



**Australian Government**

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**Department of Veterans' Affairs**

# Guidelines for Transport Contractors

**Booked Car with Driver Scheme**

DVA Arranged Travel

Direct Booking Model

NSW Country Taxi Voucher Scheme

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# Part 1: Background and Eligibility

## 1. The purpose of these Guidelines

- a) These Guidelines relate to the services provided under the Booked Car with Driver (BCWD) scheme.
- b) These Guidelines set out the BCWD requirements which form part of the Deed of Agreement for the provision of Passenger Transport Services for eligible Department of Veterans' Affairs (DVA) Clients<sup>1</sup> and must be adhered to by Transport Contractors.
- c) These Guidelines may be amended from time to time as required.

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

- a) BCWD is a scheme which assists eligible DVA clients to travel to and from approved medical treatment locations. BCWD is delivered at no cost to the DVA client, with DVA being invoiced directly by the Transport Contractor after completion of the service.
- b) To be eligible to travel, passengers must be a Gold or White Repatriation Health Card holder.
- c) Further information regarding passenger travel entitlements is provided in DVA Factsheet HSV03 – Transport Modes Available under the Repatriation Transport Scheme: <http://www.dva.gov.au/factsheet-hsv03-dva-arranged-transport-under-repatriation-transport-scheme>
- d) The treatment locations to which eligible DVA clients can be transported are set out in factsheet HSV03 - Transport Modes Available under the Repatriation Transport Scheme: <http://www.dva.gov.au/factsheet-hsv03-dva-arranged-transport-under-repatriation-transport-scheme>
- e) The current BCWD Scheme is comprised of three components:
  - i. DVA Arranged Travel. Refer Part 2 (1);
  - ii. Direct Booking Model (DBM). Refer Part 2(4)a; and
  - iii. NSW Country Taxi Voucher Scheme (CTVS). Refer Part 2 (4)b

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<sup>1</sup> This document describes entitled persons in terms of veterans, war widows and widowers, serving and former defence force members, eligible Australian Federal Police members with overseas service and their dependants and carers. Such persons may have eligibility for transport assistance under various legislations administered by DVA and are the subject of this document. Entitled persons are commonly referred to as DVA clients throughout the documentation.

- f) DVA transport work generally comprises two types of trips, short/local distance trips and long distance trips. Short/local trips are those trips undertaken within a metropolitan area or taxi zone/area and are generally less than 50kms. Long distance trips are those trips that are for travel outside a taxi zone/area, a metropolitan region or those greater than 50kms.
- g) The majority of DVA transport work is comprised of short/local distance trips.
- h) Transport Contractors are not guaranteed any volume of work.

### 3. The role of a Transport Contractor

- a) Transport Contractors have an important role in ensuring DVA clients 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 DVA Transport Contractor:
  - i. Receiving a booking request (Refer Part 2.1);
  - ii. Undertaking the journey (Refer Part 2.2); and
  - iii. Invoicing DVA (Refer Part 2.3).
- c) Transport Contractors should ensure their drivers are trained to meet the requirements of the veteran community, a community which is predominantly frail and aged.

### 4. Transport Contractor Eligibility

- a) To be eligible to be a Transport Contractor the following terms MUST be adhered to:
  - i. Must be appropriately licensed, accredited or authorised to provide taxi or hire car commercial passenger transport services in the relevant state/territory in which Transport Contractors operate;
  - ii. Must be a Network, Network-Like, or Non-Network transport provider as defined in these Guidelines at Part 1.6;
  - iii. Must not be an individual driver. Transport Contractors must have the appropriate State/Territory Network or Operator accreditation/authorisation to provide taxi or hire car commercial passenger transport services.
  - iv. Must be able to provide services for at least one Area of Operation;
  - v. Must agree to undertake both short/local and long distance trips in all nominated areas of operations;
  - vi. Must accept the rates for short/local distance travel as specified in these Guidelines at Part 5.2 (b) and (c) ;

- vii. Must accept the Additional Fee rates for all travel as specified in these Guidelines at Part 5.4;
  - viii. Must be able to meet DVA's Booking Management Expectations in these Guidelines (Refer Part 2 Section 1 i); and
  - ix. If undertaking DBM trips, must be able to meet the DBM Requirements in the Guidelines (Refer Part 3 Section 1).
- b) Long Distance Rates - it is DVA's preference that Transport Contractors comply with the long distance rates as specified in the pricing schedule at Part 5. The basis on which DVA may, at its discretion, accept higher long distance rates is set out at Part 5.1(c).

## 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 a DVA transport booking. The system stores the bookings and the details of all the transport contractors. It also stores and manages all the invoicing information received by DVA.
- b) TBIS includes an online portal where Transport 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.
- c) TBIS is DVA's preferential method for Transport Contractors to interact with DVA including accessing their bookings and submitting invoices.
- d) DVA allocates transport work from pre-defined TBIS Areas of Operation. TBIS Areas of Operation are specific DVA defined areas. If necessary, to ensure reliability of service to DVA clients, DVA may vary the size and boundaries of the TBIS areas of operation.

## 6. Network, Network-Like and Non-Network Definition

- a) For the purpose of these Guidelines and the Deed of Agreement which these Guidelines form part of, the following defines a network, network-like and non-network Transport Contractor.
  - i. Network Transport Contractor – a Transport Contractor who is authorised/accredited by the appropriate state/territory passenger transport regulator as a network.
  - ii. Network-Like Transport Contractor - a Transport Contractor who has Operator accreditation/authorisation by the appropriate state/territory passenger transport regulator or a group of transport Operators who operate with a booking management system where booking requests are received and dispatched through a central booking management system and are electronically processed.

- iii. Non-network Transport Contractor – a Transport Contractor who has Operator accreditation/authorisation by the appropriate state/territory passenger transport regulator but does not have an electronic central booking receipt and dispatch system.

## Part 2: Services and Deliverables

### 1. Receiving a DVA Booking Request – *DVA Arranged Travel*

#### a) How booking requests are sent to Transport Contractors

- i. There are three ways a Transport Contractor can receive a booking request:
  1. Directly from DVA via online download (TBIS), telephone or fax.
  2. Directly from a health provider (only in specific circumstances – refer to DBM and NSW CTVS)
  3. Directly from a DVA client (only in specific circumstances – refer to CTVS)

#### b) When Transport Contractors can expect to receive a booking request

- i. Where possible 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 trips), booking requests are available for online download through TBIS, or where required sent to the Transport Contractor, one working day prior to travel.
  2. Two Days Prior to Travel – For travel in rural/regional areas (generally long distance trips), booking requests are available for online download through TBIS, or where required sent to the Transport Contractor, two working days prior to travel.
  3. Same Day as Travel – Bookings may be received on the same day as the required travel and may require an immediate vehicle dispatch.
- ii. Booking requests may be amended throughout the day. For amended or cancelled bookings that are after the timeframes stated in Part 2 (b) i above Transport 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 new, immediate or amended bookings once the timeframes mentioned above have passed. Bookings may however be viewed online through the TBIS portal.



- iv. Table 1 details the times when bulk DVA booking downloads are available in TBIS or dispatched:

**Table 1: 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 requests

- i. Transport Contractors will receive a mixture of inbound and outbound booking requests. In most circumstances, Transport Contractors will receive both the inbound and outbound journey for the one DVA client at the same time. This process is known as *right of return* (Refer below for the *right of return* process).



- ii. TBIS Booking requests include:

1. Booking Number
2. DVA client name
3. DVA client file number
4. Pick-up address
5. Set-down address
6. Appointment date and time - this is the same date and time the client 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

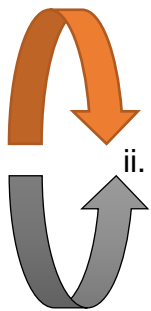
Booking Requests

- iii. Refer to Attachment A for an example of a TBIS booking fax.

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

- i. The booking request will state the DVA clients appointment time with the health provider rather than the pick-up time. Transport Contractors are required to determine the pick-up time, allowing a minimum of 30 minutes for short/local distance trips. Transport Contractors should ensure that DVA clients arrive at their destination in a reasonable<sup>2</sup> time to allow them to meet their medical appointment

#### e) Right of Return



- i. On most occasions Transport Contractors will receive both an inbound and outbound transport booking at the same time i.e. given right of return. Some of these bookings 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 DVA client should be provided with the Transport Contractors telephone number, which will be used by the DVA client at the completion of the appointment, to call and request a vehicle for the DVA clients return trip. Refer to the sample 'right of return' card.
- 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. You should notify DVA on 1800 550 457 if requested to transport a client on a different date.



#### f) Multi-loading



- i. DVA allows the multi-loading of DVA clients where appropriate. Multi-loading should only be done if there is sufficient time and the DVA clients are not impacted. The total number of DVA clients and their attendants in one vehicle should not exceed three people. The price for services should be calculated by applying the appropriate rate measured from the pick-up point of the first DVA client to the point at which the last DVA client is set down.

#### g) Special Instructions

- i. Any special instructions will be noted on the booking requests. Special instructions may include the need for assistance to the front door, the type vehicle i.e. wheelchair accessible vehicle, whether a DVA client is

<sup>2</sup> Reasonable time to ensure safe embarkment/disembarkment and arrival at the destination prior to the appointment time. In some circumstances, DVA or the client may specify a pick up time.



travelling with a walking frame or fold up wheelchair etc. Transport Contractors must ensure that the dispatched vehicle meets the needs of the DVA client. The driver should also provide the requested assistance as required.

#### h) Long Distance Trips

- i. For long distance trips (i.e. trips outside a taxi zone/area, a metropolitan region or those greater than 50kms), the Transport Contractor must contact the DVA client by telephone the day prior to travel to confirm the transport and the designated pick-up time.

#### i) DVA Booking Management Expectations

- i. Transport Contractors must ensure their booking management operations adhere to the requirements of the relevant state/territory.
- ii. Transport Contractors must ensure they are contactable and can receive bookings, amendments and cancellations via phone.
- iii. Transport Contractors must be able to receive fax booking or telephone booking requests on the day of travel, and action immediately.
- iv. Transport Contractors should have 24 hour, 7 day a week availability to undertake bookings.
- v. Transport Contractors should be contactable to receive bookings by phone or fax or view bookings via the TBIS portal 24 hours a day 7 days a week.
- vi. Transport Contractors should have the ability to download TBIS portal bookings at the specified time for their operating state/territory – Refer Table 1: DVA Bulk Dispatch Times.
- vii. Transport Contractors must undertake both short/local and long distance trips
- viii. Transport Contractors must ensure the vehicle arrives within a reasonable time of the advised appointment time.
- ix. Transport Contractors must ensure they consider external factors to ensure on time arrival of a vehicle.
- x. Transport Contractors must ensure that any anticipated delay is advised to the DVA Client.
- xi. Transport Contractors must ensure that DVA clients are not be picked up earlier than is reasonably required from the advised appointment time, unless prior advice has been provided.
- xii. Transport Contractors must ensure they have procedures in place for booking staff and drivers to ensure DVA client needs are met.
- xiii. Transport Contractors must inform drivers of the special needs of DVA clients (such as the need for wheelchair accessible vehicles, partially blind clients etc.)
- xiv. If on arrival, a vehicle is deemed by the health provider, DVA client or their representative as not suitable to their medical needs (and these were

advised at the time of booking), the Transport Contractor must send a replacement vehicle immediately at no additional cost.

- xv. Transport Contractors must ensure they have appropriate performance monitoring mechanisms in place.

#### j) Important things to note in a booking request

- i. The appointment time (and subsequent booking time, noting that the vehicle must arrive within a reasonable time)
  - ii. The special instructions
  - iii. The pick-up address
  - iv. Vehicle type
  - v. If the trip is a long distance trip, a phone call to the client the day prior to travel is required
  - vi. If the vehicle is likely to be delayed, the DVA client must be advised
- vii. If provided with a return booking (right of return) a contact phone number should be provided to the DVA client.



## 2. Undertaking the Journey

### a) Driver Expectations

- i. Drivers play a pivotal role in the service delivered to the DVA client. There are some key things that a driver must do to ensure the needs of DVA and its clients are met. These include:
1. Drivers **MUST** sight the DVA client's Gold or White Card;
  2. Drivers **MUST** verbally confirm the set down address with the DVA client and ensure it matches the booking request;
  3. Drivers **MUST** undertake the trip by the most direct and reasonable route including access to tollways;
  4. Drivers **MUST** ensure DVA clients are set down as close as possible to the entry of the destination. DVA clients 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 DVA clients 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);
  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 DVA client and any attendants to get to the vehicle before commencing service charges;
  10. Drivers **MUST** transport any additional passenger(s), such as a DVA client's attendant(s), as requested at the time of the booking at no extra charge to DVA;
  11. Drivers **MUST** adhere to the relevant state/territory requirements;
  12. Drivers should **NOT** pick up DVA clients earlier than is reasonably required, unless prior advice has been provided;
  13. Drivers should **NOT** set DVA Client's or their attendants down at any location other than that specified in the booking; and
  14. Drivers should **NOT** change the pick-up or set down destinations of an authorised journey unless approved by DVA. If requested to change a destination the DVA Transport Contractor should contact DVA for approval.

Driver Expectations



Driver Expectations

## b) Airport Pick-up Procedure

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



## c) Did Not Show or Did Not Travel

- i. If a driver arrives at a location and is unable to locate the DVA client, the Transport Contractor must contact the DVA client or health provider. If a driver is unable to locate the DVA client, the Transport Contractor should telephone the DVA Transport section immediately.

## d) Booking Handbacks

### i. Advanced Bookings

*Short/local Distance Trips:* DVA must be notified no less than 30 minutes prior to the required pickup time if a Transport Contractor is unable to undertake an advanced booking.

*Long Distance Trips:* DVA must be notified as soon as reasonably possible if a Transport Contractor is unable to undertake an advanced booking.

### ii. Immediate Booking

DVA must be notified within 5 minutes of the Transport Contractor receiving the request, if the Transport Contractor is unable to undertake an immediate booking.

### iii. Out of Hours Bookings

If the booking is for travel outside normal DVA office hours, and the Transport Contractor is unable to undertake the booking, where possible, the booking should be transferred to another DVA Transport Contractor. This should be done in a timely manner and DVA must be notified as soon as possible on the next business day.

If a Transport Contractor is unable to transfer the booking to another DVA Transport Contractor, the DVA client should be contacted immediately. The Transport Contractor must also notify DVA as soon as possible on the next business day.

iv. Hand back Percentage

DVA expects Transport Contractors to keep the proportion of bookings that cannot be met (hand backs) to a minimum. The percentage of hand backs should not exceed any state/territory regulated level or if no level is set, the maximum hand back rate should not be greater than 1% of completed DVA bookings to individual Transport Contractors over each calendar month period.

v. Hand back Procedure

Transport Contractors should hand back bookings through TBIS. If a Transport Contractor is unable to hand back a booking due to DVA's TBIS handback time restrictions, the DVA Transport section must be contacted immediately.

**TBIS Hand Back Time Limits**

**Short/Local distance trips** – must be handed back up to one hour prior to the appointment time.

**Long distance trips** – must be handed back prior to 3pm on the working day before the appointment.

The TBIS hand back function will be disabled outside the above timeframes.

e) **Waiting Time**

- i. Transport Contractors must not charge waiting time for short/local distance trips 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.

f) **Important things to note regarding a journey**



- i. The pick-up time which will be set by the Transport Contractor in accordance with the advised appointment time;
- ii. The special instructions;
- iii. The pick-up and set-down address;
- iv. If there are any anticipated delays, the DVA client must be advised; and
- v. DVA must be advised immediately if a Transport Contractor is unable to undertake the journey.

## 3. Contact Details

### a) Transport Contractor Specific Numbers

- i. Transport Contractors should call the number below if unable to undertake a booking request, locate a DVA client, experience any problems or have any other queries.

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

- ii. Transport 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. It is DVA's preference that Transport Contractors work within DVA's e-business arrangements including submitting electronic invoices and supporting trip data directly to DVA via TBIS.
- ii. To enable electronic submission, Transport Contractors will need to have internet access and an AUSkey authorisation with the Australian Business Register. The link below will provide further information regarding the AUSkey authorisation:  
  
[www.abr.gov.au/auskey](http://www.abr.gov.au/auskey)
- iii. TBIS is specifically designed to allow electronic lodgement of DVA Transport Contractor invoices in the following formats:

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

- iv. A correctly rendered tax invoice must be submitted and each journey separately listed detailing the following trip data – Refer to Attachment B:
1. DVA passenger name;
  2. DVA gold/white card number (file number.);
  3. booking number (if a Direct Booking Model journey then the booking health provider's health provider number or if a NSW Country Taxi Voucher Scheme (CTVS) journey then the 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 journeys dispatched via TBIS, Transport 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 BCWD component a Transport Contractor undertakes. Refer to Attachment B which shows a combination of all BCWD components. Transport Contractors should refer to the TBIS Transport Providers - Detailed Reference Guide for download instructions. The TBIS online portal also has a useful tutorial section to assist Transport Contractors;
- vii. Transport Contractors are required to have an accounting system and issue a single monthly tax invoice direct to DVA within 30 days of the end of each month. The trip data must be consistent with the tax invoice period. The tax invoice and supporting trip data must be submitted in the format specified by DVA via DVA's online TBIS invoicing portal.

- viii. Electronic data submission is required in all circumstances. Other submission methods will only be considered where the Transport Contractor completes 10 or less trips per month or where a special circumstance exists. This will be at DVA's discretion and approval will only be given in writing and referenced in the contract. All the same booking and trip information must be provided but the trip data should be documented separately to the tax invoice.
- ix. The Transport Contractor will not be entitled to an administration fee if electronic submission of data is not received.
- x. DVA prefers invoices to be forwarded within 90 days of the date of service delivery or in line with negotiated payment arrangements.
- xi. DVA payment terms are 30 days from receipt of a correctly rendered tax invoice.
- xii. The Transport 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 incorrect tax invoice is received by DVA and there are discrepancies in the trip data, DVA will request an amended tax invoice. Through DVA's TBIS Transport Contractors have the option to download an invoice template partly pre-populated with trip data to assist with the preparation of their invoicing for each billing period.
- xiv. Any tax invoice adjustments requested by the Transport Contractors should be made in writing, and the following information must be supplied:
  - 1. the reason for the adjustment;
  - 2. the Transport Contractor name;
  - 3. details of the original tax invoice; and
  - 4. details of the passenger on the tax invoice

#### b) Important things to note regarding invoicing



- i. A correctly rendered invoice must be submitted to DVA accompanied by detailed information of each trip (trip data);
- ii. Electronic data submission is preferred;
- iii. TBIS provides the ability for Transport Contractors to download a partly pre-populated invoice template, greatly assisting Transport Contractors with the invoicing requirements; and
- iv. Any tax invoice adjustments must be made in writing and the relevant information supplied.



## Part 3: Other BCWD Programmes

### 1. Direct Booking Model (DBM)

- a) The Direct Booking Model (DBM) is an alternative transport request booking method, where authorised health providers are able to book transport requests directly with an authorised Transport Contractor.
- b) Transport Contractors who undertake the DBM will also be required to undertake DVA arranged transport allocated via TBIS and must adhere to all the requirements in these Guidelines as well as to this Part 3.
- c) The DBM operates in specific regions of certain metropolitan areas only. Transport Contractors operating under the DBM must only undertake bookings for clients who meet the requirements below:
  - i. Gold Card DVA Clients only - the driver must sight the DVA client's Gold Card before undertaking the trip;
  - ii. Travel must be within the authorised region of a metropolitan area; and
  - iii. Travel must be for short/local distance trips only, without multiple set downs.
- d) Authorisations – should a booking be for a DVA White Card holder, a long distance trip or require multiple set downs, then the booking must be referred to DVA and not undertaken unless authorised
- e) After Hours Bookings – the only exception to the requirements at (c) and (d) above is if a DVA White Card holder, long distance, or multiple set downs booking is received out of DVA business hours. In this situation the DBM Transport Contractor may undertake the trip but must contact DVA on the next available business day, advise DVA of the trip details and receive authorisation.
- f) Any DBM trips undertaken that do not comply with (c) above, or are not authorised will not be paid by DVA.
- g) In addition to the requirements stated throughout these Guidelines, Transport 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.
- h) Health Providers generally make bookings by phone or fax.
- i) Only authorised Transport Contractors can undertake the DBM within the specified DBM area of operation.

- j) Only DVA authorised health providers may request bookings through the DBM. Transport Contractors must not undertake a DBM journey unless the requesting health provider has been authorised by DVA. If uncertain the Transport Contractor should contact DVA to confirm eligibility.
- k) Any DBM trips undertaken will not be paid by DVA if requested by health providers who are not authorised by DVA.
- l) Transport Contractors who undertake the DBM will be required to provide quarterly reporting to DVA (Refer Part 4 Key Performance Indicators). The quarterly DBM report 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 trips booked 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 booking requests received for trips that are not under DBM guidelines. *For example*, bookings for White Card holders or long distance trips; and
  - v. The number of handbacks 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 Transport Contractors alike to assist with any transitioning arrangements.

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

- a) DVA operates a scheme in regional and rural areas of New South Wales (NSW) known as the NSW Country Taxi Voucher Scheme (CTVS). Under this Scheme, DVA distributes books of vouchers to medical practitioners (Local Medical Officers and General Practitioners) who issue individual vouchers to passengers for travel to approved treatment locations.
- b) The NSW CTVS has many similarities to the DBM, however the CTVS voucher is the mechanism by which Transport Contractors access the NSW CTVS, as the voucher number forms the ‘booking number’ for the NSW CTVS.
- c) If a Transport Contractor is in a NSW CTVS area, they will automatically be given access to both DVA arranged transport allocated via TBIS and the NSW CTVS.

- d) Transport Contractors authorised to undertake NSW CTVS must adhere to all the requirements in these Guidelines, however there are a few differences including:
- i. Booking requests can be made from a DVA client, their carer or health provider directly to the Transport Contractor. The DVA client must give a completed voucher to the Transport Contractor at the end of the journey;
  - ii. The CTVS vouchers are available to DVA clients outside the greater Sydney metropolitan area and Newcastle. The CTVS is not available in Wollongong or Canberra, however they can be used to transport DVA clients to and from all approved regions of NSW and the ACT except the Sydney metropolitan area;
  - iii. The voucher number must be included as the booking number when invoicing; and
  - iv. Transport Contractors must ensure that all booking and trip information including the CTVS vouchers are retained for a minimum of seven (7) years. This information must be available to DVA on request.
- e) DVA may conduct random audits on the NSW CTVS vouchers.

## Part 4 Key Performance Indicators

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

**Table 3: Key Performance Indicators**

No.	Deliverable(s) / KPI	Timeframe	DVA Action on Non-Compliance
<b>Service Delivery</b>			
1.	Handbacks – no more than 1% of total trips each calendar month	Trips completed by the Transport Contractor each calendar month	For minor or infrequent non-compliances DVA may reduce the level of work allocated through TBIS.  For repeated non-compliance, or significant non-compliances that adversely affect DVA Clients or cause concerns as to the reliability and quality of the Transport Contractor's services, DVA may terminate the Agreement in accordance with part 25.2 of the Deed of Agreement.
2.	Pick up and set down times - allow sufficient time to get to appointments on time. No more than 1% of total trips each calendar month should be a late pickup	Trips completed by the Transport Contractor each calendar month	
3.	Complaints (action within timeframe requested by DVA). 100% actioned within the requested timeframe	As required	
4.	100% of operational issues are resolved within 1 hour of notification	1 hour	
<b>Invoicing</b>			
5.	e-lodgement (Mandatory to receive Administration fee)	Throughout period of Agreement	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 Agreement.
<b>Direct Booking Model (DBM)</b>			
6.	Reporting of number of trips and health provider details – Refer to Part 3(1) j. of these Guidelines	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 Agreement.

## Part 5: Pricing Schedule

### 1. Compliance and Periodic Increases

- a) The following pricing schedule has been determined following a detailed study of pricing across all regions in all States and Territories. DVA has standardised the fee structure as much as possible.
- b) Short/Local Distance Travel Rates- DVA will only pay Transport Contractors the rates for short/local distance travel as specified in this pricing schedule.
- c) Long Distance Rates - it is DVA's preference that Transport Contractors comply with the long distance rates as specified in this pricing schedule. A higher long distance rate will only be accepted by DVA, if a Transport Contractor (taxi or hire car):
  - i. provides reasonable justification for the price increase; and
  - ii. DVA considers that there may not be a sufficient supply of vehicles in the nominated area(s) of operation from fully compliant Transport Contractors.

DVA reserves the right to negotiate on any proposed increase in long distance rates. If DVA agrees to a different long distance rate this will be reflected in the individual contract between DVA and the Transport Contractor.

- d) The price for services shall be calculated from the pick-up point specified in the official order (booking) to the point at which the passenger is set down. Charges should commence once the passenger is in the vehicle and should cease once the passenger has safely alighted from the vehicle.
- e) By accepting an entitled person's client number (i.e. Gold or White Card or other DVA authorisation) and billing DVA the transport provider agrees to accept the DVA fee as full payment for transport services without making any additional charges to the entitled person.
- f) DVA will not accept financial responsibility for meeting transport costs for any travel by an attendant without an entitled passenger unless authorised by DVA.
- g) The contractor is only entitled to charge DVA one fee when multi-loading or combining jobs.
- h) Additional Fees – DVA will only pay Transport Contractors the additional fees as specified in this pricing schedule.
- i) All state/territory regulated rates/additional fees apply in the first instance. If there is no relevant state/territory regulated rate/additional fee, the appropriate DVA rate/additional fee applies.

- j) Periodic Increases - all pricing for both taxis and hire cars will have a periodic increase in line with the relevant state/territory regulated taxi rates changes. Additional Fees will change either in line with the relevant regulated taxi rate for that state/territory, or where there is no relevant regulated rate, an average of the regulated taxi rate change from the states/territories that had an increase in the preceding 12 calendar months (1 January to 31 December). This will be implemented from 1 January of the following year.

Where a pricing structure is negotiated directly with a relevant state/territory regulatory body any increase must be advised in writing to DVA.

## 2. Short/Local Distance Travel

- a) The following short/local distance rates apply to all components of the Booked Car with Driver Scheme for both taxis and hire car vehicles including:
- i. DVA arranged travel for bookings received via TBIS;
  - ii. DBM; and
  - iii. NSW CTVS.

b) Taxi Rates

The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee.

c) Hire Car Rates

The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee plus a slow running rate.

*Slow running rate* - an additional 10 percent (excluding flagfall/booking fee and any other added costs) to compensate for slow running.

## 3. Long Distance Travel

- a) Long distance travel applies to DVA arranged travel bookings received via TBIS and NSW (CTVS) trips only.

b) Taxi Rates

The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee.

c) Hire Car Rates

The relevant State/Territory rank and hail taxi metered rate including flagfall/booking fee.

A 10% slow running rate is only applicable to the first 50km of a long distance trip only. It is not included for long distance travel of 51km or more. .

**Table 4: Summary of Distance Based Rates**

Note: as described at Part 1.2(f) of these Guidelines, short/local trips are those trips undertaken within a metropolitan area or taxi zone/area and are generally less than 50kms. Long distance trips are those trips that are for travel outside a taxi zone/area, a metropolitan region or those greater than 50kms.

All Rates are GST inclusive		Rate	Notes
<b>TAXI</b>	<b>Taxi Short/Local Trip</b>	The relevant state/territory rank and hail taxi metered rate including flagfall/booking fee.	No variation permitted
	<b>Taxi Long Distance Trip</b>	The relevant state/territory rank and hail taxi metered rate including flagfall/booking fee.	Justifiable higher rate permitted in limited circumstances
<b>Hire Car</b>	<b>Hire Car Short/Local Trip</b>	The relevant state/territory rank and hail taxi metered rate including flagfall/booking fee plus an additional 10 percent (excluding flagfall/booking fee and any other added costs) to compensate for slow running.	No variation permitted
	<b>Hire Car Long Distance Trip</b>	The relevant state/territory rank and hail taxi metered rate including flagfall/booking fee. A slow running rate (additional 10%) applies to the first 50km only.	Justifiable higher rate permitted in limited circumstances

#### 4. Additional fees

Administration Fee		
	Rate	Conditions
<b>Applies to Taxis and Hire Cars</b>	5.0% for Network or Network-Like Transport Contractors as defined in these Guidelines – at Part 1.6  2.5% for Non-network providers as defined in these Guidelines at Part 1.6	The percentage is calculated on the total rates and other fees invoiced. Only payable upon electronic data invoice submission. This Fee is subject to reduction or removal dependent on compliance with the Key Performance Indicators as stated at Part 4 of these Guidelines.

<b>Cancellation Fees</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Taxi</b>	<p><b><u>Short/local distance</u></b> 100% of flagfall/booking fee</p> <p><b><u>Long distance</u></b> 100% of flagfall/booking fee</p>	<p><b><u>Short/local distance</u></b> Cancellation Fees are not applicable for DBM trips.</p> <p><b><u>Long distance</u></b> Payable within 1 hour of pickup</p>
<b>Hire Car</b>	<p><b><u>Short/Local distance</u></b> 15 mins of the state/territory taxi regulated waiting fee. If no regulated state/territory regulated fee than an average of the available regulated state/territory fee.</p> <p><b><u>Long distance</u></b> 30 mins of the state/territory taxi regulated waiting fee. If no regulated state/territory regulated fee than an average of the available regulated state/territory fee</p>	<p><b><u>Short/Local distance</u></b> Cancellation Fees are not applicable for DBM trips.</p> <p><b><u>Long distance</u></b> Payable within 1 hour of pickup</p>
<b>Did Not Show / Did Not Travel Fees</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Taxi</b>	<p><b><u>Short/Local distance</u></b> 100% of flagfall/booking fee</p> <p><b><u>Long distance</u></b> 15 mins of the state/territory taxi regulated waiting fee. If no regulated state/territory regulated fee then an average of the available regulated state/territory fee.</p>	<p><b><u>Short/Local distance</u></b> Did not show/did not travel fees are not applicable for DBM trips</p>
<b>Hire Car</b>	<p><b><u>Short/Local distance</u></b> 30 mins of the state/territory taxi regulated waiting fee. If no regulated state/territory regulated fee than an average of the available regulated state/territory fee.</p> <p><b><u>Long distance</u></b> 60 mins of the state/territory</p>	<p><b><u>Short/Local distance</u></b> Did not show/did not travel fees are not applicable for DBM trips</p>



	taxi regulated waiting fee. If no regulated state/territory regulated fee than an average of the available regulated state/territory fee	
<b>Empty Running</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Applies to Taxis and Hire Cars</b>	The relevant state/territory taxi regulated rate. If there is no regulated rate then 25% of the per km rate can be charged for long distance trips when travelling without a passenger.	<ul style="list-style-type: none"> <li>• Only applies to long distance trips as defined in these Guidelines; and</li> <li>• Not applicable to DBM as they are short/local distance trips only.</li> </ul>
<b>Soiling Fee</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Applies to Taxis and Hire Cars</b>	The relevant state/territory taxi regulated rate. If there is no regulated rate then the relevant rate is \$65	
<b>Waiting Time</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Applies to Taxis and Hire Cars</b>	The relevant state/territory taxi regulated rate. If there is no regulated rate then relevant rate is \$50 per hour	<ul style="list-style-type: none"> <li>• Only payable after 2 hours of waiting time has elapsed;</li> <li>• Payable in 15 minute intervals;</li> <li>• Payable for long distance trips as defined in these Guidelines.</li> <li>• Waiting time may be paid in exceptional cases but requires <b>prior approval</b> from DVA before it can be applied; and</li> <li>• Not applicable to short/local distance trips.</li> <li>• Payable for significant delays while in transit e.g. major traffic delays. Waiting time must be noted on the invoice.</li> </ul>

<b>Wheelchair Accessible Loading Taxi Fee</b>		
	<b>Rate</b>	<b>Conditions</b>
<b>Applies to Taxis and Hire Cars</b>	Relevant state/territory taxi regulated rate. If there is no regulated rate then the relevant rate is \$15	

- a) Links to State and Territory websites where the regulated fees can be found are in Table 6.

<b>Table 6: Rank and Hail Taxi Regulated Rate Website Hyperlinks</b>	
<b>State/Territory</b>	<b>Website Hyperlink</b> (Hyperlinks active as at 1 February 2019)
<b>ACT</b>	<a href="https://www.legislation.act.gov.au/View/di/2017-247/current/PDF/2017-247.PDF">https://www.legislation.act.gov.au/View/di/2017-247/current/PDF/2017-247.PDF</a>
<b>NSW</b>	<a href="https://transportnsw.info/travel-info/ways-to-get-around/taxi-hire-car/taxi-fares-charges">https://transportnsw.info/travel-info/ways-to-get-around/taxi-hire-car/taxi-fares-charges</a>
<b>NT</b>	<a href="https://nt.gov.au/driving/industry/taxi-areas-meters-and-fares">https://nt.gov.au/driving/industry/taxi-areas-meters-and-fares</a>
<b>QLD</b>	<a href="http://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-fares-service-areas-and-maps">http://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-fares-service-areas-and-maps</a>
<b>SA</b>	<a href="https://www.sa.gov.au/topics/driving-and-transport/other-forms-of-transport/taxis">https://www.sa.gov.au/topics/driving-and-transport/other-forms-of-transport/taxis</a> <a href="http://www.taxicouncilsa.com.au/fares.html">http://www.taxicouncilsa.com.au/fares.html</a>
<b>TAS</b>	<a href="https://www.transport.tas.gov.au/passenger/taxis_and_hire_vehicles/taxi/fares">https://www.transport.tas.gov.au/passenger/taxis_and_hire_vehicles/taxi/fares</a>
<b>VIC</b>	<a href="http://taxi.vic.gov.au/passengers/taxi-passengers/taxi-fares">http://taxi.vic.gov.au/passengers/taxi-passengers/taxi-fares</a>
<b>WA</b>	<a href="http://www.transport.wa.gov.au/taxis/taxi-fares.asp">http://www.transport.wa.gov.au/taxis/taxi-fares.asp</a>

# Attachments

## 1. Attachment A – Example of a Transport Booking 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:	23/08/2018	Appointment Time:	1130
Car Type:	Normal	Attendants:	
Right of Return:	No	Waiting Time:	
<b>Beneficiary Details</b>			
Beneficiary Surname:	CITIZEN	Given Name(S):	John
Beneficiary File No:	NX123456		
<b>Pickup Address:</b>		<b>Set Down Address:</b>	
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:	APPT 1130 WALKING FRAME		

## 2. Attachment B – TBIS Invoice Template Example

Marks Taxi Service Tax Invoice	
ABN	12345678911
Address Line 1	280
Address Line 2	Elizabeth Street
Town / Suburb	Sydney
State	NSW
Postcode	2000
Invoice Number	311
Invoice Date	22/07/2018
Bookings total	509.05
Admin fee	21.5
Gross total (inc GST)	530.55
Discounts applied	0
GST component	48.23

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
9/07/2018	CITIZEN	NX000000	11287921	15:00	13:45	WAGGA	2650		GUNDAGAI	2722	T514	10.2	82	254.1
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
9/07/2018	SMITH	NSM00000	7113554	9:00	8:30	WAGGA	2722	8:45	WAGGA	2722	T228		3	11.45
CTVS Subtotal		11.45												
DBM														
Travel Date	Passenger Surname	DVA File No.	Health Provider 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
16/07/2018	JONES	NX999999	112258HT	13:00	12:30	SYDNEY	2001	12:55	SYDNEY	2001	T151	5.6	8	24.1
DBM Subtotal		41.9												

### 3. Attachment C – Scenarios

#### Short/Local distance trip



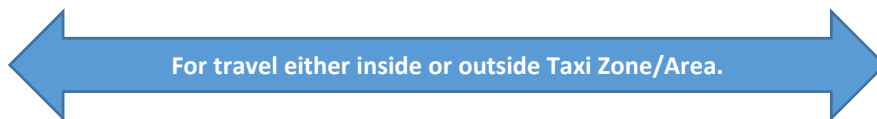
TBIS	Booking sent day prior to travel or sometimes on day of appointment.
Right of return	Most TBIS bookings include a right of return.
Waiting Time	Waiting time only permissible in exceptional circumstances and must be approved by DVA.
DBM	Booking sent to Transport Contractor directly from an approved health provider. Waiting time not payable.

#### Long distance trip



TBIS	Booking sent 2 days prior to travel
Right of return	Most TBIS bookings include a right of return.
Waiting Time	Waiting time payable after 2 hours from appointment time only. Any exceptional circumstances must be approved by DVA.
DBM	Not authorised for long distance trips.

**NSW Country Taxi Voucher Scheme (CTVS) Trip**



Area of Operation	Operates only in regional and rural areas of NSW.
TBIS	Not Applicable.
Right of return	Booking is made by DVA client or health provider. The DVA client must provide the Transport Contractor with an authorised NSW CTVS voucher at the completion of each leg of the journey. The return trip will be arranged by the DVA client or the health provider.
Waiting Time	Waiting time only payable after 2 hours from appointment time for long distance trips only. Any exceptional circumstances must be approved by DVA.
DBM	Not Applicable.