

Motor Vehicle Registry Information Bulletin

CPV20 - Lift Incentive

What is the Lift Incentive?

The Lift Incentive is:

- A fixed amount of \$10 that may be paid to the 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 Smartcards that are allocated to persons in the Taxi Subsidy Scheme (TSS) category of A and B MPV who require the use of a wheelchair / mobility device to travel and have been assessed as requiring the use of a Multiple Purpose Taxi (or other CPV constructed or equipped to carry wheelchair passengers).
- The lift incentive recognises that wheelchair / mobility device passengers may require more time to embark and disembark a MPT than other passengers may do; the lift incentive recognises that there are times when drivers do not charge for loading time, even though they are permitted to do so. It also encourages MPT drivers to pick up more passengers in wheelchairs / mobility devices before seeking other hiring's as is required by Legislation.
- The lift incentive is not intended to apply to all trips by persons in wheelchairs / mobility devices.
- The lift incentive cannot be used to pay any part of a taxi fare; and is not transferable or redeemable for cash.

How many Lift Incentive payments are available?

Every eligible category A and B MPV member is allocated 120 x \$10 lift incentives per year.

I am a TSS member in a category other than A or B MPV and have become reliant on a wheelchair or mobility device – will I be allocated Lift Incentives?

No. Only category A and B MPV members may be allocated lift incentives. Members who are in any other category and have become reliant on a wheelchair or other mobility device may be considered for an allocation of the LIS on a case by case basis.

Further details are available from the Taxi Subsidy Scheme Officer in the Commercial Passenger Vehicles (CPV) Branch on 8924 7580.

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

Category A or B MPV members may provide a lift incentive for any one-way trip – so long as the passenger's allocation of lift incentives has not run out. No more than one (1) lift incentive may be provided per trip, per passenger. If the MPT legally carries 2 wheelchair / mobility device passengers at once, each passenger may provide the lift incentive to the driver.

How do I use the Lift Incentive?

Passengers:

- One Lift Incentive may be offered to the driver at the end of the trip.

Drivers:

- Trip data is provided to the Commercial Passenger Vehicles Branch from the EFTPOS provider, payments are then paid direct to the driver.
- To be eligible for payment, you must nominate a bank account for payment, using either of these Northern Territory Government forms:
 - Payment Details form for a Business/Company; **Or**
 - Payment Details form for an Individual; **And**
 - Recipient Created Tax Invoice Agreement.

To obtain the above forms, please contact the Taxi Subsidy Scheme Officer, Commercial Passenger Vehicles Branch on telephone 8924 7580.

Lift Incentive hiring's

- A MPT driver will not be able to charge for waiting time if the driver receives a lift incentive payment for the trip. Refer to Section 3A of the *Taxis Regulations*.
- A driver is entitled to decline the lift incentive and charge for waiting time instead.
- A passenger may choose not to provide the lift incentive 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 at the discretion of the passenger.
- If a passenger does not have any lift incentives left, a driver may charge for waiting time in accordance with the *Taxi Regulations*.
- The existing Taxi Subsidy Scheme entitlement can be put towards 50% of the normal taxi fare.
- If an occupied wheelchair / mobility device cannot be safely secured in a MPT, the driver may assist the person to transfer to and sit in a passenger seat of the vehicle, and carry the wheelchair / mobility device unoccupied in the load space of the vehicle. In this case, the passenger may still offer to provide the lift incentive to the driver.
- A passenger may mention and offer (but is not obliged to) the lift incentive when booking an MPT.
- If the driver is aware that the LIS has been offered it may help the driver to ensure that the lift incentive or waiting time is validly transacted.
- If you have a complaint that an attempt by you or a person in your care to book and/or travel in a MPT has failed because you or the person in your care did not offer or provide a lift incentive, 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 email fax or telephone. 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 Lands and Planning Transport Services Division for appropriate action.

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

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

Reminder about the Taxi Subsidy Scheme

The TSS smartcard may be used by any TSS member to pay for up to 50% of a fare in a standard taxi, MPT or where approved, other commercial passenger vehicles. Refer [Information Bulletin CPV21](#)

Where can I find out more?

Further details are available during business hours from the Taxi Subsidy Scheme Officer Commercial Passenger Vehicles Branch of the Department of Lands and Planning as below.

Lift Incentive Information (08) 8924 7580 business hours

Email rtcpv@nt.gov.au

Web www.nt.gov.au/taxisubsidy

Postal Address GPO Box 2520 Darwin NT 0801

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Lift Incentive Scheme Questions and Answers for Taxi Drivers

Q1 What is the lift incentive?

- The lift incentive is a payment of \$10 that may be provided by a wheelchair / mobility device passenger to the driver of a Multiple Purpose Taxi (MPT).
Note: Only eligible members of the NT Taxi Subsidy Scheme in categories A and B MPV will be provided with lift incentive credits.
- Drivers of standard taxis and other commercial passenger vehicles without capacity to carry wheelchairs / mobility devices are not eligible to receive lift incentive payments. Persons in wheelchairs / mobility devices using standard taxis may do so when they are able to transfer from wheelchair / mobility device to the Taxi and back again unassisted.
- The Lift Incentive payment must not be used as payment or part payment of a taxi fare.
- A maximum of one lift incentive may be used by a wheelchair / mobility device passenger per trip.
- If the MPT legally carries two or more wheelchair / mobility device passengers at the same time, each wheelchair / mobility device passenger may provide a lift incentive to the driver.
- If the wheelchair / mobility device passenger does not have lift incentive credits or chooses not to use one, the driver may charge the approved waiting time applicable for the hire.

Q2 Which wheelchair / mobility device passengers will get Lift incentive?

- Members of the NT Taxi Subsidy Scheme in categories A and B MPV will receive lift incentive credits from the Northern Territory Government.
- These passengers may choose to offer the Lift Incentive or not.

Q3 Can I ask the wheelchair / mobility device passenger for a Lift Incentive?

- The driver may ask the passenger if they intend to offer the lift Incentive but **must not demand** that it be provided.
- A driver **must not demand** cash in lieu of a lift incentive from a passenger.
- A driver of an MPT **must not refuse** to transport a person on the basis that he/she has not offered or will not provide a lift incentive payment.
- Wheelchair / mobility device passengers should advise drivers / dispatches that they are going to offer the Lift Incentive before commencing the hire.

Q4 Do the drivers have to accept a Lift Incentive?

- 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 passenger offers a Lift Incentive payment, the driver may choose to either;
- accept the Lift Incentive (and reset the meter) or charge waiting time (and not accept the incentive) prior to commencement of hire.
- If the driver accepts the Lift payment he/she **must not charge** for waiting time.

Q5 What does the driver do if the wheelchair / mobility device passenger offers the Lift Incentive?

- The driver must only start the taxi meter when the taxi commences forward 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 provides the Lift Incentive payment.