# Teacher support resource - Travel identification and concession cards

This information has been compiled to support teachers to develop lessons for students with disability to complete the general module ‘Getting Ready’. It provides a list of travel and concession card resource links for the Victorian public transport system.

## key messages

* Always carry a form of identification with you at all times.
* You must have your travel concession or travel pass when using public transport.
* Before you travel get some help to arrange any concessions or travel passes.

There are a few ways that students can prove who they are (their identity) if they do not have a learners permit or drivers licence.

If they are using public transport, they may be able to get their travel ticket cheaper.

### Key pass identification

There are two types of Keypass cards; Under 18 and 18+. The Keypass ID card can be used for many ID life moments. Similar to a driver’s license or a passport, the student is able to use it to prove their age and identity.

They can apply for a Keypass card at AusPost.

<https://auspost.com.au/id-and-document-services/apply-for-a-keypass-id>

### The Victorian Proof of Age card

The Victorian Proof of Age card is used to verify that the person seeking to enter the licensed premises or purchase liquor is over 18 years of age. This card is recognised throughout Australia.

<https://www.vcglr.vic.gov.au/community-services/proof-age>

### Concession cards

If any of the below criteria apply to the student, they may be eligible for a concession fare. This gives the student a 50 per cent (50%) discount on travel. These students can travel on concession fares throughout Victoria. If the student is aged 17 years and over, they need to carry proof of eligibility.

* [Asylum Seekers](https://www.ptv.vic.gov.au/tickets/fares/concession/asylum-seekers/)
* Children
* Disability Support Pensioner and Carer Payment recipients
* Health Care Card holders
* School students
* Tertiary students.

<https://www.ptv.vic.gov.au/tickets/fares/concession/>

### Access Travel Pass

The Access Travel Pass has been developed for people with a significant permanent disability who use Victoria's public transport network, and can demonstrate that due to their disability they cannot use ticketing systems.

### Eligibility

* People with a significant permanent disability who travel independently on Victoria's public transport network and cannot use ticketing systems due to their disability
* Permanent residents of Victoria.

The Access Travel Pass entitles the pass holder to free travel on Melbourne metropolitan trains, trams and buses and V/Line services. Pass holders aren't required to touch on and off, but must show the card to public transport staff when requested. The student must carry their Free Travel Pass with them at all times while travelling on Victoria's public transport network.

### Application forms

Application forms can be obtained in person from the Public Transport Victoria Hub at Southern Cross Station, or mailed to the student by calling Public Transport Victoria on 1800 800 007, or downloaded from <https://www.ptv.vic.gov.au/tickets/fares/free-travel-passes/access-travel-pass/>

### Scooter and Wheelchair Travel Pass

The Scooter and Wheelchair Travel Pass has been developed for people with significant permanent disability who use Victoria's public transport and depend on a scooter or wheelchair to travel.

### Eligibility

To be eligible for the Scooter and Wheelchair Travel Pass the student must:

* have a permanent and severe disability
* depend on a scooter or wheelchair for mobility outside the home
* be a Victorian resident.

### The Scooter and Wheelchair Travel Pass entitles the pass holder to free travel on:

* Melbourne metropolitan trains, trams and buses
* V/Line services
* Regional town buses
* Regional services that have a contract or service agreement with Public Transport Victoria.

Pass holders aren't required to touch on and off, but must show the card to public transport staff when requested.

The student must carry their Free Travel Pass with them at all times while travelling on Victoria's public transport network.

### Application forms can be obtained from

<https://www.ptv.vic.gov.au/tickets/fares/free-travel-passes/scooter-and-wheelchair-travel-pass/>

### Conditions of travel

If the student is travelling with a scooter or wheelchair on a V/Line service, they need to book 24 hours in advance as space may be limited. For more information or to make a V/Line booking, visit the [V/Line website](https://www.vline.com.au/) or call 1800 800 007.

### Vision Impaired Travel Pass

The Vision Impaired Travel Pass gives free travel on public transport to customers who are legally blind.

Pass holders aren't required to touch on and off, but must show the card to public transport staff when requested.

Other states’ Vision Impaired cards are accepted and can be used as a Vision Impaired Travel Pass in Victoria.

### Eligibility

To be eligible to receive this pass, the student must:

* be assessed as permanently and legally blind by an ophthalmologist or optometrist
* be a Victorian resident.

### The Vision Impaired Travel Pass entitles the pass holder to free travel on:

* Melbourne metropolitan trains, trams and buses
* V/Line services
* Regional town buses
* Regional services that have a contract or service agreement with Public Transport Victoria.

Free travel passes can't be used for NSW TrainLink, Great Southern Railway, airport services and tourist railways. Please check with the relevant operator before booking or travelling.

Pass holders aren't required to touch on and off, but must show the card to public transport staff when requested.

The student must carry their Free Travel Pass at all times while travelling on Victoria's public transport network.

### Application forms can be obtained from

<https://www.ptv.vic.gov.au/tickets/fares/free-travel-passes/vision-impaired-travel-pass/>

Call 1800 800 007 if you require assistance in applying for the pass.

### Travel Trainer Pass

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

### Eligibility

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

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

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

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

An application form must be completed to determine eligibility for the Travel Trainer Pass.

The application form must be completed by the person responsible for, and accountable for the organisation’s operations (e.g. a Chief Executive Officer, General Manager, etc.).

For more information, visit a [PTV Hub](https://www.ptv.vic.gov.au/customer-service/ptv-hubs/) or call Public Transport Victoria on [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/) and a form can be mailed to the student.

Please send all Travel Trainer Pass applications to:

Travel Trainer Pass

PTV Hub

PO Box 4724

MELBOURNE VIC 3001

## Companion Card

### Benefit

If the student has a Companion Card, their carer or companion can travel for free on public transport.

### Eligibility

The Companion Card is issued by the Department of Health & Human Services (DHHS) to people who require the assistance of a companion. Victorian public transport authorities will accept Companion Cards issued in other states.

### Conditions of travel

A Companion Card doesn't give the card holder concession fares or free travel. The card holder must have a valid ticket or free travel pass. The carer/companion and the Companion Card holder must travel together and the card holder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip. The carer/companion to the Companion Card holder must be able to provide all necessary assistance to the card holder (including personal hygiene tasks). Companions who are not capable of assisting the card holder 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 reserving their own ticket and show their Companion Card.

### Apply for the card:

For more information or to apply for the card, visit the Companion Card website.

<http://www.companioncard.org.au>

### Assistance Animal Pass

Animals covered by the Assistance Animal Pass (usually dogs) include:

* **Mobility support animals** that help people with physical disabilities who use mobility aids or have difficulty moving around
* **Medical alert animals** that help people in a medical emergency such as an epileptic fit, or changes in blood pressure and blood sugar
* **Psychiatric service animals** that help people with mental illnesses such as Post-Traumatic Stress Disorder, anxiety and panic attacks.

The student can apply for an Assistance Animal Pass if they need their animal to help manage their disability while they use public transport.

To receive a pass, the student will need to provide evidence that their assistance animal is formally trained to help them manage their disability, and meets similar standards of hygiene and obedience as a Guide Dog. Guide Dogs and hearing dogs (working or in-training) don’t need an Assistance Animal Pass.

Assistance Animals can travel free on public transport in Victoria. The handler must have a valid ticket.

<https://static.ptv.vic.gov.au/PTV/PTV%20docs/Ticketing/1516592816/Assistance-Animals-Application.pdf>