

The WAT Operational Support Cost Grant Program - 2025/2026

Grant Program Overview

Wheelchair Accessible Taxis (WATs) play a vital role in NSW's transport network, enabling individuals with disability to access healthcare, employment, education, and community services. In response to the December 2024 [Key Findings Report](#), the NSW Government announced a \$15 million emergency funding package. Of this, \$2 million is allocated for the 2025/26 financial year to help offset the operational costs of WAT vehicles. The WAT Operational Support Grant Program is designed to address the additional on-road expenses associated with WAT vehicles compared to standard taxis. The program includes two rounds: Further details can be found in the Program Guidelines.

Instructions for Applicants

Before submitting your application:

- Read the Program Guidelines carefully available on the TfNSW website.
- Ensure all eligibility criteria are met.
- Submit your application before the closing date. Incomplete or late applications will not be considered.

For questions or assistance, email: watgrants@transport.nsw.gov.au

Application Number

This field is read only.

Program Objectives

The program is designed to:

1. Provide immediate financial relief to WAT vehicle owners.
2. Encourage an increase in WAT service availability.

- Round 1 (Mid-2025)- Round 2 (Early 2026)

Grant Program Name

This field is read only.

The program this submission is in.

Disclaimer

The applicant acknowledges and agrees that:

- Submission of an application does not guarantee funding.
- All preparation and submission costs are the applicant's responsibility.
- They have read and understood the Program Guidelines.

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Form Preview

Use of Information

Duty of Disclosure

The Department may be required to release information under the GIPA Act or other applicable laws. By submitting this application, the applicant acknowledges this possibility.

Privacy Notice

By submitting this application, the applicant agrees that:- Personal information will be handled in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) and the Department's [Privacy Policy](#).- Personal data may be shared with relevant government agencies for assessment purposes.- They have obtained consent from all individuals whose personal information is included in this application.

Contact Details

* indicates a required field

Applicant Details

Applicant *

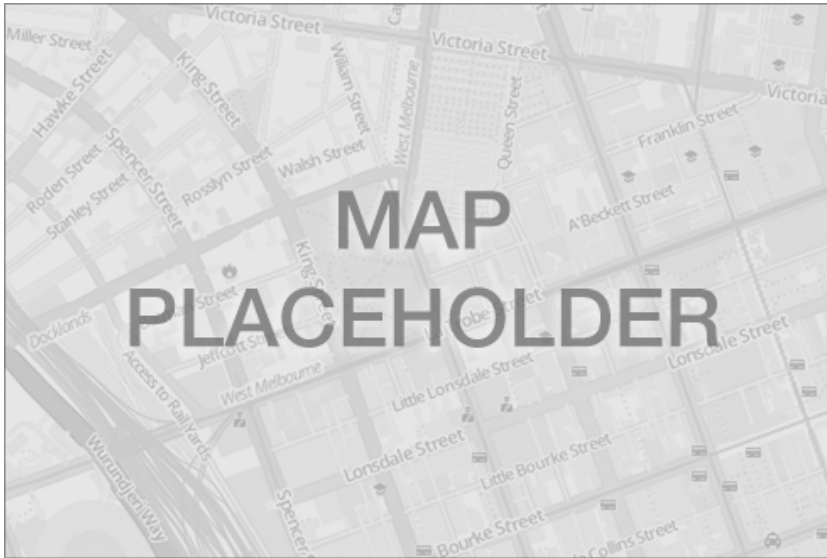
Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Applicant Primary Address

Address

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Applicant Postal Address

Address

Applicant Primary Phone Number *

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Applicant Other Phone Number

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Applicant Email Address *

Must be an email address.

Applicant Website

Must be a URL.

Vendor Registration Details

Applicant ABN

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The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity name	
ABN status	
Entity type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information
ACNC Registration	
Tax Concessions	
Main business location	

Must be an ABN.

D.O.B *

Must be a date.

Date of Birth This is required to validate proof of identity in back-end systems

Bank Details & Vendor Registration Form

The details below will be used to create a Transport for NSW (TfNSW) vendor account.

Once registered as a vendor, payment of the Grant amount can be facilitated to successfully submitted and assessed applicants.

If you already have a TfNSW vendor account, these details will be used to confirm currency.

Applicant Bank Account *

Account Name

BSB Number

Account Number

Must be a valid Australian bank account format.

Please provide a recent bank statement of the account you would use to receive the grant funding if you are successful. *

Attach a file:

You do not have to show transaction details, however, the statement must: 1. Be for an account in the name of the applicant. 2. Clearly show the BSB, account number and name of the account holder. 3. Be a statement on financial institution letterhead

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Mandatory NSW Government Reporting Grant Fields

* indicates a required field

Brief Description Hint:

Include a brief description of who will benefit from this initiative, what activities you will do and what outcomes you expect from your activities.

For example:

WAT Operational Support Grant will help cover vehicle maintenance and operational costs, to provide reliability and accessibility for passengers with disabilities, leading to better transport outcomes and continued support for the community

Title *

WAT Operational Support Grant

Word count:

Must be no more than 25 words.

Provide a name for your initiative. Your title should be short but descriptive.

Brief description *

WAT Operational Support Grant

Word count:

Must be no more than 50 words.

Include a brief summary of who will benefit from this initiative, what activities you will do and what outcomes you expect from your activities.

Anticipated start date *

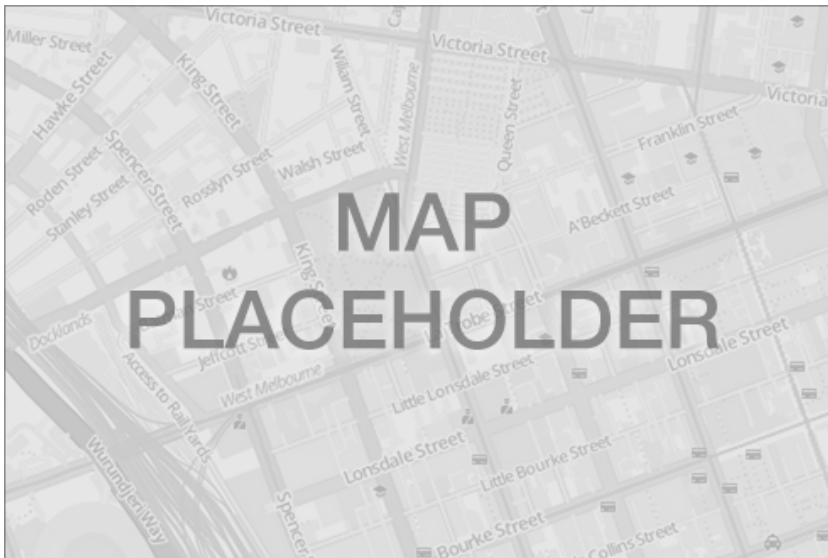
Anticipated end date *

Primary location of your initiative

Address

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Primary location does not need to be a specific address, and can be postcode, suburb, state, etc. If delivered online, please specify the area of focus for delivery.

Grant Application Assessment Criteria

* indicates a required field

1. Provide tax registration number. *

TfNSW will validate a taxi is registered as modified vehicle for performing WAT services to be eligible for the grant. For multiple vehicles, place a comma "," between each registration number

2. Is your vehicle registered in NSW? *

Yes

Only taxis registered in NSW are eligible for the grant.

3. Provide your accredited taxi licence *

Taxi providers must be connected to an authorised Taxi Service Provider (TSP) or an Affiliated TSP.

4. Provide your driver's licence number *

The vehicle owners' identification will be validated through records held by TfNSW

5. Have you received a Prohibition Notice from the Point to Point (P2P) Commissioner within the past 12 months? *

Yes

No

Unsure

If a WAT vehicle owner has received a Prohibition Notice issued by the Point to Point Transport Commissioner within 12 months of submitting this application, the necessary compliance actions must be completed before the application can be assessed. TfNSW will contact you if this applies.

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6. For vehicles operating in the Metropolitan Transport District : Has your driver logged on to the Wheelchair Book & Ride system ? or completed an M50 job through the Taxi Transport Subsidy Scheme (TTSS) in the past 12 months? *

Yes No Unsure Other:

Metropolitan Transport District Wheelchair Accessible Taxi (WAT) vehicles should have either logged into the Wheelchair Book & Ride service or completed an M50 job through TTSS within the past 12 months to be eligible. (Note: Instructions to how to log into the Book and Ride service is on Transport website.

7. For vehicles operating outside the Wheelchair Book and Ride boundaries has your driver either completed an M50 job through TTSS in the past 12 months or can you provide an email from your Transport Service Provider (TSP) or affiliated TSP confirming completion of a WAT job? *

Yes (go to question 8 below) I operate in the Metropolitan Transport District; this does not apply to me (go to question 9)

WAT vehicles outside the Wheelchair Book and Ride boundaries: must have completed an M50 job through TTSS or submitted supporting documentation from their TSP or affiliated TSP to be eligible.

8. For vehicles operating outside the Wheelchair Book and Ride boundaries, please attach an email or document proof from your TSP or affiliated TSP confirming the completion of WAT jobs.

Attach a file:

WAT vehicles outside the Wheelchair Book and Ride boundaries must either have completed an M50 TTSS job or provide supporting evidence from their TSP or affiliated TSP to confirm WAT work has been performed.

9. Do you have an outstanding TTSS investigation occurring or have you been suspended from M50 work? *

No Unsure Yes (you are not eligible to apply)

To be eligible for this grant, applicants must not have any ongoing TTSS investigations or have been suspended from undertaking M50 jobs under the TTSS program.

Budget

* indicates a required field

Total Amount Requested

*

What is the total financial support you are requesting under this grant?

Declaration and Authorisation

* indicates a required field

Signed Grant Agreement **This is was a round 1 requirement which is no longer needed for round 2.**

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Round 2 applications, please see Terms and Conditions Grant Agreement below:

Attach a signed grant agreement from TfNSW website

Attach a file:

This was a round 1 requirement only. The grant agreement is required for payments to be made via a Recipient Created Tax Invoice, where TfNSW will raise the invoice on your behalf to make payment of the grant once assessed as eligible and approved for payment. The grant agreement is below.

Terms and Conditions Grant Agreement

1. Terms & Conditions

By submitting this application, the applicant acknowledges and agrees that:

- This application forms the Terms and Conditions for the grant of funding, together with the Round Two Wheelchair Accessible Taxi Operational Support Grants Program Guidelines (**Program Guidelines**);
- All declarations, acknowledgements, and information provided in this application are legally binding once funding is approved; and
- Submission of the application does not guarantee funding, and Transport for NSW (**TfNSW**) expressly reserves its rights to accept or reject this application at its discretion.

2. Use of Information:

By submitting this application, the applicant acknowledges and agrees that:

- If this application is successful, TfNSW will publicly make available the grant details, including the applicants name, the funding amount, and any other information required under the Government Information (Public Access) Act 2009 (NSW) (**GIPA Act**) and the Grants Administration Guide;
- TfNSW will use reasonable endeavours to ensure that any information received in or in respect of this application which is clearly marked 'Commercial-in-confidence' or 'Confidential' is treated as confidential, however, such documents will remain subject to the GIPA Act; and
- TfNSW may release information contained in this application, or other relevant information relating to this application in response to a request lodged under the GIPA Act or otherwise as required or permitted by law.

3. Privacy Notice By submitting this application form, the applicant acknowledges and agrees that:

- TfNSW is required to comply with the Privacy and Personal Information Protection Act 1998 (NSW) (the **Privacy Act**) and that any personal information (as defined by the Privacy Act) collected by TfNSW in relation to the program will be handled in accordance with the Privacy Act and its privacy policy (available at: <https://www.transport.nsw.gov.au/about-us/transport-privacy/privacy-statement>);
- the information it provides to TfNSW in connection with this application will be collected and stored on a database and will only be used for the purposes for which it was collected (including, where necessary, being disclosed to other Government agencies

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in connection with the assessment of the merits of an application) or as otherwise permitted by the Privacy Act; and

- it has taken steps to ensure that any person whose personal information (as defined by the Privacy Act) is included in this application has consented to the fact that TfNSW and other Government agencies may be supplied with that personal information and has been made aware of the purposes for which it has been collected and may be used.

4. Eligibility Obligations-

The applicant confirms that:

- They meet all eligibility criteria as outlined in the Program Guidelines;
- They are an active operator of approved WAT vehicles as defined in the Program Guidelines and will continue to operate those vehicles for the duration required;
- All required accreditations, licences, registrations and authorisations relevant to operating WAT services are currently held and will be maintained for the period of the funding;
- All insurances required under relevant legislation and Program Guidelines (including public liability and vehicle insurances) are in place and will be maintained;
- They will notify TfNSW immediately of any change affecting eligibility (including changes to WAT vehicles, operational status, or licence/insurance status); and
- If they no longer meet eligibility requirements, TfNSW may review, vary or withdraw funding and may seek repayment where appropriate.

5. Funding Use

The applicant agrees that:

- Funding must be used solely for the approved purpose outlined in the Program Guidelines;
- Funding must not be used for any ineligible or unapproved expenditure;
- The applicant must keep funding identifiable in its financial records;
- Misuse of funds may result in termination and recovery of funds by TfNSW.

6. Record Keeping and Audit

The applicant must:

- Maintain full and accurate financial operation records relating to the funded activities for at least 7 years; and
- Cooperate with any compliance review, audit or investigation.

These obligations survive the end of the funding period, until 31 May 2026.

7. Reporting Requirements

The applicant agrees to:

- Provide any reports, information or evidence reasonably requested by TfNSW to validate eligibility, verify funding claims or confirm compliance;
- Submit documentation when requested, included operations or financial evidence needed for assessment or audit; and
- Respond within a reasonable timeframe specified by TfNSW.

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8. Acknowledgement of Funding

The applicant acknowledges that, if funding is approved:

- TfNSW may publicly disclose funding details for accountability purposes, including the applicant's name, funding amount, and general funding purpose;
- The applicant may be required to acknowledge TfNSW's financial support in communications, materials or announcements relating to the funded WAT activity; and
- TfNSW may publish or publicise the applicant's funding for accountability purposes.

9. Repayment of Funds

- Where TfNSW reasonably determines that funds have not been properly spent by the applicant in accordance with this application, then the funding must be refunded by the applicant to TfNSW within 30 Business Days (meaning any day that is not a Saturday, Sunday or public holiday in NSW) of a written notice from TfNSW, unless a repayment plan with a later date has otherwise been approved by TfNSW. Interest is payable on any amount not paid to TfNSW when due and payable.

10. Compliance with Laws and Safety Requirements

The applicant must comply with:

- All applicable legislative requirements and approvals;
- Any directions from TfNSW in relation to TfNSW's obligations under the Grant Administration Guidelines, and any of TfNSW's policies as notified, referred to, or made available by or on behalf of TfNSW in writing from time to time; and
- And ensure and procure that all of its employees and contractors comply with, all the requirements of the Work Health and Safety Act 2011 (NSW), the Work Health and Safety Regulation 2017 (NSW) (**WHS Legislation**) and any other requirements relating to work health, safety and rehabilitation management.

11. Termination

TfNSW may terminate the applicant's funding where:

- breaches these Terms and Conditions or any requirement of the Program Guidelines and does not remedy the breach within the period stated in a written notice from TfNSW;
- engages in fraud, dishonesty, serious misconduct or provides false or misleading information;
- becomes insolvent or enters into any formal arrangement with creditors.

If terminated, TfNSW may require repayment of any funding that:

- was not spent in accordance with these Terms and Conditions; or
- in the TfNSW's reasonable opinion, was wrongly claimed or not properly expended.

TfNSW may also terminate these Terms and Conditions for convenience and seek repayment of the funding by 30 days written notice, subject to reasonable reimbursement of proven, unavoidable eligible costs already committed.

12. Liability and Indemnity

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The applicant:

- Is responsible for all risks associated with operating its services and complying with these Terms & Conditions.
- Indemnifies the TfNSW against all losses, claims, damages or expenses arising from the applicant's breach of these Terms and Conditions, negligence, or unlawful conduct, except to the extent caused by TfNSW's own negligence.
- This indemnity is a continuing obligation and survives termination or expiry of funding or these Terms and Conditions.

13. Governing Law

This application is governed by the laws of New South Wales.

14. Assignment and Novation

The applicant acknowledges and agrees that:

- They must not assign or transfer any rights, obligations or interests arising from this application without the prior written approval of TfNSW.
- TfNSW may assign or transfer its rights, obligations or interests under the Terms & Conditions to another NSW Government agency, without requiring the Applicant's prior consent.

15. Electronic Execution

By submitting this application online, the applicant acknowledges and agrees that:

- The Applicant's electronic submission, including ticking any confirmation boxes or pressing 'Submit', constitutes a legally binding acceptance of the Terms and Conditions, with the same effect as if the Applicant had physically signed a document; and
- TfNSW may rely on this electronic acceptance, and any electronic records or copies generated from the submission, as evidence of the applicant's agreement, without requiring an original signature.

I acknowledge and agree to the Terms & Conditions *

Yes

Declaration

Please declare this application meets the program eligibility criteria:

- It has been prepared by and is being submitted by an eligible applicant
- The applicant confirms they meet all eligibility criteria for the grant.
- The applicant declares that all information provided in the application is true and accurate.
- The applicant agrees to comply with all relevant laws and regulations.
- Agrees to payment through a Recipient Created Taxi Invoice (RCTI) process as outlined by the included agreement to be provided with the application

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- TfNSW reserves the right to audit the use of the grant funds, should this be required

I confirm that I am eligible according to the criteria outlined in the Grant Program Guidelines *

Yes

Authorisation

I agree *

Yes

Name of authorised person *

Title First Name Last Name

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Must be a senior staff member, board member or appropriately authorised volunteer

Position *

Position held in applicant organisation (e.g. CEO, Treasurer)

Phone number *

Must be an Australian phone number.

We may contact you to verify that this application is authorised by the applicant organisation

Email *

Must be an email address.

Applicant Feedback

You are nearing the end of the application process. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback.

How did you find the online application process?

Very easy Easy Neutral Difficult Very difficult

How many minutes in total did it take you to complete this application?

Estimate in minutes i.e. 1 hour = 60 minutes

Please provide us with your suggestions about any improvements and/or additions to the application process/form that you think we need to consider.