



Payment for Taxi Services Policy

1. Purpose

This policy describes WACHS' payment for taxi services including through the use of Cabcharge Digital Pass for the payment of taxi fares.

2. Policy

The use of taxi services is restricted to official business, except for extenuating circumstances. Extenuating circumstances must be authorised by a Tier 4 Delegate, preferably in advance, and only adopted where other alternatives have been exhausted.

WACHS uses Digital Pass for payment of taxi fares because a Digital Pass once issued may not be used by any other person or for any other purpose than was specified in the application.

A traveller should ensure that the taxi meter has been refreshed at the start of the trip, that the charge at the end of the trip matches the meter and the selected route is the most efficient way of travel. In no instance should gratuities/tips be added to the overall cost of travel.

Traveller will need to request for reimbursement via [AP2 Reimbursement of Expenses and Subsidy Payments form](#) should personal funds be used due to the EFTPOS and/or Cabcharge system in a taxi is not functioning, or the fare exceeds the pre-defined limit. In the event of submitting a AP2 form, all receipts and supporting documentation must be included as part of the submission.

Patient Assisted Travel Scheme (PATS)

An exemption to issue a CabCharge eTicket instead of Digital Pass is only granted to PATS recipients who do not have access to Google/Apple Wallet. All eTickets are to be treated as monetary forms and secured in compliance with FMM s232 Control of Monetary Forms and as per PATS eligibility criteria. PATS recipients may also be paid a subsidy an approved taxi or ride share trip as per the PATS reimbursement process.

2.2 Applications

Officers are to submit a request for a Digital Pass to their local Cabcharge Account Manager along with evidence of approval from the cost centre manager (cost centre manager approval is exempted for Tier 4 and above).

The following information should be included in the request:

- traveller's HE number (or name if the traveller is not a member of staff)
- purpose of official travel (e.g. medical equipment maintenance at Geraldton HC)
- number of Digital Passes needed (e.g. 4)
- intended destination/s of the trip (e.g. Home to Airport, Airport to Geraldton HC and return)
- intended travel date/s

- cost centre that the travel expense will be charged to.

Cabcharge Account Managers must ensure that a Digital Pass is issued with the correct travel date and fare limit.

- Set the Digital Pass expiry date to reflect the travel date.
- Reduce the fare limit from the default setting to \$200. The Cabcharge default fare limit of \$330 is too high for most WACHS official business travel. Business units requiring a higher default fare limit must obtain endorsement from the Cabcharge Account Custodian and approval from the Chief Finance Officer (CFO) via a briefing note.

Cabcharge Account Managers are to manage and monitor the use of respective ordered Digital Pass, against the intended purpose.

PATS applications

The application process for PATS recipients differs from the standard process, as taxi subsidies are provided in accordance with PATS eligibility criteria.

The Cabcharge Account Manager responsible for PATS recipients is expected to act in line with the WACHS Authorisation Schedule and is authorised to approve applications. Similarly, Digital Passes should be issued with specified travel dates and fare limits, in accordance with the PATS eligibility criteria.

2.3 Additional compliance requirements for eTickets

To support the use of e-Tickets compliance with FMM s232 Control of Monetary Forms, the following information is available from PATS:

- the level of replenishment required, and the replenishing of eTicket approval requirements by PATS Regional Coordinator at ordering
- mandatory fare limit and its value of eTicket during ordering
- storage requirement of eTicket
- use information from CabCharge Plus to meet FMM s232. Information for eTicket should be updated as soon as issued to a PATS recipient including expected travel date
- the frequency of monitoring/review and reconciling of issued and invoiced eTickets register.

2.4 Establishment of Cabcharge accounts

Prior to establishing a new Cabcharge Account, consideration should be given to whether a new account is necessary. New cost centres can be attached to existing accounts, for example, thereby reducing the need to establish new accounts.

The establishment of a new Cabcharge Account requires endorsement by the CFO via a briefing note.

2.5 Invoicing and monthly reconciliation

Cabcharge will allocate an individual account number to each account and a tax invoice will be issued to the nominated Cabcharge Account Custodian for each statement period. The statement, together with the travel data report from Cabcharge Plus will be distributed

by the Custodian to Cabcharge Account Managers to reconcile and identify any discrepancies.

Travel activities are updated in near real-time on Cabcharge Plus. Hence, Cabcharge Account Managers should access Cabcharge Plus on an ongoing basis to review travel activities and dispute abnormalities with Cabcharge in a timely manner.

Once satisfied with the amounts being invoiced, Cabcharge Account Custodian is to process the invoice for approval and payment in accordance with the relevant purchasing pathway.

3. Roles and Responsibilities

The **Chief Finance Officer** is responsible for:

- approving higher fare limits for Digital Passes (via briefing note)
- approving establishment of new Cabcharge accounts (via briefing note)
- providing financial governance and ensures policy alignment with broader financial management practices.

The **Central Office Finance team** is responsible for:

- overseeing financial compliance and reporting
- ensuring adherence to financial management policies (e.g., FMM)
- monitoring mandatory data is being entered via Cabcharge Account Manager including details for any eTickets issued
- supporting reconciliation and audit processes related to Cabcharge usage.

The **Cabcharge Account Manager / PATS staff** is responsible for:

- receiving and reviewing Digital Pass requests from officers, ensuring required information and approvals are included
- issuing Digital Passes/eTickets with correct travel dates and fare limits (default reduced to \$200 unless endorsed)
- monitoring and managing usage of Digital Passes to ensure alignment with intended purpose
- entering any details for eTickets issued to PATS recipient into the online portal to capture relevant data set for ongoing audit purposes
- accessing Cabcharge Plus regularly to review travel activity and dispute abnormalities
- reconciling travel data against invoices received from the Custodian.

The **Cabcharge Account Custodian** is responsible for:

- receiving invoices from Cabcharge for each account
- distributing statements and travel data reports to Cabcharge Account Managers for reconciliation
- processing invoices for approval and payment once reconciled
- endorsing requests for higher fare limits on Digital Passes
- endorsing establishment of new Cabcharge accounts (via briefing note to CFO).

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS, and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

Monitoring of compliance with this policy will be undertaken by the Cabcharge Account Custodian by reviewing monthly:

- existing Cabcharge Account usage to see if accounts can be consolidated or deactivated
- the list of Cabcharge Account Managers for the respective accounts and cancelling those who no longer manage the Cabcharge services for the relevant business area.
- that eTickets are only issued on an exceptional basis, and that an eTickets register is maintained in accordance with procedure to meet the requirements of FMM s232.

The Cabcharge Account Custodian will report any identified concerns to officers from the Central Office Finance team.

Audits may be conducted to ascertain compliance with this policy. All records necessary to evidence compliance with this policy must be retained on an official file.

An evaluation of the effectiveness of the policy is to be undertaken through feedback from Cabcharge Account Manager, Cabcharge Account Custodian, and through any other findings.

This policy is to be evaluated as required to determine effectiveness, relevance, and currency. At a minimum it is to be reviewed every five years by the Central Office Finance team.

5. References

Financial Management Manual (FMM): FMM s232 - Control of Monetary Forms v1-02. Department of Health Financial Policy. [accessed 11 November 2025]. Available from: <https://healthpoint.hdwa.health.wa.gov.au/FinanceGroup/Pages/Chapter-2-Governance-Controls-and-Risk-Management.aspx>

Financial Management Manual (FMM): FMM s624 - Payment for Taxi Services v1-00. Department of Health Financial Policy. [accessed 17 August 2026]. Available from: <https://healthpoint.hdwa.health.wa.gov.au/FinanceGroup/Pages/Chapter-6-Expenditure-Management.aspx>

6. Definitions

Term	Definition
Cabcharge Account Custodian	This role is known as “Custodian/Administrator” in Cabcharge Plus. These are generally the finance manager, PATS regional manager/coordinator, as well as senior officers in the Finance team. This role manages the user profiles (including granting/reviewing/revoking access) as well as review and monitoring.
Cabcharge Account Manager	This role is known as “Manager” in Cabcharge Plus. This role facilitates the operation of Digital Pass within their division/team. This officer is responsible for ordering Digital Pass and ensuring the completion of all required information on the Cabcharge plus platform, reviewing the reasonableness of completed trips against intended travel.
Cabcharge Plus	This is the Cabcharge online platform.
Cost centre manager	The person responsible for the budget and forecasts of a cost centre.
Digital Pass	An electronic payment pass to pay for taxi fares. This is issued by Cabcharge directly to the traveller’s nominated email address or mobile number and used to make payment from a smart phone digital wallet.
Extenuating Circumstances	This may include circumstances such as: • transport home when a staff member is unwell and unable to commute via regular means (e.g. unable to drive due to vertigo) • transport home when staff safety is at risk (e.g. after being required to work overtime in the evening and where staff typically commute via public transport).
Traveller	The traveller is the person that would be travelling. The traveller is to receive and use Digital Pass via nominated mobile number or email.

7. Document Summary

Coverage	WACHS-wide
Audience	All staff
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	Financial Management Act 2006 (WA) Financial Management Regulations 2007 (WA)
Related Mandatory Policies / Frameworks	• WA Health Financial Management Manual • Financial Management Policy Framework
Related WACHS Policy Documents	• Patient Assisted Travel Scheme Policy
Other Related Documents	• DOH Fraud and Corruption Control Guide • PATs Administration Manual • PATs Standard Operating Procedures Manual • WACHS Authorisation Schedule
Related Forms	• HSS AP2 Reimbursement of Expenses and Subsidy Payments form • PATs claim forms: ○ PATs Reimbursement – Form B ○ PATs Assistance in Advance (AiA) – Form C
Related Training	Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 4862
National Safety and Quality Health Service (NSQHS) Standards	Nil
Aged Care Quality Standards	Nil
Chief Psychiatrist's Standards for Clinical Care	Nil
Other Standards	Nil

8. Document Control

Version	Published date	Current from	Summary of changes
1.00	12 May 2026	12 May 2026	New policy
1.01	18 August 2026	12 May 2026	Minor amendment to update referenced document.

9. Approval

Policy Owner	Executive Director Business Services
Co-approver	Nil
Contact	Manager, Financial Accounting, Analysis and Reporting
Business Unit	Business Services - Finance
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