

ACU Commuter Club

The Commuter Club is a scheme for companies to purchase yearly myki tickets from PTV on behalf of their staff. Yearly myki cards allow unlimited train, tram and bus travel for a full year in zones 1+2 or zone 2. VLine travel is not covered by Commuter Club. ACU has agreed to participate in the Commuter Club and provide financial assistance to ACU staff members to help with the purchase of an annual train ticket. For those wishing to join the Commuter Club, Campus Concierge at St Patrick's Campus Commuter Club co-ordinator and the point of contact for **enquiries only**. To obtain an application form you must log a request through Service Now on 2722. Payments are processed by HR and card issuing is handled by PTV.

The **2019 Commuter Club Fare Prices** are as follows:

Zone 2 \$ 1170 – 26 payments of \$45
Zone 1 & 2 \$ 1550.25 – 26 payments of \$59.63

HR pay the full yearly fare up front for the staff member and then the cost of the ticket is deducted from their salary over one year at the rate of 1/26th of the cost of the ticket as an after tax deduction until the cost associated to this purchase is fully recovered.

PTV Commuter Club Ticket Rules (these rules form part of the agreement entered into with PTV when you sign up to the Commuter Club. Campus Concierge act on Club members behalf to submit applications to PTV only.)

- Applicant must be a **permanent member** of ACU St Patrick's staff.
- The card must only be used by an ACU staff member only and is not transferable.
- Commuter club cards are only activated the first time that you 'touch on'.

Change of Zones

If the Cardholder wishes to change the zone(s) of their 365 day myki pass, they must complete a Refund & Reimbursement Form. Refund & Reimbursement Forms are available at selected myki retailers, staffed railway stations, the PTV Hubs, via myki.com.au and by calling 13 6954 (13 myki) and can be mailed to:

Myki Mailbox
 Reply Paid 4318
 MELBOURNE VIC 8060

The myki must be surrendered at the time of application. Refunds are provided by cheque and will be posted to the Cardholder. The Cardholder must now approach their Commuter Club to order a new 365 day myki pass with the desired zone(s). Please note: Refunds are paid to either the Cardholder or by cheque and are generally processed within 28 days.

Refunds

Refunds are processed by myki and returned to the Commuter Club member. Your refund may be subject to administration charges and loss of previously applied discounts. **PLEASE BE AWARE THAT YOU WILL CONTINUE TO BE CHARGED THROUGH SALARY DEDUCTION UNTIL THE FULL AMOUNT PAID BY HR HAS BEEN RECOVERED.** Please read the information on the myki website or call the myki call centre if you require further clarification about refunds.

Refunds to Commuter Club members

If a Cardholder needs a refund of their 365 day myki pass because they are leaving the organisation, no longer want to be part of the Commuter Club or the card was ordered in error, a Refund & Reimbursement Form must be completed. Refund & Reimbursement Forms are available at selected myki retailers, staffed railway stations, the PTV Hubs, via myki.com.au and by calling 13 6954 (13 myki) and can be mailed to:

Myki Mailbox
Reply Paid 4318
MELBOURNE VIC 8060

The myki must be surrendered at the time of application and will be blocked from further use. Refunds are provided by cheque and will be posted to the Cardholder. The Cardholder is able to nominate their Commuter Club account to receive any cheques for refunds owing. Any myki money stored on the card at the time of cancellation will also be included in the refund amount and cannot be split.

Refunds for medical conditions

In certain circumstances, reimbursements of the value of a myki pass may be available for customers who have experienced medical problems. Reimbursements due to medical conditions will only be allowed if the application meets the following requirements:

- * The claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof)
- * The customer has been unable to travel for least 27 days owing to illness.
A reimbursement based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

Refunds for annual leave

A 365 day myki pass cannot be suspended for any period taken as annual leave, nor can the amount of leave taken be reimbursed. If the Cardholder is taking extended annual leave, they may wish to apply for a refund of the remaining balance on their 365 day myki pass and apply for a new 365 day myki pass on their return.

Refund calculations

There is no refund on a 365 day myki pass which has less than 73 days remaining as the holder will lose the benefit of the 10% discount offered by the Commuter Club program. The Commuter Club 365 day myki pass fare is based on the daily fare for 325 days, giving the cardholder 40 days free travel. On top of this, the cardholder receives a 10% discount. If a 365 day myki pass is surrendered for refund, the Cardholder loses the benefit of the 10% discount and is charged the daily rate for the number of days the ticket has been held. Accordingly, if a ticket has less than 73 days remaining, there is no refund due. **e.g.** If a 365 day myki pass for Zone 1 + 2 issued at 10% discount costing \$1515.15 is surrendered after 292 days (365 minus 292 = 73 days left), the calculation is as follows: 325 x \$5.18 daily rate = \$1683.50 x 90% (\$1515.15) less 292 days held x \$5.18 daily rate (\$1512.56) = refund of \$2.59.

Therefore if there is less than 73 days remaining, no refund would be due. In this instance, it is in the Cardholder's **best** interest to keep the pass for any possible use until expiry.

Please note: Refund calculation provided is based on current pass prices and daily rates.

Resignations

On resignation, members are expected to advise the Campus Concierge of the termination date and to establish if the ticket is to **be returned** or **retained**. The Campus Concierge will advise the Pay Office of the member's intentions. In both cases, the Pay Office will proceed to deduct the full outstanding balance owing from the termination pay-out.

If the ticket is to be returned:

It is the responsibility of the Commuter Club member to apply for their refund from Myki. Myki will not accept requests for refunds from the Campus Concierge. See refund conditions above.

If the ticket is to be retained:

It is ACU Payroll's responsibility to make the necessary arrangements to deduct the outstanding balance owing from the exiting employee's final termination pay-out.

Replacement Tickets & Cancellations

If a Commuter Club myki is damaged, defective, lost or stolen, the Commuter Club member can apply for their myki to be replaced. Replacement Forms are available at selected myki retailers, staffed railway stations, PTV Hubs, via myki.com.au and by calling 13 6954 (13 myki).

Replacement of a lost or stolen myki containing a Commuter Club 365 day myki pass

It is the responsibility of the myki Cardholder to report a lost or stolen myki by calling 13 6954 (13 myki) or visiting myki.com.au. The myki will be blocked and the balance protected from the moment a report is made.

To replace a lost or stolen myki a Replacement myki form must be completed. This can also be done over the phone by calling 13 6954 (13 myki).

Replacement myki forms are available at selected myki retailers, staffed railway stations, the PTV Hubs, via myki.com.au and by calling 13 6954 (13 myki). Completed forms can be posted directly to the myki mailbox.

A replacement myki (loaded with the days of the pass remaining at the point the card was reported lost or stolen) will be issued by mail generally within 10 days of receipt. The myki pass will restart from the time a customer touches on within a zone for which the pass is valid.

The myki Cardholder is responsible for covering the costs of their travel whilst awaiting the replacement myki loaded with the balance of pass days.

Replacement of a damaged/defective myki

A myki is damaged if it has become non-operational as a result of heat, water, or any damage that exceeds normal wear (for example, being bent, punched through, torn, cut or chewed).

A myki is defective if it is unable to be electronically read, or if it processes fares incorrectly and has not been visibly damaged or electronically interfered with.

To replace a damaged/defective myki, a Replacement myki form must be completed and posted to the myki mailbox. Alternatively, the damaged/defective myki can be submitted to be replaced at any staffed railway station or the PTV Hubs. A replacement myki (loaded with the remaining myki balance) will be issued by mail generally within 10 days of receipt.

The myki Cardholder is responsible for covering the costs of their travel whilst awaiting the replacement myki loaded with the balance of pass days.

Cancellation of a Commuter Club 365 day myki pass

Only the Cardholder may seek to cancel their myki pass and obtain a refund of the balance. The myki must be surrendered when the Cardholder applies to cancel the myki pass. Campus Concierge cannot request to have an employee/member's myki pass cancelled.

Commuter Club account details**Change of Cardholder details**

If at any time the Cardholder's details change (i.e. name, address, contact number), the Cardholder should call 13 6954 (13 myki) to advise of the changes. Alternatively, if an online account has been created, the Cardholder may make any amendments to their personal details by visiting myki.com.au

Commuter Club Payroll Deduction Form

*In order to become a Commuter Club member or renew your membership of the ACU St Patrick's Commuter Club you will need to log a Service Central request via the General Enquiry form on **Service Central** and attach this completed and signed form. Please do not send this form via email to the Campus Concierge.*

Surname: _____ Given names: _____

Address: _____ Postcode: _____

Date of Birth: _____ Zone (i.e. 1+2 or Zone 2): _____

(Photo not required but you should carry ID at all times i.e. driver's licence, Medicare card.)

FARES (Please circle applicable zone to be purchased)

Zone 1+2 \$59.63 per fortnight

Zone 2 \$45 per fortnight

AGREEMENT

I _____, Employee No. _____

Hereby authorise the Australian Catholic University to purchase an annual train ticket for my personal use on my behalf and to have the selected zone amount deducted per fortnight from my salary over one year or until the entire cost associated with this purchase is fully recovered by ACU Payroll. This deduction will commence from the next pay period after this form has been received by HR, regardless of whether or not the ticket has been received by me.

I have read the attached document and fully understand the rules and conditions of the St Patrick's Commuters Club. I fully understand that in the event of my resignation, the University will proceed to recover the outstanding amount of the financial assistance from my termination payment, (including administration fees) as per the Resignations part of this agreement.

Signed _____ Date ____/____/____

Please insert the **EXPIRY DATE** of your current card: ____/____/____

If you are renewing an existing Commuter Club Myki card please insert the existing card number

here: _____

Please log a Service Central request via the General Enquiry form on Service Central and attach this completed and signed form to submit your ACU St Patrick's Commuter Club application/renewal form. Please do not send this form via email to the Campus Concierge.

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