South Australian Transport Subsidy Scheme (SATSS)

Information about the new SATSS app for taxi drivers

A new digital experience for SATSS taxi travel will soon be introduced. This includes an app for taxi drivers, called the SATSS app, and a new ID card for SATSS members.

This new system has been designed to make SATSS travel simpler, faster and safer for everyone.

With this change, paper based taxi vouchers will no longer be issued for subsidised taxi fares in South Australia.

For members this will mean no more paper vouchers, real time journey information, automatic fare calculations and automated travel notifications for carers or alternate contacts.

How do I access the SATSS app?

The SATSS app is now available for download.

To access the SATSS app you must have a current and valid driver accreditation and a verified mySA GOV account. To download the SATSS app on your Apple or Android mobile, you can visit your app store. To create a mySA GOV account visit sa.gov.au/mysagov.

Drivers will be in breach of regulations if they do not accept SATSS via the app.

How do I find out more information?

Visit satss.sa.gov.au.

So how does the App work?

1 When starting a shift, you will need to log into the new SATSS app on your mobile device using your mySA GOV credentials.

2 To start a SATSS journey, you must scan the barcode on the SATSS member's ID card when you activate the meter. This records the passenger's subsidy details and journey. A GPS tracker is enabled on the app to record the exact route taken for each journey.

3 When you have arrived at a SATSS passenger's destination, you must scan the barcode on their member ID card again to record that the journey has ended.

4 Enter the total fare displayed on the meter into the app. The app will automatically calculate the total amount payable by the passenger, taking into account the subsidy, the $1 levy and lifting fee (if applicable).

5 Where a journey is within, or starts or ends in regional South Australia and the metered fare is over $40, the app will give you the option to ask the SATSS member if they would like to use 1, 2 or 3 trips to subsidise their fare.

6 If your mobile's internet/data is not switched on when you scan a SATSS member ID card, this journey information will be stored in the app until your mobile's internet is switched on. SATSS journey payments cannot be processed until journey information is uploaded to the SATSS system. This happens automatically when your mobile internet is on.

Government of South Australia

Department of Planning, Transport and Infrastructure

Frequently asked questions

SATSS

Unsure if you have a mySA Gov account?

If you have a digital driver's licence or digital driver accreditation then you already have a verified mySA GOV account.

You must have a current and valid driver accreditation to access and use the SATSS app. The app will not allow you to scan a SATSS member ID card if you are not accredited or the vehicle is not registered.

You can create a mySA GOV account online at sa.gov.au/mysagov. You will need to have your South Australian driver's licence and South Australian vehicle registration details to create an account and verify your identity. If you don't have these available or need assistance, call Service SA on 1300 450 422 (Monday to Friday) during business hours.

What other features does the SATSS app have?

Text to speech
The app includes a text to speech function that will read out the fare information for passengers, helping any passenger who may be vision impaired. In the top right hand corner of the app there will be a button to repeat this information if a passenger does not hear the fare information.

Selfie function
A selfie function has been enabled on the app, and you will be randomly prompted to take a selfie to confirm your identity. This will be saved in the backend system along with the trip details for monitoring by SATSS.

Passenger card protection
The app has been designed so that a mobile device cannot scan a photo, or copy a SATSS member ID card. Fraudulent use of SATSS member ID cards, the SATSS app, or obtaining a benefit by deception, is a criminal offence and will result in Police prosecution

Can I still accept paper-based vouchers?

While member ID cards will be issued to active SATSS members, you may still be presented with a paper based voucher. All paper based vouchers must be accepted while SATSS members transition to the new card scanning system. You will be notified when this transition period has ended and paper vouchers will no longer be accepted.

Have more SATSS driver enquiries?

For further information about the South Australian Transport Subsidy Scheme please visit satss.sa.gov.au.

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