

# Subiaco Community Transport Service

## Information and frequently asked questions

### How does the service work?

The city will provide you with a Cabcharge Gift Card which can be used by either Swan Taxis or Black and White Taxis.

You will receive one Cabcharge Gift Card worth \$120 in each twelve month period. You can reapply for another Gift Card twelve months after your previous application was accepted.

### Eligibility

To be eligible for this service, you must be a City of Subiaco resident who:

- receives the aged or disability pension, or an equivalent
- is not eligible for the Taxi Users Subsidy Scheme (must demonstrate application/reason for ineligibility)
- is likely to have trouble accessing medical or social needs due to your difficulty and cannot:
  - self-drive
  - take public transport
  - use another, better service that is available to you (for example Home and Community Care Transport Services and St John's Ambulance Patient or Community Transport Service).

### How do I apply?

To apply you will need to complete an application form which is available by contacting the city on 9237 9222, emailing [city@subiaco.wa.gov.au](mailto:city@subiaco.wa.gov.au) or by downloading the form from the website.

You can lodge your application;

- in person at the City of Subiaco Administration Centre, 241 Rokeby Road, Subiaco
- by posting to The City of Subiaco, PO Box 270, Subiaco WA 6904
- by email [city@subiaco.wa.gov.au](mailto:city@subiaco.wa.gov.au).

When you submit your application you will also be requested to provide copies of supporting documents. Please ensure these are attached to your application to ensure we can process your application in a timely manner.

Please allow up to three (3) weeks for your application to be processed. If you require a voucher by a specific date, please include this date on your application and we will do our best to accommodate your request.

### When does my gift card expire?

The Gift Card expiry date is written on the back of the card. If you use up the value of your Gift Card before this date, the card expires or if you lose it, any unspent money will be lost and you will not receive a replacement Gift Card.

The gift cards are valid for three (3) years from the date the city orders them; this will mean that your Gift Card expires less than three (3) years after you receive it.

## How do I use the Gift Card?

Once you have received your Gift Card, you should book taxis directly with a taxi company, either by phone, online or by hailing a taxi. The taxi companies that will accept Cabcharge Gift Cards are:

- Swan Taxis 13 13 30
- Black and White Taxis 13 10 08

Please provide the taxi company with as much notice as possible.

## What if there isn't quite enough money left on my card for my total fare?

If there are insufficient funds available to cover the total taxi fare, a part payment can be made using the Gift Card with the balance paid using another payment type.

## How do I check how much is left on my card?

To check the balance of your Gift Card, visit [www.cabcharge.com.au/giftbal](http://www.cabcharge.com.au/giftbal), or call Cabcharge Customer Service on 1800 652 229 or 02 9332 9222. More information can be found on the back of your Gift Card.

## Can my partner use mine or apply for their own gift card?

The Gift Card will cover the fare for your partner or companion if they travel with you. If they will be travelling separately and are also eligible, they can apply separately and receive their own Gift Card in addition to yours.

## Require further information?

Please contact the city on 9237 9222 or email [city@subiaco.wa.gov.au](mailto:city@subiaco.wa.gov.au).