

## I need assistance with Transport Canberra MyWay Concessions – ACTION buses

Updated October 2016

### What is it?

If you have a concession card you may be eligible for reduced fares when travelling on ACTION bus services. To purchase a Concession MyWay card you will need to present your concession card to a MyWay Recharge Agent or Access Canberra Shopfront. You will be required to present your card at an agent each time your concession is renewed to ensure you maintain your concession fare entitlement.

**Failure to reapply your concession upon expiry will result in standard fares being charged for travel. Refunds will not be provided where the customer has purchased the wrong card type; has failed to provide proof of concession when purchasing their MyWay card; and/or the concession entitlement expires.**

The below listed passengers are eligible for free travel on ACTION buses:

- Children aged 5 and under who are not attending school
- ACT residents aged over 70
- Department of Veterans Affairs TPI Gold Card holders
- Passengers with a visual impairment

Proof of concession entitlement must be carried at all times.

The below cards are accepted for concession fare on ACTION buses:

### High School and College Student Identity Card

Must include:

- Student name
- Date of birth
- Photo of card holder
- *Full Time* status
- Issued by a school within Australia

The card holder is eligible for a Student MyWay card or concession cash fares.

### Tertiary Student Identity Card

Must include:

- Student name
- Photo of card holder
- *Full Time* status
- Issued by a school within Australia

The card holder is eligible for a Tertiary MyWay card or concession cash fares.

### **Pension Concession Card**

Issued by The Department of Human Services. The primary card holder is eligible for a Concession MyWay card or concession cash fares.

### **Health Care Card**

Issued by The Department of Human Services. The primary card holder is eligible for a Concession MyWay card or concession cash fares.

### **Gold Card**

Issued by The Department of Veterans Affairs. Card holder is entitled to a Concession MyWay card, which can be purchased from a MyWay Recharge Agent.

**Note:** If a Gold Card is embossed with **TPI**, the card holder is eligible for free travel. Passengers can either present this card and board the bus for free, or apply for a free travel pass from the MyWay Administration Office by phoning 13 17 10, or emailing [myway@act.gov.au](mailto:myway@act.gov.au).

### **Vision Impaired Travel Pass**

Vision Impaired Travel Pass holders are entitled to free travel on regular route services, including an attendant, if required. An ACT issued Vision Impaired Travel Pass may be accepted by interstate transit authorities where provision allows for free or subsidised travel for vision impaired persons. Each state and territory policy varies, so please check your travel entitlements with the appropriate authority prior to commencement of your journey.

In the ACT, vision impaired travel passes issued by another Australian State or Territory Government are also accepted, and receive free travel on regular route services. Attendants of the pass holder also travel for free under these passes.

The Vision Impaired Travel Pass is issued by MyWay Administration Office to eligible recipients. Please call 13 17 10 for more information on how to apply.

### **Companion Card**

Issued by The Department of Disability, Housing, and Community Services. The card holder's eligible companion is allowed free travel when this card is presented to the driver.

### **ACT Services Access Card**

Issued by Companion House. Eligible for a Concession MyWay card or concession cash fares.

### **Who runs it?**

Transport Canberra & City Services Directorate.

### **Contact**

Transport Canberra GPO Box 158, Canberra City ACT 2601

Ph: 13 17 10 (or 02 6207 7611 outside ACT)

Web: [Transport Canberra](http://TransportCanberra.gov.au)