



Victoria Government Gazette

No. S 103 Friday 22 March 2013
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 following conditions (the 2013 Miscellaneous Amending Conditions – Myki) which amend the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (myki) (effective 1 January 2013) published in the Victoria Government Gazette No. S 450 dated Friday 21 December 2012.

The 2013 Miscellaneous Amending Conditions – Myki take effect from and including 22 March 2013.

Dated 22 March 2013

JIM BETTS
Secretary

SPECIAL

2013 MISCELLANEOUS AMENDING CONDITIONS – MYKI

The conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (myki) (effective 1 January 2013) published in the Victoria Government Gazette No. S 450 dated Friday 21 December 2012 (the Myki Manual) are amended as follows.

The amendments made by these amending conditions apply in respect of entitlements to use a public transport service that are subject to the conditions contained in the Myki Manual and that are able to be exercised on or after the commencement of these amending conditions, including entitlements that existed, but had not been exercised, before these amending conditions were published in the Government Gazette.

In Chapter 1 of the Myki Manual, in the sixth paragraph under the heading '**Legal status and application**' **delete** 'and dates of effect'.

In Chapter 1 of the Myki Manual **delete** the seventh paragraph under the heading '**Legal status and application**'.

In Chapter 1 of the Myki Manual, after the last item in the Schedule under the heading '**Legal status and application**' **insert** the following item –

'The bus services operating on the bus routes depicted on the Warragul Transit System Map in Chapter 11.

In Chapter 1 of the Myki Manual, for the heading '**Role of the Secretary of the Department of Transport and Public Transport Victoria**' **substitute** '**Role of the Secretary to the Department of Transport and Public Transport Victoria**'.

Note: In Chapter 1 of the Myki Manual, in the first paragraph in green text under the heading '**Role of the Secretary to the Department of Transport and Public Transport Victoria**', 'Secretary of the Department of Transport' should read 'Secretary to the Department of Transport'.

In Chapter 2 of the Myki Manual, in the third paragraph under the heading '**Auto top up**', after 'application form' **insert** 'available at myki retailers, staffed railway stations and online at **myki.com.au**'.

In Chapter 2 of the Myki Manual, under the heading '**Time taken to credit myki balance**', after the first paragraph under the heading '**BPay**' **insert** the heading '**Auto top up**'.

In Chapter 3 of the Myki Manual, in the table under the heading '**Fare table**' –

- (a) for the column heading '28–70 day pass' **substitute** '28–69 day pass'; and
- (b) for the column heading '71–365 day pass' **substitute** '70–365 day pass'; and
- (c) **delete** the dollar sign wherever occurring.

In Chapter 3 of the Myki Manual, under the heading '**Automatic fare calculation**', in the first paragraph under the heading '**Off-peak discounts**' **delete** 'on V/Line services'.

In Chapter 4 of the Myki Manual, in the second paragraph under the heading '**28–365 day myki pass**' –

- (a) for 'more than 70 days' **substitute** 'more than 69 days'; and
- (b) for 'the 71–325 daily rate' **substitute** 'the 70–365 daily rate'; and
- (c) for 'to purchase 71 days' **substitute** 'to purchase 70 days'.

In Chapter 4 of the Myki Manual, in each of the tables under the heading '**myki pass fares**' **insert** the dollar sign before each of the numbers in the rows commencing 'Full' and 'Concession'.

In Chapter 4 of the Myki Manual, in the heading to the second table under the heading '**myki pass fares**', for '325' **substitute** '365'.

In Chapter 5 of the Myki Manual, in the table under the heading ‘**Customer categories and codes**’, in the row commencing ‘Disability Support Pension Carer Payment Recipient (Code DSP or CAR)’, in the column headed ‘**Benefits**’, for ‘Two Pensioner/Carer’ **substitute** ‘If the concession myki is registered in the name of the recipient, two Pensioner/Carer’.

In Chapter 5 of the Myki Manual, in the table under the heading ‘**Customer categories and codes**’, in the row commencing ‘War Veterans/War Widows (Code V)’, in the column headed ‘**Benefits**’, after ‘Concession card.’ **insert** ‘One Free Travel Voucher provided annually to Victorian residents.’.

In Chapter 5 of the Myki Manual, for the table under the heading ‘**Free travel vouchers**’ **substitute** –

Concession category	Annual free travel vouchers
Victorian Pensioners	1 x Victorian Pensioner Free Travel Voucher
Victorian Seniors Card holders	
• Melbourne metropolitan area	2 x Seniors Off-peak Free Travel Vouchers
• Regional Victoria	4 x Seniors Off-peak Free Travel Vouchers
DHS Carer Card holders	2 x Pensioner/Carer Off-peak Free Travel Vouchers
Disability Support Pension and Carer Payment recipients (if the concession myki is registered in the name of the recipient)	2 x Pensioner/Carer Off-peak Free Travel Vouchers
War Veterans/Widows	1 x Victorian War Widow/er Free Travel Voucher

In Chapter 6 of the Myki Manual, in the first paragraph under the heading ‘**Day Pass**’ –

- (a) in paragraph (b), for ‘that voucher.’ **substitute** ‘that voucher; or’; and
- (b) after paragraph (b) **insert** –
- ‘(c) on behalf of PTV by the driver of a bus operating on bus route 787 or 788 for a fare of \$3.80 to a passenger presenting his or her Victorian Seniors Card.’.

In Chapter 6 of the Myki Manual, for all paragraphs under the heading ‘**Special event and conference ticketing**’ **substitute** –

‘In some circumstances, special event and conference organisers can include public transport in the cost of event tickets or delegate passes by prior arrangement with Public Transport Victoria, subject to meeting the following conditions:

- all event tickets or delegate passes must be valid on a specific date or dates, which must be clearly printed on the ticket (no open ended tickets or passes permitted);
- tickets must be issued by an approved ticket issuer on PTV approved ticket stock;
- delegate passes must be issued by conference organisers and approved by PTV;
- the event or conference must cater for more than 500 people per day;
- the event or conference must be at a PTV approved venue in the metropolitan area which is serviced by regular, high capacity public transport. (eg Melbourne Park, Olympic Park, Victorian Arts Centre, Etihad Stadium, Melbourne Convention and Exhibition Centre, Melbourne Cricket Ground, Caulfield Race Course, theatres etc);
- to avoid peak hour congestion, events and conferences must not start on business days before 9.30 am or finish between 4 pm and 6 pm;

- events and conferences must finish at least two hours before the end of train/tram/bus services to ensure customers are not stranded;
- if the event or conference is cancelled or the date changed, travel is provided on the original date printed on the tickets and the fee remains payable by the event or conference organiser.

The cost to the event or conference organiser is based on the number of tickets or passes issued for the event or conference (including complimentary tickets). The fee of \$3.00 per ticket or pass is common to all events and conferences and assumes attendance by a mixture of full fare and concession public transport ticket customers and that not all attendees will use public transport.

The fee includes unlimited travel on bus, train and tram within Zones 1 and 2 (approximately 60 km radius from Melbourne CBD – see maps in Chapter 11) on the day(s) of the event or conference.

This fee does not include the cost of providing any additional public transport services.

More information is available from Public Transport Victoria at event.notification@ptv.vic.gov.au.

In Chapter 7 of the Myki Manual, for all headings and paragraphs under the heading ‘**Refunds of unused value**’ substitute –

‘Refunds

A customer can apply to have the remaining value (myki money balance and any unused myki pass days) on their myki refunded. The value of the myki card is non-refundable. Unless the myki card is reported as lost or stolen, it must be returned with the application and will be blocked from further use.

If a myki pass has already been activated, the refund amount is calculated based on the difference between the full purchase price and the amount the customer would have had to pay to purchase other fares for the time the myki pass was active.

There are no refunds on expired myki passes.

The refund amount is calculated based on the day the refund application was submitted, not the day the pass was last used.

Refunds are provided by cheque posted to the customer (account holder) or by myki money to the myki account nominated on the application form.

If a registered myki is reported lost/stolen, a refund can be obtained by the account holder (except the cost of the myki) without the myki needing to be replaced. If a replacement myki is required, see replacement mykis in this chapter.

Refund procedures

Myki customers requiring a refund should complete a myki refund and reimbursement form and submit by post to the myki mailbox. If a myki is managed by a separate account holder, a refund will be provided to the account holder.

Except in the case of a myki that the customer or account holder has reported as lost or stolen, refunds can only be considered if the following conditions are met:

- the application form has been completed correctly, including signature;
- a claim is submitted in writing no later than five years after the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required;
- the myki concerned is attached to the form.

Refund and reimbursement forms for the following have different submitting procedures:

- student passes – form to be lodged at the original issuing station;
- Free Travel Passes – submit to the PTV Hub at Southern Cross Station.’.

In Chapter 7 of the Myki Manual, under the heading '**Reimbursements**', in the second paragraph under the heading '**Medical conditions**' –

- (a) for '28–70' **substitute** '28–69'; and
- (b) for '71–365' **substitute** '70–365'; and
- (c) for 'in excess of 70' **substitute** 'in excess of 69'.

In Chapter 7 of the Myki Manual, for the heading '**Refund and reimbursements procedures**' and all paragraphs under that heading (other than the paragraph in green text) **substitute** – '**Reimbursement procedures**

Most reimbursements need to be made using the myki refund and reimbursement form.

Where a myki is managed by a separate account holder, a reimbursement will be provided to the account holder.

Except in the case of a myki that the customer or account holder has reported as lost or stolen, reimbursements can only be considered if the following conditions are met:

- the application form has been completed correctly, including signature;
- a claim is submitted in writing no later than 12 months after date the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required (e.g. medical certificate).

In Chapter 8 of the Myki Manual, under the heading '**Failure to touch on and touch off correctly**', in the first paragraph under the heading '**Default fares – myki money**', after the second sentence **insert** 'The default fare is the myki money 2 hour fare for the relevant zone or zones.'

In Chapter 8 of the Myki Manual, under the heading '**Failure to touch on and touch off correctly**', under the heading '**Default fares – myki money**', in the table under the heading '**Default fares**' –

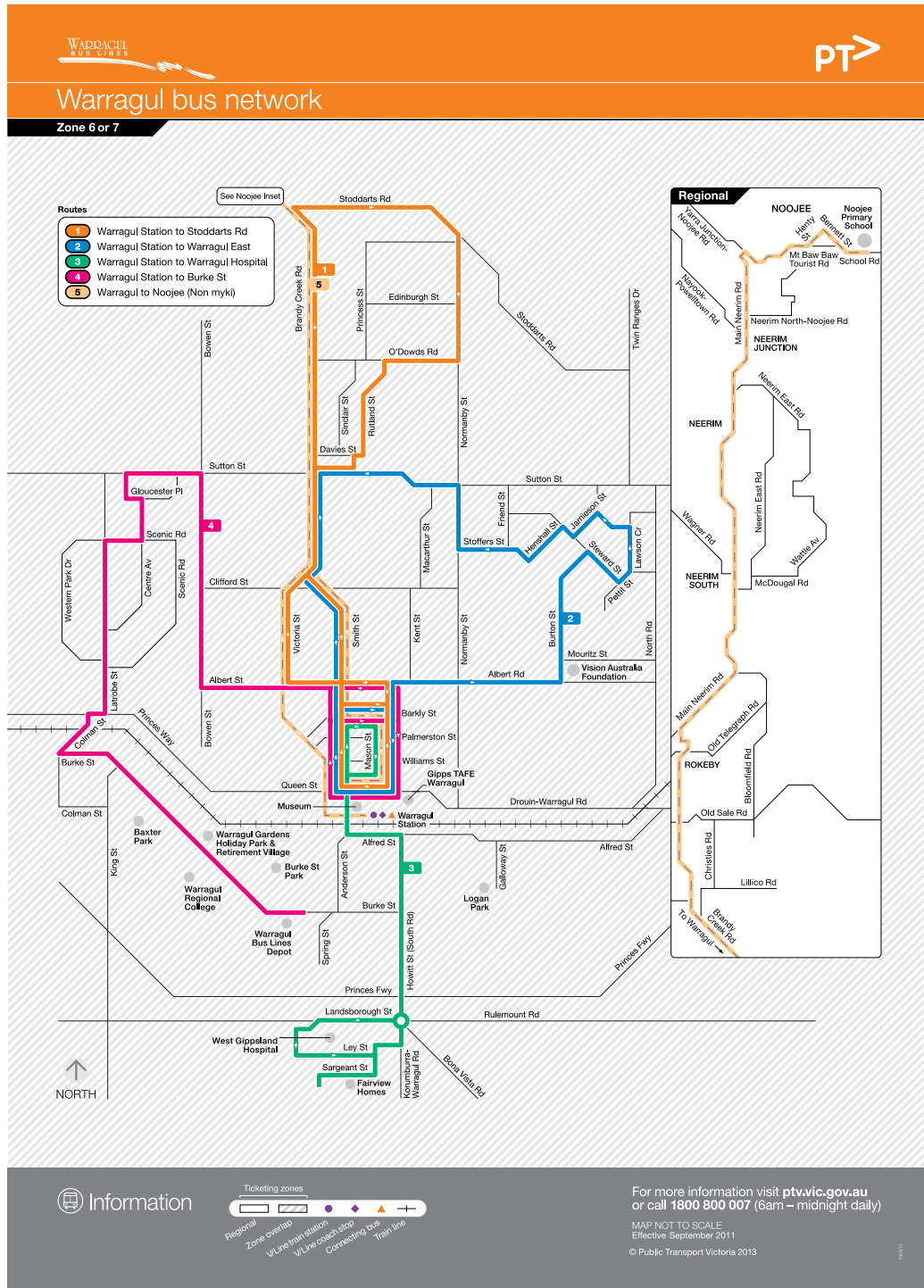
- (a) for the heading '**Product created on myki**' **substitute** '**2 hour product created on myki**'; and
- (b) in the row commencing 'All other railway stations' –
 - (i) in the column under the heading '**Full fare**', for '\$5.60' **substitute** '2 hour myki money fare between the zone of the station where the customer touches on and Zone 1'; and
 - (ii) in the column under the heading '**Concession**' **delete** '\$2.80'; and
 - (iii) in the column under the heading '**2 hour product created on myki**', for '4 zones (zone in which the station is situated and the next 3 zones towards Zone 1)' **substitute** 'All zones between and including the zone of the station where the customer touches on and Zone 1'; and
- (c) for the heading '**Bus and coach**' **substitute** '**Bus**' and
- (d) in the row commencing 'All buses and coaches' –
 - (i) for 'All buses and coaches' **substitute** 'All buses'; and
 - (ii) in the column under the heading '**Full fare**', for 'service**' **substitute** 'service'.

In Chapter 8 of the Myki Manual, under the heading '**Failure to touch on and touch off correctly**', under the heading '**Default fares – myki money**', at the foot of the table under the heading '**Default fares**' **delete** the double asterisk and the note accompanying the double asterisk.

In Chapter 10 of the Myki Manual, under the heading '**Surfboards**' **delete** the heading '**Bicycles and surfboards on other public transport services**'.

Note: The green text under the heading deleted by previous paragraph, although correct, does not relate to the Myki Manual, which should be read as though the text did not appear there.

In Chapter 11 of the Myki Manual, for the map under the heading 'Warragul transit system' substitute –



Note: In Chapter 12 of the Myki Manual, under the heading '**Objections to infringement notices**', the fax number '**9665 9400**' is incorrect and should read '**9655 8855**'.

In Chapter 14 of the Myki Manual, under the heading '**Contact information**', under the heading '**Public Transport Infringement enquiries**' –

- (a) after 'Infringement Administration' **insert** '**1300 135 066**'; and
- (b) **delete** all words and expressions commencing 'For a payment extension' and ending 'Lost fines **1300 135 066**'.

In Chapter 14 of the Myki Manual, under the heading '**Contact information**', under the heading '**Metro**', after 'Customer feedback **1800 800 007**' **insert** –

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

Lost property **9610 7512**'.

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