

Fact Sheet

Wheelchair Accessible Taxis (WATs)

Taxis are good because they can pick you up and take you exactly where you want to go and you get a personalised service. But if you need to go very far they can be expensive, though you may be able to get assistance with costs.

Taxis that can carry wheelchairs are sometimes called WATs. This simply means wheelchair accessible taxi.

Most taxi services have cars and vans with equipment that can lift you and your wheelchair into the taxi and fix it to the floor. This is a very safe way to travel.

People who drive wheelchair accessible taxis have learnt about how to help you into the taxi and they also know about different types of disability. Their taxi will have an accessible symbol on it and so will their taxi drivers license. This shows that they are accredited.

Ask the driver if you need help with luggage or you would like them to push you to the door when you arrive. You won't have to pay extra for this.

How do I book a wheelchair accessible taxi?

- Always phone to book your WAT. Otherwise you might have to wait a long time for one to come along.
- Dial 131 008 to book a taxi from anywhere in Australia. The number for your taxi company is on the back of this fact sheet.
- Tell them you are in a wheelchair and let them know if you have anyone traveling with you.
- If you can, book the taxi the day before you need it. Book your trip home at the same time.
- Tell them where you are and where you want to go to.
- The driver will help you and your wheelchair into the taxi. You will have to wear a seat belt.
- If you use taxi vouchers make sure you have them ready. You can use one voucher for each ride.

Can I get help with taxi fares?

If you have a severe and permanent disability you might be able to get vouchers that pay for ½ your taxi fare. They will pay up to \$30 a ride. So if the fare is \$25 you would pay \$12.50, and if it is \$70 you would pay \$40.

Ask your doctor or taxi driver about the Taxi Transport Subsidy Scheme, usually called TTSS. Or download a form from www.transport.nsw.gov.au/ttss, or phone 1800 623 724.

For more information

Call your local taxi company on the number below

Ballina	6686 9999
Byron Bay	6685 5008
Casino	6662 1100
Grafton	6642 3622
Kingscliff.....	6674 1530
Lismore	6621 2618
Tweed Heads	133 422
Murwillumbah and Tweed Coast.....	6672 6666
Yamba	6645 5888



For information about transport in the Northern Rivers visit www.goingplaces.org.au



If you would like a copy of **Accessible Transport in the Northern Rivers: a guide for people with a mobility impairment and their carers** contact Kate Geary at Northern Rivers Social Development Council on 6620 1820 or email kate.geary@nrsc.org.au.