# Access Travel Pass Information and application form

## Am I eligible?

You may be eligible for an Access Travel Pass if you;

* have permanent physical disability, cognitive condition or mental illness,
* can travel independently
* are unable to consistently physically touch on and off or consistently comprehend the need to touch on and off
* are a permanent Victorian resident.

If you need to travel with a companion/carer, you aren’t eligible for this pass. You may be eligible for:

* Companion Card. Visit [companioncard.org.au](file:///C:\Users\giuliaa\Downloads\companioncard.org.au)
* Multi-Purpose Taxi Program. Visit [taxi.vic.gov.au/passengers/mptp](file:///C:\Users\giuliaa\Downloads\taxi.vic.gov.au\passengers\mptp)

If you use a scooter or wheelchair for mobility outside your home, you may be eligible for a Scooter/Wheelchair Travel Pass. Visit [**ptv.vic.gov.au**](file:///C:\Users\giuliaa\Downloads\ptv.vic.gov.au)for more information.

**How does it work?**

The Access Travel Pass is a registered myki card that gives you free travel on public transport in Victoria. It includes your name and photo, and comes with a lanyard to make it easier to carry.

The Access Travel Pass gives you free travel on:

* trains, trams and buses in metropolitan Melbourne
* V/Line train and coach services
* regional town bus services
* other services operated by Public Transport Victoria.

Customers should check if their free travel pass is accepted before travelling with an interstate or private operator. These include NSW TrainLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses.

Carry your pass with you when travelling. You don’t need to touch on or off, but you’ll need to show it to station staff to go through station gates and may be asked to show it to public transport staff.

The Access Travel Pass is free.

## How do I apply?

1. Complete this application form
2. Attach one colour passport size photo which has been verified (See Section 2)
3. Have your health professional complete Section 4
   1. Send the form (flat and unfolded) to: By post: Access Travel Pass Applications, PTV Hub, PO Box 4724, Melbourne VIC 3001
   2. Or in person to: PTV Hub Southern Cross Station

Please note: We can’t process an incomplete form or return forms and photos. Photocopied applications are not accepted. If you qualify for the Access Travel Pass, you will be notified by mail within 10 business days.

## Section 1: Applicant Information

### 1.1 Applicant’s details

| Title |  |
| --- | --- |
| First name |  |
| Surname |  |
| Date of birth (DD/MM/YYYY) |  |
| Postal address |  |
|  |  |
| Email |  |
| Daytime phone number (with area code) |  |

### 1.2 Application

Have you previously applied for the Access Travel Pass?

Yes

No

### 1.3 Residency

Are you a permanent Victorian resident?

Yes

No – Unfortunately, you’re not eligible for this pass.

### 1.4 Independent Travel

Can you travel independently on public transport without the assistance of a constant carer or companion?

Yes

No

### 1.5 Touching On/Off

Describe how your condition impacts your physical ability to consistently touch on and off the myki readers and gates, so that you have a valid ticket to travel.

OR

Describe how a mental illness or cognitive condition affects your understanding of when, where and how to consistently touch on and off the myki readers and gates.

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## Section 2: Photo

### 2.1 Attach photo

Attach one recent (no more than three months old) colour, passport size photo using a paper clip only.

### 2.2 Verify your identity

#### If submitting by post

Ask your health care professional or Justice of the Peace to print your full name on the back of your photo and sign it, certifying it is a true likeness of you.

#### If submitting in person

Your passport photo can be verified by a PTV Hub employee. You will also need to bring formal photo ID to verify your identity. Your photo is kept on file to make it easier to send you a replacement pass, if needed.

## Section 3: Applicant or legal guardian/agent declaration

I declare that all information provided and the following is true and accurate, that I:

* have a permanent physical disability, cognitive condition or mental illness
* am unable to consistently physically touch on or off the myki readers and gates or
* am unable to consistently comprehend the requirement, and/or when or where to touch on and off to myki readers and gates
* can travel independently on public transport
* authorise public transport authorities to verify the information in this form and to obtain and disclose any information relating to this application for the purpose of assessing the applicant’s eligibility for an Access Travel Pass
* agree that the applicant’s chosen health professional may share information about the applicant to help assess the application
* am a permanent Victorian resident
* have read, or had explained to me and accept the terms and conditions (Section 5)
* have read or had explained to me and accept the privacy collection notice (Section 6).

### Signature of applicant or guardian (must be 16 years and over)

| Applicant or guardian signature |  |
| --- | --- |
| Date (DD/MM/YYYY) |  |

If the applicant is under 16 years of age or is unable to sign the application, the applicant’s guardian/agent needs to complete and sign the section below.

| Name of guardian/agent |  |
| --- | --- |

I declare that I have read and explained the contents of this application to the applicant and that the details set out for the applicant are correct.

| Relationship to applicant |  |
| --- | --- |
| Phone number (with area code) |  |

## Section 4: Health practitioner declaration

**IMPORTANT:** Your complete answers to these questions are critical in the assessment of the applicant’s eligibility. Please ensure you read and understand the eligibility criteria outlined on pages 2 & 3 before completing this declaration.

### 4.1 Health Practitioner Details

I am currently a:

Medical practitioner

Clinical psychologist

Psychiatrist

Physiotherapist

Occupational therapist

### 4.2 Medical Condition

Is the applicant’s condition permanent? (i.e. won’t improve with time or medical treatment)

Yes

No

### 4.3 Independent Travel

Can the applicant travel independently on public transport? (i.e. doesn’t need help to board public transport or choose the correct route, station, stop or platform)

Yes

No

### 4.4 Touching On/Off

Does the applicant’s condition impact their ability to consistently and independently?

* Physically touch on and off the myki readers and gates (e.g. limited hand movement, unable to reach the myki readers, balance issues)

OR

* Understand when, where and how to consistently touch on and off the myki readers and gates (e.g. Mental illness, cognitive condition)

Yes

No

### 4.5 Additional Information (mandatory)

Describe how the applicant’s physical or cognitive condition prevents them from consistently touching on and off the myki readers and gates (as described in 4.4). **Please note**, just stating the applicant’s condition in not sufficient.

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### 4.6 Declaration

| Health Professional’s Name |  |
| --- | --- |
| Applicant’s Name |  |
| Duration of Treatment |  |

I declare that the following is true and accurate:

* I’m not the applicant or a member of the applicant’s immediate family
* I agree to share reasonable information to help PTV assess the applicant’s eligibility
* I’ve signed the back of the applicant’s photo and confirm it’s a true likeness.
* the information provided above about the applicant is true and correct

| Signature |  |
| --- | --- |
| Date |  |
| AHPRA Registration Number |  |

### Professional Stamp (All relevant details must be written in the space below if professional stamp is not provided)

**Please note:** Changes in this section can be made only by the health practitioner and accompanied by their signature (not initials) and professional stamp.

## Section 5 – Terms and conditions

1. This pass is only valid for the person whose photo and name appears on it.
2. You need to carry your pass when travelling on public transport in Victoria.
3. Show your pass to a public transport employee, when requested.
4. Your pass remains the property of PTV. If you tamper with your pass, it may be cancelled.
5. If you lose your pass or it’s ever stolen, damaged or becomes inactive, you’ll let us know as soon as possible by calling (03) 9619 2710. We’ll send you a free replacement pass.
6. Your myki is issued subject to, and its use is governed by, the *myki Terms of Use, the Transport (Compliance and Miscellaneous) Act (1983)* and related regulations, and the Victorian Fares and Ticketing Manual (myki) (‘Ticket Conditions’), as amended from time to time. The myki Terms of Use limit Public Transport Victoria’s PTV liability and may impose certain fees.

## Section 6 – Privacy collection notice

Your personal information, provided by you and generated by the card, is collected by public transport authorities to issue and administer the card.

If you don’t provide the information required, we may not be able to provide you with a free myki.

Your personal information may be used or shared amongst public transport authorities for the operation of myki, to verify entitlement to a free travel pass, for ticketing enforcement, in emergencies, as required or authorised under law, with your consent. You’ll be able to access your personal information.

Public Transport Victoria (PTV) understands and respects your right to privacy and is committed to privacy protection. The *Privacy and Data Protection Act 2014* and PTV’s Privacy Policy regulate how we collect and handle your personal information.

For more information on terms and conditions and privacy, visit [ptv.vic.gov.au/privacy](https://www.ptv.vic.gov.au/privacy) or contact PTV’s Information Privacy Officer by phone [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/) or email [ptvprivacy@ptv.vic.gov.au](mailto:ptvprivacy@ptv.vic.gov.au)

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/).

If you’re deaf, or have a hearing or speech impairment, contact us through the National Relay Service. TTY users can call 9619 2727.