

Frequently Asked Questions

Weekend travel entitlements for Disability Support Pensioners and Carer Payment Recipients under 60

I'm entitled to DSP/CAR concession travel. Do I get free travel on Saturdays?

Yes. Free travel on Saturdays is a new benefit for seniors and holders of DSP/CAR concession entitlements.

How does the free travel on weekends work?

With a DSP/CAR concession myki you will be entitled to free travel across two consecutive zones right across Victoria.

If you are in Melbourne, this means you can travel anywhere in Zones 1&2, all day, free of charge.

If you are in Geelong, you can travel from the Bellarine Peninsula into Geelong and travel around all day free of charge on a Saturday (from 1 January 2011) or Sunday.

What happens if I travel across more than two zones?

If you travel across more than two zones on a Saturday (from 1 January 2011) or a Sunday you will be charged at the normal concession rate for the travel undertaken.

For example, if you travel in three consecutive zones you will pay for travel in all three zones. You will not receive two zones for free and pay for travel in only one zone.

Do I get a free concession myki?

Yes. If you are already registered for a Sunday Pass you will receive a free concession myki in the post.

If you don't have a Sunday Pass and would like free Sunday travel (and weekend travel from 1 January 2011), you can do so by completing a Sunday Pass Application form available from premium train stations, staffed V/Line stations and the MetShop or you can download the form from

www.metlinkmelbourne.com.au or www.myki.com.au.

Mail in the completed [application form](#) and a free DSP/CAR concession myki will be posted to you before the end of the year.

The existing [Sunday Pass application](#) will continue to be accepted until it is replaced by the myki Free Weekend Travel Application form from 1 January 2011.

When will I be getting my concession myki?

We will start sending myki cards to seniors and DSP/CAR holders in the mail in September. We need to send out more than 400,000 cards and it's going to take us about 10 weeks to complete. We ask for your continued patience as we distribute your concession myki.

Until you receive your concession myki, you can continue using the Sunday Pass to access free Sunday travel.

If I lose my DSP/CAR concession myki will the replacement cards also be free?

You will be issued your first concession myki free of charge. If you lose your concession myki, you can transfer the balance to a new myki. There is an administration fee which is \$9.80.

I use a Carer Card and receive free Sunday travel – will I get free Saturday travel from 1 January 2011?

Holders of the Carer Card can continue to travel for free on Sundays; however the free Saturday travel entitlement does not extend to holders of this card.

Will I still get free travel vouchers? How does this change with myki?

Even with the added benefit of free travel on Saturdays, you will still get two free travel vouchers each year. These will be issued in the same way they always have and you will continue to redeem them as you normally do. When travelling on the free paper travel voucher, you do not need to touch on or touch off with your concession myki.

I've recently changed address – what do I need to do to make sure I still get a free concession myki in the post?

You need to complete a change of address details form. This can be downloaded at www.metlinkmelbourne.com.au or if you call 131 638 they can send you a form. Your concession myki will then be sent to you by the end of the year.

I want to check I'm on the list for the free concession myki mailout / that my details are correct in the database. How can I do this?

To see if you are on the list for the mailout, please call 1300 953 876

I have an Access Travel Pass. Do I need to apply for the Sunday Pass?

No. If you have an Access Travel Pass, this is the only travel pass you need to travel on Victoria's public transport network. More information on the [Access Travel Pass](http://www.metlinkmelbourne.com.au) is available at www.metlinkmelbourne.com.au or www.myki.com.au.

I have a Vision Impaired Travel Pass. Do I need to apply for the Sunday Pass?

No. If you have a Vision Impaired Travel Pass, this is the only travel pass you need to travel on Victoria's public transport network. More information on the [Vision Impaired Travel Pass](#) is available at www.metlinkmelbourne.com.au or www.myki.com.au.

I have a Scooter Wheelchair Travel Pass. Do I need to apply for the Sunday Pass?

No. If you have a Scooter Wheelchair Travel Pass, this is the only travel pass you need to travel on Victoria's public transport network. More information on the [Scooter and Wheelchair Travel Pass](#) is available at www.metlinkmelbourne.com.au or www.myki.com.au.

Where can I top up my concession myki?

At the moment you can only top up your myki:

- at card vending machines that are located at train stations, at some tram platform stops and some bus interchanges
- at the myki discovery centre located at Southern Cross station using the card vending machine
- by calling the call centre on 13 6954 (13 myki)
- on the myki website – www.myki.com.au
- using auto top up – a direct payment from your bank (ring 13 6954 for more information)
- or with the bus driver in Ballarat, Bendigo, Geelong, Moe, Morwell, Seymour, Traralgon and Warragul.

When myki is fully rolled out you will also be able to top up your myki at the following places:

- at the MetShop – located at the Melbourne Town Hall, corner of Swanston and Little Collins Streets
- station ticket offices in metropolitan Melbourne
- on the bus with the driver in metropolitan Melbourne
- on the tram at the card vending machine
- retailers – including 7 Eleven, some milk bars and newsagents
- V/Line Ticket Agents (when myki starts on V/Line).