

Support services for the loss of driving independence

Information Sheet

Medical condition reporting requirements deliver substantial road safety benefits. While road safety remains the primary focus of the Department of Transport and Main Roads (TMR), it is acknowledged that there may be some impacts for individuals who lose the independence and mobility afforded through a driver licence. A person who voluntarily surrenders their licence or has it cancelled for medical reasons may be eligible for a free Photo Identification card as an alternative form of photo identity. For further information, they should enquire at a TMR customer service centre or Queensland Government licence issuing centre, or call 13 23 80*.

They may wish to discuss their concerns with their health professional or by contacting one of the following support services.

Seniors Enquiry Line Telephone: 1300 135 500	The Seniors Enquiry Line is a Queensland Government funded service designed to assist Queenslanders with issues including the loss of driving independence. The service can offer counselling or alternatives including: <ul style="list-style-type: none"> • access to driver trainers • alternative transport • community groups with volunteer drivers • church groups with personal support to prolong independence.
Multiple Sclerosis Society of Queensland Infoline Telephone: 1800 177 591	Multiple Sclerosis Society of Queensland can offer people affected by MS: <ul style="list-style-type: none"> • support in researching alternative transport within the community • counselling • limited (grant system) assistance with transport expenditure.
Diabetes Australia – Queensland Infoline Telephone: 1300 136 588	Diabetes Australia offers advocacy support to members.
St John Community Transport Telephone: 1300 785 646	St John Community Transport operates in north Brisbane, Wide Bay, Townsville and Toowoomba to inform and create new choices for people who have no or limited access to safe, affordable and assisted transport.
Centrelink Employment Services Line Telephone: 13 28 50	Centrelink offers a range of services including: <ul style="list-style-type: none"> • income loss support • vocational rehabilitation • employment assistance.
Queensland Government Taxi Subsidy Scheme Telephone: 1300 134 755	Queenslanders who meet the specified criteria are eligible to apply to have their taxi travel subsidised.
Vision Australia Telephone: 1300 847 466	Vision Australia services may be of benefit to anyone experiencing loss of driving independence due to reduced visual acuities and/or visual fields. This organisation provides a broad range of services including assistance for people who are transitioning from driving to using other forms of transport. Specialist staff work with people to enable them to make safe road crossing decisions, manage steps, gutters and other ground surface changes, use public transport and taxis and provide information about travel passes and the taxi subsidy scheme.
Support Associations	There are a number of other health and community associations that may offer support in relation to an individual's specific medical condition. For a listing of these please refer to the White Pages.

*Higher rates apply from mobile phones and pay phones.

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