

## Motor Vehicle Registry Information Bulletin

# CPV20 – Lift Incentive

Effective Date: 25 March 2008

### What is the Lift Incentive?

The Lift Incentive is:

- A fixed amount of \$10 that is paid to a driver of a Multiple Purpose Taxi (MPT); the lift incentive is an additional payment to the driver and is not part of the taxi fare.
- The lift incentive is provided by the Northern Territory Government to drivers of MPTs, through vouchers that are allocated to persons in Taxi Subsidy Scheme (TSS) category A and category B (MPV) who require the use of a wheelchair to travel. These people have been assessed as requiring the use of an MPT.
- The lift incentive recognises that wheelchair/scooter passengers may require more time to embark and disembark an MPT than other passengers do; the lift incentive payment recognises there are times when drivers do not charge for this time, even though they may do so; it also encourages MPT drivers to pick up more passengers in wheelchairs before seeking other hirings.
- The lift incentive is not intended to apply to all trips by persons in wheelchairs/scooters.
- The lift incentive cannot be used to pay a taxi fare; and is not transferable or redeemable for cash.
- Consistent with the existing policy for the TSS, voucher books are not replaced if they are lost.

### How many Lift Incentive payments are available?

Every eligible category A and B (MPV) member is allocated 120 lift incentive vouchers per year. The voucher books are allocated to the member in instalments periodically throughout the year.

Each voucher book contains 20 vouchers. Initially, one voucher book will be issued to each member, and then issued on a needs basis, until the member's 6 monthly allocation (60 lift incentive vouchers) is exhausted. The second 6 monthly allocation, and all allocations after that, may be issued as part of a system that incorporates both the lift incentive payments and the TSS fare payments. Further details about this system will be available from the Commercial Passenger Vehicles Branch prior to July 2008.

To obtain voucher books after the first one issued, members should contact the Liaison Officer in the Commercial Passenger Vehicles Branch on 8924 7580. Members can call before their vouchers run out, to avoid inconvenience.

### I am a TSS member in a category other than A or B (MPV) and am reliant on a wheelchair – will I be allocated Lift Incentive vouchers?

No. Only category A and B (MPV) members will be allocated lift incentive vouchers so that drivers of MPTs are provided with the \$10 lift incentive.

Members who are in any other category may be considered for an allocation on a case by case basis. Further details are available from the Liaison Officer in the Commercial Passenger Vehicles Branch on 8924 7580.

## When can a Lift Incentive payment be made to an MPT driver?

A category A or B (MPV) member may provide a lift incentive voucher for any one-way trip – so long as the passenger's allocation of lift incentive vouchers has not run out.

No more than one (1) lift incentive payment may be provided per trip, per passenger. If the MPT legally carries 2 passengers in wheelchairs/scooters at once, each passenger may provide a lift incentive voucher to the driver.

## How do I use the Lift Incentive vouchers?

- Passengers:
  - One voucher may be given to the driver at the end of the trip.
- Drivers:
  - Ensure the reverse of the voucher is completed. To receive payment you must adhere to the pre-printed words, and fully complete the details.
  - Deposit the lift incentive vouchers in the clearly marked box at one of the MVR offices specified at the end of this Bulletin. First, enclose the vouchers in a claim form and envelope, both to be completed by you and both supplied at the MVR offices.
  - The Department of Planning and Infrastructure will process and verify your claim. You will be paid by electronic funds transfer (EFT) for validly completed vouchers, in accordance with Government trading terms, ie, within 30 days of receipt of claim; efforts will be made to effect payment sooner.
  - To be eligible for payment, you must nominate a bank account for payment, using either of these Northern Territory Government forms: the **Payment Details form for a Business/Company**, or the **Payment Details form for an Individual** – whichever is the most suitable for your circumstances. To obtain a form, please contact the Liaison Officer in the Commercial Passenger Vehicles Branch on telephone 8924 7580.

## Lift Incentive vouchers and hirings

- An MPT driver will not be able to charge for waiting time if the driver receives a lift incentive payment for the trip. The *Taxis Regulations* will provide for this in 2008.
- A driver is entitled to decline a lift incentive payment and charge for waiting time instead.
- A passenger may choose not to provide a lift incentive payment for a trip – this may occur if the passenger chooses to spread his or her allocation over the course of the year.
- If a carer helps a passenger to embark and/or disembark an MPT, a lift incentive may still be paid.
- If a passenger does not have any lift incentive payments left, or leaves his or her lift incentive vouchers at home, the normal taxi fare is payable and a driver may charge for waiting time in accordance with the *Taxis Regulations*. The existing TSS entitlement can be put towards this, up to 50% of the total fare.
- If an occupied wheelchair/scooter cannot be secured in an MPT safely, the driver may assist the person to sit in a passenger seat, and carry the wheelchair/scooter unoccupied. In this case, the passenger may still provide a lift incentive voucher to the driver.
- A passenger may mention (but is not obliged to) the lift incentive when booking an MPT. This may help the driver to ensure the lift incentive or waiting time is validly transacted.
- If you have a complaint that a person's attempt to book and/or travel in an MPT failed because the person did not present a lift incentive voucher, you must first contact the Accreditation and Audit Unit on telephone 1300 654 628. You may be asked to complete and submit Form VS28 Complaint Report – Commercial Passenger Vehicles. It is important to provide the taxi plate number and trip details on this Form, or by alternative means, eg, verbally for record-taking purposes. In most cases the problem can be resolved at this point. If not, it will be referred to an appropriate senior officer of the Department of Planning and Infrastructure's Road Transport Division for appropriate action.

## Can I use the Lift Incentive only in the Northern Territory?

Yes. The lift incentive is funded by the Territory to pay Territory MPT drivers.

## Reminder about the Taxi Subsidy Scheme

TSS vouchers (other than lift incentive vouchers) may be used by TSS members to pay for up to 50% of a fare in a standard taxi or an MPT.

## Where can I find out more?

Further details are available during MVR business hours from the Liaison Officer in the Commercial Passenger Vehicles Branch of the Department of Planning and Infrastructure on telephone 8924 7580, from MVR Offices, or the MVR Information Line: 1300 654 628.

<b>Drivers submit Lift Incentive Vouchers to:</b>	
<b>Motor Vehicle Registry</b>	
Darwin	Parap – 18 Goyder Road
Alice Springs	North Stuart Highway
Katherine	Government Centre – First Street
Nhulunbuy	Industrial Estate – Lot 43 John Flynn Drive
Tennant Creek	Government Centre – Peko Road
<b>Contact Details</b>	
<b>Lift Incentive Information</b>	<b>(08) 8924 7580 business hours</b>
<b>Motor Vehicle Registry</b>	
Telephone	1300 654 628
Facsimile	(08) 8999 3103
Email	<a href="mailto:mvr@nt.gov.au">mvr@nt.gov.au</a>
Web	<a href="http://www.mvr.nt.gov.au">www.mvr.nt.gov.au</a>
Postal Address	GPO Box 530 Darwin NT 0801

THIS PAGE IS INTENTIONALLY LEFT BLANK FOR BACK TO BACK PRINTING PURPOSES.

# Lift Incentive Scheme

## Questions and Answers for Taxi Drivers

### Q1 What is the lift incentive?

- The lift incentive is a voucher (\$10) that **may** be provided by a wheelchair/scooter passenger to the driver of a Multiple Purpose Taxi (MPT).  
**Note:** only eligible members of the NT Taxi Subsidy Scheme will be provided with lift incentive vouchers.
- Drivers of standard taxis and other commercial passenger vehicles are not eligible to receive lift incentive payments. Persons in wheelchairs using standard taxis will do so when they are able to transfer unassisted.
- The vouchers must not be used as payment of the taxi fare.
- A maximum of one lift incentive voucher may be used by a wheelchair/scooter passenger each trip.
- If the MPT legally carries two wheelchair/scooter passengers at the same time, each wheelchair/scooter passenger may provide a lift incentive voucher to the driver.
- If the wheelchair/scooter passenger does not have a lift incentive voucher or chooses not to use one, the driver may charge waiting time applicable for the hire.

### Q2 Which wheelchair/scooter passengers will get lift incentive vouchers?

- Members of the NT Taxi Subsidy Scheme in certain approved categories will receive lift incentive vouchers from the Northern Territory Government.
- These wheelchair/scooter passengers may choose to use the voucher or not.

### Q3 Can I ask the wheelchair/scooter passenger for a voucher?

- The driver may ask the wheelchair/scooter passengers if they are going to use a voucher but **must not demand** that one be provided.
- A driver **must not demand** cash in lieu of a lift incentive voucher from a passenger.
- A driver of an MPT **must not refuse** to transport a person on the basis that he/she will not provide a lift incentive voucher.
- Wheelchair/scooter passengers should advise drivers that they are going to use a voucher before commencing the hire.

### Q4 Does the driver have to accept a voucher?

- No. The driver may choose to charge for waiting time instead.
- If the driver engages the meter to charge waiting time and then, before the journey starts, the wheelchair/scooter passenger offers a voucher, the driver may choose to either accept the voucher (and reset the meter) or charge waiting time (and not accept the voucher) prior to commencement of hire.
- If the driver accepts the voucher he/she **must not charge** for waiting time.

### Q5 What does the driver do if the wheelchair/scooter passenger gives a voucher?

- The driver **must only start** the taxi meter when the taxi commences travel on the road.
- The driver **must not charge** waiting time prior to commencement of the hire or for time spent loading and unloading a passenger if the passenger gives a voucher.

### Q6 What does the driver do with the vouchers?

- The driver completes the back of each voucher in full and returns it to MVR.
- A lift incentive claim form must be completed and enclosed in the claim envelope with the voucher(s).
- Claim forms and claim envelopes are provided at some MVR offices.
- For locations of the MVR offices where vouchers may be lodged, or for further information, please see Information Bulletin 'CPV20 - Lift Incentive' or call 8924 7580 during business hours.