



Victoria Government Gazette

No. S 451 Friday 21 December 2012
By Authority of Victorian Government Printer

Transport (Compliance and Miscellaneous) Act 1983 CONDITIONS UNDER SECTION 220D

I, Jim Betts, Secretary to the Department of Transport, pursuant to section 220D of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine and publish in the Government Gazette the conditions contained in the Victorian Fares and Ticketing Manual (General) (effective 1 January 2013) to which entitlements to use the public transport services specified in that manual are to be subject (the January 2013 General Conditions).

The January 2013 General Conditions take effect from and including 1 January 2013 and replace the following conditions determined under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** –

- (a) the conditions contained in the Victorian Fares and Ticketing Manual (General) (effective 12 March 2011), published in the Victoria Government Gazette No. S 77 dated Thursday 10 March 2011;
- (b) the conditions published in the Victoria Government Gazette No. S 131 dated Wednesday 20 April 2011;
- (c) the conditions published in the Victoria Government Gazette No. S 210 dated Thursday 30 June 2011;
- (d) the conditions published in the Victoria Government Gazette No. S 242 dated Monday 25 July 2011;
- (e) the conditions published in the Victoria Government Gazette No. S 430 dated Friday 23 December 2011;
- (f) the conditions published in the Victoria Government Gazette No. S 375 dated Monday 12 November 2012;
- (g) the conditions published in the Victoria Government Gazette No. S 377 dated Monday 12 November 2012 –

which, except for the conditions referred to in paragraph (e), are revoked on the January 2013 General Conditions taking effect.

Dated 21 December 2012

JIM BETTS
Secretary to the Department of Transport

SPECIAL

Transport (Compliance and Miscellaneous) Act 1983
VICTORIAN FARES AND TICKETING MANUAL (GENERAL)
(effective 1 January 2013)

CHAPTER 1 – LEGAL STATUS

Legal status and application

The contents of this manual set out conditions that have been determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, except for:

- the contents of Chapters 1 to 9 and 11 that are in green text;
- the contents of Chapter 10.

The conditions in this manual (the Conditions) take effect from, and including, 1 January 2013.

The Conditions, as in force from time to time, apply to one or more of the classes of tickets specified below (classes) as set out throughout the manual and govern the entitlement to use the public transport services specified in the Conditions in respect of which those tickets are issued if:

- (a) only tickets of one or more of the classes may be used in relation to a such a service; or
- (b) if subparagraph (a) does not apply, but tickets of a class may be used in relation to such a service and a person uses or purports to use one of those tickets in relation to such a service.

In the immediately preceding paragraph, ‘entitlements’ means entitlements that are able to be exercised on or after the commencement of the conditions in this manual, including entitlements that existed, but had not been exercised, before the conditions in this manual were published in the Government Gazette.

The classes of tickets referred to above are:

- V/Line tickets;
- Student Passes;
- Regional Bus Tickets;
- Free Passes and authorities.

Public transport operators must make a copy of this manual available for inspection at their principal office. Copies are available for sale to the public for \$5 at the PTV Hub, Southern Cross Station.

The manual and updates may be downloaded from ptv.vic.gov.au/fares-tickets.

Role of the Secretary of the Department of Transport and Public Transport Victoria

The role of the Secretary of the Department of Transport is to determine and publish the conditions set out in this manual and undertake enforcement-related functions. Public Transport Victoria is a statutory authority whose role is to administer Victoria’s train, tram and bus services and provide a single point of contact and information for customers on public transport services, fares, tickets and initiatives.

CHAPTER 2 – V/LINE TRAVEL

V/Line travel

V/Line is the leading provider of rail and road coach services in regional Victoria, with train services operating to the regional cities of Albury, Ballarat, Bendigo, Geelong, Seymour and Traralgon and serving other regional centres including Ararat, Echuca, Swan Hill, Sale, Bairnsdale, Warrnambool and Shepparton. V/Line road coaches connect with many rail services at major stations to provide an integrated and coordinated public transport service across Victoria.

V/Line tickets

V/Line's ticketing system operates on regional train and coach services as well as giving access to metropolitan trains, trams and buses and local bus services in some regional cities. Tickets are either machine-printed or hand-written by staff.

Samples of V/Line tickets are shown below:

Handwritten

A handwritten V/Line ticket form with a yellow background. It contains fields for 'Date of Issue', 'Time of Issue', 'Class of Ticket', 'Fare', 'Total', and 'Date of Validity'. The ticket number '418901' is printed in the top right corner.

Date-to-date

A date-to-date V/Line ticket with a white background. It features a large date 'P08 Apr 13' and the text '1 FULL DATE-DATE VALID FROM 29Jan13'. The route is 'To MELBOURNE&zone1+2 Class CASH \$735.00 to TRARALGON+1/BUS EDON'. The total price is '\$735.00'. Ticket number '50420454' and other details are at the bottom.

Conductors mini

A 'Conductors mini' V/Line ticket with a yellow background. It includes a 'Customer Ticket' number 'NT 808001' and a 'Date of Issue'. It has a table for 'Fare' and 'Class' with columns for 'Single', 'Return', and 'Weekend'. The ticket is for a 'Full' fare.

Weekly

A weekly V/Line ticket with a white background. It features a large date 'W04 Feb 13' and the text '1 FULL WEEKLY VALID FROM 29Jan13'. The route is 'To MELBOURNE&zone1+2 Class CASH \$68.50 to GEELONG+GTS EDON'. The total price is '\$68.50'. Ticket number '50420495' and other details are at the bottom.

Where to buy V/Line tickets

Passengers can purchase V/Line tickets from:

- staffed V/Line stations;
- V/Line ticket agents;
- selected metropolitan Premium Stations;
- telephoning **1800 800 007**.

V/Line passengers must purchase a ticket before travel where a reasonable opportunity exists to do so. If the location where the passenger boards a V/Line train or coach has facilities for the purchase of tickets (e.g. a staffed V/Line railway station or a V/Line ticket agent) the passenger is deemed to have had a reasonable opportunity to purchase a ticket prior to travel. If a passenger boards at an unstaffed V/Line railway station or a roadside coach stop, they may purchase a ticket from the train conductor or coach driver.

V/Line tickets may be checked before, during or after the journey.

Passengers who travel on a metropolitan or regional service to connect with a V/Line service and who are unable to purchase a V/Line ticket before they begin their travel must have separate valid tickets for their travel on the metropolitan or regional service and their travel on the V/Line service.

It is an offence to travel without a valid ticket and passengers who do so risk being fined.

	Staffed V/Line station	V/Line ticket agent	Train conductor	Coach driver	Phone (1800 800 007)
Ticket					
Single	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓
Off-peak Single	✓	✓	✓	✓	✓
Off-peak Daily	✓	✓	✓	✓	✓
Weekly	✓	some			
Monthly	✓	some			
Date-to-Date	✓	some			
Zone B Yearly	✓				
Payment methods					
Coins	✓	✓	#✓	#✓	
Notes	✓	✓	#✓	#✓	
EFTPOS	✓	some			
Credit cards [^]	✓	some			✓

Conductors and coach drivers only carry limited amounts of cash.

[^] Visa and Mastercard only.

Calculating V/Line fares

To find out the price of a V/Line ticket the following steps normally apply:

- calculate the number of charging units between the origin and destination;
- choose a ticket type;
- determine the fare based on the ticket type and the number of charging units using the table on page 11;
- add an upgrade to First class if available.

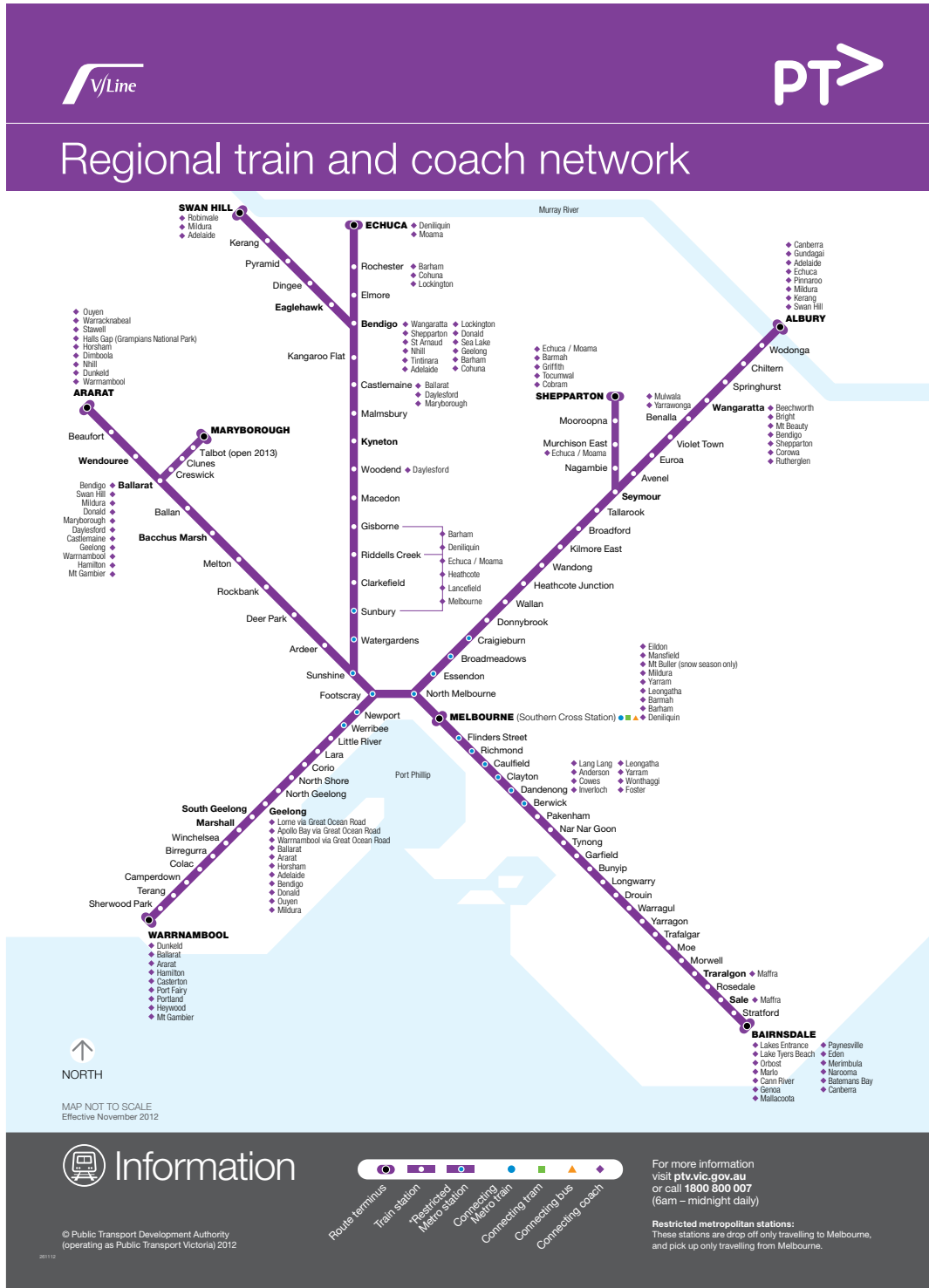
To calculate charging units

Passengers are charged based on the shortest route between their origin and destination, unless they choose to take a less direct route.

Regional location to/from Zone 1

For travel between a regional location and Zone 1, look up the letter code for the regional location (see 'Melbourne to' Charging Units and Fare Codes table) and look up the fare in the V/Line Fare Table 2013.

V/Line network map



Regional location to/from Zone 2 (on same line)

For travel between a regional location and a station in Zone 2 before Zone 1 on the same line, the number of charging units is the number of charging units to Melbourne minus 50 charging units for stations in Zone 2. Round up to the next number of charging units in the fare table (10, 20 or 50 charging units).

Regional location to/from regional location (on same line)

The number of charging units between regional locations on the same line can be calculated by subtracting the charging units to Melbourne for the destination location from the charging units to Melbourne of the origin location and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 1 Castlemaine to Bendigo
Melbourne to Bendigo = 162 charging units
Melbourne to Castlemaine = 125 charging units
162 units minus 125 units = 37 charging units
Round up to nearest 10 = 40 charging units

Example 2 Albury to Seymour
Melbourne to Albury = 320 charging units
Melbourne to Seymour = 99 charging units
320 units minus 99 units = 221 charging units
Round up to nearest 20 = 240 charging units

Regional location to/from regional location (on different line)

The number of charging units between regional locations on different lines can be calculated by adding their charging units to Melbourne and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 3 Geelong to Drouin
Melbourne to Geelong = 73 charging units
Melbourne to Drouin = 91 charging units.
73 units plus 91 units = 164 charging units.
Round up to nearest 10 = 170 charging units

Example 4 Ballarat to Dandenong
Melbourne to Ballarat = 119 charging units
Travel between Melbourne and Dandenong is included in the Ballarat–Melbourne fare.

To/from Zone B to Melbourne (on same line)

Zone B includes 9 railway stations to the north and west of Melbourne whose fares are priced the same as in Zone 1 + 2. V/Line tickets are required for travel to and from Zone B.

Example 5 Lara to Southern Cross
Lara is in Zone B
Melbourne is in Zone 1
Zone B fares apply

Example 6 Donnybrook to Southern Cross
Donnybrook is in Zone B
Melbourne is in Zone 1
Zone B fares apply

First class travel

V/Line provides First class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

First class seating on all long distance services that travel to and from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool must be reserved.

Reserving First class

Customers can reserve First class seats by booking in advance through V/Line stations, V/Line agents and selected metropolitan Premium Stations, or through the PTV call centre on **1800 800 007**.

Bookings on long distance services are opened 100 days in advance of the day of travel. Customers can book any time from this period right up to the time of departure. However, advance booking is encouraged to ensure a First class seat.

First class fares

The First class fare is based on an Economy fare and a First class upgrade fee. First class tickets generally include the Economy fare and the First class upgrade. First class tickets may be purchased wherever V/Line tickets are sold. Customers can also use a First class 'multi card' to upgrade from Economy to First class.

It is important that customer pays for First class fare before boarding. The upgrade can be bought along with the Economy ticket, or separately before travel. Conductors will only sell First class upgrades to customers boarding at unstaffed stations.

First class ticket



The First class upgrade fee

The First class upgrade fee is the same for all ticket types, and applies to full and concession fares.

First class upgrades for regular travellers (Multi Cards)

For a discount fare Regular First class travellers, including people with periodical tickets, can purchase a First class upgrade Multi Card which includes:

- 10 First class upgrades for journeys that are less than 100 charging units or;
- 5 First class upgrades for journeys that are greater than 100 charging units.

For customer convenience these upgrade cards are undated and are clipped by the conductor on board to validate the First class journey at the time of travel.

Conductors will clip:

- ONE upgrade from the card for customers travelling less than 100 charging units;
- TWO upgrades for customers travelling more than 100 charging units.

Distance	Single trip	Multi card
Less than 100 c/u	\$4.00	\$35.00
100 c/u or greater	\$8.00	

The First class upgrade is available from stations, V/Line agents and from the conductor onboard the train.

Refunds on First class upgrades

Refunds on First class will be available when First class carriages are not available due to operational changes in trains or the First class carriage is full on short distance services.

Refunds are not available for First class multi cards as the card is not clipped if the service does not run.

Customers can receive refunds from all staffed V/Line stations, V/Line agents (if ticket was sold there) selected metropolitan Premium Stations or by sending the First class upgrade refund slip to:

V/Line Customer Relations
Reply Paid 5343
Melbourne Victoria 3001

Please note: conductors do not provide refunds on board V/Line services.

What is the best way to purchase First class upgrades?

Long distance customers are encouraged to buy the First Class upgrade as part of their ticket and make a booking at the time of the purchase. This way the upgrade is part of their ticket and a seat is guaranteed.

Short distance customers are encouraged to buy a First class Multi Card so they can choose to travel in First class when they want. This provides customers with the flexibility of using both First class and Economy services. It also removes the need for refunds if the service they are travelling on does not have a First class carriage.

Reservations

Reservations are compulsory on most coach services, all Link services, all Mildura coach services, and long distance trains travelling to/from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool. For more information, check timetables on the V/Line website (vline.com.au) or call **1800 800 007**. Reservations may be made wherever V/Line tickets are sold or by calling **1800 800 007**.

Choosing the right ticket

V/Line tickets can be used on any V/Line train or coach service operating between the origin and destination printed on the ticket. A reservation is compulsory on all long distance services.

V/Line ticket holders with Single and Off-peak Single tickets to/from Melbourne or to/from some regional city stations have one hour of included travel before and after their journey in the metropolitan zone(s) or regional city network printed on their ticket. Customers must get their tickets endorsed for included travel at the Customer Service Centre of a metropolitan Premium Station or at a staffed V/Line station.

V/Line ticket holders with Day Return, Off-peak Day Return, Weekly, Monthly, Date-to-Date and Yearly tickets to/from Melbourne or to/from some regional city stations have included all day travel before and after their V/Line journey within the zone(s) or regional city network printed on their ticket.

Codes printed on V/Line tickets denote the included metropolitan zones or regional city bus networks as follows: Z1 + 2 = metropolitan Zone 1 + 2, Z2 = metropolitan Zone 2; BTS = Ballarat Transit Service, Bendigo Transit, GTS = Geelong Transit, T/Bus = Town Bus (in Moe, Morwell or Traralgon).

Single

Allows one trip from the origin to the destination on the date printed on the ticket (until 3am the following day). No stopovers are permitted.

Off-peak Single

Allows one trip from the origin to the destination on the date printed on the ticket on Off-peak services, (until 3am the following day). No stopovers are permitted.

Concession Off-peak Single tickets are not available on Weekends. For Off-peak ticket rules see below.

Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 3 am the following day). For return travel on different days, purchase two Single tickets.

Off-peak Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket on Off-peak services (until 3am the following day). For Off-peak return travel on different days, purchase two Off-peak Single tickets.

Concession Off-peak Daily tickets are not available on Weekends. For Off-peak ticket rules, see below.

Peak/Off-peak ticket conditions

Passengers with Off-peak Single and Off-peak Daily tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders Street, Richmond or North Melbourne) before 9 am, or services scheduled to depart Melbourne between 4 pm and 6 pm.

Concession Off-peak Single and Concession Off-peak Daily tickets are not valid for travel on weekends. Concession passengers may use Concession Single or Concession Day Return tickets on weekends. Full fare Off-peak Single and Full Fare Off-peak Daily tickets are valid (without time restrictions) on weekends.

On public holidays, Full Fare and Concession Off-peak tickets are available without time restrictions.

Customers holding an Off-peak ticket travelling on a Peak service must purchase an 'Off-peak to Peak Upgrade – Single Trip'.

Weekly

Weekly tickets allow unlimited travel between the origin and destination printed on the ticket, for seven consecutive days.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3 am on Tuesday). A weekly ticket used between midnight and 3 am must be valid for the previous day.

Monthly

Monthly tickets allow unlimited travel between the origin and destination printed on the ticket, for a month.

The ticket expires one month from the start date printed on the ticket. For example, a ticket valid for travel from 15 June will expire at the end of services for 14 July (3 am on 15 July). A ticket first valid for travel on 30 or 31 January or on 1 February will expire on 29 February in a leap year, or on 28 February otherwise. A monthly ticket used between midnight and 3am must be valid for the previous day.

Date-to-Date

Date-to-Date tickets allow unlimited travel between the origin and destination printed on the ticket, for the number of weeks nominated by the passenger. The passenger may purchase tickets for the following durations:

- 10 to 52 weeks (Full Fare/Concession/Student).

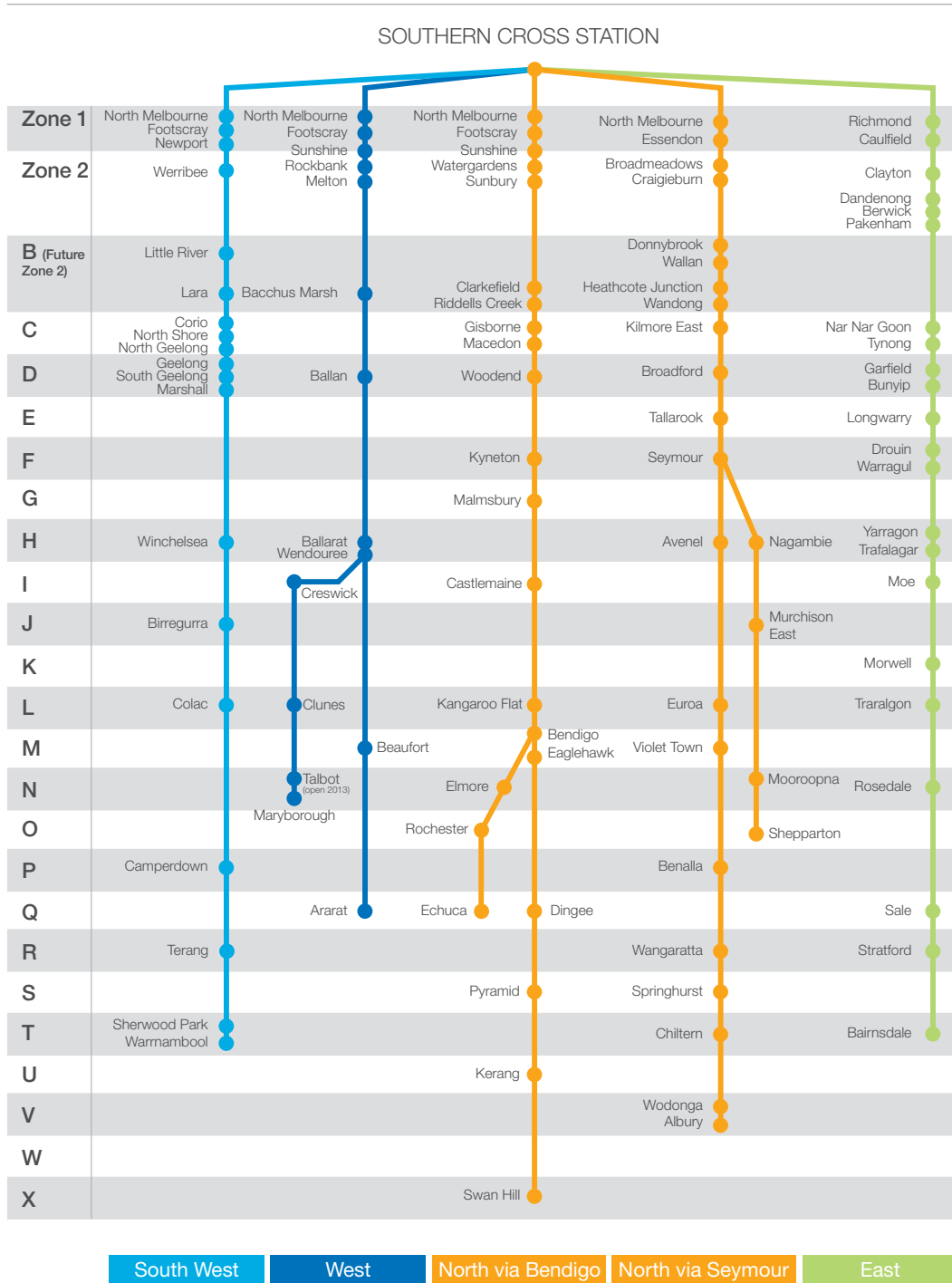
The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required. A date-to-date ticket used between midnight and 3am must be valid for the previous day. The ticket expires at 3 am on the day following the expiration date on the ticket.

Yearly

The yearly ticket provides travel from nine V/Line stations (Little River, Donnybrook, Wallan, Lara, Bacchus Marsh, Clarkefield, Riddells Creek, Heathcote Junction and Wandong) and three V/Line coach stops (Tooradin, Kinglake West and Five Ways) to Melbourne.

The V/Line Yearly Ticket allows unlimited travel between one of the above locations and Zone 1 until the expiry date printed on the ticket. The ticket expires at 3am on the day following the expiry date on the ticket. First class and concession V/Line Yearly tickets are not available. The ticket costs \$2158.00.

V/Line rail services – Zones to/from Zone 1



V/Line Fare Table 2013

No First class fares. First class fare is now a two-tier flat fee upgrade on relevant economy fare

CHARGING UNITS NOT EXCEEDING	SINGLE		DAILY		OFF-PEAK SINGLE		OFF-PEAK DAILY		OFF-PEAK EXTN SINGLE		WEEKLY		MONTHLY		DATE TO DATE		C/U	
	ZONE	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	STUDENT CONC	FULL	STUDENT CONC	FULL		STUDENT CONC
Weekly Unit Rate																		
	B	6.90	4.00	12.70	6.70	n/a	n/a	n/a	n/a	n/a	n/a	59.20	29.60	202.00	101.00	n/a	n/a	B
10		2.20	1.10	4.40	2.20	2.20	1.10	4.40	2.20	0.00	0.00	19.60	9.80	85.40	42.70	19.60	9.80	10
20		3.60	1.80	7.20	3.60	3.60	1.80	7.20	3.60	0.00	0.00	34.80	17.40	148.00	74.00	34.00	17.00	20
30		4.20	2.10	8.40	4.20	4.00	2.00	8.00	4.00	0.20	0.10	38.80	19.40	158.00	79.00	36.40	18.20	30
40		5.60	2.80	11.20	5.60	4.20	2.10	8.40	4.20	1.40	0.70	42.00	21.00	168.00	84.00	38.60	19.30	40
50		6.20	3.10	12.40	6.20	4.40	2.20	8.80	4.40	1.80	0.90	44.00	22.00	176.00	88.00	40.40	20.20	50
60		7.80	3.90	15.60	7.80	5.40	2.70	10.80	5.40	2.40	1.20	54.40	27.20	209.20	104.60	48.20	24.10	60
70	C	9.60	4.80	19.20	9.60	6.80	3.40	13.60	6.80	2.80	1.40	64.00	32.00	230.20	115.10	53.00	26.50	70
80	D	11.00	5.50	22.00	11.00	7.80	3.90	15.60	7.80	3.20	1.60	73.20	36.60	263.40	131.70	60.20	30.10	80
90	E	12.60	6.30	25.20	12.60	8.80	4.40	17.60	8.80	3.80	1.90	77.80	38.90	279.80	139.90	62.20	31.10	90
100	F	14.40	7.20	28.80	14.40	10.00	5.00	20.00	10.00	4.40	2.20	83.40	41.70	300.00	150.00	64.40	32.20	100
110	G	15.80	7.90	31.60	15.80	11.00	5.50	22.00	11.00	4.80	2.40	92.00	46.00	331.20	165.60	66.80	33.40	110
120	H	17.80	8.90	35.60	17.80	12.40	6.20	24.80	12.40	5.40	2.70	97.80	48.90	352.20	176.10	69.80	34.90	120
130	I	19.60	9.80	39.20	19.60	13.80	6.90	27.60	13.80	5.80	2.90	105.80	52.90	380.60	190.30	71.00	35.50	130
140	J	21.20	10.60	42.40	21.20	14.80	7.40	29.60	14.80	6.40	3.20	113.00	56.50	407.20	203.60	74.60	37.30	140
150	K	23.40	11.70	46.80	23.40	16.40	8.20	32.80	16.40	7.00	3.50	119.40	59.70	430.20	215.10	76.80	38.40	150
160	L	25.20	12.60	50.40	25.20	17.60	8.80	35.20	17.60	7.60	3.80	127.60	63.80	458.60	229.30	78.40	39.20	160
170	M	27.00	13.50	54.00	27.00	19.00	9.50	38.00	19.00	8.00	4.00	134.00	67.00	483.40	241.70	80.60	40.30	170
180	N	28.40	14.20	56.80	28.40	19.80	9.90	39.60	19.80	8.60	4.30	141.60	70.80	510.00	255.00	83.20	41.60	180
190	O	30.20	15.10	60.40	30.20	21.20	10.60	42.40	21.20	9.00	4.50	150.20	75.10	540.60	270.30	84.20	42.10	190
200	P	31.80	15.90	63.60	31.80	22.20	11.10	44.40	22.20	9.60	4.80	156.80	78.40	565.20	282.60	85.40	42.70	200
220	Q	35.00	17.50	70.00	35.00	24.60	12.30	49.20	24.60	10.40	5.20	172.40	86.20	620.40	310.20	90.40	45.20	220
240	R	38.00	19.00	76.00	38.00	26.60	13.30	53.20	26.60	11.40	5.70	189.80	94.90	683.00	341.50	94.80	47.40	240
260	S	40.80	20.40	81.60	40.80	28.60	14.30	57.20	28.60	12.20	6.10	204.00	102.00	734.80	367.40	102.00	51.00	260
280	T	44.40	22.20	88.80	44.40	31.00	15.50	62.00	31.00	13.40	6.70	221.60	110.80	797.40	398.70	110.80	55.40	280
300	U	47.40	23.70	94.80	47.40	32.00	16.00	64.00	32.00	15.40	7.70	237.00	118.50	852.80	426.40	118.40	59.20	300
320	V	50.40	25.20	100.80	50.40	32.20	16.10	64.40	32.20	18.20	9.10	252.20	126.10	908.20	454.10	126.20	63.10	320
340	W	53.60	26.80	107.20	53.60	34.20	17.10	68.40	34.20	19.40	9.70	267.60	133.80	963.60	481.80	133.80	66.90	340
360	X	56.20	28.10	112.40	56.20	35.80	17.90	71.60	35.80	20.40	10.20	281.00	140.50	1011.60	505.80	140.60	70.30	360
380	Y	57.20	28.60	114.40	57.20	36.40	18.20	72.80	36.40	20.80	10.40	286.20	143.10	1030.00	515.00	143.00	71.50	380
400	Z	58.60	29.30	117.20	58.60	37.40	18.70	74.80	37.40	21.20	10.60	292.80	146.40	1054.00	527.00	146.40	73.20	400
450	AA	60.80	30.40	121.60	60.80	38.80	19.40	77.60	38.80	22.00	11.00	303.60	151.80	1092.80	546.40	151.80	75.90	450
500	BB	63.80	31.90	127.60	63.80	40.60	20.30	81.20	40.60	23.20	11.60	319.00	159.50	1148.20	574.10	159.40	79.70	500
550	CC	66.80	33.40	133.60	66.80	42.60	21.30	85.20	42.60	24.20	12.10	333.80	166.90	1201.80	600.90	167.00	83.50	550
600	DD	69.60	34.80	139.20	69.60	44.20	22.10	88.40	44.20	25.40	12.70	347.60	173.80	1251.60	625.80	173.80	86.90	600
650	EE	71.40	35.70	142.80	71.40	45.40	22.70	90.80	45.40	26.00	13.00	356.80	178.40	1284.80	642.40	178.40	89.20	650
700	FF	77.00	38.50	154.00	77.00	49.00	24.50	98.00	49.00	28.00	14.00	385.20	192.60	1386.40	693.20	192.60	96.30	700
750	GG	81.40	40.70	162.80	81.40	51.80	25.90	103.60	51.80	29.60	14.80	406.60	203.30	1463.80	731.90	203.40	101.70	750
800	HH	84.40	42.20	168.80	84.40	53.80	26.90	107.60	53.80	30.60	15.30	421.60	210.80	1517.40	758.70	210.80	105.40	800
800+	II	84.40	42.20	168.80	84.40	53.80	26.90	107.60	53.80	30.60	15.30	421.60	210.80	1517.40	758.70	210.80	105.40	800+

For travel between stations in Zone B on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 fare. For travel between stations in Zone B and Zone 2 on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 fare. For travel between two Zone B stations on a different line or a Zone B and Zone 2 station on a different line, a V/Line ticket will be issued with a price consistent with two Zone 1 + 2 fares.

~ As there is no Off-peak 2hr ticket in the metropolitan system, no Off-peak Single tickets are available between the City and Zone B locations.

'Melbourne to' charging units and fare codes

Melbourne to	Stop code	Charging units	Fare code	Melbourne to	Stop code	Charging units	Fare code
Adelaide City	ADC			Bacchus Marsh	BAH	50 I/U	B
(Via Wolsley)		774 I/C	HH	Bairnsdale	BSJ	274 I/C	T
(Via Murrayville)		804 I/C	II	Ballan	BLN	80 I/U	D
Adelaide Hills	ADT	774 I/C	HH	Ballarat	BXT	119 I/U	H
Aircraft	ACF	50 MET	ZONE 2	Ballendella	BLA	198 I/C	P
Aireys Inlet	AII	148 I/C	K	Balranald (NSW)	BZD	441 I/C	AA
Alamein	ALM	0 MET	ZONE 1	Bannerton t/o	BNN	473 I/C	BB
Alberton	AEN	214 I/C	Q	Bannockburn	BKN		
Albion	ALB	0 MET	ZONE 1	(Via Geelong)		98 I/U	F
Albury (NSW)	ABX	320 I/C	V	(Via Ballarat)		182 I/U	O
Alexandra	AXD	130 I/C	I	Barham (NSW)	BVM	285 I/C	U
Allendale	ALL	144 I/C	K	Barmah	BAV	210 I/C	Q
Alphington	ALP	0 MET	ZONE 1	Barooga (NSW)	BAX	252 I/C	S
Altona	ALT	0 MET	ZONE 1/2	Barraport	BPO	285 I/C	U
Anderson	ANS	108 I/C	G	Bass	BAS	107 I/C	G
Anglesea	ALS	129 I/C	I	Batemans Bay (NSW)	BTY	826 I/C	II
Annuello T/O	ANU	455 I/C	BB	Batesford	BSD		
Anstey	ASY	0 MET	ZONE 1	(Via Geelong)		83 I/U	E
Apollo Bay	APB	220 I/C	Q	(Via Ballarat)		197 I/U	P
Ararat	ARY	211 I/C	Q	Batman	BAT	0 MET	ZONE 1
Armadale	ARM	0 MET	ZONE 1	Baxter	BXR	50 MET	ZONE 2
Ardeer	ARR	50 MET	ZONE 2	Bay of Islands	BAZ	321 I/C	W
Ascot	ASC	146 I/C	K	Bayswater	BAY	50 MET	ZONE 2
Ascot Vale	ASV	0 MET	ZONE 1	Beaconsfield	BCD	50 MET	ZONE 2
Ashburton	ASH	0 MET	ZONE 1	Bealiba	BEI	222 I/C	R
Aspendale	ASP	50 MET	ZONE 2	Bears Lagoon	BRL	230 I/C	R
Auburn	AUB	0 MET	ZONE 1	Beaufort	BFR	165 I/C	M
Avalon (Airport)	AVL	60 I/U	Special	Beechworth	BHW	280 I/C	T
Avenel	AVN	116 I/C	H	Bega (NSW)	BGA	693 I/C	FF
Avoca	AVC	180 I/C	N	Belgrave	BEG	50 MET	ZONE 2
Balaclava	BCV	0 MET	ZONE 1	Bell	BEL	0 MET	ZONE 1

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Bellbrae	BEL	113	I/U	H	Buangor	BUR	188	I/C	O
Bell Park	BPA	81	I/U	E	Buccleuch (SA)	BCH	664	I/C	FF
Bells Beach T/O	BBV	114	I/C	H	Buffalo T/O	BFO	153	I/C	L
Belmont	BMV	73	I/U	D	Bullarto	BTO	109	I/C	G
Bemm River T/O	BRT	459	I/C	BB	Bunbartha	BHA	239	I/C	R
Benalla	BEN	195	I/C	P	Buninyong	BIY			
Bendigo	BXG	162	I/C	M	(Via Geelong)		150	I/U	K
Bentleigh	BEN	0	MET	ZONE 1/2	(Via Ballarat)		130	I/U	I
Berrigan (NSW)	BGN	305	I/C	V	Bunyip	BYP	78	I/U	D
Berriwillock	BWC	363	I/C	Y	Burnley	BLY	0	MET	ZONE 1
Berwick	BEK	50	MET	ZONE 2	Burrumbeet	BUT	138	I/C	J
Beulah	BLX	384	I/C	Z	Burwood	BWD	0	MET	ZONE 1
Birchip	BHP	346	I/C	X	Buxton	BST	110	I/C	G
Birregurra	BGU	134	I/C	J	Byaduk	BYA	354	I/C	Z
Bittern	BIT	50	MET	ZONE 2	Byaduk North	BYN	363	I/C	Y
Blackburn	BBN	50	MET	ZONE 2	Cabbage Tree Creek	CBV	450	I/C	AA
Blampied	BPD	164	I/C	M	Camberwell	CAM	0	MET	ZONE 1
Bodalla (NSW)	BOD	805	I/C	II	Campbellfield	CMF	50	MET	ZONE 2
Bombala (NSW)	BOL	614	I/C	EE	Campbelltown	CAM	166	I/C	M
Bonbeach	BON	50	MET	ZONE 2	Camperdown	CDN	198	I/C	P
Bonnie Doon	BDN	189	I/C	O	Canberra A.C.T.	CBR			
Boort	BOT	272	I/C	T	(Via Bairnsdale)		824	I/C	II
Bordertown (SA)	BOR	483	I/C	BB	(Via Albury)		760	I/C	HH
Boronia	BOR	50	MET	ZONE 2	Canberra City	JOC	760	I/C	HH
Borong	BOU	251	I/C	S	Cannie	CNN	320	I/C	V
Boundary Bend	BYB	450	I/C	AA	Cann River	CVV	521	I/C	CC
Box Hill	BXH	50	MET	ZONE 2	VIC/NSW border				
Bridgewater	BWE	203	I/C	Q	Canterbury	CBY	0	MET	ZONE 1/2
Bright	BIT	320	I/C	V	Cape Paterson	CPP	140	I/C	J
Brighton Beach	BBH	0	MET	ZONE 1/2	Caramut	CRU	276	I/C	T
Brim	BRZ	368	I/C	Y	Cardigan Village	CAD	128	I/C	I
Broadford	BRF	75	I/U	D	Cardinia Road	CDA	50	MET	ZONE 2
Broadmeadows	BRQ	50	MET	ZONE 2	Carisbrook	CSK	173	I/C	N
Broomfield	BMD	139	I/C	J	Carnegie	CNE	0	MET	ZONE 1
Brunswick	BWK	0	MET	ZONE 1	Carrajung	CAR	187	I/C	O

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Carrum	CAR	50	MET	ZONE 2	Cowes	COE	120	I/C	H
Carwarp	CWP	533	I/C	CC	Cowwarr	CWV	183	I/C	O
Casterton	CST	381	I/C	Z	Craigieburn	CRA	50	MET	ZONE 2
Castlemaine	CME	125	I/C	I	Cranbourne	CQR	50	MET	ZONE 2
Caulfield	CFL	0	MET	ZONE 1	Creswick	CRK	130	I/C	I
Charlton	CHN	279	I/C	T	Crib Point	CPT	50	MET	ZONE 2
Chatham	CHM	0	MET	ZONE 1/2	Croxton	CXT	0	MET	ZONE 1
Chelsea	CSA	50	MET	ZONE 2	Croydon	CQQ	50	MET	ZONE 2
Cheltenham	CTM	50	MET	ZONE 2	Culgoa	CLG	349	I/C	X
Chiltern	CLR	271	I/C	T	Dadswells Bridge	DAD	269	I/C	T
Clarendon	CLX				Daisy Hill	DAI	179	I/C	N
(Via Geelong)		140	I/U	J	Dalyston	DLN	122	I/C	I
(Via Ballarat)		140	I/U	J	Dandenong	DNG	50	MET	ZONE 2
Clarkefield	CFD	50	I/U	B	Darebin	DBN	0	MET	ZONE 1
Clayton	CTO	50	MET	ZONE 2	Darling	DAR	0	MET	ZONE 1/2
Clifton Hill	CHL	0	MET	ZONE 1	Darlington	DGT	221	I/C	R
Clunes	CUE	156	I/C	L	Darlington Point	DPT	435	I/C	AA
Coal Creek	CLC	111	I/C	H	Darnum	DRM	106	I/U	G
Cobargo (NSW)	CXB	733	I/C	GG	Dartmoor	DTR	437	I/C	AA
Cobram	CRM	250	I/C	S	Daylesford	DFD	109	I/C	G
Coburg	CBU	0	MET	ZONE 1	Deer Park	DRP	50	MET	ZONE 2
Cohuna	COH	273	I/C	T	Deniliquin	DNQ	240	I/C	R
Colac	XCO	153	I/C	L	Dennis	DEN	0	MET	ZONE 1
Colbinabbin	CIV	130	I/C	I	Derrinallum	DLM	198	I/C	P
Coleambally (NSW)	CML	400	I/C	Z	Devenish	DEV	222	I/C	R
Coleraine	CRE	352	I/C	X	Diamond Creek	DCK	50	MET	ZONE 2
Collingwood	CWD	0	MET	ZONE 1	Diggers Rest	DIT	50	MET	ZONE 2
Coolaroo	CLO	50	MET	ZONE 2	Dimboola	DIM	362	I/C	Y
Cooma (NSW)	OOM	704	I/C	GG	Dingee	DIG	211	I/C	Q
Coombah	CBA	689	I/C	FF	Donald	DLD	294	I/C	U
Coonalpyn S.A.	CPY	594	I/C	DD	Donnybrook	DBK	50	I/U	B
Corinella	CRL	99	I/C	F	Drouin	DOU	91	I/U	F
Corio	COR	64	I/U	C	Dudley	DUD	127	I/C	I
Coronet Bay	CNY	99	I/C	F	Dunach	DUH	169	I/C	M
Corop	CRP	168	I/C	M	Dunkeld	DUK	287	I/C	U
Corowa (NSW)	CWW	283	I/C	U	Dunolly	DOY	217	I/C	Q

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Durham ox	DHX	260	I/C	S	Flagstaff	FGS	0	MET	ZONE 1
Eaglehawk	EAG	170	I/C	M	Flemington Bridge	FBD	0	MET	ZONE 1
Eaglemont	EGM	0	MET	ZONE 1/2	Flemington r/c	FRC	0	MET	ZONE 1
Eagle Point	EAP	320	I/C	V	Flinders St	MFS	0	MET	ZONE 1
East Camberwell	ECM	0	MET	ZONE 1	Flowerdale	FLE	77	I/C	D
East Trentham	ETM	103	I/U	G	Footscray	FTY	0	MET	ZONE 1
Eastern View	ESV	153	I/C	K	Foster	FOR	173	I/C	N
East Malvern	EMV	0	MET	ZONE 1/2	Frankston	FKN	50	MET	ZONE 2
East Richmond	ERM	0	MET	ZONE 1	Galaquil	GLQ	378	I/C	Y
Echuca	ECA	220	I/C	Q	Gardenvale	GVE	0	MET	ZONE 1
Echuca South	EAS	214	I/C	Q	Gardiner	GAR	0	MET	ZONE 1
Echuca Station	ECH	220	I/C	Q	Garfield	GAF	74	I/U	D
Echuca Roadhouse	ECB	220	I/C	Q	Geelong	GEX	73	I/U	D
Eden (NSW)	QDN	614	I/C	EE	Genoa	GEO	569	I/C	DD
Edithvale	EDI	50	MET	ZONE 2	Geranium (SA)	GNM	636	I/C	EE
Eildon	EIL	150	I/C	K	Gheringhap	GHP			
Elaine	EAI				(Via Geelong)		92	I/U	F
(Via Geelong)		130	I/U	I	(Via Ballarat)		188	I/U	O
(Via Ballarat)		150	I/U	K	Ginifer	GFR	50	MET	ZONE 2
Elmore	EMR	173	I/C	N	Gipsy Point (NSW)	GIP	580	I/C	DD
Elsternwick	ELS	0	MET	ZONE 1	Girgarre	GIV	159	I/C	L
Eltham	ELT	50	MET	ZONE 2	Gisborne	GSB	64	I/U	C
Emu	EMU	234	I/C	R	Glen Iris	GIR	0	MET	ZONE 1
Epping	EPP	50	MET	ZONE 2	Glen Thompson	GTN	269	I/C	T
Essendon	ESE	0	MET	ZONE 1	Glenburn	GEN	116	I/C	H
Euroa	EOA	151	I/C	L	Glenbervie	GBV	0	MET	ZONE 1
Euston	EUS	492	I/C	BB	Glenferrie	GFE	0	MET	ZONE 1
Everton	EVT	258	I/C	S	Glengarry	GGR	167	I/C	M
Fairfield	FFD	0	MET	ZONE 1	Glenhuntly	GHY	0	MET	ZONE 1
Fairhaven	FHV	149	I/C	K	Glenloth T/O	GNT	295	I/C	U
Fawkner	FAK	0	MET	ZONE 1/2	Glenorchy	GCY	262	I/C	T
Ferntree Gully	FTG	50	MET	ZONE 2	Glenrowan	GWN	219	I/C	Q
Finley (NSW)	FLY	282	I/C	U	Glenroy	GRY	0	MET	ZONE 1
Fish Creek	FCK	160	I/C	L	Glen Waverley	GWY	50	MET	ZONE 2
Five Ways	FIW	50	I/C	B	Goorambat	GBT	212	I/C	Q

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Goornong	GNN	172	I/C	N	Heyfield	HEY	194	I/C	P
Gordon	GDN	90	I/U	F	Heyington	HEY	0	MET	ZONE 1
Gormandale	GOR	179	I/C	N	Heywood	HWD	387	I/C	Z
Gowrie	GOW	50	MET	ZONE 2	Highett	HIG	50	MET	ZONE 2
Grantville	GVV	94	I/C	F	Holbrook (NSW)	HLB	440	I/C	AA
Great Western	GTW	234	I/C	R	Holmesglen	HOL	0	MET	ZONE 1
Gredgwin	GDW	291	I/C	U	Hopetoun	HTU	410	I/C	AA
Greensborough	GRN	50	MET	ZONE 2	Hoppers Crossing	HKG	50	MET	ZONE 2
Griffith (NSW)	GFF	475	I/C	BB	Horsham	HSM	327	I/C	W
Grovedale	GRO	73	I/U	D	Hughesdale	HUG	0	MET	ZONE 1
Guildford	GID				Huntingdale	HUN	0	MET	ZONE 1
(Via Castlemaine)		136	I/C	J	Hurstbridge	HBE	50	MET	ZONE 2
(Via Ballarat)		219	I/C	Q	Illowa	ILW	273	I/C	T
Gunbower	GNR	263	I/C	T	Inglewood	ING	211	I/C	Q
Gundagai (NSW)	GGI	600	I/C	DD	Inverloch	IVK	143	I/C	K
Haddon	HDN	123	I/U	I	Irymple	IRY	559	I/C	DD
Hallam	HLM	50	MET	ZONE 2	Ivanhoe	IVA	0	MET	ZONE 1
Halls Gap	HAG	311	I/C	V	Jabuk (SA)	JAB	647	I/C	EE
Hamilton	HLT	318	I/C	V	Jacana	JAC	50	MET	ZONE 2
Hampton	HAM	50	MET	ZONE 2	Jan Juc T/O	JJC	94	I/C	F
Harcourt	HRC				Jerilderie (NSW)	JRD	341	I/C	X
(Via Castlemaine)		135	I/C	J	Jewell	JWL	0	MET	ZONE 1
(Via Ballarat)		240	I/C	R	Johnsonville	JOH	305	I/C	V
Hartwell	HWL	50	MET	ZONE 2	Jolimont	JLI	0	MET	ZONE 1
Hastings	HST	50	MET	ZONE 2	Jordanville	JOR	50	MET	ZONE 2
Hattah	HTT	499	I/C	BB	Kalimna	KAL	337	I/C	W
Hawksburn	HKN	0	MET	ZONE 1	Kalimna West	KAW	335	I/C	W
Hawkesdale	HWE	300	I/C	U	Kananook	KAN	50	MET	ZONE 2
Hawthorn	HAW	0	MET	ZONE 1	Kangaroo Flat	KFT	157	I/C	L
Healesville	HVE	61	MET	C	Kaniva	KAV	438	I/C	AA
Heathcote	HCE	100	I/C	F	(Vic/sa border)				
Heathcote Junction	HJN	50	I/U	B	Kaarimba	KMA	210	I/C	S
Heatherdale	HTD	50	MET	ZONE 2	Katunga	KAU	226	I/C	R
Heathmont	HMT	50	MET	ZONE 2	Keilor Plains	KPL	50	MET	ZONE 2
Heidelberg	HDB	0	MET	ZONE 1	Keith S.A.	KTH	528	I/C	CC
Hepburn Springs	HEP	116	I/U	H	Kennett River	KRV	197	I/C	P
Hexham	HXA	259	I/C	S	Kensington	KEN	0	MET	ZONE 1

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Keon Park	KPK	50	MET	ZONE 2	Latrobe Hospital	LRH	150	I/U	K
Kerang	KRA	289	I/C	U	Latrobe University	LUV	0	MET	ZONE 1
Kew	KEW	0	MET	ZONE 1	Lavers Hill	LVH	269	I/C	T
Kiata	KIA	386	I/C	Z	Learmonth	LEM	141	I/C	K
Kilcunda	KLD	116	I/C	H	Leawarra	LWA	50	MET	ZONE 2
Kilmore	KIL	63	I/C	C	Leitchville	LEI	269	I/C	T
Kilmore Central	N/A	50	MET	ZONE 2	Leonards Hill H	LHH	103	I/U	G
Kilmore East	KET	63	I/U	C	Leongatha	LEG	126	I/C	I
Kinglake West	KLW	50	I/C	B	Lethbridge	LBR			
Koo Wee Rup	KWE	66	I/C	C	(Via Geelong)		104	I/U	G
Koondrook	KOV	283	I/C	U	(Via Ballarat)		176	I/U	N
Koonoomoo	KOO	255	I/C	S	Lexton	LEX	179	I/C	N
Kooyong	KYG	0	MET	ZONE 1	Lillimur	LIR	448	I/C	AA
Koroit	KRO	278	I/C	T	Lilydale	LYL	50	MET	ZONE 2
Korong Vale	KVE	243	I/C	S	Lindenow T/O	LIW	257	I/C	S
Korweinguboora	KOR	101	I/U	G	Linton	LTO	159	I/C	L
Korumburra	KBA	111	I/C	H	Lismore	LMO	196	I/C	P
Kyabram	KYB	180	I/C	N	Little River	LTR	50	I/U	B
Kyneton	KYN	92	I/U	F	Loch	LOH	95	I/C	F
Laburnum	LAB	50	MET	ZONE 2	Loch-ard Gorge	LOC	300	I/C	U
Lake Boga	LBG	330	I/C	W	Lockington	LKN	204	I/C	Q
Lake Bolac	LBC	227	I/C	R	Lockwood	LOK	148	I/C	R
Lake Charm	LCH	305	I/C	V	London Bridge	LON	318	I/C	V
Lake Tyers Beach	LTB	344	I/C	X	Longwarry	LWY	83	I/U	E
Lake Tyers T/O	LTT	344	I/C	X	Lorne	LRN	171	I/C	N
Lakes Entrance	LKE	339	I/C	W	Lynbrook	LBK	50	MET	ZONE 2
Lal Lal	LLV	140	I/U	J	Lyonville	LYV	109	I/C	G
Lalbert	LLB	331	I/C	W	Macarthur	MAC	344	I/C	X
Lalor	LAL	50	MET	ZONE 2	Macaulay	MAC	0	MET	ZONE 1
Lameroo S.A.	LAM	603	I/C	EE	Macedon	MDN	70	I/U	C
Lancaster	LAR	219	I/C	Q	Macleod	MCD	50	MET	ZONE 2
Lancefield	LNI	89	I/C	E	Maffra	MFA	206	I/C	Q
Lang Lang	LAG	76	I/C	D	Maiden Gully	MAI	170	I/C	M
Langi Kal Kal	LKK	160	I/C	L	Maindample	MDP	197	I/C	P
Laverton	LAV	0	MET	ZONE 1	Maldon	MLD	141	I/C	K
Lara	LRA	50	I/U	B	Mallacoota	MAL	589	I/C	DD
Lascelles	LAS	417	I/C	AA	Malmsbury	MMS	102	I/C	G

Melbourne to	Stop code	Charging units	Fare code	Melbourne to	Stop code	Charging units	Fare code		
Malvern	MAL	0	MET	ZONE 1	Moe	MOE	129	I/U	I
Manangatang	MGN	427	I/C	AA	Mogo (NSW)	MGO	827	I/C	II
Mansfield	MFX	211	I/C	Q	Molesworth	MSW	146	I/C	K
Marlo	MLO	435	I/C	AA	Monegeeta	MGA	61	I/U	B
Marnoo	MAN	276	I/C	T	Mont Albert	MAB	0	MET	ZONE 1
Marong	MRN	181	I/C	O	Montmorency	MMY	50	MET	ZONE 2
Marshall	MAR	79	I/U	D	Moolort T/O	MVO	162	I/C	M
Maryborough	MYB	180	I/C	N	Moonee Ponds	MPD	0	MET	ZONE 1
Marysville	MAZ	100	I/C	F	Moorabbin	MRN	50	MET	ZONE 2
Mathoura (NSW)	MTA	220	I/C	Q	Moorlands (SA)	MLS	686	I/C	FF
Mckinnon	MCK	0	MET	ZONE 1	Mooroolbark	MLK	50	MET	ZONE 2
Meatian	MTN	342	I/C	X	Mooroopna	MPA	177	I/C	N
Meeniyah	MEY	142	I/C	K	Mordialloc	MOR	50	MET	ZONE 2
Melbourne Central	MCE	0	MET	ZONE 1	Moreland	MLD	0	MET	ZONE 1
Melton	MLT	50	MET	ZONE 2	Mortlake	MOT	245	I/C	S
Mentone	MEN	50	MET	ZONE 2	Moyston	MOY	226	I/C	R
Meredith	MEH				Moruya (NSW)	MYA	805	I/C	II
(Via Geelong)		118	I/U	H	Morwell	MWE	143	I/U	K
(Via Ballarat)		162	I/U	M	Mt. Barker	BAF	752	I/C	HH
Merimbula (NSW)	MIM	660	I/C	FF	Mt. Beauty	MBY	380	I/C	Y
Merinda Park	MPK	50	MET	ZONE 2	Mt. Buller	MTB	SPECIAL		
Merino	MNO	373	I/C	Y	Mt. Egerton	MEI	93	I/U	F
Merlynston	MYN	0	MET	ZONE 1	Mt. Gambier S.A.	MGB	468	I/C	BB
Merri	MER	0	MET	ZONE 1	Mt. Helen	MHV			
Merrigum	MER	166	I/C	M	(Via Geelong)		154	I/U	L
Merton	MTX	175	I/C	N	(Via Ballarat)		126	I/U	I
Middle Brighton	MBN	0	MET	ZONE 1	Mount Waverley	MWY	50	MET	ZONE 2
Middle Footscray	MFY	0	MET	ZONE 1	Mulwala (NSW)	MWL	260	I/C	S
Mildura	MQL	566	I/C	DD	Murchison	MHN	147	I/C	K
Mineral Springs	MSH	95	I/U	F	Murchison East	MST	147	I/C	K
Miner's Rest	MEZ	128	I/U	I	Murray Bridge S.A.	MUB	680	I/C	FF
Mingara Drive	MIN	83	I/U	E	Murrayville	MUY	536	I/C	CC
Minyip	MYP	318	I/C	V	Vic/sa border				
Mitcham	MCH	50	MET	ZONE 2	Murrumbateman (NSW)	MUR	760	I/C	HH
Mitiamo	MTI	229	I/C	R	Murrumbena	MRB	0	MET	ZONE 1
Moama (NSW)	MAM	220	I/C	Q	Murtoa	MUA	298	I/C	U

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Musk	MUX	109	I/C	G	Nowa Nowa	NWW	364	I/C	Y
Muskvale	MUS	108	I/U	G	Nullawil	NWL	333	I/C	W
Myola	MYV	121	I/C	I	Numurkah	NUH	215	I/C	Q
Myrtleford	MFO	290	I/C	U	Nunawading	NWG	50	MET	ZONE 2
Mysia	MYS	258	I/C	S	Nyah	NYH	373	I/C	Y
Nagambie	NGE	126	I/C	I	Nyah West	NYT	371	I/C	Y
Nar Nar Goon	NNG	65	I/U	C	Nyora	NYA	90	I/C	E
Narbethong	NBO	85	I/C	E	Oakleigh	OAH	50	MET	ZONE 1/2
Narooma (NSW)	NMA	774	I/C	HH	Oak Park	OKP	0	MET	ZONE 1
Narrowong	NRO	355	I/C	X	Old Hepburn	OHE	118	I/U	H
Narre Warren	NRW	50	MET	ZONE 2	Officer	OFR	50	MET	ZONE 2
Nathalia	NAH	201	I/C	Q	Orbost	OBT	420	I/C	AA
Navigators	NAV				Ormond	OMD	0	MET	ZONE 1
(Via Geelong)		150	I/U	K	Ouyen	OYN	465	I/C	BB
(Via Ballarat)		130	I/U	I	Pakenham	PAM	50	MET	ZONE 2
Newborough	NWO	132	I/U	J	Pambula (NSW)	PMA	643	I/C	EE
Newbridge	NWB	199	I/C	P	Parilla (SA)	PRA	589	I/C	DD
Newlyn	NLN	150	I/C	K	Parkdale	PKD	50	MET	ZONE 2
Newhaven T/O	NVN	110	I/C	G	Parkville	RMH	0	MET	ZONE 1
Newmarket	NKT	0	MET	ZONE 1	Parliament	PAR	0	MET	ZONE 1
Newmerella	NEW	410	I/C	AA	Parrakie (SA)	PRK	630	I/C	EE
Newport	NWP	0	MET	ZONE 1	Pascoe Vale	PVL	0	MET	ZONE 1
Newstead	NEP	148	I/C	K	Patterson	PAT	50	MET	ZONE 2
Nhill	NHL	400	I/C	Z	Paynesville	PAY	330	I/C	W
Nicholson	NIC	294	I/C	U	Peake (SA)	PKE	659	I/C	FF
Nilma	NLM	102	I/U	G	Penhurst	PSH	303	I/C	V
Nimmitabel	NML	704	I/C	GG	Peterborough	PBR	331	I/C	W
Noble Park	NBK	50	MET	ZONE 2	Piangil	PGL	388	I/C	Z
Noorat	NAT	227	I/C	R	Picola	PIA	205	I/C	Q
North Brighton	NBN	0	MET	ZONE 1	Pimpinio	PIM	342	I/C	X
Northcote	NCE	0	MET	ZONE 1	Pinnaroo S.A.	PNO	563	I/C	DD
North Geelong	NOG	70	I/U	C	Pirron Yallock	PIK	176	I/C	N
North Melbourne	NMB	0	MET	ZONE 1	Point Roadknight	PTN	129	I/C	I
North Richmond	NRM	0	MET	ZONE 1	Pomonal	POM	246	I/C	S
North Shore	NOS	67	I/U	C	Porepunkah	PPK	314	I/C	V
Nth Williamstown	NWN	0	MET	ZONE 1	Port Campbell	PTL	319	I/C	V

Melbourne to	Stop code	Charging units		Fare code	Melbourne to	Stop code	Charging units		Fare code
Port Fairy	PFY	300	I/C	U	San Remo	SNR	109	I/C	G
Portland	PTJ	373	I/C	Y	Sandford	SAN	380	I/C	Y
Prahran	PRA	0	MET	ZONE 1	Sandown Park	SNP	50	MET	ZONE 2
Princetown T/O	PWN	301	I/C	V	Sandringham	SHM	50	MET	ZONE 2
Preston	PRE	0	MET	ZONE 1	Scarsdale	SCD	146	I/C	K
Puckapunyal	PUK	109	I/U	G	Seaford	SEA	50	MET	ZONE 2
Pyalong	PYG	87	I/C	E	Seaholme	SHE	0	MET	ZONE 1
Pyramid	PYD	249	I/C	S	Sea Lake	SEK	383	I/C	Z
Quambatook	QUK	307	I/C	V	Sebastapol	SEB	124	I/C	I
Raywood	ROD	193	I/C	P	Seddon	SEN	0	MET	ZONE 1
Redcliffs	RCF	551	I/C	DD	Serpentine	SPE	220	I/C	Q
Regent	REG	0	MET	ZONE 1	Seymour	SEY	99	I/U	F
Reservoir	RES	0	MET	ZONE 1	Sheep Hills T/O	SHS	332	I/C	W
Richmond	RCH	0	MET	ZONE 1	Shepparton	SHT	182	I/C	O
Riddells Creek	RIK	50	I/U	B	Sherlock (SA)	SHK	672	I/C	FF
Ringwood	RWD	50	MET	ZONE 2	Sherwood Park	SHP	267	I/C	T
Ringwood East	RWE	50	MET	ZONE 2	Showgrounds	SGS	0	MET	ZONE 1
Ripponlea	RIP	0	MET	ZONE 1	Skenes Creek	SKK	206	I/C	Q
Riversdale	RIV	0	MET	ZONE 1	Skipton	SKP	179	I/C	N
Robinvale	RBC	486	I/C	BB	Smeaton	SME	151	I/C	L
Rochester	ROR	188	I/C	O	Smythes Creek	SMK	123	I/C	I
Rockbank	RKB	50	MET	ZONE 2	Smythesdale	SMY	142	I/C	K
Romsey	RMY	79	I/C	D	Somerville	SVE	50	MET	ZONE 2
Rosanna	ROS	50	MET	ZONE 2	South Geelong	SGR	74	I/U	D
Rosebery	RSR	396	I/C	Z	South Kensington	SKN	0	MET	ZONE 1
Rosedale	ROE	179	I/C	N	South Morang	SMG	50	MET	ZONE 2
Royal Park	RPK	0	MET	ZONE 1	South Yarra	SYR	0	MET	ZONE 1
Rupanyup	RUP	297	I/C	U	Southern Cross Stn	MEL	0	MET	ZONE 1
Rushall	RUS	0	MET	ZONE 1	Southland CP	SCP	81	I/U	E
Rushworth	RTH	140	I/C	J	Sovereign Hill	SVH	123	I/U	I
Rutherglen	RTG	272	I/C	T	Speed	SPD	426	I/C	AA
Ruthven	RUT	50	MET	ZONE 2	Spotswood	SPW	0	MET	ZONE 1
St. Albans	SAB	50	MET	ZONE 2	Spring Creek	SPK	190	I/C	R
St. Arnaud	STA	255	I/C	S	Springhurst	SPT	257	I/C	S
St. James	SNJ	228	I/C	R	Springvale	SPG	50	MET	ZONE 2
Sailors Falls	SAF	105	I/U	G	Stanhope	SNP	148	I/C	K
Sale	SXE	206	I/C	Q	Stawell	SWC	241	I/C	S

Melbourne to	Stop code	Charging units	Fare code	Melbourne to	Stop code	Charging units	Fare code		
Stonehut Road	SRD	86	I/U	E	Tocumwal (NSW)	TCW	259	I/C	S
Stoneyford	SOF	176	I/C	N	Tongala	TGV	192	I/C	P
Stony Point	STNY	50	MET	ZONE 2	Tooborac	TBE	95	I/C	F
Strangeways	STS	144	I/C	K	Tooleen	TOE	121	I/C	I
Stratford	STD	221	I/C	S	Tooleybuc (NSW)	TYU	390	I/C	Z
Strathmerton	STN	235	I/C	R	Toongabbie	TGB	175	I/C	N
Strathmore	STM	O	MET	ZONE 1	Toora	TOO	183	I/C	O
Streatham	SRM	206	I/C	Q	Tooradin	TDN	50	I/C	B
Sunbury	SUY	50	MET	ZONE 2	Toorak	TOR	0	MET	ZONE 1
Sunshine	SSH	50	MET	ZONE 1/2	Tooronga	TGA	0	MET	ZONE 1
Surrey Hills	SHL	0	MET	ZONE 1	Torquay	TQA	94	I/C	F
Swan Hill	SWH	345	I/C	X	Torrumbarry	TOM	251	I/C	S
Swan Reach	SAE	315	I/C	V	Tottenham	TOT	0	MET	ZONE 1
Syndal	SYN	50	MET	ZONE 2	Tostaree	TOS	374	I/C	Y
Taggerty	TAG	120	I/C	H	Trafalgar	TFG	119	I/U	H
Tailem Bend SA.	TBD				Trafalgar East	TFE	124	I/U	I
(Via Wolsley)		657	I/C	FF	Traralgon	TGN	157	I/U	L
(Via Murrayville)		705	I/C	GG	Trawalla	TRQ	157	I/C	L
Talbot	TAT	173	I/C	N	Trentham	TNT	103	I/U	G
Tallarook	TOV	90	I/U	E	Tullamarine/Skybus	SKY	Private	MET	ZONE 1
Tallygaroopna	TNA	199	I/C	P	Tullamarine Airport	TLM	0	MET	ZONE 1
Tarcutta	TAR	510	I/C	CC	Tungamah	TGM	240	I/C	R
Tarnagulla	TAL	207	I/C	Q	Tuross (NSW)	TUS	805	I/C	II
Tarrington	TTN	316	I/C	V	Turriff	TUR	424	I/C	AA
Tatura	TTA	161	I/C	M	Twelve Apostles	TAV	300	I/C	U
Tecoma	TCM	50	MET	ZONE 2	Tyabb	TAB	50	MET	ZONE 2
Teddywaddy	TED	288	I/C	U	Tyers	TYR	159	I/C	L
Tempy	TPY	433	I/C	AA	Tylden	TYL	96	I/C	F
Tenby Point	TPT	99	I/U	F	Tynong	TYN	70	I/U	C
Terang	TEG	221	I/C	R	Tyrendarra	TDA	347	I/C	X
The Gurdies	TGU	89	I/C	E	Ultima	ULA	356	I/C	X
Thomastown	TSN	50	MET	ZONE 2	Underbool	UDB	476	I/C	BB
Thornbury	TBY	0	MET	ZONE 1	Upfield	UFD	50	MET	ZONE 2
Thornton	THR	140	I/C	J	Upper Ferntree Gully	UFG	50	MET	ZONE 2
Tinamba	TNB	204	I/C	Q	Upwey	UPW	50	MET	ZONE 2
Tintinara S.A.	TTR	566	I/C	DD	Victoria Park	VPK	0	MET	ZONE 1

Melbourne to	Stop code	Charging units	Fare code	Melbourne to	Stop code	Charging units	Fare code
Violet Town	VOT	169	I/C M	Williams Landing	WML	50 MET	ZONE 2
Wahgunyah	WGH	281	I/C U	Williamstown	WIL	0 MET	ZONE 1
Wallan	WLN	50	I/U B	Williamstown Beach	WBH	0 MET	ZONE 1
Walpeup	WAP	496	I/C BB	Willison	WSN	0 MET	ZONE 1
Wandong	WNG	50	I/U B	Wilkawatt (SA)	WKW	620 I/C	EE
Wangaratta	WGT	234	I/C R	Winchelsea	WIA	114 I/C	H
Warracknabeal	WKB	349	I/C X	Windsor	WIN	0 MET	ZONE 1
Warragul	WGL	99	I/U F	Wodonga	WDN	304 I/C	V
Warrenheip T/O	WIP			Wolseley S.A.	WLS	470 I/C	BB
(Via Geelong)		154	I/U L	Wonboyn (NSW)	WBN	614 I/C	EE
(Via Ballarat)		126	I/U I	Wongarra T/O	WOV	200 I/C	P
Warrnambool	WMB	267	I/C T	Wonthaggi	WTG	130 I/C	I
(Via Apollo Bay)		385	I/C Z	Won-wron	WOW	206 I/C	Q
Watchem	WCH	326	I/C W	Wood Wood	WOO	381 I/C	Z
Watergardens (Formerly known as Sydenham)	SYM	50	MET ZONE 2	Woodend	WDV	78 I/U	D
Watsonia	WAT	50	MET ZONE 2	Woodfield	WFD	184 I/C	O
Wattle Glen	WTT	50	MET ZONE 2	Woodside	WOD	194 I/C	P
Waubra	WBR	162	I/C M	Woolsthorpe	WST	289 I/C	U
Waygara	WAY	390	I/C Z	Woomargama (NSW)	WOA	421 I/C	AA
Wedderburn	WDD	243	I/C S	Woomelang	WMG	388 I/C	Z
Welshmans Reef	WRF	188	I/C O	Woorinen South	WEN	356 I/C	X
Welshpool	WHL	193	I/C P	Wunghnu	WUU	208 I/C	Q
Wendouree	WED	119	I/U H	Wycheproof	WYF	306 I/C	V
Wentworth	WNT	568	I/C DD	Wye River	WYV	187 I/C	O
Werribee	WRB	50	MET ZONE 2	Wyuna	WYU	192 I/C	P
Westall	WTL	50	MET ZONE 2	Yallourn	YLT	133 I/C	J
West Footscray	WFS	0	MET ZONE 1	Yambuk	YMB	317 I/C	V
Westgarth	WEG	0	MET ZONE 1	Yarck	YRC	156 I/C	L
Westmere	WME	216	I/C Q	Yarra Glen	YGL	50 MET	ZONE 2
Westona	WTO	0	MET ZONE 1	Yarragon	YON	111 I/U	H
West Richmond	WRM	0	MET ZONE 1	Yarram	YRM	219 I/C	Q
Whittlesea	WEA	50	MET ZONE 2	Yarraman	YMN	50 MET	ZONE 2
Wickliffe	WCL	238	I/C R	Yarraville	YVE	0 MET	ZONE 1
Willaura	WOR	248	I/C S	Yarrowonga	YRW	260 I/C	S
				Yarroweyah	YWA	242 I/C	S

Melbourne to	Stop code	Charging units		Fare code
Yass Town (NSW)	YSN	671	I/C	FF
Yea	YEA	128	I/C	I
Yendon	YDO			
(Via Geelong)		145	I/U	K
(Via Ballarat)		135	I/U	J
Zeerust	ZST	225	I/C	O

Note: When **myki** is introduced on V/Line services, some V/Line stations will be included in zone overlaps. Lara will be included in Zones 3/4. Corio/North Shore/North Geelong will be in Zones 3/4 and Bacchus Marsh will be in Zones 2/3.

CHAPTER 3 – GROUP TRAVEL AND STUDENT PASSES**Group travel****V/Line**

V/Line Group Travel tickets allows a group of 12 or more people to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Group travel discounts are available for Single, Day Return, Off-peak Single, and Off-peak Day Return tickets. The fare charged for the group is the concession fare of the selected ticket type multiplied by the number of passengers. The conditions applicable to the tickets are the same as those for the selected ticket type.

Group travel for groups of 12 or more on V/Line coaches or more than 20 on V/Line trains, must be arranged at least seven days in advance by phoning **(03) 9619 2338**. Groups may not be able to be accommodated on some services at times of peak demand.

Groups of 12 to 19 passengers travelling by train only can purchase tickets from any V/Line ticket sales outlet (subject to availability).

Groups of 20 or more train passengers (or 12 or more if travelling by bus) need to have travel confirmed by V/Line Group Travel Coordinator on **(03) 9619 2338** or fax **(03) 9619 2210**.

Regional Transit Student Passes

Student passes are available to full-time primary or secondary students, who possess a valid Victorian Public Transport Concession Card, for travel on the services specified in the table below. Student passes are valid on weekdays and weekends (including school holidays and public holidays).

Prices and travel entitlements vary depending on the student's place of residence, as shown in the table below:

	Half-yearly	Yearly	Travel entitlements	Available from
Southwest Transit Student Pass	\$134.50	\$252.50	Unlimited travel in the Southwest Transit System.	Warrnambool Bus Lines
Colac Transit Student Pass	\$190.00	\$380.00	Unlimited travel in the Colac Transit System.	Colac Transit
Portland Transit Student Pass	\$190.00	\$380.00	Unlimited travel in the Portland Transit System.	Portland Bus Lines

CHAPTER 4 – REGIONAL BUSES AND OTHER SERVICES**Regional buses**

This chapter specifies tickets that are valid on local bus and some train services in Victorian regional towns and cities.

This chapter also specifies tickets that are valid on airport services.

2 Hour

Regional local transport fares in most major towns and cities are based on 2 hour tickets. These allow unlimited travel for at least two hours on local bus and train services.

The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55 am will expire at 11 am and a ticket purchased at 9.05 am will expire at 12 noon. Tickets purchased after 6 pm are valid until 3 am.

A passenger may transfer to any local bus or train service before their ticket expires, even if the journey extends beyond the ticket's expiry time.

The scheduled departure of the service is relevant rather than the actual departure time. So if a service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled service that would have left before the ticket expired does not run, the passenger may travel on the following service.

Daily

A Daily ticket allows unlimited travel on nominated town bus services on the day of issue until 3 am the next day.

A passenger may transfer to any local bus (or train) service in the town bus service area before the ticket expires.

Weekly

Weekly tickets allow unlimited travel on the nominated services for seven consecutive days.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3 am on Tuesday).

A weekly ticket used between midnight and 3 am must be valid for the previous day.

Monthly

Monthly tickets allow unlimited travel on the nominated services for one month.

The ticket expires at the end of services one month from the start date printed on the ticket. For example, a ticket valid from 15 June will expire at the end of services for 14 July (3 am on 15 July). A ticket valid from 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

A Monthly ticket used between midnight and 3 am must be valid for the previous day.

Regional City & Town Service Fares — Category A

Ticket type	Fare for one zone	Fare for two zones	Location using these fares
Full fare 2 hour	\$2.20	\$3.60	Bacchus Marsh Bairnsdale
Concession 2 hour	\$1.10	\$1.80	Benalla Cobram Colac Drouin Echuca/Moama
Full fare Daily	\$4.00	\$7.20	Hamilton Horsham Kerang
Concession Daily	\$2.00	\$3.60	Kilmore Korumburra Kyneton
Full fare Weekly	\$19.60	\$34.80	Lakes Entrance Maryborough Mildura
Concession Weekly	\$9.80	\$17.40	Portland Rochester Sale
Full fare Monthly	\$85.40	\$148.00	Shepparton/Mooroopna Swan Hill Wangaratta
Concession Monthly	\$42.70	\$74.00	Warrnambool Wodonga–Albury Wonthaggi

Regional City & Town Service Fares — Category B

Ticket type	Fare for one zone	Location using these fares
Full fare 2 hour	\$1.70	
Concession 2 hour	\$1.10	Ararat Beaufort Stawell
Student Weekly	\$6.30	

Airport services**SkyBus (Melbourne Airport – City)**

The SkyBus express service runs between Melbourne Airport (Tullamarine) and Southern Cross Station 24 hours a day, seven days a week with day departures every 10 minutes, and takes 20 minutes to get from the Airport to the City.

SkyBus stops at Melbourne Airport at the Qantas and Jetstar domestic terminal and the Virgin Blue and international airlines terminal, and at Southern Cross Station in the City. The SkyBus Hotel Transfer Service can transfer passengers between Southern Cross Station and select City accommodation in minibuses at no extra charge.

SkyBus tickets are available from the driver, at SkyBus ticket booths at Southern Cross Station and Melbourne Airport terminals. Tickets can be purchased online at skybus.com.au. V/Line tickets, myki, free travel passes and concessions are not accepted by SkyBus.

For more information, phone **9335 2811** or go to skybus.com.au

	Single	Return
Ticket type		
Full-fare	\$17.00	\$28.00
Child (4 – 14 years old)	\$6.50	\$12.00
Family 2: 2 adults plus up to 4 children (4 – 14 years)	\$38.00	\$65.00
Family 1: 1 adult plus up to 4 children (4 – 14 years)	\$24.00	\$40.00

Avalon Airport Transfers (Avalon Airport – City)

Avalon Airport Transfers operated by Sita Coaches runs a daily service to and from Southern Cross Station to Avalon Airport meeting all arriving and departing major flights. Avalon Airport Transfers runs between Avalon Airport and the City via Werribee and takes approximately 50 minutes. Customer service counters are located at Southern Cross Station at the Firefly Coaches Sales outlet and at Avalon Airport.

Tickets can be purchased at Avalon Airport or Southern Cross Station and can only be made with cash. Tickets can be purchased online at sitacoaches.com.au by credit card. V/Line tickets, myki, free travel passes and concessions are not accepted by Avalon Airport Transfers.

For more information, phone **9689 7999** or go to sitacoaches.com.au

Ticket type	Werribee RSL****	Southern Cross Station	CBD Area**	Suburbs***
Adult	\$19.00	\$22.00	\$31.00	\$36.00
Adult Return	\$36.00	\$42.00	\$62.00	\$72.00
Child*	\$8.00	\$10.00	\$13.50	\$16.00

Concession fares are not available except for children.

* Child = 4 to 14 inclusive.

** CBD Area includes all accommodation venues within the boundary of Victoria, Dudley, Spencer, Whiteman, Power, Alexandra Avenue, Swan, Punt Road, Wellington Parade and Powlett Streets.

*** Suburbs services include Carlton, South Melbourne, South Yarra, Fitzroy, Richmond, St Kilda, Parkville and nearby suburbs.

**** Werribee RSL pickups (going to Avalon Airport) must be pre-booked.

CHAPTER 5 – CONCESSIONS AND FREE TRAVEL PASSES

Concessions and free travel passes

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

- V/Line ticketed services (including V/Line Link services and interstate services);
- urban bus services in the regional cities;
- regional bus services that have a contract or service agreement with Public Transport Victoria.

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 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 and free travel passes, phone Public Transport Victoria on **1800 800 007**.

For metropolitan services (see [Fares and Ticketing Manual](#)) (myki).

Concessions — no card required

Infants

Children under 4 years old travel free on public transport in Victoria, but they must be accompanied by a responsible person. 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.

Children aged 9 years and under cannot travel alone on V/Line services. They must travel with a responsible person 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 guardian who has care of the child.

Concession Cards

The holders of the following concession cards are eligible for concession fares on the public transport services specified at the beginning of this chapter.

Victorian Public Transport Student Concession Card

Concession cards and application forms (for codes P, S and T) are available from metropolitan Premium Stations and staffed V/Line stations. Application forms are also available from Public Transport Victoria by phoning **1800 800 007** and from ptv.vic.gov.au.

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

Students who are Australian Citizens or permanent residents of Australia are eligible. 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.

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 as approved by Public Transport Victoria.

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 as approved by Public Transport Victoria.

Tertiary students (code T)

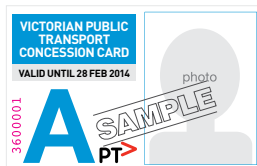
This card is available to full-time Victorian tertiary students who attend a college or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course that is delivered on-campus (as approved by Public Transport Victoria).

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 week's duration.

Primary Students**Secondary Student****Tertiary Students****Tertiary Students
Half Year****Asylum Seekers (code A)**

This card is issued to people aged 17 and over who either hold or are applying for a bridging visa under the **Migration Act 1958** (Cth), are receiving aid from a PTV recognised asylum seeker assistance provider and hold no other form of valid public transport concession entitlement. Application forms are available from the Public Transport Victoria website and asylum seekers assistance providers.

The Asylum Seeker Concession Card Application Form along with two passport size photographs are to be mailed in to Public Transport Victoria to PO Box 4724, Melbourne, Victoria 3001. The application will be processed and the card posted within 10 working days.

Asylum Seekers**War Veterans/War Widows (code V)**

The War Veterans/War Widows Concession Card is combined with a myki. The War Veterans/War Widows Concession Card is also proof of concession entitlement and the holder is eligible to purchase concession fares on public transport including V/Line tickets and regional bus tickets.

War Veteran Eligibility Criteria

The War Veterans/War Widows Concession Card is available to war veterans residing in Victoria who have undertaken war/peacemaking service overseas (as defined in the Fares and Ticketing Manual (myki) and are in possession of a Department of Veterans Affairs (DVA) Gold or White Card or produce documented evidence of ongoing compensation or a lump sum payment from DVA for an injury/illness related to this service at the time of application.

War Widow/er Eligibility Criteria

The War Veterans/War Widows Concession Card is available to war widows/er residing in Victoria who are in possession of a DVA Gold Card embossed 'War Widow' and who produce documentary evidence of their partner's overseas war service (as defined in the Fares and Ticketing Manual (myki)).

The concession card is available to war veterans and war widows/er who are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

Application for the War Veterans/War Widows Concession Card must be made through Public Transport Victoria.

War Veterans/War Widows



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).

Victorian Seniors Card



Interstate Seniors Cards

Holders of Seniors Cards from other Australian States and Territories are eligible for concession fares on Victorian Public Transport.

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

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 Card



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 dependants named on the card, even when they are travelling with the cardholder. Dependants listed on the card over 17 years of age and without any other valid concession card may also be eligible to apply to Centrelink to have a Health Care Card issued in their own name.

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

For more information on applying for Health Care Cards, visit the Centrelink website at centrelink.gov.au.

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 Public Transport Victoria 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.

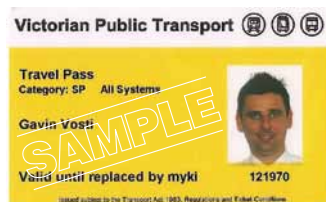
Companion Card



Victorian Public Transport free travel pass

Free travel passes are issued by Public Transport Victoria. Most free travel passes are loaded onto a myki and are personalised with the holder's name and photograph.

Code	Category	Pass Type
ATP	Access Travel Pass	myki
AB	Bus Driver Travel Pass	myki
CO	Charitable Organisation's Travel Pass	myki
AE	Employee Travel Pass	myki
FP	Federal Parliamentarian's Travel Pass	Plastic Digital Photo Travel Pass (yellow)
RA	Federal Police Travel Pass	myki
FC	First Class Pass	Paper Ticket
GP	Gold Pass Elite	myki
GT	Gold Pass Travel Card	myki
GM	Governor's Travel Pass	Plastic Digital Photo Travel Pass (yellow)
GE	Judge's Travel Pass	myki
RB	Red Book Travel Pass	myki
RD	Retired Employee Dependant Travel Pass	myki
RE	Retired Employee Travel Pass	myki
SW	Scoter and Wheelchair Travel Pass	myki
SP	State Parliamentarian's Travel Pass	Plastic Digital Photo Travel Pass (yellow)
TV	EDI/TPI War Veterans Travel Pass	myki
TP	Transit Police Travel Pass	myki
TT	Travel Trainers Travel Pass	myki
WV	War Veterans Travel Pass	myki
VP	Victoria Police Travel Authority	Victoria Police Identification Authority
BB	Victorian Black Book Travel Pass	myki
VI	Vision Impaired Travel Pass	myki
W1	Widow of World War 1 Veteran Travel Pass	myki
–	Assistance Animal Pass	Plastic Travel Pass

**Victorian Public Transport
free travel pass****myki Travel Pass**

Victoria Police Travel Authority

Victoria Police are only required to show their Photo Identification Authority and do not have to be in uniform or on duty to travel free on public transport in Victoria.

Victoria Police Travel Authority**Free passes and concession cards not valid for travel**

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;
- International Student Concession Card.

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.

The free travel vouchers can be exchanged for V/Line tickets or a Day Pass as set out in the following paragraphs. The meaning of the Day Pass is shown in the Fares and Ticketing Manual (myki). The Day Pass must be used in accordance with the conditions set out in Chapters 6 and 8 of that Manual relating to the use of Day Passes.

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:

- a Day Pass, or;
- 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, selected Premium 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 annually with either two Seniors Off-Peak Free Travel Vouchers or four Seniors Off-Peak Free Travel Vouchers for Seniors Card holders who live in regional Victoria. These vouchers can be exchanged for either:

- a Day Pass, or;
- 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

Residents of Victoria who are Centrelink Disability Support Pensioners, Carer Payment Recipients under the age of 60 and DHS Carer Card holders are issued with two Pensioner/Carer Off-Peak Free Travel Vouchers annually. These can be exchanged for either:

- a Day Pass;
- an Economy class V/Line Off-peak Daily ticket, or;
- two Economy class V/Line Off-peak 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.

CHAPTER 6 – ACCESSIBLE TRANSPORT

Accessible transport

Public transport services in Victoria are progressively being made accessible to people with disabilities, to comply with the provisions of the Commonwealth Government's **Disability Discrimination Act (1992)** and the Victorian Government's Disability Standards for Accessible Public Transport (2002).

All metropolitan and most V/Line trains are wheelchair accessible, along with most metropolitan and V/Line stations.

New trams and buses are being delivered with low floors for easy access, while an increasing number of tram stops in the Melbourne CBD and elsewhere on the tram network are being renovated into accessible stops.

Access for people using wheelchairs and mobility aids

Metropolitan

Trains

All metropolitan trains are wheelchair-accessible via a manual ramp deployed by the driver from the front carriage. Passengers who need assistance boarding trains should wait on the platform near the front of the train.

Most metropolitan train stations are wheelchair-accessible and Premium Stations have wheelchair-accessible toilets. Passengers should phone Public Transport Victoria on **1800 800 007** to inquire about particular requirements such as obtaining assistance from station staff at Premium Stations or travelling in large groups.

Trams

Low-floor trams have two allocated spaces for passengers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that passengers who need assistance getting off the tram can alert the driver to deploy a bridging plate at the door threshold.

People using wheelchairs and scooters can currently access low floor trams from platform stops on routes 5, 6, 8, 16, 48, 72, 96 and 109.

Depending on operational availability, every tram on routes 96 and 109 is a low floor tram. On weekends low floor trams run on route 16. Routes 5, 6, 8, 48, 16 and 72 are partly serviced by low-floor trams. There are currently around 325 accessible platform tram stops on the Melbourne tram network.

Public Transport Victoria in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible tram stops. Contact Public Transport Victoria on **1800 800 007** for more information on accessible routes and stop locations.

Buses

The majority of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. The driver deploys a manual ramp from the door at the bus stop kerb.

Passengers should contact the relevant operators to find out which services are operated with low-floor buses. Some bus companies' timetables also show which services are operated by low-floor buses.

A demand responsive wheelchair-accessible bus is available for travel between St Kilda, Port Melbourne, Flinders Street and Southern Cross stations. It can transport up to three passengers in wheelchairs and four other passengers.

For bookings, phone **1800 012 061**.

Regional

V/Line trains and coaches

All V/Line stations are wheelchair accessible. All trains are accessible via a portable wheelchair ramp deployed by the conductor on request. Space for passengers with disabilities on trains may be limited and passengers may be restricted to particular parts of the train.

Conductors and station staff are available on request to further assist passengers.

Wheelchair accessible toilets are available on all Sprinter and V/Locity railcars, while limited accessible toilet facilities are available on locomotive-hauled services. Some V/Line coach services are wheelchair accessible.

Passengers with disabilities should phone **1800 800 007** for information on which services are most suitable for their needs. Bookings for passengers using wheelchairs or scooters on V/Line coach services are required at least 24 hours in advance.

Buses

Certain regional town bus routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers should contact the relevant operator to find out which services are operated with low-floor buses.

Mobility aids

A mobility aid (wheelchair, scooter or motorised vehicle) needs to:

- fit within an allocated space of 1300 mm (length) x 800 mm (width);
- be no more than 750 mm wide at a height 300 mm above the ground to fit between the wheel axles of a bus.

Additionally, the total weight of the mobility aid, its user and any attendants must be less than 300 kg, as this is the maximum load for boarding devices such as ramps.

Mobility aids that exceed these standard wheelchair dimensions (800 mm wide x 1300 mm long) may not be able to be accommodated.

Animals

Guide dogs, guide dogs in training, hearing guide dogs, and animals identified by an Assistance Animal Pass are permitted to travel on all public transport services.

All other animals travel subject to the conditions below:

Metropolitan services

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled.

It is strongly advised that passengers with dogs do not travel on weekdays between 7 am and 9 am or between 4 pm and 6 pm.

Dogs are not allowed on seats, are not allowed to block doorways or passageways and must be controlled by their owner at all times.

Small animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.

Owners must clean up any mess created by their animals.

V/Line services

Other animals are not permitted to travel on V/Line coach services (including rail replacement coach services).

Small animals are permitted to travel on all V/Line train services, but they must be in a suitable container.

Suitable containers must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

All small animals (including cats and dogs) must be carried in an approved container that meets the following guidelines:

- suitable for cats and small dogs – up to a small terrier size;
- maximum size – 56 cm long / 30 cm wide / 38 cm high;
- maximum weight (including pet) – up to 15 kg.

It is strongly advised that passengers with small animals in suitable containers do not travel on weekdays between 7 am and 9 am or between 4 pm and 6 pm.

Owners must clean up any mess created by their animals.

Assistance Animal Pass

The Assistance Animal Pass has been developed to assist people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal.

The Assistance Animal Pass is only issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Animals that only provide companionship and support at home will not qualify for the pass.

The Assistance Animal Pass is separate from the Companion Card. If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for both an Assistance Animal Pass and Companion Card.

Types of assistance animals covered by the Assistance Animal Pass include:

- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving;
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency;
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities.

Public Transport Victoria manages the Assistance Animal Pass application process, assessment of animal suitability and issue of Assistance Animal Pass. Contact Public Transport Victoria on **1800 800 007**.

Note: If travelling on V/Line services a seat must be booked for the assistance animal. Assistance animals travel free.

CHAPTER 7 – BICYCLES, SURFBOARDS AND OTHER ITEMS

Folding bicycles

Folding bicycles can be carried free on V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82 cm long x 69 cm high x 39 cm wide, have wheel rims no more than 20 inches (51 cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions below regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

For travel on metropolitan trains see the myki Manual.

Bicycles

V/Line trains

Bicycles can be carried free on V/Line trains, if there is space available. V/Line has several different train types and VLocity and Sprinter trains in particular have limited space for bicycles. They must be stowed in the location(s) designated by the conductor. V/Line conductors have the authority to determine if there is sufficient room to carry a bicycle on a train.

Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested services.

For travel on metropolitan trains see the myki Manual.

Regional town buses and V/Line coaches

Bicycles are not permitted on these services at any time, with the exception of folding bicycles (see above).

Bicycle lockers

Some metropolitan and V/Line train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Passengers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Other stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby staffed station.

Items are stored in bicycle lockers at the passenger's own risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

Bicycle cages

Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.

Passengers can obtain a parking place in a bicycle cage by contacting Bicycle Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and obtaining a space in one call Bicycle Victoria on **1800 639 634** or visit **bv.com.au**

Transport operators and Bicycle Victoria will not be liable for any loss or damage to items stored in bicycle cages.

Surfboards

Regional town services

Surfboards are not permitted onboard regional town services at any time.

V/Line

Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Passengers are to be aware that this applies to both the forward and return legs of the journey.

Call **1800 800 007** for further information.

Bicycles and surfboards on other public transport services

Passengers travelling with bicycles or surfboards on CountryLink or Great Southern Railway services must contact these companies directly to arrange carriage of bicycles and surfboards. Passengers who are travelling on these services must comply with the conditions of carriage set by these operators.

Luggage on V/Line services

On V/Line trains, passengers' luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage must be stored in the luggage compartment with the exception of one small bag (this can include eg back pack, laptop, bag briefcase or handbag) with the dimensions no greater than length 40 cm x width 35 cm x height 15 cm.

The total luggage limit for all V/Line services is 30 kilograms. People can carry two items of luggage, with no one item weighing more than 20 kilograms, as well as one piece of hand luggage on V/Line services free of charge.

To comply with Occupational Health & Safety obligations V/Line staff and coach drivers will not handle any individual luggage over 20 kilograms in weight. It should be noted that the customer will be responsible for handling these items. Please note that excess luggage beyond the weight and height/width dimensions will not be carried on V/Line train or coach services.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Passengers are advised to keep their luggage with them at all times when travelling and to carry all personal medication, keys and valuables in their hand luggage.

Passengers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

Checked luggage

Luggage limits apply for all checked luggage on both rail and coach services.

A checked luggage service is available on long-distance, locomotive-hauled trains arriving in or departing from Bairnsdale, Shepparton, Swan Hill or Warrnambool.

Passengers must check in their luggage at least 30 minutes before their service is scheduled to depart.

Passengers must clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

When checking in luggage, station or agency staff and coach drivers should give the passenger the receipt portion of the luggage tag. Passengers must present this tag to retrieve their luggage. Tags are colour-coded to help staff sort luggage according to its destination.

Luggage can only be sent to the passenger's destination. If that location is unstaffed, the passenger must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage on board its trains and coach services.

Passengers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

At Southern Cross Station, checked luggage will be delivered on the platform beside the train or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall. At other stations or stops luggage will be delivered on the platform beside the train or on the roadside beside the road coach.

Liability and insurance

V/Line may pay up to \$600 to any passenger whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors but only when:

- the items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the passenger's name, address and destination;
- the luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

V/Line is not liable for any loss, damage or delay to any luggage on board its trains or coach services (see exception for checked luggage above), including luggage stored in coach luggage compartment and items such as bicycles, surfboards, sporting or camping equipment. Customers who require cover for loss, damage or delay to luggage should obtain appropriate travel insurance.

Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Examples of such items prohibited from carriage on passenger vehicles include:

- flammable liquids and gases (petrol, kerosene, LPG, propane);
- firearms;
- explosives;
- corrosive or acidic chemicals.

Cloakrooms

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers eg. sporting equipment, wheelchairs and other items.

To store items in the cloakroom, passengers must pay \$3.20 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, passengers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a passenger needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Passengers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

Prams, shopping jeeps and golf buggies

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other passengers are not affected.

Motorised vehicles

Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons.

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions shown under 'Mobility aids' of this manual.

CHAPTER 8 – REFUNDS AND REPLACEMENT TICKETS

Refunds and replacement tickets

General rules

The following general rules apply to refunds and replacement for Metcards, V/Line tickets and regional transit student passes.

Metcard

Metcards are not valid for travel. Customers holding Metcards can apply to have the remaining value refunded or transferred to a myki as myki money.

No refund is available for a purported Metcard that has not been electronically encoded, unless it can be determined that the absence of encoding has been caused by a Metcard equipment fault.

Unused and partly used Metcards

Most Metcards that are unused or partly used can have the unused or remaining value loaded as myki money onto an existing or purchased myki on the spot at Premium Stations. Alternatively, Metcards can be mailed to OneLink to have value transferred to myki money on an existing myki.

The administration fee does not apply for replacement of unused or partly used Metcards with myki money.

The unused or remaining value of any Metcard submitted for replacement with myki money will be calculated based on the fare applicable as at 1 January 2012 irrespective of the date the ticket was issued.

If a refund (rather than replacement) is required, the Metcard(s) must be sent to OneLink using the Metcard Replacement or Refund Application Form indicating on the form that a cheque is required. An administration fee of \$9.80 per application will apply and will be deducted from the refund. A refund will not be paid unless there is a positive balance after the administration fee is deducted. For applications submitted for a cheque refund, the calculation of the remaining value will be based on the fare applicable at the date the ticket was originally issued.

The remaining or unused value will be calculated on a pro-rata basis based on the number of unused days or trips remaining.

Replacement at Premium Stations

Short term or multi trip Metcards that are unused or partly used with days or trips remaining can be replaced on the spot at metropolitan Premium Stations with the remaining value loaded as myki money onto an existing or purchased myki.

Partly used Weekly Metcards and unused or partly used Monthly Metcards cannot be replaced on the spot and must be sent to OneLink for replacement with myki money or refund by cheque.

Where on the spot replacement is required and the applicant does not have an existing myki, the applicant will need to purchase a myki and nominate the type of myki required (full fare, concession, seniors or child). The cost of the myki may be deducted from the remaining unused value of the Metcard(s) presented (if sufficient value exists), with the balance loaded as myki money onto the new myki.

There is a limit of \$250 per transaction that can be loaded as myki money onto a myki at a Premium Station, subject to a maximum myki money balance of \$999.99.

To avoid delays application for replacement should be made during off-peak times, between 9.30 am and 4 pm and after 6 pm weekdays, or all day Saturdays, Sundays and public holidays. There is a maximum of ten Metcards that can be replaced per transaction. Customers with more than ten Metcards or who cannot attend during off-peak times should mail their tickets to OneLink using the Metcard Replacement or Refund Application Form.

Metcard refund and replacement at OneLink

Metcards may be mailed to OneLink using the Metcard Replacement or Refund Application Form.

Applicants will have a choice of replacing their unused or partly used Metcards with myki money to be loaded onto an existing myki, or receiving a cheque refund. Where replacement with myki money is selected, the myki card number must be included on the form. The myki money will be recorded on the card when the myki is next presented to a fare payment device or card vending machine after the application is processed.

For applications sent to OneLink, myki money to be loaded to an existing myki will be limited to amounts of up to \$800.00. If the myki money refund exceeds \$800.00 and replacement with myki money is selected the entire amount will be paid by cheque.

Applicants are advised to allow at least 28 days for replacement or refund by OneLink.

Replacement of partly used Yearly Metcards

Yearly Metcards are not valid for travel. Yearly Metcards that have an expiry date beyond 28 December 2012 can be replaced at the issuing railway station free of charge for a myki loaded with a myki pass valid to the expiry date of the Yearly Metcard.

Damaged Metcards

Metcards that are visibly damaged or have become invalid through:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- being covered in dirt or other foreign substance;
- damage that exceeds normal wear and tear –

must be returned to OneLink for replacement with myki money loaded to an existing myki or for a cheque refund, with a completed Metcard Replacement or Refund Application Form.

An administration fee of \$9.80 is charged for damaged Metcards and is deducted from the remaining value of the tickets.

Medical – Yearly Metcards

Refunds may be allowed on Yearly Metcards due to medical conditions if the application meets the following requirements:

- a Metcard Replacement or Refund Application Form accompanied by the ticket must be sent to OneLink;
- the claim is accompanied by the doctor's certificate for the days claimed (statutory declarations are not accepted as proof);
- the passenger has missed at least 20 weekdays for Yearly Metcards.

Refunds due to a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

The unused value may be loaded as myki money onto an existing myki. The administration fee does not apply for replacement with myki money. If a cheque refund is required, an administration fee of \$9.80 will apply.

Lost or stolen Metcards

No refunds or replacements are available for lost or stolen Metcards, with the exception of Yearly Metcards which can be replaced.

Yearly Metcards that are lost or stolen will be replaced with a myki free of charge. Please return to the station of issue with a completed Application for Replacement of Yearly Metcard form with the signature witnessed by a police officer.

V/Line

Unused tickets

A V/Line ticket that has not been used on any service can be exchanged for another date or refunded, provided it is presented at a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

The unused portion of a V/Line periodical ticket (Weekly, Monthly and Date-to-Date ticket) can be refunded at a staffed V/Line station. The refund will be calculated from the day the ticket was presented until its expiry date.

Damaged/mutilated tickets

Tickets are visibly damaged or have become invalid through:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- being covered in dirt or other foreign substance;
- damage that exceeds normal wear and tear.

Generally, a damaged ticket that is unreadable may be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed setting out the circumstances. The damaged ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

Medical or change of travel circumstances

Application for V/Line refunds can be made at the ticket office of staffed V/Line stations. Customers must bring copies of any documentary evidence that supports their application for special consideration.

Severe service disruption and customer compensation code

In the event of prolonged severe service disruption or industrial action, special bulletins will advise refund arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time. The following conditions will normally apply:

- The application must be accompanied by the ticket;
- The ticket was valid for travel during the stoppage;
- The ticket was not used on alternative or replacement services during the stoppage;
- The application is submitted within 14 days of the expiry of the ticket.

Refunds that are based on industrial stoppage or severe service disruption do not attract an administration fee. The special bulletin will detail how to apply for the refund.

In the event that V/Line fails to meet its monthly performance targets for punctuality and reliability, V/Line will provide compensation in the form of a complimentary travel ticket to any affected customer holding a valid periodical ticket with durations of one month or more.

V/Line's average performance against targets is published monthly and posted at V/Line stations within 10 working days of the end of most months. V/Line performance figures are also published in its customer magazine, V/Line Voice and on-line at www.vline.com.au.

All compensation claims must be made in writing to Customer Relations, Reply Paid 5343, Melbourne, Vic. 3001. For further details contact V/Line's Customer Feedback line on **1800 800 007**.

Special consideration

Applications can be made at the ticket office of staffed V/Line stations. Customers must bring copies of any evidence that supports the application for special consideration.

Lost or stolen tickets

No refunds or replacements are available for lost or stolen tickets, with the exception of Student Passes, reserved V/Line tickets and Date-to-Date V/Line tickets, for which a duplicate ticket (or tickets) may be issued.

Lost or stolen reserved seating tickets will be replaced if reported before the day of travel at any staffed V/Line station on completion of an application form.

A lost or stolen Date-to-Date ticket will be replaced with a duplicate ticket at any staffed V/Line station on completion of an application form.

For Regional Transit Student Passes the customer should return the Student Pass to the location it was purchased from to apply for a replacement.

Refund procedures

Refunds are available from staffed V/Line stations. No application form is normally required, but a refund slip must be signed by the customer.

No refund, allowance or compensation will be granted for:

- changes of timetable, reduction of services or reduction of fares during the availability of the ticket;
- customers paying full fare who produce a valid concession card after travel has commenced or has been completed;
- disruption of services where V/Line has provided alternative or substitute transport services
- tickets marked 'departmental';
- tickets issued in exchange for a voucher;
- tickets issued free;
- tickets that were paid for by personal cheque where notification of clearance has not been received;
- any discounted ticket stipulated in the Fares and Conditions Manual or Associated Marketing News as non-refundable.

No refunds or adjustments will be made after travel has taken place on the ticket.

For further assistance, phone the Main Booking Office, Southern Cross Station on **9619 2187**.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, '**enforcement activity**' means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of the ticket surrenders the ticket to an Authorised Officer while travelling on a passenger vehicle, he or she will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the Authorised Officer or the member of the police force to whom the ticket was surrendered, or by the Department of Transport, at least until:

- (a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- (b) all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket:

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area:
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned except as provided in the next succeeding dot point.

- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and:
 - (a) applies for the return of the ticket; and
 - (b) presents evidence of the relevant entitlement –
to the Department of Transport within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the ticket was fraudulently or, in some other way, dishonestly obtained or used:
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned –
except as provided in the next succeeding dot point.
- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Transport for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty:
 - (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, an order may be sought by or on behalf of the informant for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Transport within 28 days of the Court's decision:
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued and either:
 - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid –
and if the holder of the ticket makes application to the Department of Transport within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If:
 - (a) an infringement notice was issued; and
 - (b) the notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the **Infringements Act 2006**, the matter is not referred to the Court –and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice under section 69(3) of the **Infringements Act 2006** from the Infringements Registrar that the matter will not be referred to the Court –
 - (e) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either –
 - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
 - (b) an official warning is given to the holder of the ticket –and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) –
 - (c) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Transport –
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Transport that no enforcement activity to which the ticket is relevant will proceed.

CHAPTER 9 – GENERAL AND SPECIAL TICKETING CONDITIONS

Application of chapter

The conditions in this chapter apply to all classes of tickets and all services unless otherwise specified.

Fares

A person who undertakes a journey in a passenger vehicle, or makes an entry to a designated area, for which a fare is required, must pay at least the correct fare in accordance with the conditions contained in this manual for the travel in a passenger vehicle that consists of or includes the journey or for the entry.

Designated areas

The correct fare for travel in a passenger vehicle in a zone, or to, from or through a location, at a particular time is deemed to be the correct fare for an entry to a designated area in that zone, or at that location, at that time.

If a ticket is valid for travel in a passenger vehicle in a zone, or to, from or through a location, at a particular time, the ticket is valid for an entry to a designated area in that zone or at that location at that time.

V/Line and metropolitan tickets

Where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed on the Public Transport Victoria website (ptv.vic.gov.au).

Extension tickets

Passengers must have a single valid ticket for their entire journey.

Exceptions to this are Yearly, Date-to-Date, Monthly and Weekly ticket holders who may use that ticket beyond the zone or locations for which the ticket is valid by purchasing a Single or Daily ticket for the additional travel to the new location.

The ‘extension ticket’ must be purchased before the journey. If this is not possible by taking all reasonable steps before the journey, the ticket must be purchased as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, at the completion of the journey.

Public holidays

For the purposes of ticket conditions, a reference to Public Holidays refers to the following days in 2013:

- Tuesday 1 January 2013 (New Year’s Day);
- Monday 28 January 2013 (Australia Day – day in lieu of 26 January 2013);
- Monday 11 March 2013 (Labour Day);
- Friday 29 March 2013 (Good Friday);
- Saturday 30 March 2013 (The Saturday before Easter Sunday);
- Monday 1 April 2013 (Easter Monday);
- Thursday 25 April 2013 (ANZAC Day);
- Monday 10 June 2013 (Queen’s Birthday);
- Tuesday 5 November 2013 (Melbourne Cup Day – metropolitan only);
- Wednesday 25 December 2013 (Christmas Day);
- Thursday 26 December 2013 (Boxing Day).

Delayed/disrupted/replaced services

When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

Overland services

Where V/Line tickets are accepted on the Overland train service, V/Line fares will apply, but the relevant operator's ticketing conditions will apply. Reservations are required.

Contract between passengers and operators

A ticket issued by or on behalf of one or more operators is evidence of a contract between the passenger who holds the ticket and each operator whose passenger services the passenger is entitled by the ticket to use.

Ownership of tickets

A ticket issued by or on behalf of an operator remains the property of the operator at all times. A ticket issued by or on behalf of the Public Transport Ticketing Body or Public Transport Victoria is and remains the property of Public Transport Victoria.

Validity of tickets**General**

A ticket is valid for a journey in a passenger service or an entry to a designated area if:

- (a) any fare for the journey or entry has been paid; and
- (b) the whole of the journey or the entry is authorised on the face of the ticket; and
- (c) in the case of a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) it is used in accordance with all other conditions for its use applicable in respect of that class of ticket.

Transfer of ticket

Unless otherwise specified in another chapter in this manual, only the person who first uses the ticket for a journey or an entry to a designated area is entitled to use that ticket for that journey or entry and any subsequent journey or entry to a designated area authorised by the ticket.

A ticket that is used for a journey or an entry to a designated area in contravention of the condition in the immediately preceding paragraph is not valid for that journey or entry.

Defaced tickets and concessions

A ticket is invalid if:

- (a) it has been altered, defaced or mutilated in any material particular; or
- (b) it becomes, or has been made, illegible in any material particular; or
- (c) information stored in or on the ticket in a magnetic stripe or electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence:

- (a) has been altered, defaced or mutilated in any material particular; or
- (b) becomes, or has been made, illegible in any material particular.

Liability of operators

An operator whose passenger services are entitled to be used by a passenger is not responsible to that passenger for any loss, damage or delay caused by any failure by another operator in the provision of passenger services.

An operator shall not, in respect of any passenger, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

An operator may use any mode of transport to carry passengers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a passenger for:

- (a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any passenger vehicle; or
- (b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at or departure from any station or stop of any passenger vehicle.

An operator may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down passengers.

An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A ticket issued by or on behalf of an operator or which an operator is required to accept is subject to any alteration which the operator may make to any passenger service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.

New conditions for, and abolition of, ticket types

If a type of ticket in a class specified in the conditions contained in this manual is included in a class of tickets specified in conditions (in this and the next succeeding paragraph called 'replacement conditions') which are determined and published in accordance with section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** and which replace the conditions contained in this manual, any ticket of that type that, immediately before the replacement conditions take effect:

- (a) has been issued but not used; or
- (b) has been used and is still able to be validly used –

may be used or continue to be used (as the case requires) after the replacement conditions take effect, subject to the replacement conditions.

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry to a designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as Public Transport Victoria may specify in a notice published in the Government Gazette in relation to that type of ticket.

Encoded information

If –

- (a) there is an inconsistency between the information electronically encoded on a Metcard and the information printed on that Metcard; or
- (b) the information printed on a Metcard becomes illegible as the result of fair wear and tear; or
- (c) no information or incomplete information is printed on a Metcard when the Metcard is issued or validated –

the information electronically encoded on the Metcard prevails or applies (as the case requires) unless other information available about the Metcard (for example, the place, date or time of purchase or the fare paid) indicates that the electronically encoded information is unreliable.

CHAPTER 10 – TICKETING PROCEDURES AND INFRINGEMENT NOTICE PROCESS**Passenger obligations**

A passenger must obtain a ticket for every fare paid. A passenger who pays a fare, but does not receive a ticket in return is travelling without a valid ticket. Passengers who observe or experience bus drivers, conductors or other staff accepting money without issuing tickets are requested to report this to PTV on **1800 800 007** for further investigation.

Bus driver obligations

Bus drivers are required to sign on and sign off from the ticketing system, if present, as they enter and leave the depot. If it is not possible for a bus driver to issue a ticket due to equipment failure, then all passengers will travel free of charge. Bus drivers are not permitted to accept money without issuing a valid ticket in return. If a passenger pays for their ticket and does not take it, the driver must call them back and give it to them. If the passenger declines to accept the ticket the driver must immediately rip it in half and leave it in their change tray until the passenger leaves the bus, when it can then be discarded.

Authorised Officers

Authorised officers are persons who have been employed or engaged by an operator to perform statutory duties and functions under the **Transport (Compliance and Miscellaneous) Act 1983** (the Act).

Authorised officers are trained in relevant law and procedures, must pass a stringent probity check and satisfy the qualification requirement prior to being authorised by the Secretary.

Where a person is detected by an authorised officer travelling on public transport without a valid ticket, and the person has had a reasonable opportunity to purchase a ticket, the authorised officer may inform the person that they intend to report the matter to the Department of Transport and, if so, that the person may receive an infringement notice in the mail.

Where a person is reported for a ticketing and/or a behavioural offence, the authorised officer must inform the person in clear terms what offence the officer believes the person has committed.

Authorised officers are empowered under section 218B of the Act to request and verify the name and address given by a person who the officer reasonably believes to have committed an offence.

If a person is requested to state their name and address, and the person fails or refuses to give their name and address or gives false details, that person is committing another offence.

The authorised officer may also request the person to provide evidence of the correctness of the name and address provided.

Report of non-compliance

To report an offence an officer will compile a 'Report of non-compliance', which contains a summary of the non-compliance alleged, the name and address of the person being reported, the location of the occurrence, the time, date, etc. This document, along with any evidence such as a confiscated ticket, is forwarded to the Department of Transport for processing. The documentation is checked for completeness and, if deemed appropriate, an infringement notice is generated and posted to the alleged offender.

Infringement notice procedures

Upon receiving an infringement notice a person has 42 days (from the notice date) to deal with the matter. If the penalty amount is paid within 42 days, the matter is finalised and no further action is taken.

If the penalty amount is not paid within 42 days, Penalty Reminder Notices are generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 42 days from the date of the Penalty Reminder Notice.

If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Transport who may grant an extension of time to pay. The Department of Transport system does not allow for part payments – the whole amount must be paid to finalise the matter. The telephone number for infringement payment enquiries is **1300 135 066**.

Where no contact has been made with the Department of Transport within either of the two 42 day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the Infringements Court (a division of the Magistrates' Court) for enforcement.

Once the matter has transferred to the Infringements Court, any enquiries about the matter must be directed to the Infringements Court, not the Department of Transport. The Infringements Court telephone enquiry number is **9094 2000**, or visit **www.fines.vic.gov.au**. Unpaid infringement notice matters for children are handled by the Children's Court. Please call **8638 3300** for enquiries.

Paying a fine

Customers can pay the fine in full:

- in person at any post office;
- by phone on **131 816**;
- online at Post Billpay;
- by mail: detach the payment section of the fine. Send it with a non-negotiable cheque or a money order (do not send cash) to:

Department of Transport
GPO Box 2797
Melbourne, Victoria 3001.

Objections to infringement notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to:

Department of Transport
GPO Box 2797
Melbourne, Victoria 3001

or fax **9665 9400**; or by email to **tia@transport.vic.gov.au** and should include:

- infringement number;
- customer's name;
- customer's address (if changed since the infringement);
- reason for review;
- contact telephone number.

Upon receipt of a request for review, the infringement process is put on hold, which means the 42 day period is suspended until a decision is made whether to uphold or reject the appeal.

If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the Department of Transport on receipt of the infringement notice.

CHAPTER 11 – DEFINITIONS AND INTERPRETATIONS**Definitions**

In this manual, the following definitions apply:

‘**Authorised Officer**’ has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 208 reads:

Authorised Officer means a person authorised by the Secretary under section 221A or 221AB.

‘**authorised person**’ has the same meaning as ‘authorised person (ticketing)’ in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

authorised person (ticketing) means:

- (a) an authorised officer; or
- (b) a member of the police force; or
- (c) a person employed by a passenger transport company or a bus company who has duties in relation to the issue, inspection or collection of tickets for travel in a passenger vehicle or for entry to a designated area; or
- (d) a person (other than a person referred to in paragraph (a) or (c) appointed in writing by a passenger transport company or a bus company or the Secretary or the Public Transport Development Authority for the purposes of these Regulations; or
- (e) if a bus company is a natural person, that person.

‘**bus**’ has the same meaning as in section 3(1) of the **Bus Safety Act 2009**.

The relevant text of section 3(1) reads:

bus means:

- (a) a motor vehicle that has been built:
 - (i) with seating positions for 10 or more adults (including the driver); and
 - (ii) to comply with the requirements specified in the Australian Design Rules for a passenger omnibus (within the meaning of those Rules);
- (b) a motor vehicle prescribed to be a bus;
- (c) a motor vehicle which the Safety Director has declared to be a bus under section 7(1) –

but does not include:

- (d) subject to section 23, a vehicle which is a taxi-cab in respect of which a taxi-cab licence is granted under the **Transport (Compliance and Miscellaneous) Act 1983**;
- (e) a motor vehicle prescribed not to be a bus;
- (f) a motor vehicle which the Safety Director has declared not to be a bus;
- (g) a vehicle known as a Hummer.

Examples:

1. A passenger car modified to have more than 9 seats (for example, a stretch limousine) is not a bus.
2. A motor vehicle that is built as a bus but which has had seats removed so that it seats less than 10 adults is still a bus.
3. A motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

‘**bus company**’ has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

bus company means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Public Transport Development Authority, for the provision of any transport services (including a service contract within the meaning of the **Bus Services Act 1995**) but does not include a person or body that is a passenger transport company.

bus route means the route of operation of a bus.

bus stop means a place designated by means of a sign and forming part of a bus route where a bus stops for persons to board and leave the bus.

concession entitlement means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a designated area set out in Chapter 5.

concession ticket has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

concession ticket means a ticket that, in accordance with conditions determined and published under section 220D of the Act –

- (a) authorises a holder of the ticket to travel in a passenger vehicle, or to enter a designated area, at a price less than the full price to travel in the passenger vehicle or to enter the designated area; or
- (b) authorises a holder of the ticket, or a person accompanying the holder of the ticket, to free travel in a passenger vehicle or free entry to a designated area.

designated area has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

designated area means:

- (a) an area of land or an area within premises owned or occupied by a passenger transport company that is designated by the passenger transport company by means of signs in or near the area as an area for entry to which a ticket valid for that entry is required; or
- (b) if a railway station is specified by the Secretary in a notice published in the Government Gazette as a station to which this paragraph applies:
 - (i) a platform at that station;
 - (ii) a waiting room or area adjoining a platform from which the platform can be accessed without the need to pass a ticket validating machine or a ticket barrier;
 - (iii) an area between a platform and any ticket validating machine, or ticket barrier, that it is necessary to pass to gain access to the platform.

fare means the price for travel in a passenger vehicle or entry to a designated area.

Fares and Ticketing Manual (myki) means the Victorian Fares and Ticketing Manual (myki) (effective 1 January 2013) as in force from time to time.

Government Gazette means the Victoria Government Gazette.

guardian means a person, other than a parent of a child, who has the care of the child.

journey or **trip** means:

- (a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or
- (b) continuous travel on a single bus to a scheduled destination for that bus, but, if the travel to that destination is not able to be completed on that bus, includes travel on a replacement bus provided by the operator.

‘**Metcard**’ means a plastic or cardboard ticket with a magnetic stripe for storing data and which, on issue, has encoded travel and entry details for the ticket.

‘**mode of transport**’ means a train or bus.

‘**month**’ means the period of time between the same dates in successive calendar months.

‘**myki**’, ‘**myki money**’, ‘**myki money balance**’ and ‘**myki pass**’ have, respectively, the same meanings as in the Fares and Ticketing Manual (myki).

‘**operator**’ means:

- (a) V/Line;
- (b) a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** that has entered into a contract with the Secretary or Public Transport Victoria for the provision by that person of a service carrying passengers by tram or train;
- (c) a bus company.

‘**passenger**’ means a person who holds a ticket.

‘**passenger service**’ means a public transport service that is a train or bus service provided by an operator.

‘**Public Transport Ticketing Body**’ means the State body established for the purpose of the **State Owned Enterprise Act 1992** by Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003.

‘**passenger vehicle**’ means a train or bus operated by or on behalf of an operator.

‘**public transport service**’ has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) Act 1983**. The relevant text of section 208 reads:

public transport service means a service provided by a bus company or a passenger transport company to transport members of the public, and includes any ancillary matters such as allowing entry to any place used in relation to the provision of such a service.

‘**Public Transport Victoria**’ or ‘**PTV**’ means the Public Transport Development Authority established under section 79A of the **Transport Integration Act 2010**.

‘**regional bus ticket**’ means a ticket specified in Chapter 4.

‘**responsible person**’ in relation to a child travelling on a passenger service, means a person travelling with, and responsible for supervising, that child during the relevant journey.

‘**Secretary**’ means the Secretary to the Department of Transport.

‘**stopover**’ means any break of journey where a passenger has voluntarily elected to change services and delay the completion of his or her journey. It does not include situations where customers have to transfer to next available service, or scheduled breaks in individual services.

‘**suitable container**’, in Chapter 6, means a container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

‘**ticket**’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

ticket means a ticket, pass, card, permit, authority, device, symbol or other thing issued, or which may be used, for the purpose of authorising travel in a passenger vehicle or entry to a designated area.

‘**ticket barrier**’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

ticket barrier means a barrier which is intended to be used to regulate access to or egress from a part of a railway station that is a designated area.

‘**train**’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

train includes a single carriage (whether powered or not) which does not form part of a set or series of carriages.

‘**V/Line**’ means V/Line Pty Ltd (ACN 087 425 269), a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** or any passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** that has entered into a contract with the Secretary or Public Transport Victoria for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

‘**V/Line ticket**’ means a ticket specified in Chapter 2 and a ticket specified in Chapter 3 under the heading ‘V/Line’.

‘**Zone 1**’ has the same meaning as in the Fares and Ticketing Manual (myki).

‘**Zone 2**’ has the same meaning as in the Fares and Ticketing Manual (myki).

For the purposes of this manual:

- (a) if a ticket is valid for a person’s journey, the ticket authorises that journey; and
- (b) if a ticket is valid for a person’s entry to a designated area, the ticket authorises that entry to the designated area.

References to chapters

For the avoidance of doubt, for the purposes of this manual, a reference in a condition contained in this manual to a chapter with a number is a reference to the chapter of this manual designated by that number regardless of whether the number in the reference or the number in the relevant chapter heading is expressed in words or figures.

Interpretation

In the conditions contained in this manual, unless the context otherwise requires:

- (a) words importing the singular include the plural and vice versa;
- (b) words importing a gender include any gender;
- (c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (d) a reference to a chapter is to a chapter of this manual;
- (e) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (g) a reference to a person includes that person’s executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (h) a reference to an operator includes an operator’s officers, employees, contractors, agents or other representatives.

Contact information**Public Transport Victoria (PTV)**

Customer information line **1800 800 007**

TTY **9619 2727**

Website: **www.ptv.vic.gov.au**

The PTV website and information line provides timetable, route and ticketing information on metropolitan and regional bus, train and tram services.

V/Line

Customer information **1800 800 007**

Website **www.vline.com.au**

The V/Line customer information line provides timetable, route and fares information for regional trains and coaches. Reservations can be made. The V/Line feedback line allows customers to provide compliments/complaints regarding any V/Line operated service.

Metro

Customer feedback **1800 800 007**

Lost property (9 am–4.30 pm Mon–Fri) **9610 7512**

Emergencies and level crossing failures **9619 2999**

Website **www.metrotrains.com.au**

The Metro feedback line allows customers to provide compliments/complaints regarding any metropolitan train service.

Yarra Trams

Customer feedback **1800 800 007**

Lost property (6 am–10 pm Mon–Fri) **1800 800 166**

Website **www.yarratrams.com.au**

The Yarra Trams feedback line allows customers to provide compliments/complaints regarding any tram service.

Bus services

For information on metropolitan or regional bus services contact PTV.

Public transport infringement enquiries

Department of Transport, Infringement Administration **1300 135 066**

Public Transport Ombudsman

Telephone **1800 466 865**

TTY **1800 809 623**

Website **www.ptovic.com.au**

The Public Transport Ombudsman deals with complaints about Victorian public transport that customers have been unable to resolve directly with the public transport operators.

OneLink

Metcard refund/replacement information **1800 652 313**

This page was left blank intentionally

This page was left blank intentionally

bluestar * **PRINT**

The *Victoria Government Gazette* is published by Blue Star Print with the authority of the Government Printer for the State of Victoria

© State of Victoria 2012

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act.

Address all enquiries to the Government Printer for the State of Victoria

Level 2 1 Macarthur Street

Melbourne 3002

Victoria Australia

How To Order**Mail Order****Victoria Government Gazette**

Level 5, 460 Bourke Street
Melbourne 3000

PO Box 1957 Melbourne 3001

DX 106 Melbourne

**Telephone**

(03) 8523 4601

**Fax**

(03) 9600 0478

email

gazette@bluestargroup.com.au

**Retail & Mail Sales****Victoria Government Gazette**

Level 5, 460 Bourke Street
Melbourne 3000

PO Box 1957 Melbourne 3001

**Telephone**

(03) 8523 4601

**Fax**

(03) 9600 0478

**Retail Sales****Victorian Government Bookshop**

Level 20, 80 Collins Street
Melbourne 3000

**Telephone**

1300 366 356

**Fax**

(03) 9208 3316

Price Code D