

Travel Trainer Pass

Information and Application Form

Travel Trainer Pass

Introduction

The Victorian Government is committed to assisting people with special needs to 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.

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.

Who 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.

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.

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.

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.

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 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.

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
- **touch on** and **touch off** the Travel Trainer Pass on the myki ticketing system.

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.

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.

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[#].

[#] 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.

Section 1. Eligibility

In order to assess your organisation's eligibility for the Travel Trainer Pass, please complete the following section.

1.1 Name of registered organisation (in full) _____

1.2 Will the organisation's clients be capable of travelling independently on Victoria's public transport system in the future, once the training is completed?

Yes No

If No, please provide additional details _____

1.3 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.

Yes No

1.4 Is your organisation a registered Not for Profit organisation?

Yes No

1.5 The primary/major focus of the organisation is:

Rehabilitation for people with a disability Yes No

Education for people with a disability Yes No

Employment for people with a disability Yes No

Other – please provide details _____

1.6 Why is the organisation applying for the Travel Trainer Pass?

1.7 Expected number of people with a disability that the organisation will train each year.

1.8 Please describe the travel training activities the organisation will conduct.

1.9 How often does the organisation, on average, deliver travel training?

(Please tick one or more) Daily Weekly Fortnightly
 Monthly Quarterly Weekends

Other – please provide details _____

1.10 How many employees does the organisation have authorised to provide the Travel Training?

1.11 Are more than two Travel Trainer Passes required?

Yes No

Number of Travel Trainer Passes requested? _____

Please outline below why the organisation requires additional Travel Trainer Passes (and/or attach additional information to support this request).

Note: This question must be completed in full. Any additional Travel Trainer Passes will be issued at the discretion of the Metlink Central Pass Office.

1.12 Please provide any additional information to support the organisation's application (if applicable)

Section 2. Organisation Information

The organisation delivering the travel training must complete the application form.

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

Please complete all details. Please use BLOCK letters when completing the form.

2.1 Organisation Details:

Name of registered organisation (in full)

Business address _____

Suburb _____

State _____ Postcode _____

Postal address _____

Suburb _____

State _____ Postcode _____

Telephone number _____ Fax number _____

Website _____

ABN No. _____ ACN No. _____

Nature of business _____

2.2 Nominated Contact Details

Please provide the contact details for the person responsible for administering the Travel Trainer Pass within the organisation.

All future 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.

Title (please tick) Mr Mrs Miss Ms

Surname or family name _____

First or given name _____

Position held _____

Telephone number _____ Mobile number _____

Email address _____

Business address (if different to above) _____

Suburb _____

State _____ Postcode _____

Section 3. Organisation Declaration

3.1 I confirm that the signature below verifies the following:

- ✓ I declare that the information provided in this application form is true and correct.
- ✓ The individuals receiving the training are people with a disability who will be able to use Victoria's public transport system after adequate training.
- ✓ The individuals using the Travel Trainer Pass will be a representative of this organisation, responsible for delivering the training to the person with a disability.
- ✓ It is the organisation's responsibility for security of the Travel Trainer Pass.
- ✓ It is the organisation's responsibility for monitoring and recording the usage of the Travel Training Pass.
- ✓ I acknowledge that the Public Transport Authorities# may, from time to time, ask for evidence based confirmation of training delivery.
- ✓ I acknowledge that the Public Transport Authorities# may, from time to time, conduct an audit of the usage of the Travel Trainer Pass.
- ✓ I acknowledge that the Travel Trainer Pass will not be used for private purposes or business use (outside of the delivery of training).
- ✓ I acknowledge that the organisation will return all expired Travel Trainer Passes to the Metlink Central Pass Office.
- ✓ I accept the Travel Trainer Pass Terms of Use – Section 4.
- ✓ I have read the Travel Trainer Pass Privacy Notice – Section 5.

3.2 Signature

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

Signature _____ Date _____

Full name (Please print) _____

Position held _____

Please Note: Original applications cannot be returned under any circumstances. Incomplete applications cannot be processed.

Section 4. Terms of Use –Travel Trainer Pass

1. The Travel Trainer Pass entitles the organisation’s authorised representative (**Trainer**) to free travel on public transport services, while they are delivering training to people with a disability.
As at the date of issue of these terms of use, public transport services mean:
 - Melbourne metropolitan trains, trams and buses
 - V/Line services
 - Urban bus services in regional cities
 - Regional services that have a contract or service agreement with the Department of TransportTravel Trainer Passes do not necessarily apply to 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.
2. The organisation will be issued with a registered myki which will have the organisation’s name printed on the card.
3. The Trainer is permitted to use the Travel Trainer Pass only when accompanied by the person with a disability that is being trained in the use of public transport.
4. The Trainer must carry the Travel Trainer Pass at all times when travelling on Victoria’s public transport network for the purpose of providing training to a person with a disability.
5. The Travel Trainer 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 Travel Trainer Pass or require its return at any time if the organisation is in breach of the terms of use.
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 the Travel Trainer Pass holders generally, the change will be notified by the Metlink Central Pass Office to the organisation in advance in writing.
7. The organisation must ensure that the Travel Trainer Pass is not altered, tampered with, or interfered with.
8. The organisation agrees to advise the Metlink Central Pass Office as soon as possible if the Travel Trainer Pass is lost, stolen, damaged or non-operational, including if they become aware that the name 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 5. 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 6. Contacts for further information

For all Travel Trainer enquiries please contact:

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

Return this application form to:

Metlink Central Pass Office

At Southern Cross Station or mail to:

Metlink Central Pass Office

Southern Cross Station

Mail Box 58

99 Spencer Street

Docklands Vic 3008