

Access Travel Pass

Your guide to understanding
the Access Travel Pass



The Access Travel Pass is a Victorian Government Initiative

What is an Access Travel Pass?

The Access Travel Pass has been developed for people with a significant permanent disability **who travel independently on Victoria's public transport network** and can demonstrate that due to their disability they cannot use ticketing systems.

The Access Travel Pass entitles you to free travel on Victoria's public transport network.

- 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, and should not be used for CountryLink, Great Southern Railway, airport services and tourist railways. The pass holder should check with the relevant operator before booking or travelling.

Why has the Access Travel Pass been developed?

There has always been a small percentage of public transport users who have been unable to use ticketing machines.

With the introduction of myki and following consultation with special interest groups the Government decided to close the gap by introducing the Access Travel Pass.

How does myki work?

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

1. have the correct fare calculated and deducted from their myki; and/or their pass validated; and
2. open ticket barriers to enter and exit gated train stations.

Some members of the community may be unable to touch their myki on or touch off at myki readers due to a disability.

Will you be eligible?

To be eligible for the Access Travel Pass you must:

- have a significant permanent disability
- be a permanent Victorian resident
- **be able to travel independently** on Victoria's public transport network (without any assistance from a carer or companion)
- **be unable to touch on or touch off*** your myki independently.

* Please refer to the information section in the application form for further details on myki or visit myki.com.au.

How to apply for an Access Travel Pass?

You will need to go through an application process to determine eligibility for an Access Travel Pass.

Step 1: Obtain an application form.

You can pick up an application form from the Metlink Central Pass Office at Southern Cross Station located between Bourke and Little Bourke streets near the bus interchanges.

Or

Request an application form to be sent to you by calling (03) 9619 1159 or email central.passoffice@metlinkmelbourne.com.au

Or

You can download an application form at metlinkmelbourne.com.au

Step 2: Both you and your registered health professional must complete and sign the application form (parents, guardians or agents can also complete and sign the application form for you).

Step 3: Return the completed documentation with a photograph to the Metlink Central Pass Office for processing.

The Department of Transport has set up the Access Travel Pass Panel to advise the Metlink Central Pass Office on the eligibility of your application based on the information submitted.

The Access Travel Pass Panel assesses all applications.

Please note: Where eligibility is unclear, additional information may be sought from you or your health professional.

The Access Travel Pass Panel and the Metlink Central Pass Office may seek independent medical or specialist advice on particular applications.

Step 4: The Metlink Central Pass Office will notify you in writing about the outcome of your application. This process may take up to two weeks.

Step 5: If your application is successful your new Access Travel Pass will be mailed to your address. From the time of submitting your application, please allow approximately four weeks for your Access Travel Pass to arrive.

How would I use my Access Travel Pass?

The Access Travel Pass can only be used on Victoria's public transport system. When you have received your Access Travel Pass, you must always carry your Access Travel Pass with you when travelling on public transport.

The Access Travel Pass is used as a 'flash pass' to receive free travel. The pass will have a myki smart card embedded in it and has been specially designed with your name and photograph printed on the card. The card must be shown on request.

ACCESS TRAVEL PASS

0 00000 0000 0000 0
FIRSTNAME SURNAME
RENEWAL: 05 MAR 2009

Visit myki.com.au or call 13 6954



Issued subject to the myki terms of use, the Transport Act 1983, Transport Regulations and the Ticket Conditions.

If there are times when you are able to touch on or touch off, for example, on a low floor accessible tram, we would encourage you to do so. This will allow the system to collect travel data useful for planning and patronage estimates.

Who administers the Access Travel Pass?

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

For more information on the terms of use and a copy of the privacy notice, please refer to the application form.

Contacts for further information

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: metlinkmelbourne.com.au

Email: central.passoffice@metlinkmelbourne.com.au

TTY: (03) 9619 2727

National Relay Service: 13 36 77

Speech-to-Speech Relay Service: 1300 555 727

Multilingual information:
(03) 9321 5450