

Scooter Wheelchair Travel Pass

Applicant Frequently Asked Questions

1. What is the Scooter Wheelchair Travel pass?

The Scooter and Wheelchair Travel Pass is for people with a permanent and severe disability (being for the term of their life and not expected to improve) who depend on the use of a scooter or wheelchair for mobility outside of their home.

2. Why has the Scooter and Wheelchair Travel Pass been introduced?

The Scooter and Wheelchair Travel Pass has been introduced to support independent travel for people who are dependent on scooters or wheelchairs.

The Scooter and Wheelchair Travel Pass is linked to progress by the Victorian Government in implementing the *Disability Discrimination Act 1992* and the *Disability Standards for Accessible Public Transport 2002*.

The Scooter and Wheelchair Travel Pass may be withdrawn or altered at anytime.

3. What are the Disability Standards for Accessible Public Transport 2002 for scooter and wheelchairs?

The Disability Standards for Accessible Public Transport 2002 detail the specifications for public transport in relation to its capacity to accommodate scooters and wheelchairs.

Please note, if the application is approved and the applicant's scooter or wheelchair cannot be accommodated within these standards, there is no guarantee that their scooter or wheelchair will be able to access all forms of public transport.

For the applicant's reference, listed below are the Disability Standards for Accessible Public Transport 2002.

Dimensions

The dimensions of the mobility aid needs to:

- fit within an allocated space of 1300 mm (length) by 800 mm (width)
- be no more than 750 mm wide at a height 300 mm above the ground to fit between the wheel axles of a bus.

The total weight of passenger, the assistant and the mobility aid must be less than 300kg. This is to ensure the total weight does not exceed the maximum weight capacity of boarding devices (for example, ramps) which is 300kg.

Stability

The stability of the mobility aid needs to:

- be able to move in the direction determined by the transport operator
- have effective braking systems to maintain stability.

Manoeuvrability

The manoeuvrability of the mobility aid should be able to:

- turn 180 degrees within an area 2070 mm x 1540 mm
- cross a horizontal gap up to 40 mm wide
- mount a vertical rise (bump) up to 12 mm
- cross grating gaps up to 13 mm wide and 150 mm long
- negotiate a 1:14 grade unassisted (for example, ramp)
- negotiate up to a 1:8 grade where the ramp is less than 1520 mm
- negotiate a 1:4 grade with assistance (for example, ramp).

4. Who can use the Scooter and Wheelchair Travel Pass?

To be eligible for the Scooter and Wheelchair Travel Pass the applicant must:

- have a permanent and severe disability (being for the term of their life and not expected to improve)
- depend on the use of a scooter or wheelchair for mobility outside of their home
- be a permanent resident of Victoria

5. Who administers the Scooter and Wheelchair Travel Pass?

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

6. Where do I get a Scooter and Wheelchair Travel Pass application form?

The Scooter and Wheelchair Application forms can be obtained:

- 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

7. How does the Scooter and Wheelchair Travel Pass work?

Like other free travel passes, the Scooter and Wheelchair Travel Pass is loaded onto a registered myki, that includes the pass holder's photograph and name printed on the card. The pass holder is required to carry the Scooter and Wheelchair Travel Pass with them at all times while travelling on Victoria's public transport network.

In line with other free travel passes, the Scooter and Wheelchair Travel Pass holder is required to touch on and touch off their Scooter and Wheelchair Travel Pass on the myki ticketing system.

If the applicant is unable to touch on and touch off on the myki ticketing system, they may be eligible for the Access Travel Pass.

For more information on the Access Travel Pass please call the Metlink Central Pass Office (03) 9619 1159 or go to www.metlinkmelbourne.com.au.

8. Where can I use the Scooter and Wheelchair Travel Pass?

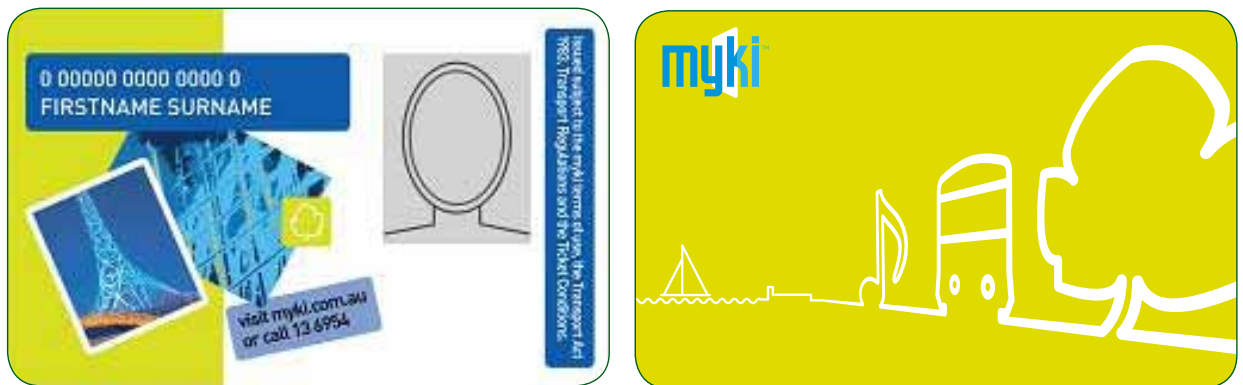
The Scooter and Wheelchair Travel Pass entitles the pass holder to free travel on:

- 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, tourist railways, privately run bus services and chartered trains, trams and buses. Please check with the relevant operator before booking or travelling.

9. What does the Scooter and Wheelchair Travel Pass look like?

The Scooter and Wheelchair Travel Pass is a registered myki, similar in size to a credit card, which will have the pass holder's photograph and name printed on the card and the myki branding on the reverse.



10. How much does the Scooter and Wheelchair Travel Pass cost?

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

11. How do I apply for the Scooter and Wheelchair Travel Pass?

An application form must be completed to determine eligibility for the Scooter and Wheelchair 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.

In some cases, information must also be provided by the applicant's General Practitioner or Specialist. Additional information from specialists may also be required.

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

Post:

To mail your application form, address the envelope to:

Metlink Central Pass Office
Southern Cross Station
Mail Box 58
99 Spencer Street
Docklands
VIC 3008

If you are mailing an application, please be sure to include all relevant information including the application form and signed photograph.

In person:

The Central Pass Office is located at Southern Cross Station, between Bourke and Little Bourke streets, near the bus interchange.

All applications will be reviewed by the Scooter and Wheelchair Travel Pass Panel for eligibility. Where eligibility is unclear, additional information may be sought from the applicant and/or their General Practitioner or Specialist.

The Scooter and Wheelchair 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 Scooter and Wheelchair Travel Pass Panel and/or Metlink Central Pass Office will be undertaken at the applicant's expense.

12. I am a member of the Multi Purpose Taxi Program, how do I apply for a Scooter and Wheelchair Travel Pass?

Multi Purpose Taxi Program (MPTP) members may be eligible for the Scooter and Wheelchair Travel Pass. Please read the following to assist in completing the Scooter and Wheelchair application form

- MPTP members who hold a wheelchair card have already had their dependence on a wheelchair certified by a General Practitioner or Specialist for admittance to the MPTP. Please complete section 1, 3 and 4 only.
- Scooter users have not been required to have their dependence on a scooter certified by a General Practitioner or Specialist for admittance to the MPTP.

All scooter users must have their dependence on a scooter certified by a General Practitioner or Specialist to be eligible. The General Practitioner or Specialist must declare that due to the applicant's permanent and severe disability (being for the term of their life and not expected to improve), they depend on the scooter for mobility outside the home Please complete all sections (Section 1, 2, 3 and 4).

Please Note: The colour passport sized photograph needs to be signed by a person who can witness statutory declarations (a list of persons can be found on www.justice.vic.gov.au/justices) or a General Practitioner or Specialist.

13. I am not a member of the Multi Purpose Taxi Program, how do I apply for a Scooter and Wheelchair Travel Pass?

All Non MPTP members that depend on a **scooter or wheelchair** for mobility outside the home, must complete all sections (Section 1, 2, 3 and 4).

Please Note: The colour passport sized photograph needs to be signed by the General Practitioner or Specialist who completes section 2 of the application form.

14. 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 Scooter and Wheelchair Travel Pass will be mailed directly to them.

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

15. What is the role of the Scooter and Wheelchair Travel Pass Panel?

The Department of Transport has established the Scooter and Wheelchair 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 General Practitioner or Specialist.

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

16. 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

17. How do I use myki

At the beginning of your trip you must touch your myki to the front of the myki reader. When you see a green light and hear a beep you've touched on correctly. myki readers are located at train stations entrances and by the doors of trams and buses.

At the end of each trip you should touch off your myki at the myki reader.

You don't need to insert the card into a validation machine like the Metcard system.

When touching on or touching off your myki, the card needs to make contact with the myki reader close to the touch zone.

Note: People who have a Scooter and Wheelchair Travel Pass do not need to top up their myki with money.

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

If the applicant is unable to touch on and touch off on the myki ticketing system, they may be eligible for the Access Travel Pass.

18. Will it be necessary for holders of the Scooter and Wheelchair Travel Pass to touch on and touch off?

Yes, holders of the Scooter and Wheelchair Travel Pass will need to touch on at the beginning and touch off at the end of each journey.

19. How do I touch on and touch off?

The Scooter and Wheelchair 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.

20. What are myki readers?

myki readers are the devices which read the details contained in the microchip of the Scooter and Wheelchair Travel Pass.

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

They also have a visual indicator which will show the fare deducted and the balance on the myki card for patrons who pay for travel. This function is not relevant for Scooter and Wheelchair Travel Pass holders.

The touch zone area is located directly below the visual indicator area.

Once your Scooter and Wheelchair Travel Pass has been successfully touched on or touched off, you will hear a beep and see a green light.

21. Where will the myki readers be located on buses, so I can touch on and touch off?

On buses with myki ticketing equipment myki readers are located on the pole near the driver at the entry door and beside the back door.

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

22. Where will the myki readers be located on trams, so I can touch on and touch off?

There are two myki readers attached to the poles beside each door of the tram.

There are 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.

23. Where will the myki readers be located on metropolitan trains, so I can touch on and touch off?

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

At train stations that have barriers, myki readers will be located on the top right of the barrier.

During the move to myki, temporary myki readers are located on some barriers. These are located on the bottom left of the barrier.

Gates will open once your Scooter and Wheelchair Travel Pass has been successfully touched on or touched off.

Barriers will have sensors that ensure people have enough time to pass through safely.

24. Where will the myki readers be located on V/Line stations,so I can touch on and touch off?

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

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 right of the barrier.

25. What happens with V/Line services, do I 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 Scooter and Wheelchair Travel Pass holders able to access V/Line coach services, which extend beyond the border?

Yes, the Scooter and Wheelchair Travel Pass is valid on V/Line branded services.

28. Can I use my Scooter and Wheelchair Travel Pass interstate?

No, the Scooter and Wheelchair 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 Scooter and Wheelchair Travel Pass is for people with a permanent and severe disability (being for the term of their life and not expected to improve) who depend on the use of a scooter or wheelchair for mobility outside of their home, who are permanent residents of Victoria.

30. How will the Authorised Officer check the Scooter and Wheelchair 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 Scooter and Wheelchair Travel Pass and myki's.

31. Do I have to renew my Scooter and Wheelchair Travel Pass?

The Scooter and Wheelchair Travel Pass will be required to be renewed every four years.

An updated photograph will be required every eight years.

The Scooter and Wheelchair Travel Pass may be withdrawn or altered at anytime.

32. I currently have a Multi Purpose Taxi Card. Can I still use this?

Yes, we understand that you may still need to travel by taxi at certain times.

33. 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.

34. What happens if my Scooter and Wheelchair Travel Pass is lost or stolen?

Lost or stolen Scooter and Wheelchair Travel Passes must be immediately reported to the Metlink Central Pass Office on 9619 1159.

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

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

A free replacement Travel Pass will be issued.

35. What happens if my Scooter and Wheelchair Travel Pass is not working on the myki ticketing equipment?

If the Scooter and Wheelchair 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 9619 1159.

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