



**Australian Government**

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**Department of Veterans' Affairs**

# Requirements for Contractors

For the provision of  
Booked Car with Driver Service

DVA Arranged Travel

Direct Booking Model

NSW Country Taxi Voucher Scheme

Version 1: 1 July 2024

# Glossary

In this Requirements for Contractors (RFCs), unless the contrary intention appears, the following definitions are used.

Additional definitions are set out in Schedule 3 (Glossary) of the Deed and should be read in conjunction with this Glossary.

<b>GLOSSARY</b>	
<b>TERM or ACRONYM</b>	<b>MEANING</b>
Administration Fee	The Fee payable by DVA to the Contractor when the Contractor submits invoices electronically through TBIS
Advanced Booking	A TBIS Booking Request dispatched at least one day in advance
BCWD	Booked Car With Driver service – supporting Entitled Persons to access travel for treatment.
Booking Management Expectations	The requirements at Part 2, Section 1(i) of this RFC.
Booking Request	Means a TBIS Booking Request, a DBM Booking and/or a NSW CTVS Booking.
Business Hours	8am – 5pm in the relevant State/Territory
DBM	Direct Booking Model
DBM Bookings	Notices under a DBM Contract requesting the Contractor to deliver Services under the DBM.
DBM Contract	A Contract issued under the Deed for the delivery of services under the DBM.
Department/DVA	The Commonwealth of Australia as represented by the Department of Veterans' Affairs & the Repatriation Commission and the Military Rehabilitation and Compensation Commission.
Driver Expectations	The requirements at Part 2, Section 2(a).
DVA Arranged Travel	A Booking Request dispatched through TBIS
Gold Card	DVA Health Card – All Conditions within Australia (Gold Card)
Immediate Booking	A TBIS Booking Request dispatched on the day the Services are required
Key Performance Indicators (KPIs)	Means the performance measures at Part 5 of these RFCs.
LMO/GP	Local Medical Officer or General Practitioner - A qualified medical practitioner registered or licensed in accordance with state or territory law and who agrees to provide medical

	services to Entitled Persons under DVA health care arrangements.
Long Distance Journey	Journeys that are for travel outside a taxi zone/area, a metropolitan region or greater than 50kms one way.
Multi-loading	Travelling with more than one Entitled Person per journey.
NSW CTVS	NSW Country Taxi Voucher Scheme
NSW CTVS Bookings	Notices under a NSW CTVS Contract requesting the Contractor to deliver Services under the NSW CTVS scheme.
NSW CTVS Contract	A Contract issued under the Deed for the delivery of services under the NSW CTVS scheme.
PRODA	Provider Digital Access (Services Australia) - An online identity verification and authentication system. It allows the Contractor to securely access TBIS via DVA online services.
Reasonable Time	Reasonable time ensures safe embarkment/disembarkment and arrival at the destination prior to the appointment time.
Requirements for Contractors (RFCs)	Means this document which forms part of Schedule 4 (Statement of Requirements) to the Deed.
Right of Return	An outbound Booking Request that accompanies an inbound Booking Request
Short/Local Distance Journey	Journeys undertaken within a metropolitan area or taxi zone/area and are usually less than 50km one way.
Slow Running	For Taxis: This is the rate that the meter charges when the vehicle is travelling at a slow speed (eg: less than 25km per hour) or when stopped at traffic lights. The slow speed rate is determined as part of the relevant State/Territory rank and hail taxi metered rate and is automatically calculated through the vehicle meter.  For Non-Taxis: The rate payable in accordance with Schedule 5 (Fees and Payment).
TBIS	Transport Booking and Invoicing System
TBIS Areas of Operation	Areas pre-defined and set by DVA in which the Contractor can operate, in accordance with Attachment B of Schedule 4 (Statement of Requirements) to the Deed.
TBIS Booking Request	Contracts issued via TBIS, electronically, phone or fax requesting the Contractor to deliver Services under DVA Arranged Travel.
White Card	DVA Health Card – Specific Conditions (White Card)

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# Part 1: Background and General

## 1. The purpose of these Requirements

- a) These Requirements for Contractors (RFCs) relate to the Services provided under the Booked Car with Driver (BCWD) Service.
- b) These RFCs set out the conditions which form part of the Deed for the provision of the Services for Entitled Persons and must be adhered to by Contractors.

## 2. The Booked Car with Driver (BCWD) Service

- a) BCWD is a service which assists eligible Entitled Persons to travel to and from approved medical treatment locations. BCWD is delivered at no cost to the Entitled Person, with DVA being invoiced directly by the Contractor after completion of the service.
- b) To be eligible to travel, Entitled Persons must be a Gold or White Card holder.
- c) Further information regarding passenger travel entitlements is provided at: <https://www.dva.gov.au/health-and-treatment/local-or-overseas-medical-care/travel-treatment>
- d) The treatment locations to which eligible Entitled Persons can be transported is provided at: <https://www.dva.gov.au/providers/travel-clients-treatment>
- e) The current BCWD Service is comprised of three components (the Services):
  - i. DVA Arranged Travel. See Part 2 of these RFCs;
  - ii. Direct Booking Model (DBM). See Part 3, Section 1 of these RFCs; and
  - iii. NSW Country Taxi Voucher Scheme (NSW CTVS). See Part 3 Section 2 of these RFCs.
- f) The Services comprise two types of journeys: Short/Local Distance Journeys and Long Distance Journeys.
- g) The majority of the Services is comprised of Short/Local Distance Journeys.
- h) Contractors are not guaranteed any volume of work.

### 3. The role of a Contractor

- a) Contractors have an important role in ensuring Entitled Persons get to their medical appointment on time in a safe reliable vehicle while receiving an appropriate level of assistance.
- b) There are three key elements to being a Contractor:
  - i. Receiving a Booking Request (See Part 2, Section 1 of these RFCs);
  - ii. Undertaking the journey (See Part 2, Section 2 of these RFCs); and
  - iii. Invoicing DVA (See Part 2, Section 4 of these RFCs).
- c) Contractors should ensure their drivers are trained to meet the requirements of the veteran community, a community which is predominantly frail and aged.

### 4. Contractor Requirements

- a) The following terms **MUST** be adhered to for the duration of the Deed:
  - i. The Contractor and their vehicles, operators and drivers must be authorised to provide commercial passenger transport services in the relevant State/Territory in which the Contractor operates.
  - ii. The Contractor must be:
    - a. a sole trader;
    - b. an incorporated company (with one or more directors);
    - c. a trust where the trustee is an incorporated entity (with one or more directors) and the trust deed provisions are acceptable to DVA; or
    - d. an incorporated association.
  - iii. The Contractor must hold and maintain the the relevant accreditation for their State/Territory as specified in Table 1:

Table 1: Accreditation

State/Territory	Accreditation Terminology
ACT	Booking Service Provider and/or Taxi Service Accreditation
NSW	Authorised Service Provider or Booking Service Provider
NT	Operator Accreditation
QLD	Booking Entity Authorisation
SA	Operator Accreditation and/or Booking Service Accreditation
TAS	Transport Booking Service

VIC	Booking Service Provider
WA	On Demand Booking Authorisation

- iv. The Contractor must meet the Booking Management Expectations in these RFCs (See Part 2 Section 1(i)); and
- v. If undertaking DBM journeys, the Contractor must comply with Part 3 Section 1.
- vi. If undertaking NSW CTVS journeys, the Contractor must comply with Part 3, Section 2.

## 5. Transport Booking and Invoicing System (TBIS)

- a) The Transport Booking and Invoicing System (TBIS) is DVA's IT system which is used to manage all components of DVA Arranged Travel. TBIS Booking Requests and the details of all the Contractors are stored on TBIS. It also stores and manages all the invoicing information received by DVA.
- b) TBIS includes an online portal where Contractors are able to log in and download their daily work, view bookings allocated to them and submit invoices with the relevant data to DVA. Contractors must first register with PRODA (Provider Digital Access) to access TBIS. Full details for registration and online access are available from your DVA Contract Manager.
- c) TBIS is DVA's preferential method for Contractors to interact with DVA including accessing their bookings and submitting invoices.
- d) DVA allocates TBIS Booking Requests from pre-defined TBIS Areas of Operation. TBIS Areas of Operation are specific DVA defined areas. If necessary, to ensure reliability of services to Entitled Persons, DVA may vary the size and boundaries of the TBIS Areas of Operation.

## 6. Amendments to the RFCs

- a) From time to time, DVA may need to vary the RFCs to ensure the Services continue to meet service expectations for Entitled Persons and provide value for money to DVA. Depending on the extent of the variations, DVA may:
  - I. advise of minor amendments made to the RFC by notice to affected Contractors; or
  - II. propose variations for acceptance by Contractors (as required).
- b) For the avoidance of doubt, increases in the Fees in accordance with the Deed and/or State/Territory decisions will not require a signed variation.

## Part 2: Services and Deliverables

### 1. Receiving a Booking Request –

#### a) How Booking Requests are sent to Contractors

- i. There are three ways a Contractor can receive a Booking Request:
  1. Directly from DVA via TBIS, electronically, telephone or fax for DVA Arranged Travel.
  2. Directly from a health provider for DBM and NSW CTVS.
  3. Directly from an Entitled Person for NSW CTVS.

#### b) When Contractors can expect to receive a TBIS Booking Request

- i. Where possible TBIS Booking Requests will be made available in bulk form and can be received:
  1. Day Prior to Travel - For travel in metropolitan areas (generally Short/Local Distance Journeys), TBIS Booking Requests are available through TBIS, or where required sent to the Contractor, one Business Day prior to travel. These are Advanced Bookings.
  2. Two Days Prior to Travel – For travel in rural/regional areas (generally Long Distance Journeys), TBIS Booking Requests are available through TBIS, or where required sent to the Contractor, two Business Days prior to travel. These are Advanced Bookings.
  3. Same Day as Travel – TBIS Booking Requests may be received on the same day as the required travel and may require an immediate vehicle dispatch. These are Immediate Bookings.
- ii. TBIS Booking Requests may be amended throughout the day. For amended or cancelled TBIS Booking Requests that are after the timeframes stated in Part 2, Section 1(b) i above Contractors must ensure they monitor the booking delivery method, either phone or fax, as DVA may send cancellations and other amendments such as location and time changes throughout the day.
- iii. Online download through TBIS is not available for Immediate Bookings or amended TBIS Booking Requests once the timeframes mentioned above have passed. TBIS Booking Requests may however be viewed online through the TBIS portal.
- iv. Table 2 details the times when bulk TBIS Booking Request downloads are available in TBIS or dispatched:



**Table 2: DVA Bulk Dispatch Times**

State	Download Time
South Australia	08:00am
Northern Territory	08:00am
Victoria	11:00am
Western Australia	11:15am
Queensland	01:00pm
New South Wales	03:00pm
Australian Capital Territory	03:00pm
Tasmania	03:00pm

### c) TBIS Booking Request Information

- i. Contractors will receive a mixture of inbound and outbound TBIS Booking Requests. In most circumstances, Contractors will receive both the inbound and outbound journey for the one Entitled Person at the same time. This process is known as Right of Return.
- ii. TBIS Booking Requests will include:
  1. Booking Number
  2. Entitled Person name
  3. Entitled Person file number
  4. Pick-up address
  5. Set-down address
  6. Appointment date and time - this is the date and time the Entitled Person is required to be at the destination, it is NOT the pick-up time.
  7. Vehicle type
  8. Number of attendants
  9. Right of Return
  10. Special instructions
- iii. Refer to Attachment A for an example of a TBIS Booking Request fax.

### d) Appointment times are different to pick-up times

- i. The TBIS Booking Request will state the Entitled Persons appointment time with the health provider rather than the pick-up time. Contractors are required to determine the pick-up time, allowing a minimum of 30 minutes for Short/Local Distance Journeys. Contractors should ensure that Entitled Persons arrive at their destination in a Reasonable Time to allow them to

meet their medical appointment. In some circumstances, DVA or the Entitled Person may specify a pick up time.

#### e) Right of Return

- i. On most occasions Contractors will receive both an inbound and outbound Booking Request at the same time i.e. given Right of Return. Some of these Booking Requests will have pre-booked return times in the outbound time field, while others will not have a fixed outbound time.
- ii. If provided with the Right of Return the Entitled Person should be provided with the Contractors telephone number, which will be used by the Entitled Person at the completion of the appointment, to call and request a vehicle for the Entitled Persons return journey.
- iii. The Right of Return outbound journey must be undertaken on the same date as the inbound journey. The Right of Return is NOT valid for transport on a different date. The Contractor should notify DVA on 1800 550 457 if requested to transport an Entitled Person on a different date using a Right of Return.
- iv. Right of Return applies to DVA Arranged Travel, DBM and NSW CTVS Booking Requests.
- v. An example Right of Return card is at Attachment E.

#### f) Multi-loading

- i. DVA allows the Multi-loading of Entitled Persons where appropriate. Multi-loading should only be done if there is sufficient time and the Entitled Persons are not impacted. The total number of Entitled Persons and their attendants in one vehicle should not exceed three people. The price for Services must be calculated by applying the appropriate rate measured from the pick-up point of the first Entitled Person to the point at which the last Entitled Person is set down.
- ii. Multi-loading applies to DVA Arranged Travel, DBM and NSW CTVS Booking Requests.

#### g) Special Instructions

- i. Any special instructions will be noted on the Booking Requests or provided verbally for DBM or NSW CTVS. Special instructions may include the need for assistance to the front door, the type of vehicle i.e. wheelchair accessible vehicle, whether an Entitled Person is travelling with a walking frame or fold up wheelchair etc. Contractors must ensure that the dispatched vehicle meets the needs of the Entitled Person and any special instructions noted on the Booking Request. The driver should also provide the requested assistance as required.

## h) Long Distance Journeys

- i. For Long Distance Journeys, the Contractor must contact the Entitled Person by telephone the day prior to travel to confirm the transport and the designated pick-up time.

## i) DVA Booking Management Expectations

The Contractor must comply with the following Booking Management Expectations:

- i. The Contractor must have booking management operations that adhere to the requirements of the relevant State/Territory.
- ii. The Contractor must be contactable and able to receive Booking Requests, amendments and cancellations via phone during Business Hours on Business Days.
- iii. The Contractor must be able to receive fax or telephone Booking Requests on the day of travel, and action immediately.
- iv. The Contractor should have 24 hour a day, 7 day a week availability to receive Booking Requests (via TBIS, electronically, phone or fax) and provide the Services.
- v. The Contractor should have the ability to download bulk TBIS Booking Requests at the specified time for their operating State/Territory – See Table 2: DVA Bulk Dispatch Times.
- vi. The Contractor must undertake both Short/Local Distance and Long Distance Journeys
- vii. The Contractor must ensure the vehicle arrives within a Reasonable Time of the advised appointment time.
- viii. The Contractor must consider external factors to ensure on time arrival of a vehicle.
- ix. The Contractor must promptly advise the Entitled Person of any anticipated delay.
- x. The Contractor must not pick up Entitled Persons earlier than is reasonably required from the advised appointment time, unless prior instructions has been provided by DVA, a health provider or the Entitled Person.
- xi. The Contractor must have training and procedures in place for booking staff and drivers to ensure they understand the needs of veterans and their families.
- xii. The Contractor must inform drivers of the special needs of Entitled Persons (such as the need for wheelchair accessible vehicles, partially blind clients etc.) and any special instructions noted on the Booking Request.
- xiii. If on arrival, a vehicle is deemed by the health provider, Entitled Person or their representative as not suitable to their medical needs (and these were

- advised on the Booking Request), the Contractor must send a replacement vehicle immediately at no additional cost.
- xiv. The Contractor must have appropriate performance monitoring mechanisms in place.

j) **Urgent travel for treatment outside of Business Hours**

- i. Where a Contractor receives a TBIS Booking Request for travel to be undertaken outside of Business Hours from an Entitled Person or Health Provider and there is no DVA authorisation, they should undertake the journey and contact DVA on the next Business Day to request a retrospective booking number. For all other TBIS Booking Requests during Business Hours the Entitled Person or health provider should contact DVA on 1800 550 455.

## 2. Undertaking the Journey

a) **Driver Expectations**

- i. Drivers play a pivotal role in the Services delivered to the Entitled Person. Contractors must require all drivers to comply with these Driver Expectations:
1. Drivers **MUST** sight the Entitled Person's Gold or White Card;
  2. Drivers **MUST** verbally confirm the set down address with the Entitled Person and ensure it matches the Booking Request;
  3. Drivers **MUST** undertake the journey by the most direct and reasonable route including access to tollways;
  4. Drivers **MUST** ensure Entitled Persons are set down as close as possible to the entry of the destination. Entitled Persons should not be required to walk any great distance to reach the destination;
  5. Drivers **MUST** understand the needs of frail, aged passengers and the respect that veterans and war widows/widowers deserve;
  6. Drivers **MUST** provide Entitled Persons with a reasonable level of assistance, including assisting passengers in and out of the vehicle. This includes providing a door to door service (where appropriate or where DVA has made a request to knock on the front door to collect the Entitled Person);
  7. Drivers **MUST** ensure passenger safety in the vehicle, including assistance with the fitting of seat belts where necessary;
  8. Drivers **MUST** ensure passenger comfort in the vehicle including stopping for passenger rest breaks when needed and ensuring comfortable vehicle air temperatures;
  9. Drivers **MUST** allow a reasonable time for the Entitled Person and any attendants to get to the vehicle before commencing service charges;

10. Drivers MUST transport any additional passenger(s), such as an Entitled Person's attendant(s), and any assistance animals, as set out in the Booking Request at no extra charge to DVA;
11. Drivers MUST adhere to the relevant State/Territory requirements referred to in Table 1: Accreditation;
12. Drivers MUST NOT pick up Entitled Persons earlier than is reasonably required, unless prior instructions has been provided by DVA, a health provider or the Entitled Person;
13. Drivers MUST NOT set Entitled Person's or their attendants down at any location other than that specified in the Booking Request; and
14. Drivers MUST NOT change the pick-up or set down destinations of a Booking Request unless approved by DVA. If requested to change a destination by an Entitled Person, their representative or a health provider, the Contractor MUST contact DVA for approval.
15. Where a TBIS Booking Request has been issued for an inbound and outbound journey, drivers MUST provide Entitled Persons with a 'Right of Return' card for the outbound journey home.
16. Drivers MUST assist with the Entitled Persons walking aids, storing them appropriately once they are safely in the vehicle and retrieving the walking aids on arrival to the destination, allowing the Entitled Person a safe exit from the vehicle.

## b) Airport Pick-up Procedure

- i. The following procedure must be adhered to where a Booking Request requires a pick-up from an airport terminal:
  1. The Contractor must contact the Entitled Person the day before travel to confirm the pick-up arrangement;
  2. The Contractor must check the aircraft arrival time and allow a reasonable time for the Entitled Person to disembark and collect any baggage;
  3. Where permitted by local authorities, the Contractor must meet the Entitled Person in the airport terminal and prominently display the Entitled Persons name;
  4. If a Contractor is unable to meet the Entitled Person in the terminal they must prominently display the Entitled Person's name while standing at the nominated meeting place; and
  5. Waiting time must not be charged whilst waiting for the Entitled Person to disembark.

## c) Did Not Show or Did Not Travel

- i. If a driver arrives at a location and is unable to locate the Entitled Person, the Contractor must contact the Entitled Person or health provider. If a driver is unable to locate the Entitled Person, the Contractor must contact

DVA in accordance with Part 2, section 3(a) below or emergency services immediately.

#### d) Booking Handbacks

##### i. Advanced Bookings

*Short/Local Distance Journeys:* The Contractor must notify DVA no less than 30 minutes prior to the pickup time determined in accordance with Part 2, Section 1(d) if the Contractor is unable to undertake an Advanced Booking for a Short/Local Distance Journey. See paragraph (v) below for the hand back procedure and TBIS hand back time limits.

*Long Distance Journeys:* The Contractor must notify DVA as soon as reasonably possible if they are unable to undertake a TBIS Booking Request for a Long Distance Journey allocated as an Advanced Booking. Hand backs are unable to be processed via TBIS after 3pm the Business Day before. Hand backs after 3pm must be telephoned to DVA in accordance with Part 2, section 3(a) below. See paragraph (v) below for the hand back procedure and TBIS hand back time limits.

##### ii. Immediate Booking

The Contractor must notify DVA within 5 minutes of the Contractor receiving the TBIS Booking Request, if the Contractor is unable to undertake an Immediate Booking. See paragraph (v) below for the hand back procedure and TBIS hand back time limits.

##### iii. Out of Hours Bookings

If the TBIS Booking Request is for travel outside Business Hours, and the Contractor is unable to undertake the TBIS Booking Request, the Entitled Person should be contacted immediately. The Contractor must also notify DVA as soon as possible on the next Business Day.

##### iv. Hand back Percentage

Contractors must keep the proportion of TBIS Booking Requests that cannot be met (hand backs) to a minimum. The percentage of hand backs must not exceed any State/Territory regulated level or if no State/Territory regulated level is set, the maximum hand back rate must not be greater than 5% of total TBIS Booking Requests per calendar month period.

##### v. Hand back Procedure

Contractors must hand back TBIS Booking Requests through TBIS. If a Contractor is unable to hand back a TBIS Booking Request due to DVA's TBIS hand back time restrictions, the Contractor must contact DVA using the contact details in Part 2, section 3(a) below. TBIS hand back time limits are detailed below in table 3.

Table 3: TBIS hand back time limits

<b>TBIS Hand Back Time Limits</b>
<b>Short/Local Distance Journeys</b> – must be handed back up to one hour prior to the appointment time.
<b>Long Distance Journeys</b> – must be handed back prior to 3pm on the Business Day before the appointment.
The TBIS hand back function will be disabled outside the above timeframes.

#### e) Waiting Time

- i. Contractors must not charge waiting time for Short/Local Distance Journeys unless waiting has been specifically requested by DVA. Waiting time is payable where a Right of Return has been provided for a Long Distance Journey. In this situation, waiting time is only payable two hours after the advised appointment time.

### 3. DVA Contact Details

#### a) Contractor Specific Numbers

- i. Contractors should call the number below if unable to undertake a Booking Request or locate an Entitled Person, or experience any problems or have any other queries.

**Dial: 1800 550 457**  
**Press: Option 0 then**  
**Press: Option 3**

- ii. Contractors should call the number below for invoice queries.

**Dial: 1800 550 457**  
**Press: Option 0 then**  
**Press: Option 4**

### 4. Invoicing

#### a) Invoicing Requirements

- i. Contractors must work within DVA's e-business arrangements including submitting electronic invoices and supporting journey data directly to DVA via TBIS, unless otherwise agreed in writing.
- ii. To enable electronic submission, Contractors will need to have internet access and PRODA (Provider Digital Access) with Services Australia. The

link below will provide further information regarding the registration process with PRODA:

<https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

- iii. TBIS is specifically designed to allow electronic lodgement of Contractor invoices in the formats outlined in Table 4 below.

Table 4: File Formats

FORMAT	FILE EXTENSION
Comma-separated values	.csv
Excel	.xls or .xlsx
Portable Document Format	.pdf
Word	.doc

DVA's preferred format is comma-separated values .csv

- iv. A correctly rendered tax invoice must be submitted and each journey separately listed detailing the following journey data – Refer to Attachment B:
  1. DVA passenger name;
  2. DVA Gold/White Card number (file number.);
  3. booking number (if a DBM Booking then the health provider's number or if a NSW CTVS Booking then the NSW CTVS voucher number);
  4. date of travel;
  5. appointment time;
  6. pick up suburb;
  7. pick up time;
  8. set down suburb;
  9. set down time;
  10. vehicle number;
  11. distance travelled (if distance based fee structure is used);
  12. extras (tolls, waiting times 'did not show' fee, cancellation fee, etc.);  
and
  13. total cost of journey
- v. For TBIS Booking Requests, Contractors can download a partly pre-populated invoice template directly from TBIS to assist with the invoicing requirements.



- vi. The format of the downloaded invoice will vary according to the particular Services the Contractor undertakes. Refer to Attachment B which shows a combination of all Services. Contractors should refer to the TBIS Contractors - Detailed Reference Guide for download instructions. The TBIS online portal also has a useful tutorial section to assist Contractors.
- vii. Contractors must have an accounting system and issue a single monthly tax invoice direct to DVA within 30 days of the end of each month. The journey data must be consistent with the tax invoice period. The tax invoice and supporting journey data must be submitted in the format specified by DVA via DVA's online TBIS invoicing portal.
- viii. TBIS invoice submission is required in all circumstances. Other submission methods will only be considered where the Contractor completes 10 or less journeys per month or where a special circumstance exists. This will be at DVA's discretion and approval will only be given in writing. All the same booking and journey information must be provided but the journey data should be documented separately to the tax invoice.
- ix. The Contractor will not be entitled to an Administration Fee if TBIS submission of invoices is not received.
- x. DVA requires journeys to be invoiced within 90 days of the date of service delivery or as otherwise agreed in writing by DVA.
- xi. DVA payment terms are 7 days from receipt of a correctly rendered tax invoice.
- xii. The Contractor must provide bank account details to allow for the electronic payment of an invoice.
- xiii. DVA will not pay an incorrectly rendered tax invoice. If an incorrectly rendered tax invoice is received by DVA and there are discrepancies in the journey data, DVA will request an amended tax invoice.
- xiv. Any tax invoice adjustments requested by the Contractors must be made in writing, and the following information must be supplied:
  - 1. the reason for the adjustment;
  - 2. the Contractor name;
  - 3. details of the original tax invoice; and
  - 4. details of the passenger on the tax invoice

## Part 3: Other BCWD Programmes

### 1. Direct Booking Model (DBM)

- a) The Direct Booking Model (DBM) is an alternative transport booking method, where authorised health providers are able to book transport requests directly with an authorised Contractor.
- b) Only authorised Contractors can undertake DBM Bookings within the specified TBIS Area of Operation. The Contractor's Deed will specify whether the Contractor can undertake DBM Bookings.
- c) Contractors who undertake DBM Bookings will also be required to undertake DVA Arranged Travel allocated via TBIS Booking Requests and must adhere to all the requirements in Part 2 as well as to this Part 3, Section 1.
- d) The DBM operates in specific regions of certain metropolitan areas only. Contractors operating under the DBM must only undertake DBM Bookings for Entitled Persons who meet the requirements below:
  - i. Gold Card Entitled Persons only - the driver must sight the Entitled Person's Gold Card before undertaking the journey;
  - ii. Travel must be within the authorised TBIS Areas of Operation; and
  - iii. Travel must be for Short/Local Distance Journeys only, without multiple set downs.
- e) Authorisations – should a DBM Booking be for a White Card holder, a Long Distance Journey or require multiple set downs, the Contractor must refer the DBM Booking to DVA and not undertake the journey unless authorised in writing by DVA.
- f) After Hours Bookings – the only exception to the requirements at paragraphs (d) and (e) above is if a White Card holder, Long Distance Journey, or multiple set downs booking is received out of Business Hours. In this situation the Contractor may undertake the journey but must contact DVA on the next Business Day, advise DVA of the journey details and receive authorisation in order to claim payment.
- g) Any DBM Bookings undertaken that do not comply with paragraphs (d), (e) or (f) above, or are not authorised will not be paid by DVA.
- h) When receiving a DBM Booking, Contractors must obtain the requesting health providers details including their name, phone number, location and health provider number. The health provider number is to be used as the booking number. DVA will not pay invoices that do not contain the health provider number.
- i) Health providers generally make DBM Bookings by phone or fax.

- j) Only authorised health providers may request DBM Bookings. Contractors must not undertake a DBM Booking unless the requesting health provider has been authorised by DVA. If uncertain the Contractor should contact DVA in accordance with Part 2, section 3(a) to confirm eligibility.
- k) Any DBM Bookings undertaken by the Contractor which have been requested by health providers who are not authorised by DVA will not be paid by DVA.
- l) Contractors who undertake DBM Bookings must provide quarterly reporting to DVA (Refer Part 5 Key Performance Indicators). The Contractor must submit a quarterly report using the template at Attachment C which must contain the following data:
  - i. Details of health providers making DBM Bookings including – Health provider’s number, name and address including suburb and postcode;
  - ii. The number of DBM Bookings from each particular health provider for the reporting period;
  - iii. Any new health providers requesting DBM Bookings or a health provider withdrawing their services for the reporting period;
  - iv. The number of DBM Bookings received for journeys that do not meet the requirements at paragraph (d). *For example*, bookings for White Card holders or Long Distance Journeys; and
  - v. The number of hand backs given to DVA.
- m) DVA may conduct random audits on DBM.
- n) DVA may at its discretion decide to cease the DBM. If this occurs DVA will slowly transition out and will work with health providers and Contractors alike to assist with any transitioning arrangements.

## 2. NSW Country Taxi Voucher Scheme (NSW CTVS)

- a) DVA operates a scheme in regional and rural areas of New South Wales (NSW) known as the NSW Country Taxi Voucher Scheme (NSW CTVS). Under the NSW CTVS, DVA distributes books of vouchers to medical practitioners (Local Medical Officers and General Practitioners) who issue individual vouchers to Entitled Persons for travel to approved treatment locations.
- b) The NSW CTVS has many similarities to the DBM, however the NSW CTVS voucher is the mechanism by which Contractors access the NSW CTVS, as the voucher number forms the ‘booking number’ for the NSW CTVS.
- c) The Contractor’s Deed will specify whether the Contractor can undertake NSW CTVS Bookings. Contractors authorised to undertake NSW CTVS Bookings must adhere to all the requirements in Part 2 of these RFCs, however there are a few differences including:

- i. NSW CTVS Bookings can be made by an Entitled Person, their carer or health provider directly to the Contractor. The Entitled Person must give a completed NSW CTVS voucher to the Contractor at the end of the journey;
  - ii. The NSW CTVS vouchers are available to Entitled Persons outside the greater Sydney metropolitan area and Newcastle. The NSW CTVS is not available in Wollongong or Canberra, however they can be used to transport Entitled Persons to and from all approved regions of NSW and the ACT except the Sydney metropolitan area;
  - iii. The NSW CTVS voucher number must be included as the booking number when invoicing; and
  - iv. Contractors must ensure that all booking and journey information including the NSW CTVS vouchers are retained for a minimum of seven (7) years. This information must be provided to DVA on request.
- d) DVA may conduct random audits on the NSW CTVS vouchers.
- e) DVA may at its discretion decide to cease the NSW CTVS. If this occurs DVA will slowly transition out and will work with Health Providers and Contractors alike to assist with any transitioning arrangements.

## Part 4: Complaints and Feedback

- a) Contractors are required to respond to DVA in the timeframe requested regarding any complaints or feedback from DVA, Entitled Persons or health providers. Responses must be provided to DVA in writing.
- b) Contractors can also provide feedback to DVA regarding any concerns in relation to delivery of the Services under the Deed, in writing to the Department Representative.
- c) Critical incidents must be reported to DVA within 1 hour of the issue being identified. These include but are not limited to significant IT issues, vehicle accidents, or critical passenger incidents.

## Part 5: Key Performance Indicators

The following table lists the Deliverables and Key Performance Indicators with timeframes for delivery of key activities by Contractors

**Table 5: Key Performance Indicators**

No.	Deliverable(s) / KPI	Measurement	DVA Action on Non-Compliance
<b>Service Delivery</b>			
1.	Hand backs – no more than 5% of total TBIS Booking Requests each calendar month	TBIS Booking Requests completed by the Contractor each calendar month	<p>For minor or infrequent non-compliances DVA may reduce the level of work allocated through TBIS.</p> <p>For repeated non-compliance, or significant non-compliances that adversely affect Entitled Persons or cause concerns as to the reliability and quality of the Contractors providing the Services, DVA may terminate the Deed in accordance with clause 16.2 of the Deed.</p>
2.	95% of <ol style="list-style-type: none"> <li>I. TBIS Booking Requests for travel outside Business Hours; and</li> <li>II. any additional fares/waiting time/fees etc</li> </ol> are reported as soon as possible on the next Business Day	Number of requests responded to outside of the reporting period	
3.	95% of complaints/feedback must be actioned within timeframe requested by DVA.	As required	
4.	95% of critical incidents <i>e.g significant IT issues, vehicle accidents, or critical passenger incidents</i> are reported to DVA within 1 hour of the issue being identified	Within 1 hour of incident	
<b>Direct Booking Model (DBM)</b>			
5.	Reporting of number of DBM Bookings and health provider details – Refer to Part 3, Section1(l) of these RFCs	Quarterly	DVA may reduce the Administration Fee percentage for a period of time, or cease the payment of the Administration Fee for a period of time or for the remaining period of the Deed.

# Attachments

## Attachment A – Example of a TBIS Booking Request Fax

Department of Veteran's Affairs Transport Booking Fax			
<b>Header Details</b>			
Action:	New	Creator ID:	TBIS
<b>Booking Details</b>			
Booking Number:	1000000	Direction:	Inbound
Appointment Date:	01/07/2024	Appointment Time:	1130
Car Type:	Normal	Attendants:	
Right of Return:	No	Waiting Time:	
Beneficiary Surname:	CITIZEN	Given Name(S):	John
Beneficiary File No:	NX123456		
<i>Pickup Address:</i>		<i>Set Down Address:</i>	
Location:		Location:	REPATRIATION GENERAL HOSPITAL
Unit/No:	280	Unit/No:	1A
Street:	ELIZABETH STREET	Street:	HOSPITAL ROAD
Suburb:	SURRY HILLS	Suburb:	CONCORD
Postcode:	2000	Postcode:	2138
Contact:	02 9999 9999	Contact:	02 9999 9999
Special Instructions:	Appointment 1130 WALKING FRAME		

# Attachment B – TBIS Invoice Template Example

Murrumbidgee Taxi Service Tax Invoice														
ABN	12345678911													
Address Line 1	280													
Address Line 2	Elizabeth Street													
Town / Suburb	Gundagai													
State	NSW													
Postcode	2722													
Invoice Number	311													
Invoice Date	1/08/2024													
Bookings total	509.05													
Admin fee	25.45													
Gross total (inc GST)	534.5													
Discounts applied	0													
GST component	48.59													
BCWD														
Travel Date	Passenger Surname	DVA File No.	DVA Booking No.	Appointment Time	Pickup Time	Pickup Suburb	Pickup Postcode	Set Down Time	Set Down Suburb	Set Down Postcode	Vehicle Number	Extra Costs	Distance Travelled	Total Journey Cost
1/07/2024	CITIZEN	NX000000	11287921	15:00	13:45	GUNDAGAI	2722	14:45	WAGGA WAGGA	2650	T514	10.2	82	254.1
1/07/2024	CITIZEN	NX000000	11287922		16:30	WAGGA WAGGA	2650	17:30	GUNDAGAI	2722	T514		82	243.5
BCWD Subtotal		497.6												
CTVS														
Travel Date	Passenger Surname	DVA File No.	CTVS Voucher No.	Appointment Time	Pickup Time	Pickup Suburb	Pickup Postcode	Set Down Time	Set Down Suburb	Set Down Postcode	Vehicle Number	Extra Costs	Distance Travelled	Total Journey Cost
25/07/2024	SMITH	NSM00000	7113554	9:00	8:40	GUNDAGAI	2722	8:45	GUNDAGAI	2722	T228		3	11.45
CTVS Subtotal		11.45												

## Attachment C – DBM Template Reporting Example

HEALTH PROVIDER NUMBER	HEALTH PROVIDER NAME	ADDRESS	SUBURB	POSTCODE	NUMBER OF JOURNEYS
1234561A	ADELAIDE PODIATRY	10 GRENFELL STREET	ADELAIDE	5000	30
0234563B	DR JON CITIZEN	120 KENSINGTON ROAD	TOORAK GARDENS	5065	24
1122334C	DR JAMES SMITH	199 COLLEY TERRACE	GLENELG	5045	4



## Attachment D – Scenarios

### Short/Local Distance Journey



TBIS	TBIS Booking Request sent day prior to travel or sometimes on day of appointment. To be used for invoicing.
Right of Return	Most TBIS Booking Requests include a Right of Return for the outbound journey. This is applicable only on the same day as the inbound journey.
Waiting Time	Waiting time only permissible in exceptional circumstances and must be approved by DVA.
Empty Running	Does not apply to Short/Local Distance Journeys
DBM	DBM Booking sent to Contractor directly from an approved health provider. Waiting time not payable.
Slow Running	Taxis: The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee. Non-taxis: A slow running rate (additional 10% excluding flagfall/booking fee and other costs) applies.

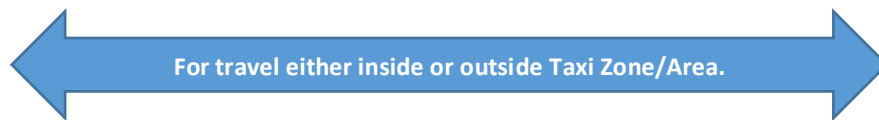
### Long Distance Journey



TBIS	TBIS Booking Request generally sent 2 days prior to travel To be used for invoicing
Right of Return	Most TBIS Booking Requests include a Right of Return for the outbound journey. This is applicable only on the same day as the inbound journey.
Waiting Time	Waiting time payable after 2 hours from appointment time only. Any exceptional circumstances must be approved by DVA.

Empty Running	Empty running only applies from the Contractors base to the Entitled Persons address where the Entitled Person lives outside of the TBIS Area of Operation, taxi zone/area or the country/regional/metropolitan area. Refer to the Department Representative for any clarification.
DBM	Does not apply for Long Distance Journeys.
Slow Running	Taxis: The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee. Non-taxis: A slow running rate (additional 10% excluding flagfall/booking fee and other costs) applies.

### **NSW Country Taxi Voucher Scheme (NSW CTVS) Journey**



Area of Operation	Operates only in regional and rural areas of NSW.
TBIS	To be used for invoicing
Right of Return	Booking is made by Entitled Person or health provider. The Entitled Person must provide the Contractor with an authorised NSW CTVS voucher at the completion of each leg of the journey. The return journey will be arranged by the Entitled Person or the health provider.
Waiting Time	Waiting time only payable after 2 hours from appointment time for Long Distance Journeys only. Any exceptional circumstances must be approved by DVA in writing.
Empty Running	Empty running only applies from the Contractors base to the Entitled Persons address where the Entitled Person lives outside of the TBIS Areas of Operation, taxi zone/area or the country/regional/metropolitan area. Refer to the Department Representative for any clarification.
Slow Running	Taxis: The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee. Non-taxis: A slow running rate (additional 10% excluding flagfall/booking fee and other costs) applies.

Attachment E – Right of Return example card

**SAMPLE**



**THE  
COMPANY**

**DVA RETURN JOURNEY CARD**

WHEN YOU HAVE FINISHED  
AT YOUR APPOINTMENT,  
PLEASE CONTACT US ON 12 3456 7890  
QUOTE YOUR DVA FILE NUMBER AND  
CONFIRM YOUR PICKUP ADDRESS AND WE  
WILL ORGANISE YOUR JOURNEY HOME