



## CHAPTER 6

Concessions and free  
travel passes

# Concessions and free travel passes

The concessions and free travel passes described in this chapter apply to:

- Metropolitan services
- V/Line ticketed services (including V/Line Link services and interstate services)
- Urban bus services in the regional cities
- Regional services that have a contract or service agreement with the Department of Transport.

Concessions and 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 except where these services are contracted to accept V/Line or Metcard tickets. Please check with the relevant operator before booking or travelling.

Concession cards and free travel passes are generally not transferable and must be carried at all times when travelling. They are not valid if they have been tampered with or damaged.

On V/Line reserved services, free pass holders and infants may reserve a seat free of charge.

For more information on concessions, phone Metlink on **131 638**.

For more information on free travel passes, contact the Metlink Central Pass Office on **9619 1159** or **9619 1650**.

## Concessions — No card required

### Infants

Children under 4 years old travel free on public transport in Victoria, but they must be accompanied by a parent or guardian. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

### Children

Children under 17 years of age are eligible for concession fares on public transport in Victoria.

Parents and guardians are responsible for the safety of children travelling alone on Metropolitan and Regional services. Public transport staff cannot accept responsibility for unaccompanied children.

On V/Line services, children under 10 years old cannot travel alone. They must travel with a parent or guardian, except when travelling with other children to and from school. In circumstances where a child under 10 years of age is found travelling alone, V/Line staff or coach drivers will escort the child to the next staffed V/Line station and transfer them to Station staff who will contact the Police to have the child returned to their parent or guardian.

Children aged 10-15 years may travel alone (unaccompanied children) on V/Line services but the sole responsibility for the safety of the child remains with the parent or other person who has care of the child.

## Concession Cards

### Victorian Public Transport Student Concession Card

Concession cards and application forms (for codes P, S and T) are available from most staffed railway stations, The MetShop and some bus depots. Application forms are also available from Metlink by phoning **131 638** and from [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au). War Veteran and War Widow/ers (code V) concession cards are issued by the Metlink Central Pass Office. Contact **9619 1159** or **9619 1650**.

Student identification cards issued by schools and tertiary institutions are not accepted for concession travel on public transport.

Students should be Australian Citizens or permanent residents of Australia. Overseas exchange students, students with refugee status or students in receipt of an Australian Development Scholarship are also eligible if they provide proof of their eligibility (letter from their institution) when applying for the Victorian Public Transport Student Concession Card. All other students are not eligible for student concessions.

Holders of these cards will be mailed a **myki** when the new ticketing solution is implemented.

#### Primary students (code P)

This card is available to full-time Victorian primary school students who attend a school listed in the Approved List of Schools.

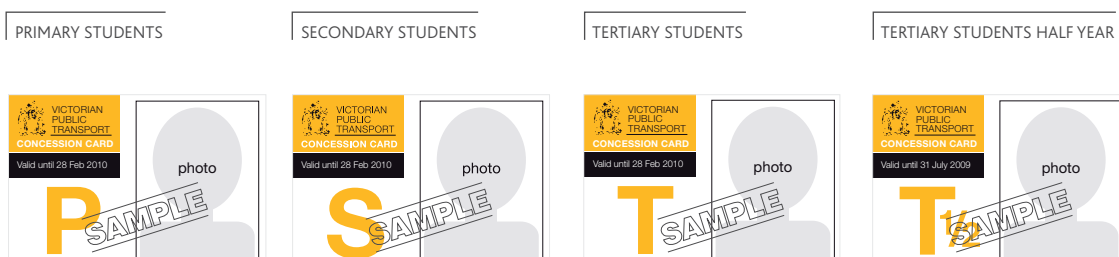
#### Secondary students (code S)

This card is available to full-time Victorian secondary school students who attend a school listed in the Approved List of Schools and undertaking an approved full time course.

#### Tertiary students (code T)

This card is available to full-time Victorian tertiary students who attend a college or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course.

Victorian Tertiary Student Concession Cards are available for a half year or full year. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card. Concession cards are not issued for courses of less than 10 weeks' duration.



### War Veterans/War Widows (code V)

This card is available to war veterans who hold a Department of Veterans Affairs Gold Card or White Card and are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

This card is also available to persons previously entitled to a DVA Victorian War Widow/er Transport Concession Card who are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

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### Victorian Seniors Card

This card is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week. Victorian Seniors Cards are issued by the Department of Planning and Community Development (1300 797 210 or [seniorscard.vic.gov.au](http://seniorscard.vic.gov.au)).

Victorian Seniors Card holders can apply for a Seniors Sunday Pass (see page 13) and can also purchase the Seniors Daily Metcard.

Applicants for the Senior Sunday Pass will be mailed a **myki** just before myki is introduced.

WAR VETERANS/WAR WIDOWS



VICTORIAN SENIORS CARD



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### Interstate Seniors Cards

From 1 January 2009, Seniors Cards from other Australian States and Territories will be eligible for concession fares on Victorian Public Transport.

Holders of a Commonwealth Seniors Health Card are not eligible for public transport concessions.

Holders of Seniors Cards from other Australian States and Territories can also purchase the Seniors Daily Metcard, but cannot apply for a Seniors Sunday Pass.

## Australian Pensioner Concession Cards

These cards are issued by Centrelink and the Department of Veterans Affairs.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Cards from all Australian States and Territories are accepted.

### AUSTRALIAN PENSIONER CONCESSION CARDS



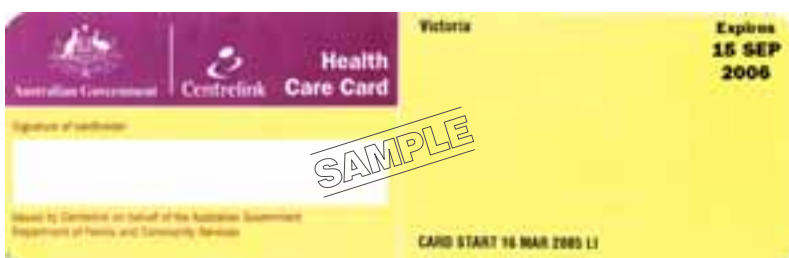
## Australian Health Care Card

This card is issued by Centrelink. Only cards with a Victorian address are valid for concession travel.

The concession applies only to the cardholder and does not extend to any dependents named on the card, even when they are travelling with the cardholder.

Confirmation of Concession Card Entitlement Vouchers can be used while the Health Care Card application is being processed.

### AUSTRALIAN HEALTH CARE CARD



## Free Travel Passes

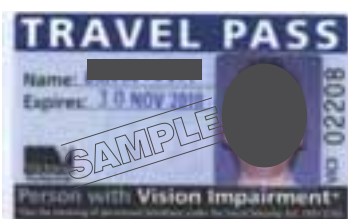
The following Free Travel Passes entitle the holder to free travel on Victorian Public Transport, including First class, unless otherwise stated.

### Vision Impaired Travel Pass

This pass is issued by the Metlink Central Pass Office to people who are legally blind (as defined in the *Social Security Act 1991*). Passes issued in other states are valid for free travel in Victoria.

Free travel is not available to accompanying attendants unless the vision impaired person holds a Companion Card. Vision Impaired pass holders are encouraged to contact the Department of Planning and Community Development (1800 650 611) to apply for a Companion Card.

VISION IMPAIRED TRAVEL PASS



### Companion Card

This card is issued by the Department of Planning and Community Development (1800 650 611) to people who require the assistance of a companion. It provides free travel for the carer/companion of the cardholder on all public transport services.

A Companion Card does not entitle the cardholder to concession fares or free travel — the cardholder must have a valid ticket or Free Travel Pass. The Companion Card holder may be accompanied by any number of carers/companions, but only one of these is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the cardholder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

Persons travelling as a carer/companion to a Companion Card holder must be able to provide all necessary assistance to the cardholder (up to and including personal hygiene tasks). Companions who are not capable of assisting the cardholder must pay the appropriate fare for the journey.

To use the card on V/Line services, Companion Card holders must ask for a 'Companion Ticket' when buying or booking their own ticket and show their Companion Card.

Companion Cards issued in other states are accepted in Victoria.

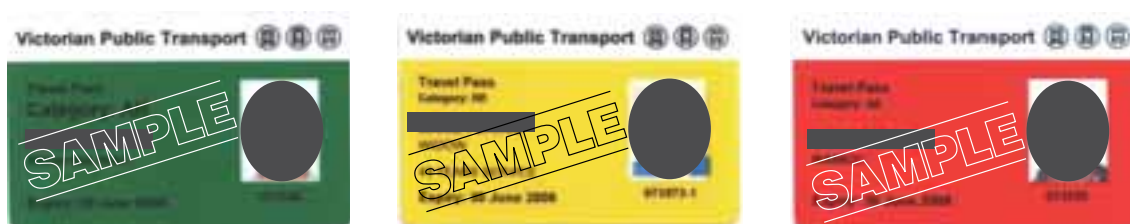
COMPANION CARD



## Victorian Public Transport Free Travel Pass

Most free travel passes have been replaced with a common design (shown below), with a two-letter code indicating the pass category. The background colour of the pass may vary, according to category. The new passes will be issued by the Metlink Central Pass Office. myki cards will be posted to all free pass holders of this design when the new ticketing solution is implemented.

### VICTORIAN PUBLIC TRANSPORT FREE TRAVEL PASS



CODE	CATEGORY
BB	Victorian Black Book Travel Pass
GP	Gold Pass Elite
GT	Gold Pass Travel Card
RB	Red Book Travel Pass
VI	Vision Impaired Travel Pass
TT	Travel Trainer Pass
WV	War Veteran's Travel Pass
TV	TPI War Veteran's Travel Pass
W1	Widow of World War 1 Veteran Travel Pass
AE	Employee Travel Pass
AB	Bus Driver Travel Pass*
RE	Retired Employee Travel Pass
RA	Federal Police Travel Pass
VP	Victoria Police Travel Authority
TP	Transit Police Travel Pass
JP	Judges Travel Pass*
FP	Federal Parliamentarian Travel Pass
SP	State Parliamentarian Travel Pass
GM	Governor's Travel Pass
RD	Retired Employee Dependent Travel Pass

\* AB & JP passes are only valid on metropolitan services in Zones 1+2

## Victoria Police Travel Authority

VICTORIA POLICE TRAVEL AUTHORITY



## Free passes and concession cards no longer valid for travel

Over the last four years the number of concession cards and passes has been progressively reduced as new card designs have been introduced. The following passes and concession cards are not valid for travel:

- All medallions (including WW1, State Parliamentarians, Federal Parliamentarians, Governors)
- Red/Black Book Passes
- Gold Passes
- DVA Victorian War Widow/er Transport Concession Card
- International Student Concession card
- Any cards/passes that are not included in this manual.

## Free Travel Vouchers

In addition to transport concessions provided to Victorian Seniors Card holders and Pensioners, the Victorian Government provides the bonus of free travel on public transport within Victoria. This privilege is provided through the issue of free travel vouchers.

### Victorian Pensioner Free Travel Voucher

Each year, Centrelink and the Department of Veteran's Affairs issue Victorian Pensioners with a Victorian Pensioner Free Travel Voucher. The voucher can be exchanged for the following types of tickets:

At any Premium station or The MetShop:

- A Concession Daily Metcard, or;
- A Seniors Daily Metcard (Victorian Seniors Card holders only)

At any V/Line staffed station or V/Line agent:

- An Economy class V/Line Daily ticket, or;
- Two Economy class V/Line single tickets (to return on a different day)

Pensioners can use their vouchers for interstate travel wholly on CountryLink or Great Southern Railway services by paying the appropriate fare from the Victorian border to their interstate destination as well as for any change of class. The passenger must present the voucher when booking their ticket at a V/Line station or agent.

Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station or V/Line agent in advance of travelling.

Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on **132 300**.

## Seniors Off-Peak Free Travel Vouchers

Victorian Seniors Card holders are issued with two Seniors Off-Peak Free Travel Vouchers annually that can be exchanged for either:

- A Seniors Daily Metcard
- A V/Line Off-Peak Day Return ticket or;
- Two V/Line Off-Peak Single tickets (for return on a different day)

Vouchers can only be redeemed for Economy class V/Line tickets and cannot be upgraded to First class. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers can not be exchanged for CountryLink or GSR tickets.

Standard ticket conditions apply.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station, selected Premium station or V/Line agent in advance of travelling.

Seniors Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.

## Pensioner/Carer Off-Peak Free Travel Vouchers

Centrelink Disability Support Pensioners and Carer Payment Recipients under the age of 60 who are residents of Victoria are eligible to apply for the Sunday Pass. The Sunday Pass entitles pass holders to free travel on metropolitan trains, trams and buses in Zones 1 + 2 on Sundays. Pass holders are also issued with two free off-peak travel vouchers annually. These can be exchanged for either:

At any Premium station or The MetShop:

- A Concession Daily Metcard

At any V/Line staffed station or V/Line agent:

- An Economy class V/Line Daily ticket, or;
- Two Economy class V/Line single tickets (to return on a different day)

Vouchers can only be redeemed for Economy class V/Line tickets and cannot be upgraded to First class. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers can not be exchanged for CountryLink or GSR tickets.

Standard ticket conditions apply.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station, selected Premium station or V/Line agent in advance of travelling.

Pensioner/Carer Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.

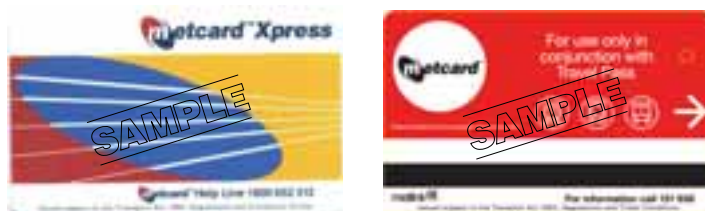
## Access Passes

### Access Passes

Access Passes are issued by the Metlink Central Pass Office. It does not entitle the holder to free public transport — a Free Travel Pass must be carried at all times when travelling on public transport. Access Passes must be validated in the metropolitan area when entering a train station or boarding a tram or bus.

Touchcards have been phased out by 1 January 2009 and replaced by Access Passes. Touchcards are no longer valid for travel. Any person still using a Touchcard (with appropriate travel authority) is to be advised to contact the Metlink Central Pass Office to arrange replacement.

#### TOUCHCARDS AND ACCESS PASSES



## Concession Codes under myki

When myki is introduced, concession passengers will need to register their concession category to obtain a long life card. The following categories are available. If a passenger is eligible for multiple categories then assistance will be provided to ensure they register for the concession that provides the greater benefits (eg. if a Senior is also a Tertiary Student, they should register as a Senior). Some mixed categories are available where the combined benefits exceed the benefits of the individual concession categories (eg. Australian Pensioners who are also Victorian Seniors).

CODE	CONCESSION ENTITLEMENT	PROPORTION OF FULL FARE PAYABLE ON MYKI STORED VALUE AND E-PASS	NOTES AND EXTRA BENEFITS
C	Child – under 17 years	50%	
P	Student – Primary	50%	Also eligible to purchase discounted half-yearly and yearly Victorian Student Passes.
S	Student – Secondary	50%	Also eligible to purchase discounted half-yearly and yearly Victorian Student Passes.
T	Student – Tertiary	50%	Students undertaking courses of between 10 and 20 weeks' duration are only eligible for a half-yearly concession entitlement.
V	War Veterans/War Widows	50%	
VS	Victorian Seniors Card	50%	Seniors Daily fare cap when travelling one or two zones, Free travel on Sundays when travelling one or two zones, <b>two Seniors off-peak free travel vouchers provided annually.</b>
AGE	Australian Pension Concession Card – AGE – Age Pension	50%	Pensioner Free Travel Voucher provided annually.
PVS	Australian Pension Concession Card and Victorian Seniors Card	50%	Seniors Daily fare cap when travelling one or two zones, Free travel on Sundays when travelling one or two zones, <b>two Seniors off-peak free travel vouchers provided annually.</b> Pensioner Free Travel Voucher provided annually.
AGE BLIND	Australian Pension Concession Card – Age Pension (Blind)	N/A	Holders should obtain a Vision Impaired (VI) Travel Pass for free travel.
CD	Australian Pension Concession Card – CD – Carer Allowance (Child)	50%	Pensioner Free Travel Voucher provided annually.
CAR	Australian Pension Concession Card – CAR – Carer Payment	50%	<b>Free travel on Sundays when travelling one or two zones, two Pensioner/Carer off-peak free travel vouchers provided annually,</b> Pensioner Free Travel Voucher provided annually.
DSP	Australian Pension Concession Card – DSP – Disability Support Pension	50%	<b>Free travel on Sundays when travelling one or two zones, two Pensioner/Carer off-peak free travel vouchers provided annually,</b> Pensioner Free Travel Voucher provided annually.
DSP BLIND	Australian Pension Concession Card – Disability Support Pension (Blind)	N/A	Holders should obtain a Vision Impaired (VI) Travel Pass for free travel.
MAA	Australian Pension Concession Card – MAA – Mature Age Allowance	50%	Pensioner Free Travel Voucher provided annually.
PP	Australian Pension Concession Card – PP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually.

## VICTORIAN FARES AND TICKETING MANUAL

CODE	CONCESSION ENTITLEMENT	PROPORTION OF FULL FARE PAYABLE ON STORED VALUE MYKI OR E-PASS	NOTES AND EXTRA BENEFITS
<b>PPP</b>	Australian Pension Concession Card – PPP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually.
<b>WID</b>	Australian Pension Concession Card – WID – Widow B Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>WFA, WFD, WFW</b>	Australian Pension Concession Card – Wife Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>PPS</b>	Australian Pension/Health Concession Card – Parenting Payment Single	50%	Pensioner Free Travel Voucher provided annually.
<b>FA</b>	Victorian Health Care Card – FA – Family Tax Benefit A	50%	
<b>LI</b>	Victorian Health Care Card – Low Income (LI)	50%	
<b>NS</b>	Victorian Health Care Card – NS – Newstart Allowance	50%	
<b>NSA</b>	Victorian Health Care Card – NSA – Newstart Allowance	50%	
<b>PA</b>	Victorian Health Care Card – PA – Partner Allowance	50%	
<b>PTA</b>	Victorian Health Care Card – PTA – Partner Allowance	50%	
<b>SA</b>	Victorian Health Care Card – SA – Sickness Allowance	50%	
<b>SAL</b>	Victorian Health Care Card – SAL – Sickness Allowance	50%	
<b>SL</b>	Victorian Health Care Card – SL – Special Benefit	50%	
<b>SPL</b>	Victorian Health Care Card – SPL – Special Benefit	50%	
<b>WA</b>	Victorian Health Care Card – WA – Widow Allowance	50%	
<b>WDA</b>	Victorian Health Care Card – WDA – Widow Allowance	50%	
<b>YA</b>	Victorian Health Care Card – YA – Youth Allowance	50%	