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# Overview

The Rail Commuter Club arranges the purchase of 365-day passes for department paid employees at a discount, with the employee repaying the department through fortnightly salary deductions.

Myki passes can only be purchased by department employees for their own use. Cards cannot be purchased for relatives or friends. Only one myki pass is available to an employee each year.

All 365-day myki passes are non-transferable and are recorded on an internal database with the name, personnel number and address of the relevant employee.

A 365-day myki pass is available for metropolitan trains, trams and buses in the specified zones and on V/Line country trains and buses. All employees are bound by the Public Transport Victoria (PTV) terms and conditions and the myki terms of use. Please review these at:

* [PTV website's Travelling on the network page](https://www.ptv.vic.gov.au/more/travelling-on-the-network) <https://www.ptv.vic.gov.au/more/travelling-on-the-network>
* [PTV website's Myki terms of use page](https://www.ptv.vic.gov.au/myki-terms-of-use) <https://www.ptv.vic.gov.au/myki-terms-of-use>.

## Purchasing a myki pass

When purchasing a new myki pass, you are agreeing to the terms and conditions of this policy and the terms and conditions set out by PTV.

Please ensure you are familiar with all information contained in this policy before completing the applicable myki application form. Submit the completed form to the Commuter Club Coordinator in line with the submission timeline.

The Commuter Club Coordinator must receive your myki application form by the 15th of the month before you need the myki pass. For example, if you need a pass in December, you must submit your completed application on or before 15 November.

Applications will be deemed late if received after the 15th of the month and will be processed in the following month. For example, an application received on 16 November would result in the pass not being available until January.

## Renewing a myki pass

Card holders are solely responsible for their card and pass renewal. There are no automatic renewals and email reminders will not be sent.

To renew a pass, the myki application form must be completed and submitted each year.

Application forms to renew a myki pass must be submitted to the Commuter Club Coordinator by the 15th of the month before the existing pass is due to expire. For example, an application form would be submitted on or before the 15 November to renew a pass that was due to expire in December.

Applications to renew a pass will be deemed late if received after the 15th of the month and will be processed in the following month. For example, an application received on 16 November would result in the pass not being available until January.

## Reload process and myki money

Your existing myki card issued from the Commuter Club will be automatically reloaded with 365 days’ travel from the date of expiry of your myki pass.

Please check the myki touch-on screen for verification as no written notification will be issued when the transaction has been completed.

Your myki card can store two myki passes at a time. This means that when your current myki pass is almost expired, you can purchase your next pass so it is ready to activate when you need it. Only one myki pass can be active at a time from the expired date of your old pass.

If your yearly myki pass has expired and you have to top up (with myki money) to travel, you must ensure the amount on your myki is always in the positive otherwise PTV will be unable to reload your yearly pass. You cannot choose to use myki money if you have a valid yearly myki pass on your card. A valid myki pass takes precedence over your personal myki money.

# What are the costs?

## Metropolitan myki pass

The department buys metropolitan myki cards at a 10 per cent discount on the standard 365-day pass price.

**Note**: the fortnightly cost to the employee includes a three per cent administration fee added by the department on top of the discounted price.

Please visit [PTV website's Metropolitan fares page](https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/) for current myki pass (365 day) fare amounts <https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares>.

## V/Line myki pass

The 10 per cent discount does not apply to V/Line myki passes. However, V/Line myki passes offer 365 days’ travel at the rate of 325 days, offering the commuter 40 days of free travel.

Please visit the [PTV website's Regional fares page](https://www.ptv.vic.gov.au/tickets/fares/regional-fares/) for current myki pass (365 day) fare amounts <https://www.ptv.vic.gov.au/tickets/fares/regional-fares>.

# Fortnightly payroll deductions

If a 365-day pass is ordered for March, the first deduction from your pay is the first payday in March. Deductions then continue for 26 pays in total. This is irrespective of when you first validate your card. The payroll deductions then automatically cease after 26 fortnights, unless a renewal pass is requested. If you renew your pass, payroll deductions restart at the current rate.

Although cards are inactive until validated, payroll deductions for the new or renewed pass start from the pay period in which the new pass is issued. Deductions continue for a period of 26 pays regardless of when the card is first validated.

If no salary is earned in any particular period, the amount which would have been deducted in that period will be deducted from the next or subsequent salary payment.

In the event of resignation, retirement or death, any outstanding balance owed will be recouped from the final payment accordingly.

## Example payroll deduction calculations

### Example 1: 365-day myki metro pass – Zone 1

* Retail price: $1,430.00
* Department discount: $143.00 (10% of retail)
* Discounted price: $1,287.00
* Administration fee (3%): $38.61
* Total cost to staff: $1,325.61
* Fortnightly pay deductions (total cost divided by 26 fortnights): $50.99 each fortnight.

### Example 2: V/Line trip from Geelong to Southern Cross station

* 365-day myki V/Line pass price: $2,860.00
* Fortnightly pay deductions (pass price divided by 26 fortnights): $110.00 each fortnight.

# Cancelling a metropolitan myki pass

Two weeks’ notice must be given when cancelling cards to enable the account to be finalised. With any card cancellation, the department must recover the outstanding cost of the card.

Cards that have been held for 293 days or more cannot be cancelled. You retain the card and pay the outstanding balance due. The discount is retained in this instance.

Cancellations are only available for passes held for less than 293 days because the discount rate on a Commuter Club myki pass means that you receive 365 days travel but only pay for 293 days. Therefore, the discount is redeemed and a cancellation cost is payable based on the used portion of the card being converted into the retail cost of days used as set by PTV.

Employees must notify the Commuter Club Coordinator to cancel their myki pass:

* [email Rail Ticket](http://railticket@dhhs.vic.gov.au) <railticket@dhhs.vic.gov.au>.

To provide accurate cancellation costs, employees will need to give the Commuter Club Coordinator the following information:

* zone of pass
* actual expiry date of the pass (this information is provided on myki readers and myki checks) – **note:** your myki pass expires at 3 am on the date shown
* actual date the card will be returned to the department.

If any of these details change before the card is surrendered, the cancellation cost quoted will change.

The Commuter Club Coordinator will calculate the remaining balance of the rail ticket debt and a salary deduction will be made for any outstanding debt owed to the department. The Commuter Club Coordinator will confirm the amount owed and the pay period the deduction will take place.

Employees have two options available once the remaining rail ticket debt has been finalised:

* keep the myki pass and use the remaining travel balance or days
* apply to PTV for a refund of any remaining days.

Employees requesting a refund must either:

* apply for a refund online – [PTV website’s Apply for a refund or reimbursement page](https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse) <https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse>
* contact PTV on 1800 800 007 between 6 am to midnight daily to arrange the refund.

When applying for a refund through PTV, the employee will need to provide PTV with the email confirming their refund request and the myki pass being refunded. Forward these to PTV at the following address:

* Myki Mailbox  
  Reply Paid 4318  
  Melbourne VIC 3000

For more information on refunds for myki passes:

* visit [PTV website’s Refunds page](https://www.ptv.vic.gov.au/tickets/refunds-compensation-and-replacement-tickets/refunds) <https://www.ptv.vic.gov.au/tickets/refunds-compensation-and-replacement-tickets/refunds>
* call PTV’s myki ticketing and retail services on 1300 951 182 (select option 3).

# Cancelling a V/Line myki pass

Two weeks’ notice must be given when cancelling cards to enable the account to be finalised. With any card cancellation, the department must recover the outstanding cost of the card.

In the event of cancellation within the first 70 days, the 40 days’ free travel is lost and a cancellation cost is payable based on the used portion of the ticket being converted into the cost of total days used.

Employees must notify the Commuter Club Coordinator to cancel their myki pass:

* [email Rail Ticket](http://railticket@dhhs.vic.gov.au) <railticket@dhhs.vic.gov.au>.

To provide accurate cancellation costs, employees will need to give the Commuter Club Coordinator the following information:

* zone of pass
* actual expiry date of the pass (this information is provided on myki readers and myki checks) – **note:** your myki pass expires at 3 am on the date shown
* actual date the card will be returned to the department.

If any of these details change before the card is surrendered, the cancellation cost quoted will change.

The Commuter Club Coordinator will calculate the remaining balance of the rail ticket debt and a salary deduction will be made for any outstanding debt owed to the department. The Commuter Club Coordinator will confirm the amount owed and the pay period the deduction will take place.

Employees have two options available once the remaining rail ticket debt has been finalised:

* keep the myki pass and use the remaining travel balance or days
* apply to PTV for a refund of any remaining days.

Employees requesting a refund must either:

* apply for a refund online – [PTV website’s Apply for a refund or reimbursement page](https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse) <https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse>
* contact PTV on 1800 800 007 between 6 am to midnight daily to arrange the refund.

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For more information on refunds for myki passes:

* visit [PTV website’s Refunds page](https://www.ptv.vic.gov.au/tickets/refunds-compensation-and-replacement-tickets/refunds) <https://www.ptv.vic.gov.au/tickets/refunds-compensation-and-replacement-tickets/refunds
* call PTV’s myki ticketing and retail services on 1300 951 182 (select option 3).

# Lost or stolen card

In the event of a myki pass being lost or stolen, the easiest option is to call PTV on **1800 800 007 between** 6 am and midnight.

The lost card will be blocked and a replacement card mailed to you within 10 business days, with the remaining balance transferred to your new card.

Alternatively, you can block a lost or stolen myki pass online and report your card as lost or stolen.

You can report your registered myki smartcard as lost or stolen by:

* logging into your myki account
* calling PTV on 1800 800 007
* visiting a PTV Hub

A replacement myki pass will be mailed to you. Replacements usually take up to 10 business days and include the remaining balance of the old card.

If you need to travel straight away, you will need to buy a new myki pass with your own money while you report your card as lost or stolen.

A credit for the cost of the new myki plus any balance on your registered lost or stolen myki pass will be transferred to the new myki pass within 14 business days.

Call PTV on 1800 800 007 for more details and help. The Commuter Club Coordinator does not have the authority to arrange a replacement card on your behalf. You will need to arrange the replacement with PTV.

# Faulty card

If your myki card has stopped working, visit a staffed metropolitan station or myki-enabled V/Line station. They will give you a free replacement card of the same type. Your faulty card will be linked to the replacement card and any balance will be transferred as part of the replacement process.

Please call PTV on 1800 800 007 for more details and help. The Commuter Club Coordinator does not have the authority to arrange a replacement card on your behalf. You will need to arrange replacement with PTV.

# Zone changes

## Zone change from single zone to two zones

There are two options available to commuters in this scenario:

* cancel existing card and apply for a new card – **note:** this may incur cancellation costs
* keep your myki topped up with sufficient myki money to pay for travel outside your myki pass zone – for example, if you have a Zone 1 myki pass and travel in Zones 1 and 2, your myki pass covers the Zone 1 portion of your trip and myki money pays for the Zone 2 portion of your trip.

## Zone change from zone 1 and 2 to single zone

To change a myki pass with zone 1 and 2 to a single zone, apply for a refund online to receive a refund for the reduced cost. See [PTV website’s Apply for a refund or reimbursement page](https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse) <https://www.ptv.vic.gov.au/tickets/myki#refund-reimburse>

Once the request has been lodged, you will need to complete a new myki application form for a single zone pass. Sent the completed application to the Commuter Club Coordinator ([email Rail Ticket](mailto:email%20Rail%20Ticket) <railticket@dhhs.vic.gov.au>).

Your payroll deductions will be adjusted to account for the zone changes.

# Reportable fringe benefits (FBT) implications

The myki pass is considered to be a loan fringe benefit. This is because the department pays for the card in full on purchase and the employee then repays the loan through salary deductions made throughout the year.

The taxable value of the loan is a deemed interest amount calculated according to a standard rate set by the Australian Taxation Office. Based on the value of most cards, the interest is less than $100 and is classed as a minor fringe benefit. As such it is not assessed for Fringe Benefits Tax (FBT) or for inclusion as a reportable fringe benefits amount on the employee's payment summary.

If employees have other reportable fringe benefits in the same year, the myki pass amount will be included in the employee's reportable fringe benefit amount if the taxable value of all their benefits is greater than $2,000.

# More information

For more information and details, contact the Commuter Club Coordinator:

* call (03) 9096 2560
* [email Rail Ticket](mailto:railticket@dhhs.vic.gov.au) <[railticket@dhhs.vic.gov.au](mailto:railticket@dhhs.vic.gov.au)>.

Send your completed form:

* [email Rail Ticket](mailto:railticket@dhhs.vic.gov.au) <[railticket@dhhs.vic.gov.au](mailto:railticket@dhhs.vic.gov.au)>
* by mail to:  
  Commuter Club Coordinator  
  Payroll Business Support  
  Department of Health and Human Services   
  50 Lonsdale Street  
  Melbourne VIC 3000.

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