

Frequently Asked Questions

How much will the trip cost?

Take a look at the estimator link

www.transport.vic.gov.au/taxis/customers/taxi-fare-estimator

or phone **1800 638 802** and ask for a quote.

How many passengers can a taxi carry?

1 to 4 passengers in a standard taxi

5 to 11 passengers in a maxi taxi

Can my local taxi pick me up in another area?

Yes. If you would rather use your local taxi provider to transport you from another area to home, just contact that provider, leaving sufficient time for them to meet you at the pick-up point.

Can I use my taxi card more than once a day?

Yes, it can be used for each individual trip you make in the day.

Can I use my taxi card if I am travelling with a friend?

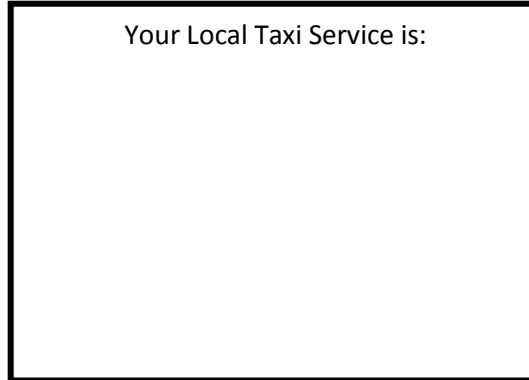
Yes, you can be travelling alone or with up to 10 friends in the maxi taxi. Present your card at the commencement of the trip and the deduction will be taken off the overall fare.

Can I pay using eftpos?

Yes, all taxis are now equipped with eftpos machines.



Your Local Taxi Service is:



**For the contact details
of your local Taxi provider
Phone 1800 638 802**

Or

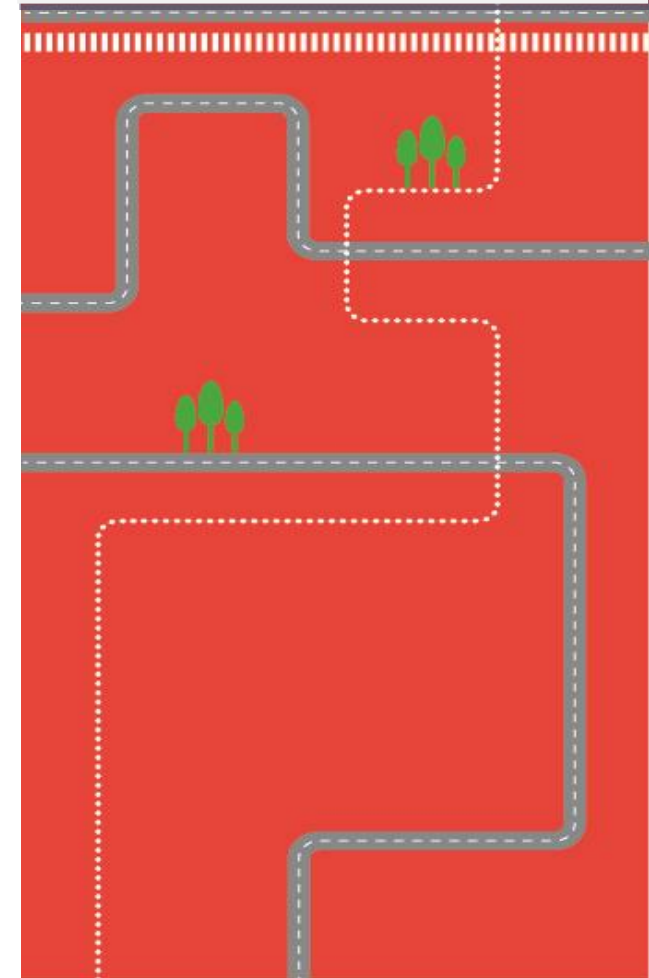
For more information
Go to: www.transport.vic.gov.au

**PROUDLY SUPPORTED
BY
NORTH EAST TRANSPORT
CONNECTIONS PROJECT**



Why Not Take a Taxi?

Phone: 1800 638 802





Taxis play an important role in providing transport for residents of regional and rural areas. They provide transport for members of the community who do not have access to private or public transport. Without taxis, many residents would have no means of getting out and about.

What can you use a taxi for?

- To go down town to do your shopping, banking and daily activities
- For transporting a group to go out and see a show or concert.
- Get some friends together and arrange your own wine or shopping tour.
- Businesses can use a taxi to make an urgent delivery.
- If eligible, you can utilise a multi-purpose taxi card to reduce the cost of the taxi fare.
- Supporting local bus services as a Taxi Link service.



Multi-Purpose Taxi Card

What is the Multi Purpose Taxi Card?

The Multi Purpose Taxi Program provides 50% discount on taxi fares (up to \$60p/trip). The program aims to improve the accessibility of transport services for Victorians with a disability that restricts their mobility and prevents them from accessing public transport.

Who is eligible?

- Be a permanent resident of Victoria
- Have a severe and permanent disability that your doctor believes is not likely to improve
- Be older than 2 years of age
- Unable to use public transport by yourself
- Hold a Pensioner Concession Card (i.e. Aged Pension, Disability Support Pension) or a Department of Veterans' Affairs Card (i.e. Gold, EDA or TPI) or
- Or be able to show financial hardship.

How do you apply for the Multi Taxi Card?

- You must complete an application form
- Your doctor must fill out the online medical assessment.
- For more information ph. **1800 638 802** or go to www.transport.vic.gov.au