

Vision Impaired
Travel Pass

Frequently Asked Questions

This document has been developed by the Transport Ticketing Authority and Metlink to provide information on how to apply for the Vision Impaired Travel Pass and for users of the Vision Impaired Travel Pass a general understanding of Victoria's new ticketing system – myki.

Here is a list of the frequently asked questions, which may be of interest to you.

Vision Impaired Travel Pass details and application process

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Note: For those people who have some vision, we have also included some images of the myki ticketing equipment at the end of this document.

1. What is a Vision Impaired Travel Pass?

The Vision Impaired Travel Pass is 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.

2. Who is the Vision Impaired Travel Pass for?

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

A person meets the criteria for permanent blindness under Section 95 of the Social 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.

3. 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.

4. Where do I get a Vision Impaired Travel Pass application form?

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 03 9619 1159
- Downloaded from www.metlinkmelbourne.com.au

5. How does the Vision Impaired Travel Pass work?

The Vision Impaired Travel Pass is issued with a specially designed registered myki, which has the nationally recognised Vision Impaired Travel Pass details, including the pass holder's photograph and name and the expiry date printed on the card.

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.

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

The pass holder will be required to carry the Vision Impaired Travel Pass with them at all times while travelling on Victoria's public transport network.

6. 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.

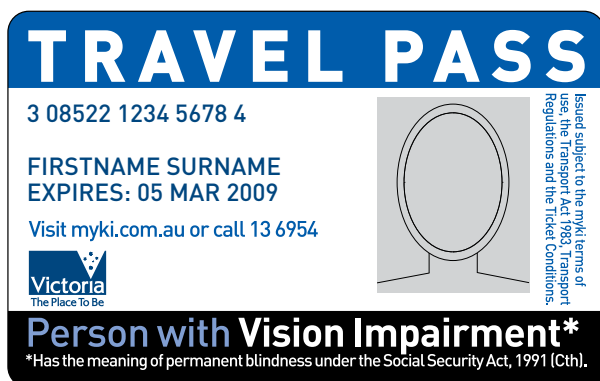
On V/Line reserved services a seat may be reserved free of charge and V/Line provides First Class seating on selected rail services.

7. What does the Vision Impaired Travel Pass look like?

The Vision Impaired Travel Pass is a specially designed registered myki, similar in size to a credit card, which has the nationally recognised Vision Impaired Travel Pass details, including the pass holder's photograph and name and the 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.



8. 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.

9. How do I apply for the Vision Impaired Travel Pass?

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

The 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 application form should be submitted to the Metlink Central Pass Office for processing. This can be done by:

- **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 mailing an application, please be sure to include all relevant information including the application form and signed photograph.

- **In Person**

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

Open Monday – Friday 8.30am – 5.00pm.

Closed weekends and public holidays.

10. 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 Vision Impaired Travel Pass will be mailed directly to them.

11. 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

If the applicant is still not satisfied they may then appeal to Public Transport Ombudsman by:

- telephone 03 8623 2111 or free call 1800 466 865

- writing to:

Public Transport Ombudsman

PO Box 538

Collins Street West

Melbourne Vic 8007

12. 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.

13. 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, train and bus users need to touch off to get the lowest myki fare.

When travelling on a tram, you only need to touch off to get the lowest myki fare if your whole trip is in Zone 2.

Note: Holders of the Vision Impaired Travel Pass do not need to touch on or touch off their Vision Impaired Travel Pass.

14. I would like to use my Vision Impaired Travel Pass as a ‘flash pass’, can I do this?

Yes. The Vision Impaired Travel Pass has been specifically designed to be used as a “flash pass” by simply showing the Vision Impaired Travel Pass on request.

Customer service staff are located at the wide access barriers at gated stations; the pass holder simply shows the Vision Impaired Travel Pass on request.

When myki is implemented on V/Line services, the conductors will carry a hand-held device similar to personal organisers, which they will use to check the Vision Impaired Travel Pass.

Authorised Officers (or V/Line conductors) will also have a similar hand-held device to check the Vision Impaired Travel Pass on request.

15. Is it necessary for holders of the Vision Impaired Travel Pass to touch on and touch off?

No. Holders of the Vision Impaired Travel Pass are **not required** to touch on and touch off if they don't wish to.

Because the Vision Impaired Travel Pass is a specially designed myki and has the pass holder's photograph and name printed on the card, they simply show the Vision Impaired Travel Pass on request.

However, Vision Impaired Travel Pass holders can touch on and touch off if they wish to.

16. Can I touch on and touch off, if I want to?

Yes, because the Vision Impaired Travel Pass is combined with myki, pass holders may choose to touch on and touch off if they want to.

This will allow pass holders to go through the barriers at Premium Stations without assistance and will provide useful travel data to allow services to be improved.

It is important to remember that you can only enter or exit the barriers at Premium Stations that are displaying a green light.

At the moment, if pass holders decide to go through the barriers without assistance, they must touch on at the beginning of their journey and touch off at the end of their journey.

In the future, this will change for Vision Impaired Travel Pass holders. Vision Impaired Travel Passes will always open the barriers (that display the green light for entry or exit), regardless of whether they have touched on or touched off.

We will keep you informed of this new development.

We would suggest that holders of the Vision Impaired Travel Pass still make their way to the wide access barrier which allows for access for people with a disability and customer service staff are present.

Wide access barriers are normally identified by the use of Tactile Ground Surface Indicators (TGSIs) to make it easier for a person who is vision impaired to locate the barrier.

17. How do I touch on and touch off, if I want to?

The Vision Impaired Travel Pass is placed on the touch zone area of the myki reader. If the Vision Impaired Travel Pass has been touched on successfully there will be an audible tone.

The next few questions cover where the touch zone is, what the myki readers are, how they work and where they are located at stations, on trams and on buses.

18. What are myki readers?

myki readers are the devices which read the details contained in the microchip of the Vision Impaired Travel Pass.

The myki readers have a bright green casing and 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 directly below the visual indicator area.

The touch zone area is bright blue in colour with a white hand symbol holding a bright green card.

19. How do I know my touch on or touch off has been successful on the myki reader?

Once the Vision Impaired Travel Pass has been successfully touched on or touched off, there will be an audible tone; this is a single positive beep.

For those people that have some vision they will also see a green light at the top of the myki reader.

The visual indicator on the myki reader has a dark navy blue screen with white font and will display “touch on successful” or “touch off successful”.

If the touch on or touch off has not been successful there will be an audible tone, this is 3 negative beeps.

For those people that have some vision they will see a red light at the top of the myki reader and the visual indicator will also display a message of “touch on unsuccessful” or “touch off unsuccessful”.

If this happens please contact the Metlink Central Pass Office on 03 9619 1159.

20. Where are the myki readers located on buses, so I can touch on and touch off?

On buses with myki ticketing equipment, myki readers are located on the right hand side pole as you enter the bus.

If the bus has an exit doorway the myki readers are on the left and right hand side poles as you exit the bus.

If you need assistance to locate the myki reader, please ask the bus driver for help.

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

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 are myki readers located on trams, so I can touch on and touch off?

myki readers are located in each doorway of the tram, usually on the left and right hand side as you enter and again on the left and right hand side as you exit the tram.

While Metcard ticketing equipment is still in place, some doorways currently have only one myki reader.

In the future every tram doorway will have myki readers on the right and left hand side poles as you enter and exit the tram.

The touch zone area on the myki readers is between approximately 800mm and 1100mm, above the floor, depending on the type of tram.

In the low floor accessible trams, there will be two myki readers in the wheelchair access doorways with the touch zone at approximately 800mm above the floor.

22. Where are myki readers located when I travel on metropolitan trains, so I can touch on and touch off?

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

The myki reader is mounted on a silver pedestal and the touch zone area is approximately 1100mm above the ground.

During the move to myki, train stations that have barriers (like Flinders Street station) have temporary myki readers which are located on the left side of the barrier about half way up (approximately 800mm from the ground).

We would suggest that holders of the Vision Impaired Travel Pass still make their way to the wide access barrier which allows for access for people with a disability and customer service staff are present.

Wide access barriers are normally identified by the use of Tactile Ground Surface Indicators (TGSIs) to make it easier for a person who is vision impaired to locate the barrier.

In the future, these barriers will be replaced with new myki barriers and the myki reader will be located on the top right of the barrier.

The new myki 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 safely.

The barriers will open once the Vision Impaired Travel Pass has been successfully touched on or touched off.

This will allow the pass holder to enter and exit the station independently (if they choose to) without having to wait for a staff member to open the wide access barrier.

It is important to remember that you can only enter or exit the barriers at Premium Stations that are displaying a green light.

23. 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.

The myki reader will be mounted on a silver pedestal and the touch zone area will be approximately 1100mm above the ground.

V/Line conductors will carry a hand-held device which they will use to check the Vision Impaired Travel Pass once you have boarded the train.

24. What happens with V/Line services, do I need to reserve a seat, when using my Vision Impaired Travel Pass?

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

25. 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.

26. Are Vision Impaired Travel Pass holders able to access V/Line coach services, which extend beyond the border?

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

27. 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.

28. What happens if someone is from interstate, how do they travel?

In Victoria, all metropolitan and country services including urban and regional bus services have been designated to allow free travel to visiting interstate Vision Impaired Travel Pass holders travelling in Victoria.

29. How does the Authorised Officer check my Vision Impaired 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 Vision Impaired Travel Pass and myki.

30. Does my Vision Impaired Travel Pass expire?

Eligibility for a Vision Impaired Travel Pass does not expire; once you have been issued with a Vision Impaired Travel Pass it is valid for life.

However, the actual Vision Impaired Travel Pass itself will be required to be renewed every five years.

An updated photograph will be required every ten years.

The Metlink Central Pass Office will contact you before the expiry date to advise you of the renewal process for your Vision Impaired Travel Pass and updating your photograph.

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

Yes, there are no changes to the current rules for use of Companion Cards for eligible customers.

You continue to use your Companion Card as a “flash pass” and show the card on request.

32. What happens if my Vision Impaired Travel Pass is lost or stolen?

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

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

A free replacement Vision Impaired Travel Pass will be issued.

33. What happens if my Vision Impaired Travel Pass is not working on the myki ticketing equipment?

If the Vision Impaired Travel 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 Pass and order a free replacement.

In the interim the Vision Impaired Travel Pass can be used as a “flash pass”.

34. How do family and friends, especially those that are entitled to concession travel, obtain more information about how to use myki?

If people are entitled to a concession fare they will receive the same concession entitlement with myki.

The myki website www.myki.com.au has lots of information about myki.

The myki Discovery Centre located at Southern Cross Station (near Platform 1) is an interactive centre which demonstrates the new ticketing equipment.

Please feel free to visit the myki Discovery Centre and the friendly staff can give you and your friends and family a demonstration of the equipment.

35.How do family or friends top up myki?

At the moment mykis can be topped up:

- at over 400 myki retailers such as milk bars and newsagents - where you see the myki sign
- at myki machines that are located at metropolitan train stations,
- at some tram platform stops and some bus interchanges
- at the myki discovery centre located at Southern Cross Station using the card vending machine
- at the Metshop - located at the Melbourne Town Hall, corner of Swanston and Little Collins Streets
- by calling the call centre on 13 6954 (13 myki)
- on the myki website: www.myki.com.au
- using auto top up – a direct payment from your credit card (ring 13 6954 for more information)
- with the bus driver in Ballarat, Bendigo, Geelong, Moe, Morwell, Seymour, Traralgon and Warragul.

When myki is fully rolled out top up will also be available at the following places:

- at 7-Eleven stores
- station ticket offices in metropolitan Melbourne
- on the bus with the driver in metropolitan Melbourne.

36. How do people who are vision impaired but not entitled to the Vision Impaired Travel Pass use the myki machines (card vending / ticket machines)?

The myki machines located at train stations, some tram stops and bus interchanges have raised tactile and Braille on the outside.

The touch screen on the myki machine can be changed to a black screen with white font by touching the “zoom” button.

37. Do you know someone who holds a Vision Impaired Travel Pass, who did not receive a new Vision Impaired Travel Pass combined with myki in July 2009?

If so, this means:

1. The Metlink Central Pass Office does not have a digital photograph for them; or
2. The Metlink Central Pass Office does not have their current mailing address.

All they will need to do is ring the Metlink Central Pass Office on (03) 9619 1159 as soon as possible and the Metlink Central Pass Office will assist them to get their new Vision Impaired Travel Pass.

Myki equipment

myki Reader and Touch Zone

The touch zone is
Displayed as:



The Vision
Impaired Travel
Pass is placed on
the touch zone
area as shown:



Myki equipment

myki readers – Buses and Trams



Myki equipment

myki readers – Train Station Platform



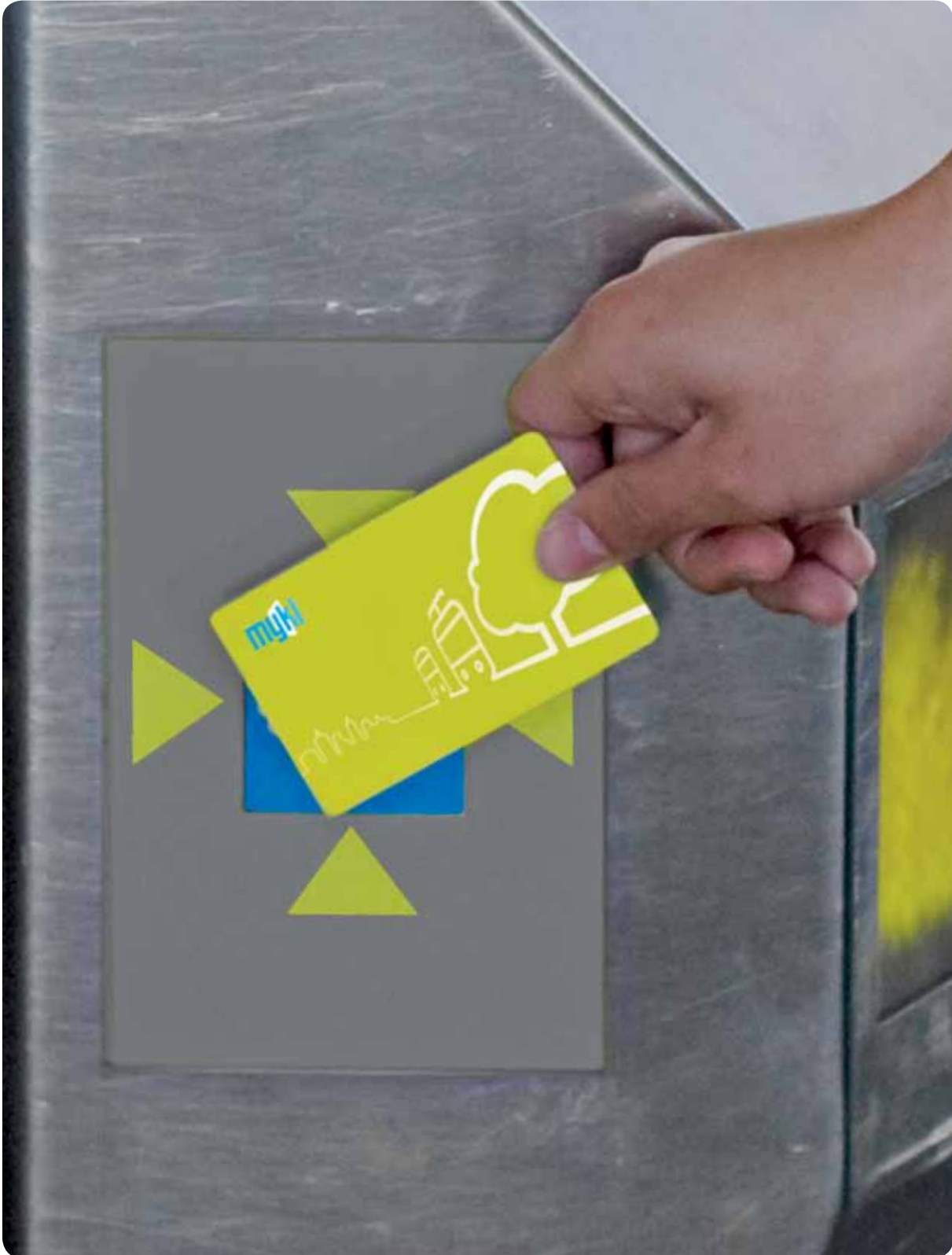
Myki equipment

myki readers – Train Station Platform



Myki equipment

myki readers – Barriers at Train Stations



Myki equipment

myki readers – new myki Barriers at Train Stations



Myki equipment

myki machine with zoom function

