THE CAPTAIN TAXIS

Your Journey Our Passion!

Accessibility and Mobility Aids

VERSION: NOVEMBER 2026

The Captain Taxis Pty Ltd

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ACCESSIBILITY AND MOBILITY AIDS

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Document Title	Accessibility and Mobility Aids Policy
Issued By	The Captain Taxis Pty Ltd (ABN 68 679 554 539)
Version	November 2026
Status	Approved for publication
Applies To	All passengers, drivers and booking staff of The Captain Taxis Pty Ltd
Owner	Management – The Captain Taxis Pty Ltd
Review Frequency	Annually or following any significant incident, complaint trend or legislative change

1. Purpose

The Captain Taxis Pty Ltd is committed to providing safe, dignified and equal transport for passengers with disability, older passengers and anyone using a mobility aid. This document explains how we carry wheelchairs, walkers and other mobility aids, and how to book an accessible taxi.

2. Regulatory Framework

- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Accessible Public Transport 2002
- Point to Point Transport (Taxis and Hire Vehicles) Act 2016
- Companion Animals Act 1998 (NSW)
- Taxi Transport Subsidy Scheme (TTSS) – Transport for NSW

3. Booking an Accessible Taxi

Method	Details
Phone (24/7)	1800 222 724 – our recommended option for wheelchair bookings
Online	thecaptaintaxis.com.au/book – select 'Wheelchair accessible' as the vehicle type
App	The Captain Taxis app – available on the App Store and Google Play

When booking, please tell us:

- The type of mobility aid (manual wheelchair, power wheelchair, scooter, walker)
- Whether you will remain seated in your wheelchair during travel

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- The number of carers or companions travelling with you
- Any assistance animal travelling with you
- Any other assistance you need getting to or from the vehicle

> **For time-critical trips such as medical appointments or flights, we recommend booking a wheelchair accessible taxi at least 24 hours in advance.**

4. Wheelchair Accessible Taxis (WATs)

Our WATs are fitted with a ramp or hydraulic hoist and a full restraint system, allowing you to travel seated in your own wheelchair. WATs are given priority for passengers who use a wheelchair.

Specification	Limit
Combined weight (wheelchair and passenger)	Maximum 300 kg on the hoist
Maximum wheelchair length	1,300 mm
Maximum wheelchair width	800 mm
Maximum height (passenger seated)	1,500 mm

If your wheelchair or scooter exceeds these limits, please call us before booking so we can advise on the safest option.

5. How Our Drivers Will Assist

- **Loading:** the driver operates the ramp or hoist and positions the wheelchair facing forward.
- **Securing:** the wheelchair is secured with a four-point restraint system, and the passenger is offered a lap-sash seatbelt.
- **Checking:** the driver confirms you are comfortable and secure before moving off.
- **Unloading:** the driver unloads you safely and assists you to a safe kerbside location.
- **Respect:** drivers will always ask before assisting, and will respect your wishes if assistance is declined.

6. Other Mobility Aids

- **Folding wheelchairs and walkers:** carried free of charge in any vehicle. The driver will help store and retrieve them.

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- **Mobility scooters:** may only be carried in a WAT if they fit within the limits above and can be secured. Passengers should transfer to a vehicle seat where possible.
- **Crutches, canes and portable oxygen:** carried free of charge and stowed safely.
- **Transfers:** passengers who can transfer to a vehicle seat may travel in a sedan or SUV, with the folded aid stored in the boot.

7. Assistance Animals

Guide dogs, hearing dogs and other assistance animals are always welcome in all our vehicles, at no extra charge. Refusing a passenger with an assistance animal is unlawful and treated as serious misconduct. Drivers will not ask passengers to pay a cleaning fee for an assistance animal.

8. Carers and Companions

Carers and companions may travel with you in the same vehicle. Please tell us at booking so we can send a suitable vehicle.

9. Fares and the Taxi Transport Subsidy Scheme (TTSS)

- Fares for accessible trips are metered (distance plus time), with tolls at cost. **There is no extra charge for carrying a wheelchair or mobility aid.**
- TTSS Smartcards are accepted. Eligible passengers receive 50% of the fare, up to $60 per trip, paid by the NSW Government.
- Cash, card and Cabcharge are also accepted.

10. Driver Training

All WAT drivers complete practical training in hoist and ramp operation, wheelchair restraint, and respectful assistance before carrying wheelchair passengers, with annual refresher training. All drivers are trained in disability awareness and assistance animal obligations at induction.

11. Feedback

If your accessible trip did not meet your expectations, please contact us on 1800 222 724, email office.tct26@gmail.com or use thecaptaintaxis.com.au/feedback. Accessibility complaints are treated as a priority under our Complaints Handling Procedure.

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