



# Access Travel Pass

## Frequently Asked Questions

## 1. What is an Access Travel Pass?

The Access Travel Pass has been developed 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 cannot use ticketing systems.

## 2. Why has the Access Travel Pass been developed?

There has always been a small group of people who can travel independently on public transport but whose permanent disability stops them from being able to use ticketing systems.

This includes people who are in a wheelchair and have limited fine hand movement as well as some people who have an intellectual disability.

Following consultation with a number of special interest groups the Government has decided to close this gap by introducing the new Access Travel Pass.

## 3. Who is eligible for the Access Travel Pass?

The Access Travel Pass is for people:

- with a significant permanent disability who travel independently (that is not accompanied by a companion or carer) on Victoria's public transport network and can demonstrate that due to their disability they cannot use ticketing systems
- are permanent residents of Victoria.

The Access Travel Pass is not issued to every person who has a disability.

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. However, they may be eligible for the Companion Card or the Multi Purpose Taxi Program.

#### 4. 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.

#### 5. 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.

The Access Travel Pass will be used in same way that people currently use the Vision Impaired Travel Pass. Pass holders will need to carry it when ever they use public transport and show it on request.

The pass will have a myki smartcard embedded in it so, if there are ever instances where the pass holder is able to touch on or touch such as on a low floor accessible tram, we would encourage them to do so.

The pass allows free travel so touching on or touching off where possible will simply help the system to collect travel data useful for planning and patronage estimates.

## 6. 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.

## 7. What does the Access Travel Pass look like?

The Access Travel Pass is a specially designed registered myki, similar in size to a credit card, which will have their photograph and name printed on the card and the myki branding on the reverse.



## 8. 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.

## 9. How do I apply for the Access Travel Pass?

An application form must be completed to determine eligibility for an Access Travel Pass.

The application form must be completed by the applicant or, where the applicant is unable to complete and/or sign the form, by their parent, guardian or agent.

Information must also be provided by the applicant's:

- Registered Doctor;
- Registered Psychologist;
- Registered Physiotherapist; or
- Qualified Occupational Therapist eligible for membership of OT Australia Victoria.

Additional information from specialists may also be required.

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

Applications will be reviewed by the Access Travel Pass Panel for eligibility.

## 10. Where do I get an Access Travel Pass application form?

Application forms can be obtained from September:

- in person from the Metlink Central Pass Office at Southern Cross Station
- mailed to you by calling the Metlink Central Pass Office on 9619 1159
- downloaded from [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

## 11. How long does the application process take?

The Metlink Central Pass Office will notify the applicant in writing about the outcome of the application – successful or unsuccessful. This process may take up to two weeks.

If the applicant is successful the new Access Travel Pass will be mailed directly to them.

From the time of submitting the application form, it will take approximately four weeks for the Access Travel Pass to be distributed.

## 12. 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 each applicant based on the information submitted.

Where eligibility is unclear, additional information may be sought from the applicant and/or their health professional.

The Access Travel Pass Panel and Metlink Central Pass Office may also seek independent medical or specialist advice on particular applications.

## 13. What type of health professional can fill out the application?

The following health professional's are authorised to complete and sign the application form:

- Registered Doctor;
- Registered Psychologist;
- Registered Physiotherapist; or
- Qualified Occupational Therapist eligible for membership of OT Australia Victoria.

## 14. What happens if the application is declined, can the decision be appealed.

Where an applicant disagrees with the decision, they may appeal to the Director of Public Transport by:

- telephone 03 9655 6666 or
- writing to:

The Director of Public Transport  
Department of Transport  
GPO Box 2797  
Melbourne Vic 3001

## 15. How does myki work?

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.

## 16. Will it be necessary for holders of the Access Travel Pass to touch on and touch off?

The Access Travel Pass has been developed for those persons with a disability who are unable to use ticketing systems.

The Access Travel Pass has been specifically designed to be used as a flash pass by simply showing the Access Travel Pass on request.

The pass will have a myki smartcard embedded in it so, if there are ever instances where the pass holder is able to touch on their pass to a myki reader or touch off such as on a low floor accessible tram, we would encourage them to do so.

The pass allows free travel so touching on or touching off where possible will simply help the system to collect travel data useful for planning and patronage estimates.

## 17. Can I touch on and touch off, if I am able to on some devices?

**Yes.**

Because the Access Travel Pass is combined with myki, some pass holders may choose to touch on and touch off on some devices.

This will allow the pass holder to go through the barriers at Premium Stations without assistance and will also allow the system to capture useful travel data.

## 18. How do I touch on and touch off?

The Access Travel Pass is placed on the touch zone area of the myki reader.

The next few questions cover off exactly where the myki readers are located at stations, on trams and on buses.

## 19. What are myki readers?

myki readers are the device which reads the details contained in the microchip of the myki card and the Access Travel Pass.

They have a touch zone area where the Access Travel Pass is touched on and touched off.

They also have a visual indicator which is located at the top of the myki reader which will show the fare deducted and the balance on the myki card for customers who pay for travel.

The touch zone area is located at the bottom of the myki reader below the visual indicator area.

When the Access Travel Pass is placed on the touch zone area of the myki reader there will be an audible tone, which will indicate that, the touch on or touch off has been successful.

The visual indicator will also show a green light to indicate the touch on and touch off has been successful; this is important for those persons with a hearing impairment.

The visual indicator has been developed in a dark navy blue with white font to assist those persons with a vision impairment.

The myki readers have a bright green casing and are located on poles on the entry and exit doorways inside the buses and trams.

At train station platforms the myki readers are located on a silver pedestal near the entry/exit points of the station platform.

At Premium Stations with barriers, the myki reader is located on the top right hand side of the barrier.

## 20. Where will the myki readers be located on buses?

On buses with myki ticketing equipment, the myki readers are located on the pole near the driver at the entry door and on the left and right hand side poles at the exit doorway.

The touch zone area is between 900mm and 1100mm above the floor.

The myki ticketing equipment will be located on all metropolitan buses and town buses in Geelong, Seymour, Ballarat, Bendigo, Moe, Morwell, Traralgon and Warragul.

## 21. Where will the myki readers be located on trams?

There are two myki readers located in each doorway on the tram they are attached to the poles as you enter and exit the tram.

The touch zone area on the myki readers 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.

## 22. Where will the myki readers be located on metropolitan trains?

When travelling on the metropolitan train network, the myki readers at train stations without barriers will be located at the entry/exit area of the platform.

The touch zone area is at approximately 1100mm above the surface.

## 23. Where will the myki readers be located on barriers at Premium stations?

At train stations that have barriers, the myki readers are located on the right hand side of the barrier.

The touch zone area is approximately 995mm above the surface.

Once the Access Travel Pass has been successfully touched on or touched off, there will be an audible beep, visual indicator and the gates will open to allow you to pass through.

The barriers will have multiple sensors at different points on the gate to track a person's movement to ensure that people with mobility restrictions have enough time to pass through the barriers safely.

With the introduction of myki people with a disability can now enter and exit the station independently without having to wait for a staff member to open the gate at Premium Stations such as Flinders Street.

The level of staffing at Premium Stations will continue as is, so assistance from staff can be requested.

## 24. Where will the myki readers be located on V/Line stations?

myki readers will also be located on V/Line train station platforms at the entry/exit area.

The touch zone area is approximately 1100mm above the surface.

With the introduction of myki, barriers will be installed on the V/Line platforms at Southern Cross Station.

The myki reader will be located on the top of the barrier on the right hand side at approximately 995mm above the surface.

V/Line conductors will carry a hand-held device similar to personal organisers which they will use to check the Access Travel Pass.

## 25. What happens with V/Line services, do I still need to reserve a seat?

**Yes.**

On V/Line reserved services a seat may be reserved free of charge.

V/Line provides First class seating on selected rail services.

## 26. Do I need to book to travel on First Class services?

All myki Free Travel Pass holders are able to access the First Class section of V/Line trains, however all First Class travel must be reserved no matter where the pass holder joins or disembarks the service.

Pass holders can call **136 196** to make reservations.

If a reservation has not been made a conductor may ask the pass holder to return to the economy section of the train.

## 27. Are Access Travel Pass holders able to access V/Line coach services, which extend beyond the border?

Yes, the Access Travel Pass is valid on V/Line branded services.

## 28. Can I use my Access Travel Pass interstate?

**No**, the Access Travel Pass is a Victorian Government initiative and valid for use on Victoria's public transport network.

## 29. What happens if someone from interstate visits, how do they travel?

People from interstate would need to obtain a myki during their stay.

The Access Travel Pass is only available to eligible people with a significant permanent disability who reside in Victoria.

## 30. How will the Authorising Officer check the Access Travel Pass?

The Authorised Officers on all modes of transport will carry a hand-held device similar to personal organisers, which they will use to check the Access Travel Pass and myki's.

### 31. Does my Access Travel Pass expire?

**No**, once you have been issued with an Access Travel Pass it is valid for life.

However, the Access Travel Pass will be required to be renewed every four years.

An updated photograph will be required every eight years.

The Metlink Central Pass Office will contact you at the renewal date.

### 32. I currently have a Companion Card. Can I still use this?

**Yes**, we understand that a companion or carer may still travel with the pass holder at certain times.

### 33. What happens if my Access Travel Pass is lost or stolen?

Lost or stolen Access Travel Passes must be immediately reported to the Metlink Central Pass Office on (03) 9619 1159.

The Metlink Central Pass Office will immediately put a stop on the Access Travel Pass. No one will be able to use the Access Travel Pass

A Statutory Declaration must be completed and submitted to the Metlink Central Pass Office.

A free replacement Travel Pass will be issued.

## 34. What happens if my Access Travel Pass is not working on the myki ticketing equipment?

If the Access Travel Pass is non-operational (i.e. it is unable to be electronically read, or if it processes fares incorrectly) it must be reported to the Metlink Central Pass Office on (03) 9619 1159.

The Metlink Central Pass Office will immediately put a stop on the Access Travel Pass and order a free replacement.

In the interim the Access Travel Pass can be used as a 'flash pass'.