

Multi Purpose Taxi card FAQs

Easy English



What is a Multi Purpose Taxi Program card?

A Multi Purpose Taxi Program card is a card you can use when you go in a taxi. It means people with a severe disability only have to pay half price taxi fares.

There is a limit to how much you can use your Taxi card.

Who can use a Multi Purpose Taxi Program card?

To get a Taxi card you must



- Live in Victoria and be a permanent resident of Australia
- Have a severe permanent disability that means you have trouble going on public transport, like a bus and train
- Have a concession card from Centrelink like a Disability Support Pension, Department of Veterans' Affairs card or be able to prove you don't have a lot of money.



If you use a wheelchair you don't have to have a concession card or prove you don't have a lot of money.

How do I apply for a Multi Purpose Taxi Program card?



- Go to your doctor. Ask them to fill out an online form for you. They will send it to the Commercial Passenger Vehicles Victoria (CPVV).



- You will get a consent form in the mail. It will ask you if you want to apply for a Taxi card. Fill out the form and mail it to the CPVV.
- After 14 days you will get a letter in the mail. It will tell you if you can have a Taxi card.
- You may have to give more information to the CPVV.



- If you can have a Taxi card the letter will ask you to pay money for it.



- The Taxi card will come in the mail.



How much does it cost?

A Taxi card costs \$ 16.50 and you can use it for 6 years.

When you need a new Taxi card you must pay money again.

For prices go to [Renewing Your Card](#).



Why should I get a Taxi card?

It will save you money if you use a Taxi card when you get in a taxi.

There are lots of reasons why you may have to use a taxi, even if you normally use public transport.



- Trains may stop running because of an emergency
- Buses may be running late
- It might be too dark outside to travel safely.

These are good reasons why it might be better to get a taxi instead.



What are the discounts when using a Multi Purpose Taxi Program card?

When you use a Taxi card you only pay for half the price of the fare.

For example

Total taxi fare	\$ 50
MPTP subsidy (50% of fare)	\$ 25
The passenger will pay	\$ 25

The discount is capped, which means you can only save up to a maximum of \$60 each taxi ride. You can also only save up to \$2180 each year.

Some people are able to use more than this amount of money each year, like people who use wheelchairs. Find out more about [Exemptions](#).

You will have to pay for things like CityLink and airport fees.



What happens if I lose or damage my card? Or my details change?

If your card stops working you will have to buy a new Taxi card. But you may not have to pay for it.

If your Taxi card is stolen, or you damage or lose it, call the Multi Purpose Taxi Program (MPTP) on 1800 638 802 between 8:30 am – 5:00 pm on Monday to Friday. Or you can email [MPTP](mailto:mptp@cpv.vic.gov.au) at mptp@cpv.vic.gov.au.

It is important to tell MPTP that you have lost your Taxi card so they can cancel it so no one else can use your Taxi card.

MPTP will



- Cancel your old Taxi card
- Order you a new Taxi card. You will have to pay \$16.50
- Mail a new Taxi card to you in 5 days.



If you give MPTP a stolen property report from Victoria Police you will not have to pay money for a new Taxi card.

If your details change you need to tell MPTP.

What are lifting fees?



A lifting fee is when a driver puts a wheelchair or scooter into a taxi, or takes it out of a taxi.



The taxi meter must **not** be turned on during this time. The passenger does **not** pay for the lifting fee.

Click here for [Lifting Fee prices](#).



What happens if my Taxi card doesn't work?



If you try to use your Taxi card and it does not work get a receipt from the taxi driver.

Contact MPTP by calling 1800 638 802 between 8:30 am – 5:00 pm on Monday to Friday. Or you can email [MPTP](mailto:mptp@cpv.vic.gov.au) at mptp@cpv.vic.gov.au.

Taxis must have paper vouchers to use if the EFTPOS machine is broken. You will still get the half price fare.



More information can be found here:

https://cpv.vic.gov.au/_data/assets/pdf_file/0011/339185/How-to-apply-for-a-MPTP-card.pdf

https://cpv.vic.gov.au/_data/assets/pdf_file/0019/316414/Using-your-MPTP-Card.pdf

More information



Translating and Interpreting Services

Call 13 14 50

Ask them to call Multi Purpose Taxi Program
on 1800 638 802



National Relay Service

Call 133 677 for TTY / voice calls

or

1300 555 727 for Speak and Listen



Website

<https://cpv.vic.gov.au/passengers/mptp>



Phone Commercial Passenger Vehicles Victoria –
Multi Purpose Taxi Program

1800 638 802

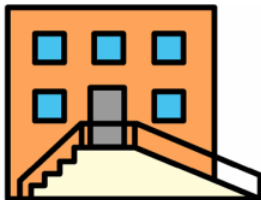
8:30 am – 5 pm Monday to Friday

not on public holidays



Email

mptp@cpv.vic.gov.au



Address

Commercial Passenger Vehicles Victoria

Multi Purpose Taxi Program

GPO Box 1716

Melbourne VIC 3001

Customer Service Centre

Lower Ground Floor

1 Spring Street

Melbourne VIC 3000