



Travel easier with your Cabcharge card

If you receive transport services with Southcare, you are eligible for a Cabcharge card.

Simply keep your Cabcharge card in your purse or wallet and show it to the driver when you travel by taxi for an instant and cashless pay option. You choose where you want to go and when, in line with your assessed and approved care needs.

Your Coordinator's caring hands can help you get started and answer any questions along the way. We can even replace lost cards if needed!

Follow these easy steps...

REQUEST A TAXI

1

Call 13 CABS (13 2227), tell the operator your full name, your personal phone number and that you want to use pin SCCC (don't hail a taxi)

DESTINATION

2

Tell the operator where you would like to be taken and wait for your taxi to arrive

PAY FOR TRIP

3

Pay at your destination by tapping your card on the device presented by the driver

CHECK

4

Check the usage rules dependent on the type of service you receive from Southcare

Benefits of a Cabcharge card

- Cashless
- No need to book through Southcare and provide 24 hours notice
- Independence in managing your own transport bookings

What can it be used for?

Use the card to travel to unlimited medical appointments, plus up to three other social trips a week.

How does it work?

Call 13 CABS (13 2227) and tell the operator your full name and personal phone number and that you want to use pin SCCC. Bookings must be done over the phone (you can't hail a taxi when out and request this service). Please note that Swan Taxis is now powered by 13 CABS.

Important note for CHSP customers

You can use your card anytime between 7am and 4pm, Monday to Friday and a 15km allowance in a single trip applies. Transport is charged at \$7.50 per trip and will appear on your monthly invoice from Southcare.

Important note for HCP customers

You can use your card anytime and there is no restriction on the kilometres travelled.



Cabcharge checklist for safer trips

For customers using Cabcharge in line with their assessed and approved care needs, our caring hands have put this check list together to make your trip easier. Safe travels!

✓ DO'S

- Call 13 CABS (13 2227) and tell the operator that you have a Cabcharge card that you will use to pay for your fare
- Tell the operator your full name and your personal phone number
- Quote your pin: SCCC to the operator
- Take receipts after each trip
- Always check the amount on the Cabcharge EFTPOS machine before tapping your card

✗ DON'TS

- Hail a taxi (you must book by phone)
- Have a personal or dedicated driver
- Give your card to the driver or allow them to keep it
- Ask the driver to wait for you if you have an appointment
- Tap your Cabcharge card before your trip is finished (only tap at the end)