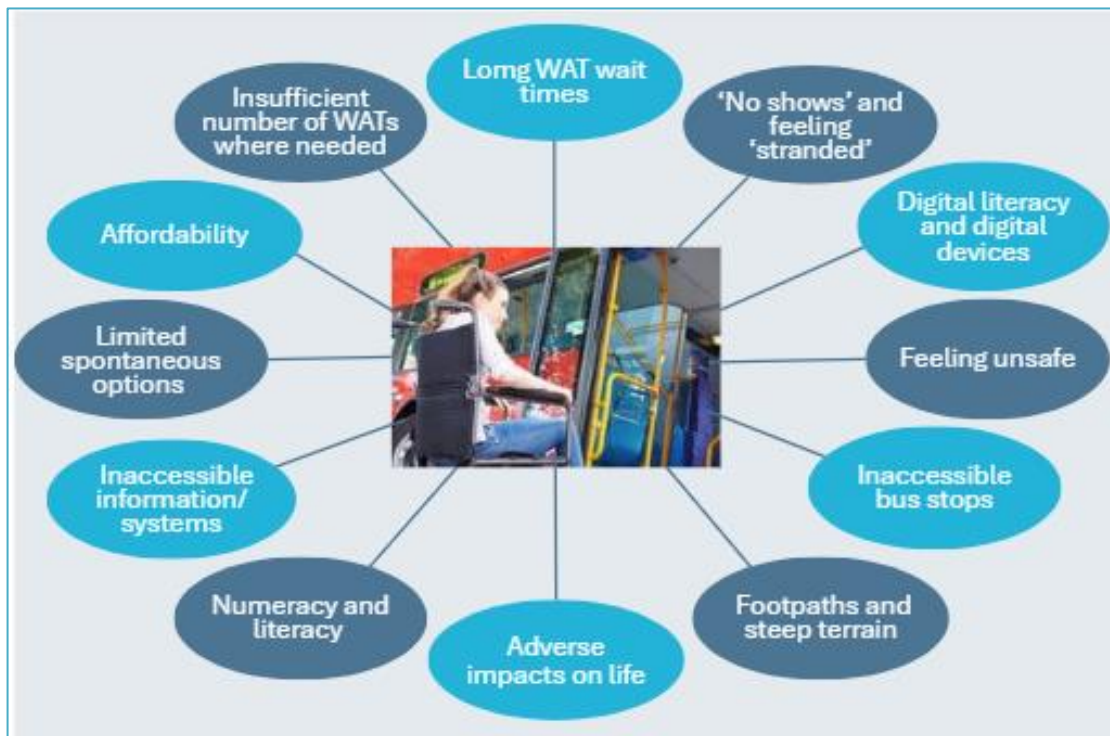
People with disability have reported a range of issues with the current taxi service and public transport system. Unfortunately, many of these issues are widespread across other jurisdictions, but others are localized to Tasmania. These issues are summarized in Figure 1 and include (but are not limited to):

- Buses, bus stops, routes, frequency
- Safety
- Reliability
- Affordability
- Shortage of WATS and standard of vehicles
- Shortage of accessible rental and hire cars.

⁴² Department of Treasury, Tasmanian Government 2024 National State and Territory Population

⁴³ [Artificial intelligence wheelchair puts users in control - CSIRO](#)

Figure 1: Issues with accessing transport – people with disability



Buses, Bus Stops, Routes and Frequency

The frequency of buses can be an issue, as in parts of Tasmania there may only be a few services each day or some routes may not operate in the evening. Some areas do not have public transport options.

All Tasmanian public buses meet the accessible standards,⁴⁴ but the bus system for some people with disability is not fully accessible.

These issues include:

- The bus stops and the adjacent terrain to access the bus stop may not be accessible for individuals using wheelchairs, mobility aids or with mobility disabilities.
- The distance between the person's home and the bus stop can also be a barrier, particularly with the lack of adequate footpaths in many parts of Tasmania.
- The bus routes may not always be the routes needed or go across town etc. For example, as part of our consultations a stakeholder reported the Burnie buses

⁴⁴ Personal communication, State Growth April 2025.

go to the CBD but don't go to the main public medical services where people have appointments. So, some people with disability may forgo medical services, due to their inability to access a WAT or inability to afford the taxi fare.

- The bus timetable and fare structures are not always accessible for many people with cognitive disability, communication needs etc. Bus timetables and fare regimes require a level of literacy and numeracy that some people with disability may find challenging. Disability representative organizations are advocating that these items should be made available in Word, Easy English, braille and pictorial versions.

Safety concerns

Safety concerns when using buses have also been raised by Tasmanians with disability.

These issues include:

- Physical safety concerns of people using wheelchairs on the buses, due to the lack of wheelchair restraints (noting the requirement for restraints in WATs and disability providers vehicles). This makes them feel unsafe and anxious. Some people refuse to use the accessible buses due to the lack of restraints.
- One person in a wheelchair reported that an accessible bus stop collapsed when they went to use it.
- Some people with disability also report feeling unsafe waiting for a bus or taxi and are concerned they might be targeted or bullied.
- The lack of lighting at some bus stops can make some people feel unsafe.⁴⁵

Reliability

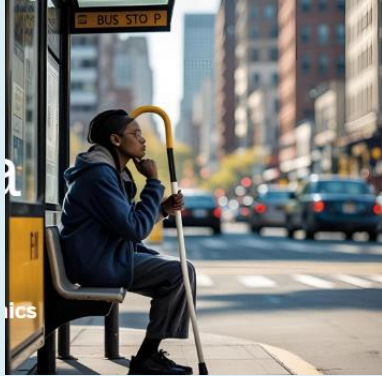
When using either buses or taxis people with disability have many examples of the unreliability of some buses and WATS and their experiences of 'being stranded.'

To illustrate,

- There were reports of buses not always arriving at the timetabled time. This is problematic and inconvenient for all Tasmanians, but for people with a disability this may cause additional stress and worry, particularly if they are unable to read the timetable to know when the next service should arrive. If there is no internet or mobile phone coverage, they are unable to contact someone to pick them up or gain further information. Many may also feel unsafe waiting alone in a bus stop. There has been a recent introduction of 'real time

⁴⁵ Disability Dialogue. Connecting to Community: Safe and Accessible Transport. 16 May 2025

bus tracking’ using an App (e.g. Metro Tas App), but this is only available via an individual’s personal device.



- Many people with disability across Australia say they are very anxious about being stranded by mainstream transport options, and this prevents them from engaging in activities or events and visiting friends.⁴⁵ One person with a disability we consulted, recounted having booked a WAT to take them home after a hospital stay. The WAT arrived, but the driver abused the person and drove off leaving them stranded.
- One provider who was consulted as part of this project said their on-call service had a call at 11.45pm from one of their participants who had gone to see a show (and had booked a taxi to take her there and back weeks in advance), but the return taxi didn’t arrive. The person felt stranded and called their disability provider. This provider then scrambled to find a worker who could assist and then arranged for them to pick up one of their accessible vehicles from another site and then go and pick up the person (who was some distance away) and return the participant safely to their home. This took 4 hours on a Saturday/Sunday evening and the participant was invoiced for the 4 hours of support and kms.

But given the recently introduced right-to-disconnect laws, some providers may struggle to communicate out-of-hours with their staff in emergency situations such as this. So, their capacity to be called upon and provide a crisis back up for a person left ‘stranded’ by mainstream transport may be curtailed.

Lack of supply of WATS and the standard of WATS

Many issues have been raised by advocates and people with disability about their experiences of using taxis across Australia and in Tasmania.^{23,45,46,47,48} Some people have well established relationships with some taxi drivers and receive good service.

⁴⁶ Stafford, L. (2023) Trips not Made: Addressing transport disadvantage experienced by disabled people and young people in Tasmania’s outer urban and regional communities. (Research short report) Social Action and Research Centre, Anglicare Tasmania.

⁴⁷ Disability Voices Tasmania (2024) Submission to the Taxi Review

⁴⁸ Equal Opportunities Tasmania (2017) Taxi and Hire Vehicle Industries Regulatory Review. Submission by the Antidiscrimination Commissioner (Tas).

The issues include:

- The lack of, or insufficient numbers of WATs in some areas of Tasmania (e.g. Burnie).
- There are also reports of some standard and WAT drivers being reluctant to transport people with disability or at times discriminating against people with disability. The low remuneration and longer time it can take to load and unload a wheelchair may see some WAT drivers prefer to use their vehicle for groups of able-bodied customers.
- The age and standard of WATs was also raised in our consultations. The comfort of the ride is not like being transported in a standard passenger vehicle – it is noisy so makes hearing difficult, especially if you are in the back of the WAT and need to communicate with the driver. The suspension can be an issue and people can ‘bounce around’. Some of the window alignments when in a wheelchair means people can’t readily see out the windows, some can experience nausea. Being in a WAT is typically not the same level of comfort and experience as driving in a sedan or SUV taxi.
- Also, the requirement to book days in advance for a WAT curtails the opportunity for spontaneous travel that other Tasmanians experience. For example, a friend spontaneously calls and invites the person to meet them at an event or restaurant. In these situations, many Tasmanians can choose to drive themselves, call a taxi or rideshare, but if the person can only travel in a WAT, then they may struggle to book or hail one at short notice.

Transport affordability

An Australian study found ‘people with disability need to the increase the adult-equivalent disposable income by 50 per cent to achieve the same standard of living as those without disability.’⁴⁹ They also experience higher rates of poverty. Given the low rates of employment for Australians with disability, many people with disability are on low fixed incomes and when combined with cost of living pressures, have little funds to pay for taxis and other forms of transport.⁴⁶ This can:

- Limit their opportunities to engage in work, study, social and community activities.
- Adversely impact their capacity to access everyday services (retail, medical and dental services etc.)

Shortage of rental and hire vehicles

There are reports that Tasmania lacks accessible hire vehicles.

The lack of accessible rental and hire vehicles is problematic, to illustrate:

- The Premier’s Disability Advisory Council submission to changes to the Taxi and Hire Vehicle regulations recounted that when organizing accessible transport to take athletes participating in a national sailing event that included 20 para-sailors, they were unable to locate any accessible rental vehicles in Tasmania.⁵⁰
- The inadequate supply of accessible rental and hire vehicles is a barrier to people using wheelchairs or mobility devices to visit Tasmania, as well as Tasmanians with disability and/or their family and friends wanting to rent an accessible or a modified driving vehicle (e.g. hand-controlled).

⁴⁹ Vu, B, Khanam. R., Rahman, M., & Nghiem, S. (2020) Health Economics Review 10 (6).

⁵⁰ Premiers Disability Advisory Council: feedback on the Proposed Taxi and Hire Vehicle Industries Regulations 2023. 16 May 2023

3. Disability providers – transport services and vehicles

This section presents the findings of the online STS vehicle survey and stakeholder consultations (see Attachment 1: STS Vehicle Survey).

Disability providers who participated in the STS project

The disability service providers that participated in this project:

- Ranged from sole operators to organisations/companies.
- Included a mix of not-for-profits and for-profit providers. Some were established providers and others were new entrants to the NDIS market and included some cross-jurisdictional providers.
- They supported Tasmanian NDIS participants, Disability Supports for Older Australians, Motor Accident Insurance Board/WorkSafe Tasmania and the Commonwealth Home Support program.

Nineteen (90 per cent) of STS vehicle survey respondents (survey respondents) reported transporting customers. These services were largely funded via a participant's NDIS plan, the individual or family, or by an aged care package.

Eighty-nine per cent of providers received NDIS transport funding and 58 per cent of providers claimed transport funding directly from an individual or family.

Key findings

Current transport services are unprofitable for disability providers

- A concerning finding was none of the survey respondents reported their existing transport services were profitable – **with 89.5 per cent reporting a financial loss** and only 2 providers (10.5 per cent) reported that they break even. This is a similar finding to the survey of 77 Victorian disability transport providers undertaken by NDS in 2018.⁵¹
- This is worrying in the broader financial context. **A recent national independent benchmarking study of 75 NDIS providers (with combined revenues of \$4.1 billion) found 67.1 per cent of benchmarked quality providers incurred operating losses and over 55 per cent reported total financial losses in FY23-24.**⁵² This

⁵¹ National Disability Services (2028). Disability transport in Victoria: NDS survey findings and recommendations.

⁵² Drova (2025) NDIS Provider Outlook Report 2025

concur with the latest NDS State of the Disability Sector Report that found half of the 397 respondents reported a loss in FY 2023-24 and 13 per cent reported breaking even.⁵³

- **These financial pressures constrain their ability to purchase assets (including purchasing new replacement vehicles).** This was raised by many providers we consulted. With one provider saying they are considering replacing the engines in their older vehicles rather than replacing these high-cost wheelchair accessible vehicles. Other providers indicated a preference to get out of providing transport services, but felt caught as there were no other suitable, reliable and affordable options for their participants in the local area.
- When added together, the original purchase/installation of the hoist and safety system for a wheelchair range from \$60,000 - \$150,000 on top of the vehicle purchase price. The regular hoist maintenance and replacement costs are all borne by the provider.
- The factors that influence the cost of installing a wheelchair hoist and safety system include:
 - The type of hoist
 - Safety system features
 - Complexity of installation
 - Labour costs
 - Any specialized equipment.
- **Some jurisdictions such as Western Australia offer a \$20,000 grant to assist with the cost of purchasing and installing a wheelchair hoist and safety system into a taxi.**⁵⁴ As an encouragement to support wheelchair accessible vehicles in regional Western Australia, there is grant for \$80,000 to establish a Wheelchair Accessible Taxi service where none exists, up to \$60,000 to purchase a vehicle and \$20,000 to modify a vehicle for wheelchair access.⁵⁵
- The Queensland Wheelchair Accessible Taxi Grant scheme offers up to 50 per cent (Maximum of \$55,000) of the purchase cost. With the remaining 50 per cent paid by the applicant.⁵⁶
- The NSW government recently announced an \$15 million 'emergency package' to

⁵³ National Disability Services (2024). State of the Disability Sector Report 2024.

⁵⁴ [NDS State of the Disability Sector Report 2024.pdf](#)

⁵⁵ [Wheelchair Accessible Vehicle Modification Grant](#)

⁵⁶ [Regional Wheelchair Accessible Vehicle Taxi Service Grant Scheme](#)

⁵⁶ [Wheelchair Accessible Taxi Grant Scheme QLD | business.gov.au](#)

address the concerns raised by NSW residents requiring wheelchair accessible taxis and the 30 per cent drop in the number of WATs in the last 5 years. This emergency package includes:

- Increasing the Wheelchair Accessible Taxi Driver Incentive Scheme by \$12 million.
- Increasing the tiered WAT fees to a daytime rate of \$25, night rate of \$30 and a public holiday rate of \$50.
- Establishing a \$2.5 million new grant program to assist with the operational and maintenance costs of WATs.
- Additional investment in disability training for drivers (\$750,000).⁵⁷
- Tasmanian has no similar wheelchair accessible taxi grant. In Tasmania WATs are exempt from paying application or renewal fee.⁵⁸
- **These grant schemes are very welcome incentives to increase the supply of WATs, maximise transport options, and address the significant issues being faced by many people with disabilities. However, NDS notes there are no similar grant schemes to assist disability providers offset these high purchase and modification costs.** Even though they regularly provide accessible transport services to people with disability and often fill the gaps in public funded or supported mainstream transport services.
- **These major costs contribute to the increasing financial pressures being reported by providers and are not considered in NDIS pricing** and need to be considered in STS financial models.
- Many NGO disability organisations are mission-based; they have a commitment to improving the lives of people with disability. They do this through the provision of quality support services. While some providers do not see transport as part of their ‘core business’ many said they view their transport services as a ‘cost of doing business’, especially in areas without other transport options that participants could use.
- Most of the providers commented on how many people do not have sufficient NDIS funding or personal income to cover their transport costs. Providers take them to necessary appointments and activities but may not be able to claim the costs of these services. These unclaimed transport services are being absorbed by providers.

⁵⁷ [\\$15 million funding package for wheelchair accessible taxis begins - Spinal Cord Injuries Australia](#)

⁵⁸ Personal communication, State Growth, April 2025

Individuals' ability to afford an STS model needs further consideration

- Some stakeholders wondered if people with disability could afford the full cost of an STS option. Especially those not eligible for NDIS or TAS.
- Without sound financial modelling and some government support **it is unlikely that many people with disabilities will be able to pay the full cost of transport delivered by disability providers.**
- The affordability of transport was raised as a major issue for many people. NDIS participants may meet the eligibility criteria and thus receive some NDIS transport funding, but many report that it doesn't meet their transport needs. There are also many more people with disability who require transport who are not eligible for the NDIS or TAS, and they face similar affordability concerns.
- It is unclear if NDIS funding or the TAS could be applied in an STS model. The NDIS at a system level states that it doesn't fund mainstream public transport or community transport options, but participants can use their personal NDIS funding for taxis, rideshare fares etc.
- The costs for a provider delivering a potential STS service would include paying employees at award hourly rates (including penalty rates for nights, weekends and public holidays) as well as the administrative and vehicle costs. **Providers also have legal employer obligations relating to minimum shifts, split shifts and cancelled shifts. These obligations are likely to be at a higher cost than many employment arrangements in place with taxi companies and rideshare, especially those operators employed as contractors.** It is possible the STS fares offered by disability providers would need to be higher than the other options, and that impacts whether potential STS customers would be able to pay the STS fare.
- **Detailed financial modelling of a potential STS fare structure will be needed** to determine if the STS model is affordable for Tasmanians with disability.

Most providers own a vehicle fleet - these vehicles are typically less than 7 years old

- The survey respondents had a combined total of 201 vehicles used to transport customers. **This is an average of 11 vehicles per provider (Range = 0 to 34 vehicles).**
- Of these vehicles, **137 (68 per cent) were standard passenger vehicles and the rest (32 per cent) were vans/buses.** None of these vans or buses were large enough to require an additional class of licence (e.g. light rigid or medium rigid for vehicles

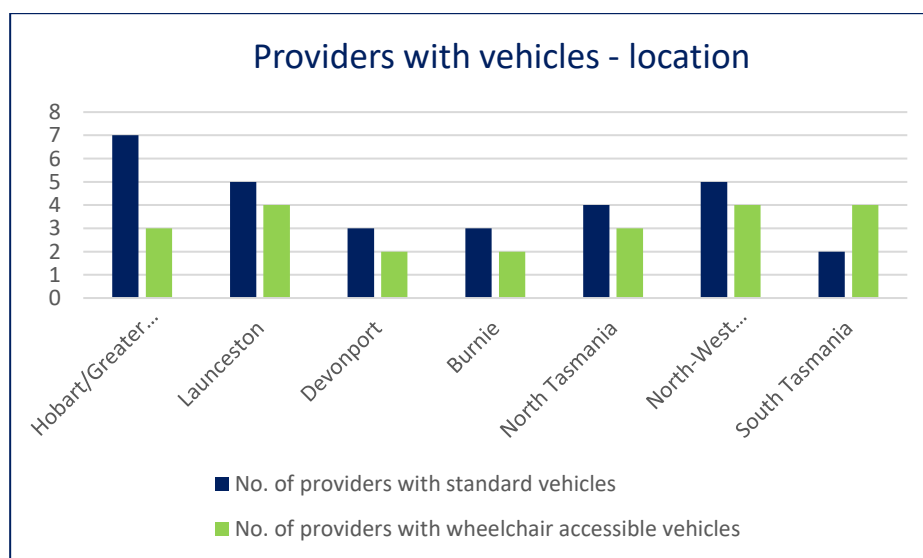
with over 12 passengers).⁵⁹

- **Most providers reported that they own their vehicles**, with only two survey respondents using leasing arrangements for all or some of their vehicle fleet.
- Providers who lease vehicles do so because it can reduce up-front costs and may offer greater financial flexibility. There are some limitations about the use of leased vehicles that would need further exploration to see if they could be used in an STS option. Two stakeholders mentioned that the **lease agreements providers have entered may prevent these vehicles from being used for a different purpose**.
- Most of the respondents' vehicles were recently manufactured - **73 per cent were less than 7 years old and 27 per cent were over 10 years old**.

Provider vehicles are dispersed across Tasmania

- As shown in Figure 2, the survey respondents' standard and wheelchair accessible vehicles were located across Tasmania, with slightly higher number of providers having standard vehicles in Hobart/Greater Hobart, Launceston and North-West Tasmania.
- Slightly higher numbers of wheelchair accessible vehicles were in Launceston, North-West Tasmania and South Tasmania.

Figure 2: Location of survey respondent's vehicles



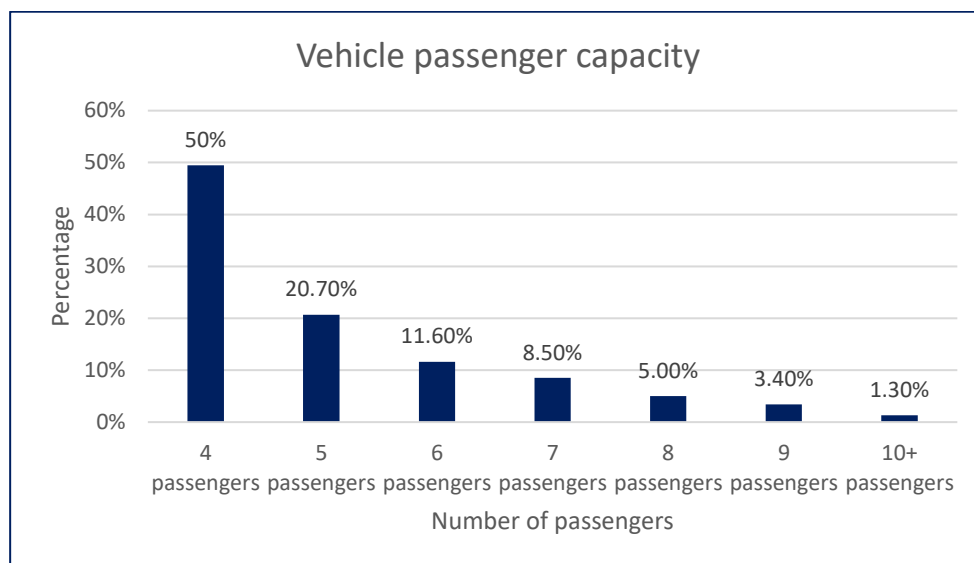
Note: This figure shows number of providers with vehicles in these locations – not the number of vehicles in each location. This information should be treated with caution, as this is only a sample of providers.

⁵⁹ [Licence classes – Transport Services](#)

Providers' vehicle fleets are mainly standard passenger vehicles with capacity for 4-5 passengers.

Smaller vehicles with capacity for 4 or 5 passengers represent around 70% of the survey respondents' total vehicles. Fewer vehicles (around 10%) could accommodate 8 or more passengers (Figure 3).

Figure 3: Percentage of total vehicles - by passenger capacity



14 per cent of providers' vehicles are wheelchair accessible vehicles

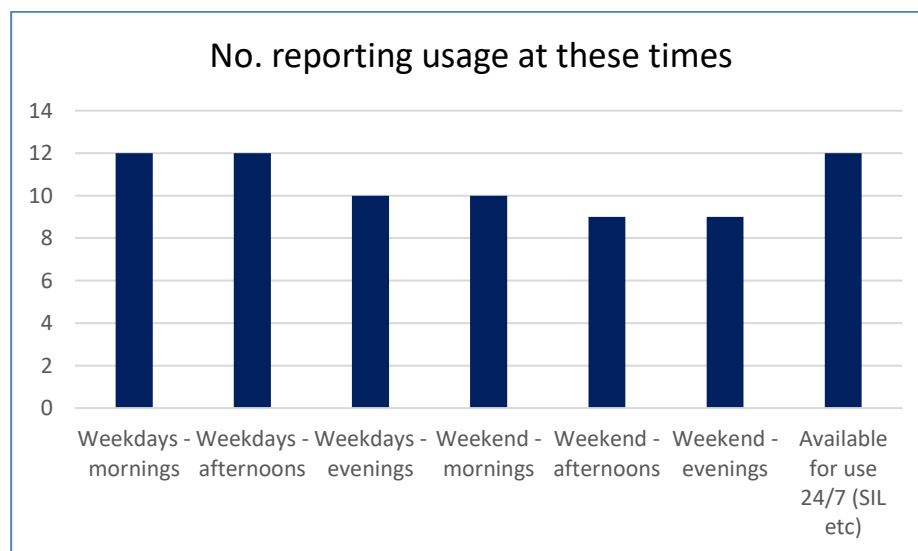
Of the combined total of 201 vehicles, survey respondents reported that:

- **29 (14 per cent) were modified for wheelchairs and some could accommodate 2 or more people in wheelchairs.**
- Most of these **wheelchair vehicles were modified vans/minibuses** (Toyota Commuters/Hiacs etc.)
- It was pleasing to see that **11 (5.5 per cent) of passenger vehicles were accessible by wheelchair.** These were mainly modified Kia Carnivals and VWs. These smaller vehicles are likely to be more economical for smaller groups or single passengers and provide a more comfortable transport experience for all passengers. They are regular family vehicles, so if they were unbranded, they would more easily blend in with other vehicles in the community.
- Of note, **8 (42 per cent) survey respondents who offer transport services reported they don't have wheelchair accessible vehicles.** Some providers mentioned they mainly supported people who were not wheelchair users.

Providers' vehicles are regularly used, but may have some STS capacity

- As shown in Figure 4, around two thirds of the survey respondents reported their vehicles were used during weekday mornings and afternoons and a similar proportion of providers' vehicles were allocated to SIL services and available for 24/7 use.
- **There does appear to be some under-utilization on weekday evenings and weekends, where half of survey respondents reported usage during these periods. This may indicate a capacity to assist with STS options during these periods (subject to sufficient demand, workforce and financial return).**

Figure 4: Survey respondents' vehicles - typical usage periods



Two thirds of survey respondents allocate vehicles 24/7, 365 days per year to Supported Independent Living participants

- Sixty-six per cent of survey respondents reported allocating vehicles to participants living in their Supported Independent Living (SIL) properties even though the NDIS doesn't factor in these costs into their pricing. The reasons for organisations providing a vehicle include:
 - Wanting to continue the pre-NDIS model that included attaching a vehicle to SIL services to allow residents to go out, have a good life and attend appointments etc.
 - Viewing these vehicles as a critical component of emergency management and duty of care obligations, i.e. to assist in emergency evacuation of residents in the event of a bushfire, flood or other emergency or to take a

resident to hospital if needed and no ambulance was available. However, the residents typically do not pay any costs associated with maintaining or purchasing a vehicle that is provided specifically for their use. They typically pay the kilometre NDIS price when they use the vehicle.

- Some SIL providers use staff members' private vehicles for these purposes. Many of these vehicles are not accessible by wheelchair (if needed) and may not have the capacity to accommodate all the residents in an emergency. This is a concern that requires further consideration by the relevant authorities.
- The NDIS doesn't require a vehicle being attached to an SDA/SIL property, but it does expect registered providers to have strong risk and emergency management plans and provide continuity of support during emergencies. NDIS SIL pricing does not factor in the costs of purchasing and maintaining a SIL vehicle to assist in these provider obligations. This contributes to providers' financial losses.
- These vehicles would not be available for an STS option.

Vehicle insurance may require further investigation, if there is to be an expansion of providers' transport services

- There are distinct differences between personal and commercial vehicle insurance.
 - **Personal vehicle insurance** is generally intended for personal and family travel, with some allowance for occasional work use.
 - **Commercial vehicle insurance** is primarily designed for vehicles used for commercial purposes. This type of insurance is typically more expensive than personal vehicle insurance. Additionally, some insurers do not offer personal vehicle insurance for rideshare vehicles.
- There were **mixed findings about the type of insurance survey respondents had for their vehicles**. Fifty-five per cent of the surveyed providers reported having commercial vehicle insurance and the remainder had personal vehicle insurance. **Using these vehicles for STS, is likely to not comply with the provisions for personal vehicle insurance.**
- The extent of insurance cover was raised as an issue in the provider consultations. Providers reported that even when they had full vehicle insurance it only covered the vehicle not the modifications (wheelchair ramps, hoists and restraints etc.). To illustrate, one provider had a wheelchair vehicle damaged in an accident but the insurance payout was for the vehicle but didn't include the cost of the wheelchair hoist and safety system.

Vehicle branding may be a barrier to an STS model

- Many businesses, including some disability providers brand their vehicles for promotional purposes. This can offer tax deductions and enhance brand visibility. However, **some stakeholders would prefer providers not to brand their vehicles** as it may not promote inclusion. For example, a Tasmanian with disability explained they only selected support organisations with unbranded vehicles and where staff did not wear uniforms.
- However, one person with disability who was consulted also acknowledged that having branding on a vehicle may assist people to recognize the vehicle when it arrives to pick them up. While others acknowledged they might prefer to drive in unbranded vehicles, if it was their only option for transport, they would probably opt to travel in the branded vehicle.
- **Sixty-three per cent of survey respondents reported that all or some of their vehicles were branded with either their logo or the NDIS logo.** This may impact on how these vehicles could be used in some potential STS business models (e.g. if another provider/community transport used their vehicle) and may need to consider whether some Tasmanians with disability would wish to travel in these branded vehicles.

The high use of staff and customer-owned vehicles by disability providers will limit potential STS vehicle supply

- **Most (74 per cent) of the disability providers that were consulted or submitted surveys reported that the private vehicles owned by staff members (typically Disability Support Workers) were frequently used to transport customers to appointments and community activities etc.** Three providers reported only using staff vehicles in limited circumstances and 2 reported not allowing staff vehicles to be used to transport customers.
- There are also instances where a staff member may drive a customer's private vehicle, with **44 per cent of survey respondents reporting they allow their support staff to drive a customer's private vehicle.**
- **Some organisations have requirements about the use of staff vehicles.** While not consistent across providers, some of these requirements include:
 - Full drivers licence
 - Comprehensive insurance
 - Verification that the vehicle is registered
 - Servicing details.

- One provider reported they require a professional safety check of the vehicle, prior to the vehicle being used to transport customers and another requires a 6-monthly roadworthy check.
- Some insurers have expressed concerns about Disability Support Workers using their private vehicles for work purposes, however, one provider said they have an insurance policy that covers the use of staff vehicles for transporting customers.
- In addition to holding a driver's licence, **5 (26 per cent) of the survey respondents reported that they provide staff, volunteers and students with additional on-the-job driver training.** This is mainly focused on the safe use of their vans and wheelchair accessible vehicles.
- Staff vehicles and standard passenger vehicles are required to meet the standard compliance requirements for other passenger vehicles.
- Minivans and wheelchair accessible vehicles also need to comply with the relevant requirements for these vehicles (e.g., annual safety checks) etc.
- Disability providers offering transport services are not required to apply to be an accredited booking service provider or hold a taxi licence.

4. Stakeholders' view on STS concept and possible options

This section presents the findings from the survey and consultations about the concept of STS and the potential options.

There was general support for the concept of STS

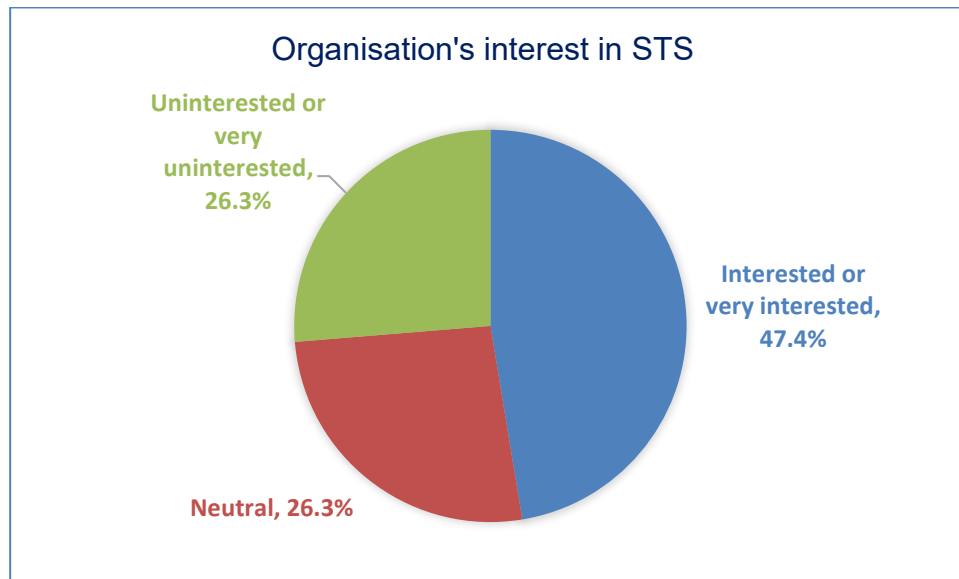
- **All the people with disability and most of the disability organisations who participated in this project were supportive of the concept** of using disability providers vehicles to supplement existing transport options. People with disability spoke about the limitations on their lives by always having to book a WAT some days in advance and hoped STS could perhaps assist them to engage in more spontaneous travel.
- **When asked if they saw merit in the STS concept, sixty per cent of survey respondents answered 'Yes'** but the other 30 per cent were unsure and two (10 per cent) were unable to see merit in the STS concept.
- **Some providers liked the idea of increasing the use of their vehicles and having another revenue stream was appealing.** Some providers saw it as a potential business opportunity and for a smaller number of providers they saw STS as a way of offering more work to their workforce.

While appreciating the need for better transport options, **some providers were concerned about:**

- The level of reforms in the sector and **feeling unable to create another business case** for something that may or may not eventuate or might not be sustainable and wanting to focus on their core business during these reforms.
- If some locations or services were not commercially viable for taxis (with the additional fees and subsidies that apply), or rideshare companies, then **they struggled to understand how it would be commercially viable for them.**
- Some were concerned that if disability providers stepped in, **it could act as a disincentive for mainstream transport operators** (e.g. public transport, taxis, rideshare, community and public transport operators) to step up to meet this unmet need and their legislated obligations and deliver higher quality transport services for all Tasmanians.

While most providers saw merit in the STS concept, they were a little less confident that their organization would be interested in developing an STS option, with less than half of the survey respondents reporting they would be interested or very interested. (Figure 5).

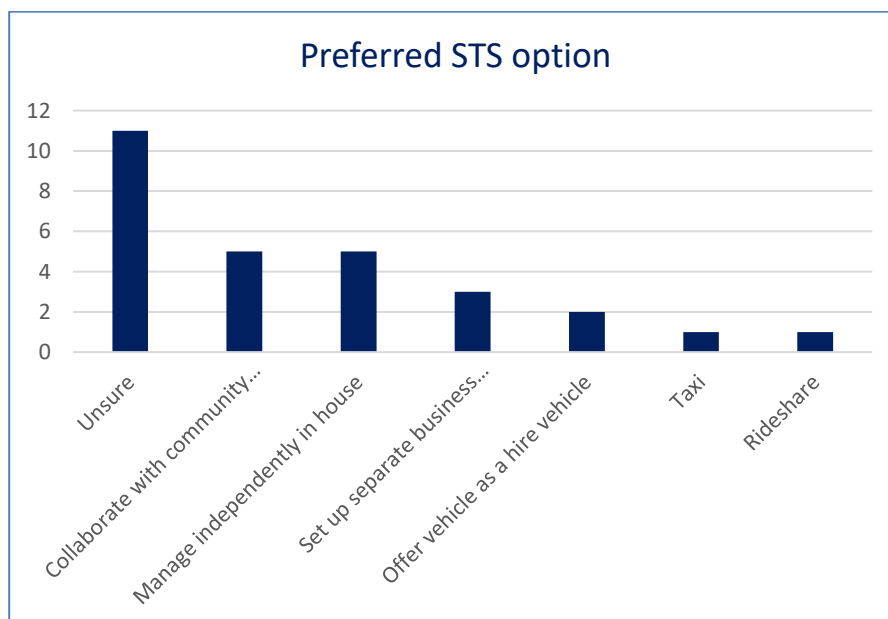
Figure 5 Survey respondents: How interested would your organisation be in STS?



Survey respondents were unsure about what STS business model they would prefer

Survey respondents were unsure about what business model they would prefer (Figure 6). Note respondents could identify up to 3 options they were interested in.

Figure 6: Survey respondents: Preferred STS business model



The two options that were supported by at least 5 respondents included:

- Partnering with CTST to reach an agreement that would allow use of the provider's vehicles by CTST it would also include working with the local community to improve the transport options in their local areas. The reasons given for supporting this option included they were both mission-based organisations, the lower upfront and compliance costs, they could harness CTST's back-of-house infrastructure (booking system etc.) and it may be more affordable for people with disability, if the STS model had CTST volunteers as drivers.
- Expanding their existing in-house transport services. The reasons for supporting this option included that it would be something they would have control over, it would be low cost to establish and would use their existing systems, workforce and vehicles.
- The up-front compliance and equipment costs and the complications of using the same vehicle for their regular core transport and as in supplementary taxi or rideshare or rental car was seen by some to be operationally problematic.

Stakeholders identified a range of barriers needing to be addressed if they were to participate in STS. These included:

- The financial viability of any model.
- The administrative and upfront costs to create and operate an STS option.
- The insufficient or sporadic demand for an STS option.
- Insurance and regulatory implications.
- Workforce supply and awards.
- The increased wear and tear on their vehicles, and the potential need for increased maintenance.
- The need for any relevant policy and procedures to be aligned between collaborative STS partners about who is responsible for accidents, vehicle damage or passenger injuries; who holds the liability, and which organisation's insurance cover would apply?
- Concerns about any reputational risks they could incur if other parties were misusing their vehicles or involved in accidents.
- If a dual use (STS and core transport vehicle) is suddenly unavailable (broken down, delayed, or late being returned from a rental booking) the need to find an alternative vehicle at short notice may be problematic for some providers.

There is limited information about the level of demand for an STS option

- The lack of robust data on the level of demand for standard and wheelchair accessible transport services in areas of Tasmania limits the development of STS options. But there is an indication that there is unmet demand. For example:
 - Some disability providers said they struggled to meet additional demand for additional transport services, due to either having insufficient vehicles or workforce shortages.
 - The gaps in the WAT market (e.g., number of WATs, and their availability across the state, prolonged wait times) provide an indication that demand is outstripping supply and impacting WAT service quality and reliability,
 - The Trips Not Taken report by the Social Action and Research Centre provides a description of some of the need.⁶⁰
- The demand may be more pronounced in some areas. Burnie was an area frequently mentioned that lacked adequate WAT services. But a Hobart based provider said they received ‘great service’ from their local WAT service and was unsure how widespread the gaps were in Hobart.
- Representatives from the Department of State Growth commented that since the introduction of the new fare structure and minimum trips per month for WATs the data is showing a 5-7 per cent increase in WAT trips.
- Stakeholders indicated there is a need for data about the areas with highest demand/unmet need, the types of trips, vehicle requirements, what days/times of day and an understanding of the mainstream options available in specific locations will be critical if STS is to move to the next phase of development.
- For STS to be successful, there is a need for some targeted market research as this will inform providers’ STS business case.

⁶⁰ Stafford, L. (2023) Trips not Made: Addressing transport disadvantage experienced by disabled people and young people in Tasmania’s outer urban and regional communities. (Research short report) Social Action and Research Centre, Anglicare Tasmania.

5. Conclusion

This paper has provided the context for STS and the project findings. There was support for the concept of STS among stakeholders, they wanted to assist Tasmanians get access to a reliable safe and affordable transport service. Some providers have vehicles that may have capacity to assist. There was an interest in partnering with CTST, people with disability and their communities to create local, targeted solutions. If this was to proceed, there would need to be an investment in the next phase to undertake market research and financial modelling to inform the potential STS model (see Recommendations in Executive Summary).

Attachments

1. STS Vehicle Survey
2. Taxi subsidy schemes – jurisdictional comparison

Attachment 1



Sustainable Transport Solution - Vehicle Survey

The Tasmanian government is currently exploring if disability organisations' vehicles could be used as a supplementary transport service for Tasmanians with disability. The government has asked NDS to survey disability organisations about their vehicle fleets to better understand the types of vehicles, their accessibility features, current usage and their location etc. We have also been asked to consult with the sector about this potential transport option. NDS would greatly appreciate it if you could complete this vehicle survey. NDS will only use this data for this project.

This survey is purely for scoping purposes. By completing this survey, you are not bound to anything. It will take approximately 10-15 minutes to complete the survey. The survey closes on 25 April 2025. NDS greatly appreciates your support. For more information about the project, refer to the consultation paper on our webpage or contact Suzanne (suzanne.vile@nds.org.au).

About you and your organisation...

1. What is the name of your organisation? *

2. What is your name? *

3. What is your role in the organisation?

4. What is your email address? *

About your organisation's vehicles...

5. Does your organisation provide transport for people with disability? *

- ☐ Yes - regularly
- ☐ Yes - only occasionally
- ☐ No

6. How many vehicles does the organisation have available to transport people with disability?

*

7. Where are your **standard passenger vehicles** (if any) typically located (select as many as apply)? *

- ☐ Hobart/Greater Hobart
- ☐ Launceston
- ☐ Devonport
- ☐ Burnie
- ☐ North Tasmania
- ☐ North West Tasmania
- ☐ South Tasmania
- ☐ We don't have any standard passenger vehicles

8. Where are your **wheelchair accessible vehicles** (if any) typically located (select as many as apply)? *

- ☐ Hobart/Greater Hobart
- ☐ Launceston
- ☐ Devonport
- ☐ Burnie
- ☐ North Tasmania
- ☐ North West Tasmania
- ☐ South Tasmania
- ☐ We don't have any wheelchair accessible vehicles

9. Of the wheelchair accessible vehicles (if any) how many can accommodate 1 wheelchair? *

10. Of the wheelchair accessible vehicles (if any) how many can accommodate 2 or more wheelchairs? *

11. How many (if any) of the organisation's vehicles are owned by the organisation? *

12. How many (if any) of the organisation's vehicles are leased (e.g., from a fleet company)? *

13. How many of the vehicles you own/lease are over 12 years old? *

14. How many of the vehicles you own/lease are under 7 years old? *

About the passenger capacity of your vehicles...

Please indicate the passenger capacity of the various vehicles (standard and wheelchair accessible) you own/lease. *If you have a 5 seat sedan - this would be able to accommodate 4 passengers plus a driver - so record it as 4 passenger vehicle.*

15. How many vehicles can accommodate 4 passengers?

16. How many vehicles can accommodate 5 passengers?

17. How many vehicles can accommodate 6 passengers?

18. How many vehicles can accommodate 7 passengers?

19. How many vehicles can accommodate 8 passengers?

20. How many vehicles can accommodate 9 passengers?

21. How many vehicles can accommodate 10 or more passengers?

About the accessibility of your vehicles...

22. Excluding vans and buses, how many (if any) of your standard passenger vehicles are wheelchair accessible (e.g., Kia Carnival with wheelchair anchors etc.)?

23. How many of your small buses/vans (if any) are wheelchair accessible (e.g., Toyota Hiace, Ford Transit)?

24. Of your vehicles that are wheelchair accessible (if any), how many wheelchairs per vehicle can they accommodate? (select as many as apply)

- ☐ 1 person in a wheelchair
- ☐ 2 people in a wheelchair
- ☐ 3 or more people in a wheelchair
- ☐ We don't have any wheelchair accessible vehicles

About vehicle insurance and regulations...

25. What type of vehicle insurance cover do you have on these vehicles? *

- ☐ Commercial vehicle insurance cover
- ☐ Private vehicle insurance cover
- ☐ Other
- ☐ Don't know
- ☐ Prefer not to say

26. If you have buses/vans are any of them large enough to require a bus drivers licence?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Don't have large buses/vans

27. Are there additional regulations that apply to any of your vehicles, if so please describe?

28. Outside of any vehicle manufacturer model details, do your fleet vehicles have branding on them (e.g. organisation name, logos- including NDIS logos?) *

- ☐ Yes, all our vehicles have either our name, logo or NDIS branding
- ☐ No - none of our vehicles have organisation/NDIS branding
- ☐ We have a mix - some vehicles have branding but others do not

29. If you provide SIL/SDA/STA and MTA services - do you provide assign vehicles specifically to these services?

- ☐ Yes
- ☐ No, participants use public transport or taxis
- ☐ No, participants have their own car
- ☐ No, but have vehicles at other sites that can be used as needed.
- ☐ No, but staff members transport participants in their own car
- ☐ Other
- ☐ Don't provide SIL, SDA, STA or MTA

30. What times of the day are your vehicles **typically used for service delivery?** (select as many as apply)

- ☐ Weekday - mornings
- ☐ Weekday - afternoons
- ☐ Weekday - evenings
- ☐ Weekend - mornings
- ☐ Weekend - afternoons
- ☐ Weekend evenings
- ☐ Available for use 24/7 (e.g., SIL services)

31. Do your staff drive your **customers in the staff member's own vehicles** to appointments, community activities etc.?

- ☐ Yes
- ☐ No
- ☐ Only in exceptional circumstances

32. Do your staff drive your **customers in the customer's own vehicle?**

- ☐ Yes
- ☐ No
- ☐ Don't know

33. If your staff drive their own vehicles or customers vehicles - please describe if you have any organisational requirements relating to these vehicles (e.g., level of insurance, safety checks etc.)?

About your transport funding...

34. Who pays for the transport you provide? (select as many as apply) *

- ☐ NDIS participants' plan
- ☐ Transport Access Subsidy
- ☐ Home and Community Care (HACC)
- ☐ Aged Care Package/CHSP
- ☐ The individual or their family
- ☐ Disability Supports for Older Australians (DSOA)
- ☐ WorkSafe or MAIB
- ☐ Other

35. Is your organisation registered to provide NDIS 'Assistance with travel and transport'?

- ☐ Yes
- ☐ No
- ☐ Maybe

36. Overall how profitable is the transport component of your business?

- ☐ Makes a loss
- ☐ Breaks even
- ☐ Makes a profit
- ☐ Don't know
- ☐ Prefer not to say

About your drivers...

37. Who drives people with disability in your organisation? (select as many as apply)

☐ Disability support workers

☐ Employed drivers

☐ Managers

☐ Volunteers

☐ Students

☐ Other

38. Do you provide driving training to your staff/volunteers/students who transport people with disability?

☐ No

☐ Yes - we provide it to all staff, volunteers or students who transport people

☐ Yes - only to staff, volunteers or students who drive our buses/vans

☐ Other

Your initial thoughts about Sustainable Transport Solution...

We are interested in your initial thoughts about the concept of expanding the use of disability organisation's vehicles to provide wider transport options for Tasmanians with disability.

39. Do you think the idea of expanding the use of disability organisation's vehicles (when not in use for service delivery) to increase access to transport for Tasmanians with disability has merit? *

- ☐ Yes
- ☐ No
- ☐ Maybe, would need to look into it further

40. What do you think would be your organisation's level of interest in considering using your vehicle fleet as a supplementary transport option for people living in the areas you operate? *

- Very uninterested Uninterested Neutral Interested Very interested
- ☐ ☐ ☐ ☐ ☐

41. What (if any) benefits to you see in potentially expanding the use of your vehicles to provide more transport options for people with disability in the communities you serve? Select as many as apply *

- ☐ Good business opportunity
- ☐ Way to maximise our assets
- ☐ Offers another revenue stream
- ☐ Offers more transport options for people with disability
- ☐ Could offer more work for our staff
- ☐ Could encourage us to update or expand our fleet
- ☐ I can't identify any benefits at this time

42. If you were to consider expanding your transport use for this purpose, what potential barriers (if any) might need to be addressed? (Select as many as apply) *

- ☐ Insurance
- ☐ Regulation
- ☐ Additional wear and tear on vehicles
- ☐ Financial viability
- ☐ Workforce (supply, awards etc.)
- ☐ Administration and upfront costs
- ☐ Insufficient or sporadic demand
- ☐ Other
- ☐ I can't identify any barriers at this time

43. Please describe

44. If you were to consider expanding your transport service as part of this Sustainable Transport Solution concept, would you have the workforce needed? *

- ☐ Yes
- ☐ No - would need to recruit drivers
- ☐ Don't know, would need further exploration

45. If this idea was to be implemented, could you provide an indication of which model (if any) your organisation may prefer? (You can select up to 3) *

- ☐ We provide the vehicle and the driver, set the fees and manage the bookings and independently advertise it to the community.
- ☐ We would set up as a separate transport business enterprise.
- ☐ We provide the vehicle for hire. A separate booking service would manage the bookings. The person, family or external driver would drive the vehicle. We would receive an agreed fee from the booking service.
- ☐ We would prefer to apply for a taxi licence and use existing taxi booking and pricing.
- ☐ We would operate as a rideshare enterprise (e.g., Uber or similar)
- ☐ We would allow a registered Community Transport provider to add our vehicle into their mix of vehicles for set periods. They would be responsible for managing the bookings, drivers and fees. We would mutually agree on the financials of this with the Community Transport provider.
- ☐ We would not provide our vehicles for this purpose but would be willing to collaborate with other community transport and disability providers to promote greater efficiencies and improve access to more transport options.
- ☐ Other model (please describe)
- ☐ Unsure which model might suit us.

46. Please describe

47. Do you have any further comments about the idea of using disability organisations vehicles to increase the supply of transport options? Are there any other options or aspects of the existing public transport, taxi, rideshare, rental cars, Transport Access Subsidy, or vehicle modifications that could also be improved?

48. Can the NDS contact you directly if we need further information or assistance for this project? *

- ☐ Yes
- ☐ No
- ☐ Maybe

49. Are you interested in meeting with NDS staff and other providers to discuss further this Sustainable Transport Solution? *

- ☐ Yes
- ☐ No
- ☐ Maybe

50. Which of these times would suit you to meet? *

- ☐ 2pm-3pm, Monday 14 April
- ☐ 4pm-5pm, Tuesday 15 April
- ☐ Not available at these times, but happy to make a different time with NDS

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Attachment 2: Taxi Subsidy Schemes - Jurisdictional Comparison

State/ Territory	Name	Eligibility criteria	Payment Arrangements	Restrictions on Use
TAS	Transport Access Scheme (includes TAS Taxi Subsidy Program)	Reside in Tasmania, meet the low-income criteria or be wheelchair dependent	50% of the total fare, up to a maximum of \$25 when using a standard taxi or 60% of the total fare, - Up to a maximum of \$30 for wheelchair dependent members when using a wheelchair accessible taxi (WAT).	Can only be used for taxis. Doesn't apply to rideshare. Can't be used outside of Tasmania, but interstate vouchers can be requested.
NSW	Taxi Transport Subsidy Scheme	Be a permanent resident of Australia, normally reside in NSW, not be a member of a similar scheme in another Australian state or territory, be over school age, have a severe and permanent disability in one of the specified categories	50% of the total fare up to a maximum of \$60. This includes wheelchair accessible taxis.	Can only be used for taxi. Smartcard can't be used interstate but can use paper dockets.
VIC	Multi-Purpose Taxi Program	Must be a permanent Australian citizen and reside in Victoria, must meet the disability and financial hardship criteria.	50% of the total fare up to a maximum of \$60. This includes wheelchair taxis and some rideshare (Uber, Get Picked Up etc.) - There is also a \$12.65 payment applicable if a taxi lifts a wheelchair into a sedan. A \$31.50 lifting fee is applicable to wheelchair accessible vehicles.	Card can't be used interstate but can use paper dockets that need to be applied for.
SA	South Australian Transport Subsidy Scheme	Permanent residents of South Australia who have severe and permanent disabilities which limit their capacity to use public transport independently, can apply for transport assistance. Applicants who may be eligible for support through National Disability Insurance Agency (NDIA) are required to be assessed through that Agency in the first instance.	75% of the total fare (up to \$30) if person is permanently wheelchair dependent 50% of total fare if the person is not permanently wheelchair dependent. Includes 1 free companion card for public transport.	
ACT	ACT Taxi Subsidy Scheme	Have a severe or profound activity limitation that prevents you from using public transport. Be an ACT resident or	Maximum of \$29 per trip for 50% of members.	There is a limit of 854 trips per FY (pro-rata depending on when membership

State/ Territory	Name	Eligibility criteria	Payment Arrangements	Restrictions on Use
		asylum seeker and not be a member of an interstate scheme.	\$44.50 for 75% of members	started etc). This is an average of 16 trips per week. Card can't be used for interstate travel but interstate vouchers can be provided.
NT	NT Transport Subsidy Scheme and Lift Incentive Scheme	A NT resident, assessed by a health professional as having a long-term disability, unable to safely use public transport	50% of total fares (capped at 4 levels from \$243pa to \$2056 p.a.) but also allows for exceptional circumstances. - There is a \$20 Lift Payment for W/C vehicles.	The amount is capped. Can be used for taxis, rideshare. Smartcard can't be used interstate but can apply for interstate vouchers.
QLD	Taxi Subsidy Scheme	A permanent resident of QLD and meets 1 or more of the disability eligibility criteria	- Up to \$30 per trip. Not capped. No limit. - There is a \$25 lift payment that applies for W/C taxis.	Only mentions use with taxis
WA	Taxi User Subsidy Scheme	Be an Australian citizen or permanent visa holder (i.e. be a permanent resident of Australia): - reside permanently in Western Australia - have a severe and permanent disability that will always prevent you using conventional public transport (like a bus service); and - have a disability that falls within the 3 listed categories.	50% of taxi fare if person not in wheelchair 75% for person in wheelchair with a maximum of \$35.	

National Disability Services Limited 2 008 445 485

nds.org.au

NDS National
Disability
Services