

Access Travel Pass

Information and Application Form

Access Travel Pass Information

Introduction

The Access Travel Pass is for people with a significant permanent disability **who travel independently on Victoria's public transport network** and can demonstrate that due to their disability they are unable to touch on or touch off on the myki ticketing system.

The Access Travel Pass is not issued to every person who has a disability. If you travel **independently** on Victoria's public transport network (without a companion or carer) and the action of touching on and touching off your myki at myki readers restricts your ability to independently use your myki, you may be entitled to receive the Access Travel Pass.

Persons with a disability who are unable to travel independently on Victoria's public transport network and require a constant companion/carers to assist them **are not eligible** for the Access Travel Pass.

The information included in this form is intended to assist the applicant and their health professional when assessing eligibility for the Access Travel Pass.

The following information is included in this form:

- Access Travel Pass Information
- Information on myki – Victoria's ticketing system
- Application form

Why has the Access Travel Pass been developed?

The myki ticketing system requires customers to correctly touch on their myki at myki readers when they commence travel and touch off their myki at myki readers when they complete their travel to:

1. have the correct fare calculated and deducted from their myki, and/or their pass validated; and
2. open ticket barriers to enter and exit gated train stations.

Some members of the community may be unable to touch their myki on or touch off at myki readers due to a disability.

The Access Travel Pass has been developed to assist people with a significant permanent disability who can demonstrate that they would not be able to use the myki ticketing system when accessing Victoria's public transport network on train, tram or bus.

Who is the Access Travel Pass for?

The Access Travel Pass is for people with a significant permanent disability **who travel independently on Victoria's public transport network** and can demonstrate that due to their disability they are unable to touch on or touch off on the myki ticketing system.

The Access Travel Pass is for permanent Victorian residents only.

The Access Travel Pass is not issued to every person who has a disability. If the applicant can travel independently on Victoria's public transport network (without a companion or carer) and the action of touching on and touching off their myki at myki readers restricts their ability to independently use their myki, they may be entitled to receive the Access Travel Pass.

The touch zone height is between 800mm and 1100mm on myki readers. Please refer to pages 8-10 for full details on the myki devices and touch zone heights. If the applicant is unable to reach the maximum height of 1100mm on any of the myki readers they are eligible for the Access Travel Pass.

Persons with a disability who are unable to travel independently on Victoria's public transport network and require a constant companion/carer to assist them **are not eligible** for the Access Travel Pass.

Who administers the Access Travel Pass?

The Metlink Central Pass Office is responsible for issuing Victoria's public transport free travel passes, including the Access Travel Pass.

How does the Access Travel Pass work?

The Access Travel Pass entitles the pass holder to free travel on:

- Melbourne metropolitan trains, trams and buses
- V/Line ticketed services (including V/Line Link services within Victoria)
- Urban bus services in regional cities
- Regional services that have a contract or service agreement with the Department of Transport

Free travel passes do not necessarily apply to, and should not be used for CountryLink, Great Southern Railway, airport services and tourist railways. The pass holder should check with the relevant operator before booking or travelling.

The Access Travel Pass will be issued with a specially designed registered myki, which will have their photograph and name printed on the card. The pass holder will be required to carry the Access Travel Pass with them at all times while travelling on Victoria's public transport network.

Where the pass holder is able to touch on or touch off their Access Travel Pass, they should do so. However, the Access Travel Pass is valid at all times, regardless of whether it has been touched on or touched off. Touching on or touching off where possible will enable the system to collect travel data useful for planning and patronage estimates.

For the pass holder who is unable to touch on or touch off at all, the Access Travel Pass may be used as a flash pass to receive free travel.

Where can I use the Access Travel Pass?

The Access Travel Pass entitles the pass holder to free travel on:

- Melbourne metropolitan trains, trams and buses
- V/Line ticketed services (including V/Line Link services within Victoria)
- Urban bus services in regional cities
- Regional services that have a contract or service agreement with the Department of Transport

Free travel passes do not necessarily apply to, and should not be used for CountryLink, Great Southern Railway, airport services and tourist railways. The pass holder should check with the relevant operator before booking or travelling.

How do I apply for the Access Travel Pass?

This application form must be completed by the applicant or, where the applicant is unable to complete and/or sign the form, by their guardian or agent. Information must also be provided by the applicant's registered doctor, qualified occupational therapist, registered physiotherapist or registered psychologist. Additional information from specialists may also be required.

Once completed the form should be submitted to the Metlink Central Pass Office for processing.

All applications will be reviewed by the Access Travel Pass Panel for eligibility. Where eligibility is unclear, additional information may be sought from the applicant and/or their doctor or specialist. The Access Travel Pass Panel and the Metlink Central Pass Office may also seek independent medical or specialist advice on particular applications. Any additional testing required by the Access Travel Pass Panel and/or Metlink Central Pass Office will be undertaken at the applicant's expense.

What is the role of the Access Travel Pass Panel?

The Department of Transport has set up the Access Travel Pass Panel to advise the Metlink Central Pass Office on the eligibility of the applicant and the information submitted.

How much does the Access Travel Pass cost?

The Access Travel Pass is issued free of charge and is obtained from the Metlink Central Pass Office.

Replacement cards

The pass holder must advise the Metlink Central Pass Office as soon as possible if the Travel Pass is lost, stolen, damaged or non-operational including if they become aware that the name or photograph is illegible. A free replacement Travel Pass will be issued.

Please note: A Statutory Declaration must be completed and submitted to the Metlink Central Pass Office for all lost or stolen Travel Passes.

myki – Victoria’s ticketing system

The following information outlines how myki – Victoria’s ticketing system – works. It includes information on the height and location of the myki readers.

The information is intended to assist the applicant and the Health Professional when assessing eligibility for the Access Travel Pass.

What is myki?

myki is the smart card ticketing system replacing Metcard on trains, trams and buses in metropolitan Melbourne and paper tickets on buses in Ballarat, Bendigo, Geelong, Moe, Morwell, Seymour, Traralgon and Warragul.

myki is currently valid for use on V/Line trains operating in metropolitan zones 1 and 2 to Melton and Sunbury.

It can also be used on V/Line services between Marshall and Lara (Geelong), Ballarat and Wendouree (Ballarat) and Kangaroo Flat and Eaglehawk (Bendigo).

In the future, myki will be used on V/Line services to and from Melbourne to regional towns such as Geelong, Ballarat, Bendigo, Seymour and Traralgon.

myki uses smart card technology, which enables it to give the customer the lowest fare for their travel. The customer simply tops up their myki with money before travelling. A pre-paid travel pass (myki pass) can also be loaded onto a myki for 7 days or 28-365 days.

Note: People who have an Access Travel Pass do not need to top up their myki.

How do customers use myki?

When the customer boards a train, tram or bus they must touch on their myki at the myki readers, which are located at train station entrances and in each doorway of trams and buses. At the end of each trip they must touch off their myki at the myki reader.

For more information on how myki works please visit myki.com.au

myki Reader and Touch Zone

The following information outlines the height and location of the myki reader and the location of the touch zone.

The myki ticketing solution is compliant with the *Disability Discrimination Act 1992* (DDA) and with the applicable Australian Standards associated with disability access for public transport.

The maximum touch zone height is 1100mm on the myki readers. If the applicant is **unable** to reach the maximum height of 1100mm on any of the myki readers they **are eligible for the Access Travel Pass**.

Touch zone

The touch zone is displayed as



The myki card is placed on the touch zone area.



myki readers – Buses

The myki readers are located in all doorways on the bus and the touch zone is between 900mm and 1100mm above the floor level.



myki readers – Tram

myki readers are located in each doorway on the tram and the touch zone is between approximately 800mm and 1100mm, depending on the type of tram.

There will be **two myki readers** in the wheelchair access doorways of all low floor accessible trams with the touch zone at approximately **800mm** above the floor level.



myki readers – Train platform

The myki readers are located at train station entrances and the touch zone is at approximately 1100mm above the surface.



myki readers – Barriers at Premium Train Stations

The myki reader is located on the right hand side of the barrier and the touch zone is at approximately 995mm above the surface.



Access Travel Pass Application Form

How to apply

Step 1

Before completing the application form it is important that the applicant read and understand the information contained in this form, in particular:

Access Travel Pass Information

- Why has the Access Travel Pass been developed?
- Who is the Access Travel Pass for?
- Who administers the Access Travel Pass?
- How does the Access Travel Pass work?
- Where can I use the Access Travel Pass?
- How do I apply for the Access Travel Pass?
- What is the role of the Access Travel Pass Panel?

myki – Victoria's ticketing system

- What is myki?
- How do customers use myki?
- myki readers and touch zone

Access Travel Pass Terms of Use – Section 5

Access Travel Pass Privacy Notice – Section 6

Step 2

Applicant/Guardian/Agent to complete this application form.
Do not use a photocopy of this form.

Step 3

Obtain one high quality, colour passport-size photograph (from a passport photo outlet)

Step 4

Have Section 2 completed by your Health Professional (Registered Doctor, Qualified Occupational Therapist, Registered Physiotherapist, Registered Psychologist)

Step 5

Have **both** your application form and the reverse of the photograph signed by the same Health Professional who completed section 2.

Step 6

Return this application form to:

Metlink Central Pass Office

At Southern Cross Station located between Bourke and Little Bourke streets near the bus interchanges;
or mail to

Metlink Central Pass Office

Southern Cross Station

Mail Box 58

99 Spencer Street

Docklands Vic 3008

Original applications and photographs cannot be returned under any circumstances.

Incomplete applications, including those without signatures or signed photographs, cannot be processed.

How to complete this form

Applicants

- All applicants are required to complete section 1 and section 3.
- All applicants are required to attach the signed photograph – section 4.

Guardian/Agents

- If you are completing and signing this application form on behalf of the applicant you are required to complete section 1 and section 3.

Health Professional

- The Health Professional is required to complete section 2 and sign the reverse of the photograph.

Please complete this application form in **BLOCK LETTERS** using blue or black pen.

Section 1: Applicant Information

The **Access Travel Pass** will only be issued to the person with the disability. One application must be completed per applicant.

1.1 Applicant's Details

Title: (please tick) Mr Mrs Miss Ms

Surname or family name: _____

First or given name: _____

Date of birth: / / Male Female

Residential Address: _____

Suburb: _____

State: _____ Postcode: _____

Postal Address: _____

Suburb: _____

State: _____ Postcode: _____

Telephone – home: _____

Telephone – mobile: _____

Email (if available): _____

Section 2: Health Professional Declaration

Please ensure that all sections are completed to prevent the application being returned to you. Your complete answers to questions are critical in the assessment of the applicants eligibility.

Before completing the application form it is important that you read and understand the information contained in this form, in particular:

Access Travel Pass Information

- Why has the Access Travel Pass been developed?
- Who is the Access Travel Pass for?
- Who administers the Access Travel Pass?
- How does the Access Travel Pass work?
- Where can I use the Access Travel Pass?
- How do I apply for the Access Travel Pass?
- What is the role of the Access Travel Pass Panel?

myki – Victoria's ticketing system

- What is myki?
- How do customers use myki?
- myki readers and touch zone

Access Travel Pass Terms of Use – Section 5

Access Travel Pass Privacy Notice – Section 6

In order for the applicant to be eligible for the Access Travel Pass, they must have a **significant and permanent disability** and be **able to travel independently** on Victoria's public transport network **without** the assistance of a companion or carer.

Assessment

2.1 I am currently practising as one of the following (Please tick):

- Registered Doctor
- Registered Psychologist
- Registered Physiotherapist
- Qualified Occupational Therapist eligible for membership of OT AUSTRALIA Victoria.

2.2 I have seen the applicant in a professional capacity for _____ years and _____ months

2.3 What is the diagnosis of the applicant's disability?

a. Primary _____

b. Secondary _____

c. Other _____

2.4 Grade the severity of each disability (mild, moderate, severe)

- | | | | |
|--------------|-------------------------------|-----------------------------------|---------------------------------|
| a. Primary | <input type="checkbox"/> Mild | <input type="checkbox"/> Moderate | <input type="checkbox"/> Severe |
| b. Secondary | <input type="checkbox"/> Mild | <input type="checkbox"/> Moderate | <input type="checkbox"/> Severe |
| c. Other | <input type="checkbox"/> Mild | <input type="checkbox"/> Moderate | <input type="checkbox"/> Severe |

2.5 Is the disability(s) permanent?

- a. Primary Yes No
- b. Secondary Yes No
- c. Other Yes No

2.6 Is the disability(s) likely to improve with medical treatment, such as further surgery?

- a. Primary Yes No
- b. Secondary Yes No
- c. Other Yes No

2.7 Please describe in detail the functional impact of the applicant's disability.

**2.8 Will the applicant's disability stop them from touching on and/or touching off their myki at the myki readers?
(Please tick one)**

- Yes No

2.9 If Yes, *(Please tick one)*

- The applicant is unable to reach the maximum touch zone height of 1100mm on the myki devices
- Other. Please explain:

Travelling independently

2.10 In my professional opinion *(Please tick one)*

- The applicant is **able** to travel independently on Victoria's public transport network.
- The applicant is **unable** to travel independently on Victoria's public transport network.

Note: The applicant may be eligible for the following:

- Companion Card – vic.companioncard.org.au
- Multi-Purpose Taxi Program – transport.vic.gov.au

Using the ticketing system – myki

2.11 In my professional opinion (*Please tick one*)

- The applicant's disability stops them from independently using the myki ticketing system. The applicant is unable to touch on and/or touch off at the myki readers.
- The applicant is able to touch on and touch off at the myki readers.

2.12 My signature on the next page confirms all of the following:

- ✓ I have read all the information provided by the applicant on this form and verify that it is correct to the best of my knowledge.
- ✓ I verify that the applicant has a significant and permanent disability.
- ✓ I verify that the applicant is able to travel independently on Victoria's public transport network; however, they are unable to touch on or touch off their myki at the myki readers independently in all cases.
- ✓ I am not the applicant, or an immediate family member of the applicant.
- ✓ I agree to offer all reasonable information to assist the Access Travel Pass Panel to determine the applicant's eligibility.
- ✓ I have signed the reverse of the applicant's photograph and confirm it is a true likeness of the applicant.

2.13 Health Professional Details

Name: _____

Employer/Business Name: _____

Business Address: _____

Suburb: _____

State: _____ Postcode: _____

Business Telephone number: _____

Signature:

Date: ____ / ____ / ____

Australian Health Practitioner Regulation Agency (AHPRA)

AHPRA Registration Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Professional Stamp:

Section 3: Applicant/Guardian/Agent Declaration

3.1 I confirm that the signature on the next page verifies the following:

- ✓ I have a significant and permanent disability. I am able to travel independently on Victoria's public transport network; however, I am unable to touch on or touch off my myki at the myki readers independently in all cases.
- ✓ I authorise Public Transport Authorities[#] to verify the information contained in this form, and to obtain and disclose any information relating to this application for the purpose of assessing my eligibility for an Access Travel Pass. This may include obtaining information held by government departments and agencies, and disclosing information contained in this form or obtained in connection with this application for the purpose of assessing eligibility.
- ✓ I agree that the Health Professional in section 2 may disclose information about me to the Metlink Central Pass Office or the Department of Transport to assist with the assessment of my application.
- ✓ I declare that the information in this application is correct.
- ✓ I accept the Access Travel Pass Terms of Use – Section 5.
- ✓ I have read the Access Travel Pass Privacy Notice – Section 6

3.2 Please provide the following signatures:

Applicant Signature (must be 18 years and over):

OR

Guardian/Agent Signature for applicants unable to sign
(must be 18 years and over)

Signature:

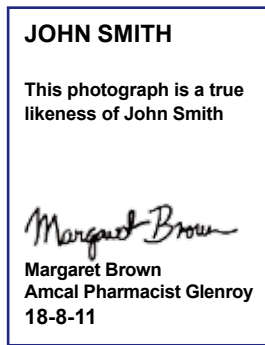
Date: ____ / ____ / ____

3.3 Guardian/Agent Details

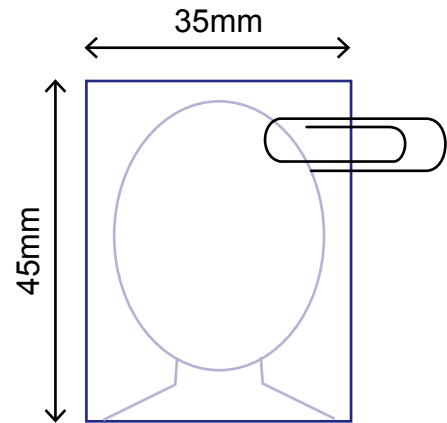
Guardian/Agent Name (and relationship to the applicant)

Guardian/Agent Telephone

Section 4: Photograph



(Example on reverse side)



(Passport-size photograph)

A photograph is **MANDATORY** for ALL applicants.

Affix **ONE** recent (within 3 months) high quality colour passport-size photograph to the form.

The colour passport-size photograph:

- must be a clear head shot taken front on
- must have your full name printed on the reverse of the photograph and signed by the Health Professional who signed section 2.

Please Note:

- Photocopies of photographs or black and white photographs will not be accepted.
- The photograph is kept on file to make it easier for you to get a replacement Access Travel Pass in the event it is lost, stolen or becomes non-operational.

Section 5: Terms of Use

1. The Access Travel Pass entitles the pass holder to free travel on Victoria's public transport network. As at the date of issue of these terms of use, this means:
 - Melbourne metropolitan trains, trams and buses

- V/Line ticketed services (including V/Line Link services within Victoria)
- Urban bus services in regional cities
- Regional services that have a contract or service agreement with the Department of Transport

Free travel passes do not necessarily apply to, and should not be used for CountryLink, Great Southern Railway, airport services and tourist railways. The pass holder should check with the relevant operator before booking or travelling.

2. The pass holder will be issued with a specially designed registered myki and will have their photograph and name printed on the pass.
3. Only the person whose photograph and details appear on the Access Travel Pass can use the pass.
4. The pass holder must carry their Access Travel Pass at all times when travelling on Victoria's public transport network.
5. The Access Travel Pass remains the property of the Transport Ticketing Authority (TTA). Representatives of Public Transport Authorities[#] may inspect, deactivate, suspend, hotlist or take possession of the Access Travel Pass or require its return at any time if the pass holder is in breach of the conditions.
6. TTA may change these terms of use from time to time. The current version of the terms of use may be obtained by calling the Metlink Central Pass Office on 9619 1159. Where TTA reasonably considers that any such change will have more than a minor detrimental effect on Access Travel Pass holders generally, the change will be notified by the Metlink Central Pass Office to pass holders in advance in writing.
7. The pass holder must not alter, tamper, or interfere with the Access Travel Pass or knowingly use a defective pass.

8. The pass holder agrees to advise the Metlink Central Pass Office as soon as possible if the Access Travel Pass is lost, stolen, damaged or non-operational, including if you become aware that the name or photograph is illegible.
9. A free replacement Travel Pass will be issued for all lost, stolen, damaged and non-operational Travel Passes.

Please note: A Statutory Declaration must be completed and submitted to the Metlink Central Pass Office for all lost or stolen Travel Passes.

Section 6: Privacy Notice

You will generally be able to access your personal information. If personal information sought by Transport Ticketing Authority ('TTA') is not provided, TTA may not be able to provide the myki. For further information about privacy and on rights of access to personal information, visit myki.com.au or call 13 6954 (13 myki).

Personal information provided by or about you or generated by using the myki is collected by Public Transport Authorities[#] to issue and administer the myki and relevant entitlements. Personal information held by Public Transport Authorities may be used or disclosed (including to each other) for the operation of myki; for ticketing enforcement; in emergencies; otherwise as required by or under law; or with your consent. Public Transport Authorities[#] may send you information about transport-related services.

[#] "Public Transport Authorities" means TTA, the Department of Transport and any agent, contractor or delegate of TTA and the Department of Transport including Metlink and public transport operators.

Section 7: Contacts for further information

For all Access Travel Pass enquires you can contact the following services for assistance:

Metlink Central Pass Office

Telephone: (03) 9619 1159

Visit Staff: At Southern Cross Station located between Bourke and Little Bourke streets near the bus interchanges

Website: www.metlinkmelbourne.com.au

TTY: (03) 9619 2727

National Relay Service: 13 36 77

Speech-to-Speech Relay Service: 1300 555 727

Multilingual information

For all Access Travel Pass telephone enquiries in languages other than English, please use the following phone numbers:

Arabic	9321 5440	Mandarin	9321 5454
Cantonese	9321 5441	Somali	9321 5446
Croatian	9321 5442	Spanish	9321 5447
Dinka	9321 5452	Sudanese	9321 5453
Greek	9321 5443	Turkish	9321 5448
Italian	9321 5444	Vietnamese	9321 5449
Macedonian	9321 5445		

All other foreign languages 9321 5450

Office Use Only

Metlink Central Pass Office (CPO)

CPO application number:

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Date received from applicant: ____ / ____ / ____

Checked by – Initials: _____

Date forwarded to Access Travel Pass Panel (ATPP): ____ / ____ / ____

Date received recommendation from ATPP: ____ / ____ / ____

Access Travel Pass card number:

3	0	8	4	2	5									
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Date Applicant advised of recommendation: ____ / ____ / ____

Date Travel Pass issued: ____ / ____ / ____

Access Travel Pass Panel (ATPP)

Date received from CPO: ____ / ____ / ____

Date recommendation sent to CPO: ____ / ____ / ____

Recommendation:

Approved Declined

Comments: _____

Initials _____ Date: ____ / ____ / ____