Frequently asked questions

Q. There isn’t any public transport where I live. Does this mean I will be able to get a taxi card?
A. A lack of public transport does not mean you are eligible for the taxi card.

Q. I have a driver licence. Can I still apply for a taxi card?
A. Yes, you can apply for a taxi card even if you still drive or have a driver licence.

Q. As an older person do I automatically get a taxi card?
A. Taxi cards are issued to people with a severe and permanent disability. Being an older person does not mean you automatically get a taxi card.

Further Information

How to contact Commercial Passenger Vehicles Victoria
Phone: 1800 638 802
Fax: 8683 0777
Internet: www.cpv.vic.gov.au
Email: mptp@cpv.vic.gov.au

Or contact The National Relay Service
TTY/Voice: 1800 555 677
Speak & Listen: 1800 555 727
Mail: Commercial Passenger Vehicles Victoria
GPO Box 1716
Melbourne VIC 3001
Who is eligible for an MPTP taxi card?

To be eligible for an MPTP taxi card you must:

- be a permanent resident of Australia and live in Victoria
- have a severe and permanent disability that your doctor deems is not likely to improve with treatment
- be unable to use public transport safely and independently.

Also, you must be able to demonstrate financial hardship by supplying:

- a Notice of Assessment from the last financial year
- a Pensioner Concession Card (such as the Aged Pension or Disability Support Pension)

OR

- a Department of Veterans’ Affairs Card (such as the Gold Repatriation Health Card, EDA or TPI Cards)

Please note Only certain pension cards are applicable for the program.

Applying to be a member

Step 1

There are two parts to the application that are required to be completed to apply for the program. See your doctor to have a medical assessment. We will then contact you to gain your consent to proceed.

Part 1

Medical assessment to be completed by your doctor online.

Part 2

A request for consent to assess your application will be sent to you. Complete and return this to CPVV.

Step 2

Once CPVV receives your consent, please allow 14 working days for a decision to be made.

Step 3

CPVV will notify you in writing about the outcome of your application. Final responsibility for accepting or rejecting an applicant’s membership rests with CPVV.

Step 4

If your application is successful CPVV will issue you with an invoice for your MPTP Taxi Card. When your taxi card arrives, a letter will detail any restrictions.

If it is unclear whether or not you are eligible, you or your doctor may be asked to provide some additional information.