

# Travel Trainer Pass

Information and application form

Effective October 2019

## Am I eligible?

The Travel Trainer Pass is issued to not-for-profit organisations and provides free travel to their employees or agents whilst travel training clients on public transport.

To be eligible for a Travel Trainer Pass, the organisation must:

- be a registered not-for-profit organisation.
- have a primary focus of providing rehabilitation, education or employment programs for people with a disability.
- provide and deliver travel training to people with a disability enabling them to travel independently on Victoria's public transport network.
- service multiple clients.

The Travel Trainer Pass is **not** issued to an organisation for:

- an individual of the organisation's personal travel on public transport.
- an individual of the organisation's business trips on public transport.
- excursions or group travel on public transport that the organisation may conduct.

If eligible, the organisation will be issued with two Travel Trainer Passes and must nominate an authorised representative to manage the ongoing administration of the Passes.

If more than two Travel Trainer Passes are required, the organisation must provide additional information to support the request. Additional Passes will be issued at PTV's discretion.

## How does it work?

The Travel Trainer Pass is loaded onto a registered myki with the organisation's name printed on the card. It provides the trainer with free travel while delivering travel training to clients on the following public transport services:

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

The trainer delivering the training is required to:

- carry the Travel Trainer Pass with them and touch on and off the myki ticketing system while delivering travel training.
- be accompanied by the trainee(s) at all times.
- ensure the trainee(s) have a valid myki/ticket to travel.
- not use the Travel Trainer Pass for personal use.
- not use the Travel Trainer Pass for excursions/group travel or business use, other than while delivering travel training.

On the occasions where the trainer needs to return to the organisation without their client after delivering travel training, the trainer must carry a letter confirming they may be travelling alone after training the client to a specific destination. This letter must include the name of the trainer, date, times and be signed by the authorised representative of the organisation.

The authorised representative is responsible for the administration of all issued Travel Trainer Passes and is required to:

- keep the organisation's passes secure when they're not being used.
- keep records of who uses the passes, and when they're used.
- provide these records to PTV, if requested.

## How do I apply?

1. Complete all sections on this application form
2. Send the form (flat and unfolded) to:

### Travel Trainer Pass Applications

PTV Hub PO Box 4724  
Melbourne VIC 3001

Or deliver in person to:

PTV Hub  
Southern Cross Station

**Please note:** We can't process an incomplete form or return forms.  
Photocopied applications are not accepted.

If you qualify for the Travel Trainer Pass, you will be notified by mail within 10 business days.

# Section 1: Organisation Details

## 1.1 Organisation Details

Registered name of organisation

Nature of business

### Business address

Unit number

Street number

Street name

Suburb/town

State

Postcode

### Postal Address (If different from above)

Unit number

Street number

PO Box

Street name

Suburb/town

State

Postcode

Phone number (with area code)

Website

ABN

## 1.2 Authorised representative details

Provide the contact details of the person within the organisation responsible for the ongoing administration of the Travel Trainer passes. All correspondence from PTV will be directed to the authorised representative and it's the organisation's responsibility to ensure these contact details are kept up to date.

Surname

First Name

Contact Phone number (with area code)

Email

Position

## Section 2: Eligibility

Complete answers to the questions below are critical in the assessment of your organisation's eligibility.

### 2.1 Is the organisation registered not-for-profit?

- Yes  
 No

### 2.2 The primary/major focus of the organisation is:

- Rehabilitation for people with a disability  
 Education for people with a disability  
 Employment for people with a disability  
 Other (specify below)

**2.3 Why is the organisation applying for the Travel Trainer Pass?**

**2.4 Does the organisation have a developed travel training program to provide and deliver training to people with a disability, enabling them to travel independently on Victoria’s public transport network?**

Yes

No

**2.5 Describe the travel training activities the organisation will conduct (You can attach further information, website links, etc. to support your application).**

**2.6 How many employees within the organisation are authorised to provide travel training?**

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**2.7** How often, on average, does the organisation deliver travel training?

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**2.8** How many clients will be trained, on average, each year?

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**2.9** Are more than two Travel Trainer Passes required?

Yes

No

If yes, outline why the organisation requires additional Travel Trainer Passes.  
Any additional Travel Trainer Passes will be issued at PTV's discretion.



### **Section 3: Declaration**

This section must be signed by both the organisation's authorised representative and a person responsible and accountable for the organisation's operations (e.g. CEO, General Manager etc.)

I/we confirm that the signatures below confirm that:

- the information provided in this application is true and correct.
- the individuals being trained have a disability and will be able to use Victoria's public transport network independently once training is complete.
- the Travel Trainer Pass will not be used for private or business purposes, outside of the delivery of travel training.
- the Travel Trainer Pass will only be used by a representative of the organisation whilst delivering travel training.
- the authorised representative will ensure the passes are stored securely when not being used and record the usage of each pass.
- the organisation will provide card usage records to PTV, if requested.
- the organisation will return all expired passes to PTV.
- the organisation accepts the Travel Trainer Pass Terms of Use (Section 4) and has read the Privacy Notice (Section 5).



6. PTV may change these terms of use from time to time. The current version of the terms of use may be obtained by calling PTV on 1800 800 007. Where PTV reasonably considers that any such change will have more than a minor detrimental effect on the Travel Trainer Pass holders generally, the change will be notified by PTV to the organisation in advance in writing.
7. The organisation must ensure that the Travel Trainer Pass is not altered, tampered with, or interfered with.
8. The organisation agrees to advise PTV as soon as possible if the Travel Pass is lost, stolen, damaged or non-operational, including if they become aware that the organisations name is illegible.

**Please note:** A statutory declaration must be completed and submitted to PTV for all lost or stolen Travel Passes.

## **Section 5: Privacy Collection Notice**

If you don't provide the information required, we may not be able to provide you with a Travel Trainer Pass.

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](http://ptv.vic.gov.au) or contact PTV's Information Privacy Officer by phone **1800 800 007** 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**.

If you're deaf, or have a hearing or speech impairment, contact us through the National Relay Service – for more information, visit [relayservice.gov.au](http://relayservice.gov.au)



For information in other languages:

普通話	9321 5454	廣東話	9321 5441
<b>Italiano</b>	9321 5444	ਪੰਜਾਬੀ	9321 5445
<b>Ελληνικά</b>	9321 5443	हिन्दी	9321 5442
<b>Việt-ngữ</b>	9321 5449	සිංහල	9321 5446
عربي	9321 5440	<b>Español</b>	9321 5447

If your language isn't listed visit [ptv.vic.gov.au/languages](http://ptv.vic.gov.au/languages) or call **9321 5450**.