

Travel Trainer Pass

Frequently asked question

Travel Trainer Pass – Frequently Asked Questions

1. What is the Travel Trainer Pass?

The Travel Trainer Pass is for organisations that provide training on trains, trams or buses to people with a disability who are learning to travel independently on Victoria's public transport network.

The Travel Trainer Pass entitles the representative from the organisation (trainer) to free travel while engaged in travel training. The trainer must be accompanied by the trainee/s at all times.

People being assisted by the trainer are not covered by the Travel Trainer Pass and must have a valid myki / ticket, or a free travel pass during the training.

2. Why has the Travel Trainer Pass been developed?

The Victorian Government is committed to assisting people with special needs access public transport. There are a range of travel passes and services that are available to achieve this.

Victoria has an extensive public transport network. Making this network accessible improves the transport options available to people when they need to make a journey. Accessibility is a broad term incorporating the requirements of the Disability Standards for Accessible Public Transport 2002, clear signage and information, and better connectivity between modes.

It has been demonstrated that some people with a disability are able to use public transport safely and independently once they have had some training. There are organisations that provide this training to individuals or groups to assist them with independent travel.

The Travel Trainer Pass has been developed for organisations that provide training for people with a disability to assist them to travel independently on Victoria's public transport network. The Travel Trainer Pass enables organisations to provide the training without incurring the cost of purchasing a ticket.

3. What type of organisation is eligible for a Travel Trainer Pass?

To be eligible for a Travel Trainer Pass, the organisation must meet the following criteria:

- Be a registered not-for-profit organisation.
- The primary or major focus of the organisation is providing rehabilitation, education or employment programs for people with a temporary or permanent disability.
- The organisation has a developed travel training program to provide and deliver training to people with a disability to travel independently on Victoria's public transport network.
- The organisation services multiple clients.

The Travel Trainer Pass is not issued to an organisation for:

- An individual of the organisation's personal travel on public transport.
- An individual of the organisation's business trips on public transport.
- Excursions or group travel on public transport that the organisation may conduct.

4. How does the Travel Trainer Pass work?

The Travel Trainer Pass is loaded onto a registered myki with the organisation's name printed on the card, and entitles the trainer to free travel while they are delivering training to people with a disability on Victoria's public transport network.

The trainer delivering the training is required to:

- Carry the Travel Trainer Pass with them at all times.
- Be accompanied by the trainee/s at all times.
- Not use the Travel Trainer Pass for personal use.
- Not use the Travel Trainer Pass for business use (other than delivering the training to the person with a disability).
- Not use the Travel Trainer Pass for excursions or group travel that the organisation may conduct.

In line with other free travel passes, the trainer is required to touch on and touch off the Travel Trainer Pass when using myki and public transport services.

The authorised representative from the organisation who is responsible for administering the Travel Trainer Pass is required to:

- Ensure that all Travel Trainer Passes issued to the organisation are kept in a secure location when not in use.
- Monitor and record the usage of the Travel Trainer Pass by their representatives. Please note the records of usage may be the subject of random audits and any suspicious use will be investigated by Public Transport Authorities#.

5. Where can the Travel Trainer Pass be used?

The Travel Trainer Pass entitles the trainer to free travel on the following public transport services, while they are delivering the training:

- 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 CountryLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses.

6. Who administers the Travel Trainer Pass?

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

7. How does the organisation apply for the Travel Trainer Pass?

An application form must be completed to determine eligibility for the Travel Trainer Pass.

The application form must be completed by the person responsible for, and accountable for the organisation's operations (e.g. a Chief Executive Officer, General Manager, etc).

Application forms can be obtained:

- Downloaded from www.metlinkmelbourne.com.au.
- Mailed by calling the Metlink Central Pass Office on 9619 1159.

8. How many Travel Trainer Passes are issued to the organisation?

If eligible, the organisation will be issued with two Travel Trainer Passes and must nominate an authorised representative to administer the issued Travel Trainer Passes.

9. Who administers the Travel Trainer Pass within the organisation?

At the time of making the application the organisation is required to nominate an authorised representative within the organisation who will be responsible for administering the Travel Trainer Pass.

All correspondence from the Metlink Central Pass Office will be directed to this nominated contact. It is the organisation's responsibility to ensure that these contact details are kept up-to-date.

10. What are the requirements of the administrator within the organisation?

The authorised representative from the organisation who is responsible for administering the Travel Trainer Passes is required to:

- Ensure that all Travel Trainer Passes issued to the organisation are kept in a secure location when not in use.
- Monitor and record the usage of the Travel Trainer Pass by the trainers.

Please note the records of usage may be the subject of random audits and any suspicious use will be investigated by Public Transport Authorities#.

If an individual uses the Travel Trainer Pass inappropriately they may be liable to be issued with a report of non-compliance and may receive a Transport Infringement Notice.

11. Who are Public Transport Authorities?

Public Transport Authorities' means Transport Ticketing Authority, the Department of Transport and any agent, contract or delegate of Transport Ticketing Authority and the Department of Transport including Metlink and public transport operators.

12. The organisation has more than one person training clients at any one time, how many Travel Trainer Passes can we apply for?

If eligible, the organisation will be issued with two Travel Trainer Passes, if the organisation believes that more than two Travel Trainer Passes are required to deliver training to people with a disability, they will be required to supply additional information to support the request.

The Metlink Central Pass Office will assess each application and the request for additional Travel Trainer Passes will be based on the size of the organisation, the number of trainers and the number of trainee/s.

Any additional Travel Trainer Passes will be issued at the discretion of the Metlink Central Pass Office.

13. In some cases the organisation may travel train a client to their work place, school or other location, can the trainer then return to the organisation without the trainee/s?

We understand that in some instances the trainer maybe required to train a client to a location then return to the organisation without them. The trainer should carry a letter from the organisation confirming the trainer may be travelling alone after training the client to a specific destination.

This letter should be signed by the person responsible for and accountable for the organisation's operations (e.g. a Chief Executive Officer, General Manager, etc) and include as much information as possible, such as dates, times and name of the trainer.

14. Can the Travel Trainer Pass be used for clients who require a full time carer and are unable to travel independently?

No. The Travel Trainer Pass can only be used to train clients who can, after a reasonable period of time, travel independently on Victoria's public transport network. Clients that require a carer should apply for a Companion Card. For more information about the Companion Card, please call the Companion Card Information Line on 1800 650 611 or visit www.vic.companioncard.org.au.

15. Can the trainer use the Travel Trainer Pass for personal travel?

No. The Travel Trainer Pass must not be used for an individual's personal travel.

16. Can the trainer use the Travel Trainer Pass when they are taking clients on an excursion for the organisation?

No. The Travel Trainer Pass can only be used while the trainer is training people with a disability to travel independently on trains, trams and buses.

17. Can a representative from the organisation use the Travel Trainer Pass when they are attending business meetings?

No. The Travel Trainer Pass must only be used whilst the organisation is training their client/s to travel independently on Victoria's public transport.

18. It states that the usage of the Travel Trainer Pass is subject to random audits. What does this mean?

Public Transport Authorities will from time to time conduct audits on the usage of the Travel Trainer Pass, to ensure that the free travel being given to the organisation is being used to train people with a disability to travel independently on trains, trams and buses.

19. Is it necessary to touch on and touch off when using the Travel Trainer Pass?

Yes. When using the Travel Trainer Pass on trains, trams and buses the trainer is required to touch on at the beginning of the journey and to touch off at the end of the journey.

20. Can the organisation use the Travel Trainer Pass in regional Victoria?

Yes. The Travel Trainer Pass can be used to train people with a disability on all V/Line ticketed services (including V/Line Link services within Victoria), urban bus services in regional cities and regional services that have a contract or service agreement with the Department of Transport.

21. How do we use the Travel Trainer Pass on V/Line services?

Until the myki ticketing system is implemented on V/Line services, the Travel Trainer Pass should be used as a 'flash pass' – show the conductor on request. The V/Line conductors have been instructed to accept the Travel Trainer Pass as a valid ticket to travel.

22. Do we need to reserve a seat on V/Line services?

Yes.

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

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

23. Do we 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.

24. Can the organisation use the Travel Trainer Pass interstate?

No. The Travel Trainer Pass is a Victorian Government initiative and only valid for use on Victoria's public transport network.

25. How long is the Travel Trainer Pass valid for?

The Travel Trainer Pass will expire in four years. The Metlink Central Pass Office will monitor this date and contact the organisation when it is due for renewal.

26. What happens if the Travel Trainer Pass is lost or stolen?

Lost or stolen Travel Trainer 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 Travel Trainer Pass. No one will be able to use the Travel Trainer Pass.

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

A free replacement Travel Trainer Pass will be issued.

27. What happens if my Travel Trainer Pass is not working on the myki ticketing equipment?

If the Travel Trainer Pass is non-operational (i.e. it is unable to be electronically read) 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 Travel Trainer Pass.

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

Public Transport Authorities' means Transport Ticketing Authority, the Department of Transport and any agent, contract or delegate of Transport Ticketing Authority and the Department of Transport including Metlink and public transport operators.

Some useful information about myki

With the introduction of the myki ticketing system, we know that many of your trainers and clients would like information on how myki works.

The Transport Ticketing Authority who is responsible for the implementation of myki, are more than happy to provide your organisation with information on myki.

They can tailor an information session for your staff and/or clients at your offices, provide demonstrations of the equipment at the myki Discovery Centre at Southern Cross Station, or provide you with marketing collateral.

Like to find out more:

Please contact:

**Suzanne Stephenson –Manager Special Interest Groups on 9651 7569
or email suzanne.stephenson@transport.vic.gov.au**