



Contact

The MetShop

The MetShop provides face-to-face contact to help with your public transport needs. The MetShop is located at the Melbourne Town Hall on the corner of Swanston and Little Collins streets and is open 9am – 5.30pm Monday to Friday and 9am – 1pm Saturday. Closed Sundays and public holidays.

For information about Melbourne's new ticketing system:

Call 13 myki (13 6954) 6am – 10pm daily
Visit myki.com.au

For public transport information in another language please call:

Arabic	9321 5440
Cantonese	9321 5441
Croatian	9321 5442
Dinka	9321 5452
Greek	9321 5443
Italian	9321 5444
Macedonian	9321 5445
Mandarin	9321 5454
Somali	9321 5446
Spanish	9321 5447
Sudanese	9321 5453
Turkish	9321 5448
Vietnamese	9321 5449
All other foreign languages	9321 5450

Travelling on a concession fare

metlink 

metlink 

For metropolitan train, tram and bus information contact Metlink on **131 638** (TTY 9619 2727) 6am – midnight daily or visit metlinkmelbourne.com.au



Whenever you travel on a concession fare, it is important to carry the correct entitlement. Failure to produce your valid concession card on request from an Authorised Officer may result in a fine.

You can travel on a concession fare if you are aged 16 years or under or carry one of the concession cards outlined in this brochure.

Children aged three years and under travel for free.

For information about being eligible for a concession card call the Concessions Information Line on **1800 658 521**.

Travelling with Metcard or myki

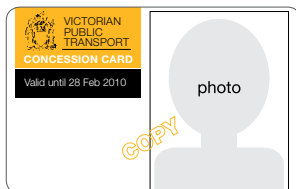
Melbourne is progressively moving to a new ticketing system called myki and while this is happening you may notice two types of ticketing equipment operating across the train, tram and bus networks.

The myki and Metcard systems will operate in parallel for a period, so you will be able to use either a myki or a Metcard if you are travelling in Zones 1 and/or 2. During this time the number of myki sales and top up outlets will gradually increase, while the number of Metcard sales outlets will gradually decrease.

Concession entitlements when travelling on Metcard and myki are the same. To make sure you are travelling with a valid ticket visit metlinkmelbourne.com.au or call **131 638** before you travel.

Valid concession cards

Primary or Secondary Victorian Public Transport Student Concession Card



Students aged 16 years and under can travel on concession fares. Only holders of a Primary or Secondary Victorian Public Transport (VPT) Student Concession Card can buy a Half Yearly or Yearly Victorian Student Pass. Concession fares are available to secondary students aged 17 years and over who hold a Secondary VPT Student Concession Card. Consistent with other government policies, international students aged 17 and over cannot travel on concession fares.

A school identification card does not entitle students to concession fares.

Tertiary Victorian Public Transport Student Concession Card

Tertiary students who comply with the eligibility criteria and are enrolled full-time in a course listed in the Approved Courses in Tertiary Institutions Register are eligible for a Tertiary VPT Student Concession Card.

To view the register visit metlinkmelbourne.com.au. Tertiary students can buy a Half Yearly or Yearly Tertiary VPT Student Concession Card, depending on the length of their course. Students with a Victorian Health Care Card do not need to have a VPT Student Concession Card to buy concession fares.

A tertiary institution identification card does not entitle a student to buy concession fares.

Victorian Public Transport Student Concession Card Application Forms are available from Premium Stations, the MetShop (corner of Swanston and Little Collins streets), selected bus depots, your school/university administration office, from metlinkmelbourne.com.au or call **131 638**. Application forms are not available from tram depots.

Australian Pensioner Concession Card



Holders of a current Pensioner Concession Card from any state or territory can buy concession fares. Pensioner Concession Card holders from Victoria who receive a Disability Support Pension (DSP code on the back of the card) or a Carer Payment (CAR code on the back of the card) can apply for a Sunday Pass that entitles the holder to free Sunday travel in Zone 1 and 2 and town buses in selected regional cities. See the next panel for information.

Health Care Card



Holders of a Health Care Card with a Victorian address can travel on concession fares. Dependents named on the card cannot travel on concession fares unless they are aged 16 years or younger or if they have a valid concession card in their own name.

Dependants listed on Health Care Cards may be able to apply to Centrelink to have a Health Care Card issued in their own name.

Seniors Card



Victorian Seniors Card holders can travel on concession fares, buy Seniors Daily or 5 x Seniors Daily Metcards, or purchase a seniors myki. Seniors Card holders with cards issued by other Australian state or territory governments can travel on concession fares, buy Seniors Daily or 5 x Seniors Daily Metcards, or purchase a concession myki.

A Commonwealth Seniors Health Card cannot be used as concession ID.

Sunday Pass

The Sunday Pass provides free travel on Sundays in Zone 1 and 2 and town buses in selected regional areas for Victorian Seniors Card holders and Victorians who receive a Disability Support Pension or a Carer Payment. When travelling on a seniors myki, the Sunday Pass is already embedded on the myki.

For information about the Sunday Pass or an application form, visit a Premium Station, staffed V/Line station, the MetShop, retail outlets, visit metlinkmelbourne.com.au or call **131 638**.