

Vision Impaired Travel Pass

Information and Application Form

Vision Impaired Travel Pass Information

Introduction

The Vision Impaired Travel Pass are for people who are legally blind (as defined in the *Social Security Act 1991*).

The Vision Impaired Travel Pass is combined with the myki card and entitles the pass holder to free travel on Victoria's public transport network.

The information included in this form is intended to assist the applicant and their ophthalmologist or optometrist when applying for the Vision Impaired Travel Pass.

The following information is included in this form:

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

Who is the Vision Impaired Travel Pass for?

The Vision Impaired Travel Pass are for people who are legally blind (as defined in the *Social Security Act 1991*) and are permanent residents of Victoria.

A person meets the criteria for permanent blindness under *Section 95* of the *Society Security Act* if the corrected visual acuity is less than 6/60 on the Snellan Scale in both eyes; or their field of vision is constricted to ten degrees or less of arc from central fixation in the better eye irrespective of corrected visual acuity. Or a combination of visual defects resulting in the same degree of visual impairment as that occurring in the above points.

Note: Vision Impaired Travel Passes issued in other states of Australia are valid for free travel in Victoria.

Who administers the Vision Impaired Travel Pass?

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

How does the Vision Impaired Travel Pass work?

The Vision Impaired Travel Pass entitles the pass holder to free travel on Victoria's public transport network.

The Vision Impaired Travel Pass will be issued with a specially designed registered myki, which will have the nationally recognised Vision Impaired Travel Pass details, including their photograph, name and expiry date printed on the card.

The Vision Impaired Travel Pass includes a distinguishing tactile feature of two raised dots located on the left hand side approximately two centimetres from the top to assist pass holders to:

- Locate the Travel Pass in their wallet
- Indicate the side their name and photograph appear on the Travel Pass

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

1. have their pass validated; and
2. open ticket barriers to enter and exit gated train stations.

Holders of the Vision Impaired Travel Pass are not required to touch on their myki or touch off their myki at the myki readers if they do not wish to do so.

They simply show their Vision Impaired Travel Pass on request to receive free travel.

Because the Vision Impaired Travel Pass is combined with myki, some pass holders may choose to touch on their myki at myki readers and touch off their myki at myki readers if they want to. This will allow them to go through the barriers at Premium Stations without assistance and will allow the system to capture useful patronage data.

Where can I use the Vision Impaired Travel Pass?

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

- 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 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. Please check with the relevant operator before booking or travelling.

On V/Line reserved services a seat may be reserved free of charge and V/Line provides First class seating on selected rail services.

Can I use the Vision Impaired Travel Pass interstate?

Vision Impaired Travel Passes issued in any state are accepted for travel in other states on designated services.

Holders of a Vision Impaired Travel Pass issued in Victoria by the Metlink Central Pass Office travelling interstate should check with the public transport operator in other states concerning use of their pass.

When using the Vision Impaired Travel Pass interstate pass holders will be required to show their Vision Impaired Travel Pass on request.

How do I apply for the Vision Impaired Travel Pass?

This application form must be completed by the applicant or by their guardian or agent (a relative, carer, friend or anyone else who completes the form on their behalf) where the applicant is unable to complete and/or sign the form. The applicant's Ophthalmologist or Optometrist must also provide relevant information. Additional information from specialists may also be required.

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

The Metlink Central Pass Office will review all applications for eligibility. Where eligibility is unclear, additional information may be sought from the applicant and/or their Ophthalmologist or Optometrist.

The Metlink Central Pass Office may also seek independent medical or specialist advice on particular applications. Any additional testing required by the Metlink Central Pass Office will be at the applicant's expense.

How much does the Vision Impaired Travel Pass cost?

The Vision Impaired 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 location of the myki readers and the location of the touch zone.

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 travel pass (myki pass) can also be loaded onto a myki for 7 days or 28–365 days.

Note: Vision Impaired Travel Pass holders 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 readers and touch zone

myki readers are the device which reads the details contained in the microchip of the Vision Impaired Travel Pass. They have a touch zone area where the Vision Impaired 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 Vision Impaired Travel Pass is presented to the touch zone area of the myki reader there will be a single beep, which will indicate that the touch on or touch off has been successful.

There will be 3 beeps if the touch on or touch off has not been successful.

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 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.

Vision Impaired Travel Pass Application Form

How to apply

Step 1

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

- Vision Impaired Travel Pass Information
- myki – Victoria's ticketing system
- Vision Impaired Travel Pass Terms of Use – Section 5
- Vision Impaired Travel Pass Privacy Notice – Section 6

Step 2

Applicant/Guardian/Agent to complete this application form.

Step 3

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

Step 4

Have Section 2 completed by the Ophthalmologist/Optomtrist.

Step 5

Have **both** the application form and the reverse of the photograph signed by the same Ophthalmologist/Optomtrist 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 the 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.

Ophthalmologist/Optomtrist

- The Ophthalmologist or Optometrist 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 **Vision Impaired Travel Pass** will only be issued to the person with the vision impairment. One application form must be completed per applicant.

1.1 Applicant's Details

Title: Mr Mrs Miss Ms
(Please tick one)

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): _____

1.2 Are you a permanent resident of Victoria?

Yes No

Section 2: Ophthalmologist/Optomtrist Declaration

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

Assessment – Report on Visual Condition

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

- Registered Ophthalmologist
- Registered Optometrist

2.2 Ocular and related medical condition

Cause(s) of blindness (where more than one cause, indicate principal cause).

Cornea	Lens	Retina	Nerve	Glaucoma	Miscellaneous

2.3 Is the condition currently (Please tick one):

static progressive

2.4 Significant general medical condition(s) and past history:

2.5 Current visual status

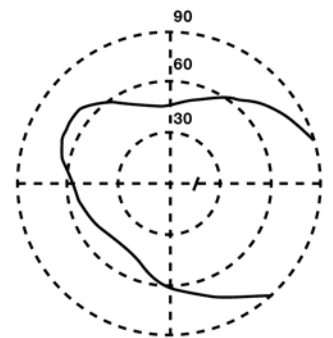
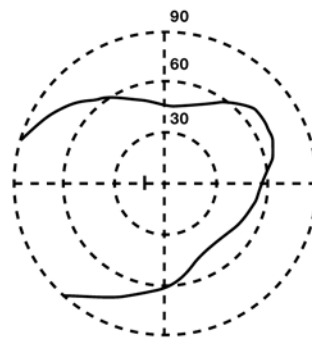
**Corrected
visual acuity**

R L

**Significant
visual field defect**

R L

Yes, sketch defect



Comments: _____

2.6 In your professional opinion, do you consider this person to be legally blind?

Yes No

2.7 My signature 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 am not the applicant, or an immediate family member of the applicant.
- ✓ I agree to offer all reasonable information to assist the Metlink Central Pass Office 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.

2.8 Ophthalmologist's/Optomtrist Details:

Name (Dr):

Employer/Business Name:

Business address: _____

Suburb: _____ State: _____ Postcode: _____

Business telephone number: _____

Signature:

Date: ____/____/____

Australian Health Practitioner Regulation

Agency (AHPRA)

AHPRA Registration Number

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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 declare that the information in this application is correct.
- ✓ 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 Vision Impaired 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 Ophthalmologist/Optomtrist 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 accept the Vision Impaired Travel Pass – Terms of Use – Section 5
- ✓ I have read the Vision Impaired 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*)

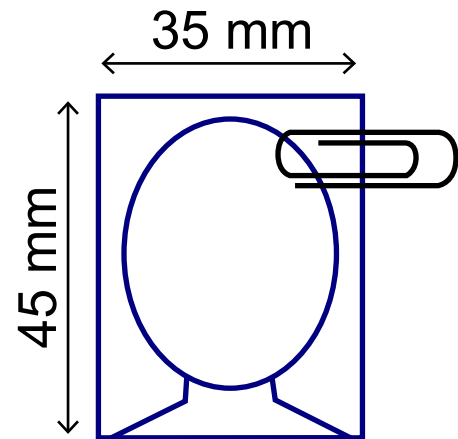
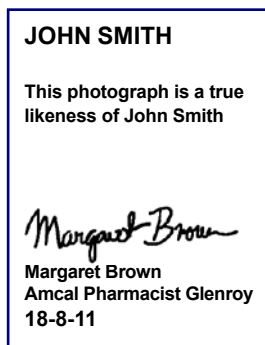
Date: ____/____/____

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 Optometrist or Ophthalmologist 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 Vision Impaired Travel Pass in the event it is lost, stolen or becomes non-operational.

Section 5: Terms of Use

1. The Vision Impaired 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 services
 - 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. Please 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 card.
3. Only the person whose photograph and details appear on the Vision Impaired Travel Pass can use the pass.
4. The pass holder must carry their Vision Impaired Travel Pass at all times when travelling on Victoria's public transport network.

5. The Vision Impaired 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 Vision Impaired Travel Pass or require its return at any time if the pass holder 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 Vision Impaired 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 Vision Impaired Travel Pass.
8. The pass holder agrees to advise the Metlink Central Pass Office as soon as possible if the Vision Impaired Travel Pass is lost, stolen, damaged or non-operational, including if they 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 Vision Impaired 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 Vision Impaired 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: _____

Date received from applicant: ____/____/____

Checked by:- Initials: _____

Recommendation:

Approved Declined

Comments:

Date Travel Pass is issued to applicant: ____/____/____

Vision Impaired Travel Pass Pan number: _____

Initials: _____

Date: ____/____/____