



Victoria Government Gazette

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Transport (Compliance and Miscellaneous) Act 1983

CONDITIONS UNDER SECTION 220D

I, Paul Younis, Secretary to the Department of Transport, under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine the following conditions (the 2019 Amending Conditions No. 1) which amend the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victoria Fares and Ticketing Manual (effective 28 March 2019) published in the Victoria Government Gazette No. S 116 dated 27 March 2019.

The 2019 Amending Conditions No. 1 take effect from and including 1 July 2019.
Dated 27 June 2019

PAUL YOUNIS
Secretary

SPECIAL

2019 AMENDING CONDITIONS NO. 1

The conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (effective 28 March 2019) published in the Victoria Government Gazette No. S 116 dated 27 March 2019 (the **Manual**) are amended as follows.

The amendments made by these amending conditions apply in respect of entitlements to use a public transport service that are subject to the conditions contained in the Manual and that are able to be exercised on or after the commencement of these amending conditions, including entitlements that existed, but had not been exercised, before these amending conditions were published in the Government Gazette.

In Chapter 1 of the Manual, on page 2, under the heading '**LEGAL STATUS AND APPLICATION**', in the fifth paragraph, after '**ptv.vic.gov.au**', insert 'or a website maintained by the Department of Transport.'; and

In Chapter 1 of the Manual, on page 2, in the heading '**ROLE OF THE SECRETARY TO THE DEPARTMENT OF TRANSPORT AND PUBLIC TRANSPORT VICTORIA**', after 'Secretary to the Department of Transport', omit '**AND PUBLIC TRANSPORT VICTORIA**'; and

In Chapter 1 of the Manual, on page 2, under the heading '**ROLE OF THE SECRETARY TO THE DEPARTMENT OF TRANSPORT AND PUBLIC TRANSPORT VICTORIA**', omit the second paragraph.

In Chapter 2 of the Manual, on page 6 under the heading '**USE OF TICKETS**' and the sub-heading '**Mobile Myki**' –

- (a) for paragraph (c), **substitute** 'has a personal electronic device that complies with requirements published on PTV's website or a website maintained by the Department of Transport on behalf of the Head, Transport for Victoria'; and
- (b) in paragraph two, after '**ptv.vic.gov.au**,' insert 'or a website maintained by the Department of Transport'.

In Chapter 2 of the Manual, on page 7, in the paragraph under the heading '**OWNERSHIP OF TICKETS**', for 'on behalf of the Public Transport Ticketing Body or Public Transport Victoria is an remains the property of Public Transport Victoria', **substitute** 'on behalf of the Public Transport Ticketing Body, Public Transport Victoria or the Head, Transport for Victoria is an remains the property of the Head, Transport for Victoria'.

In Chapter 2 of the Manual, on page 8, under the heading '**NEW CONDITIONS FOR, AND ABOLITION OF, TICKET TYPES**', in the third paragraph, after 'Public Transport Victoria', insert 'or the Head, Transport for Victoria'.

In Chapter 2 of the Manual, on page 8, for the paragraph under the heading '**PRIVACY AND THE MYKI TICKETING SYSTEM**', **substitute** 'PTV and the Head, Transport for Victoria understand and respect customers' right to privacy and are committed to privacy protection. The **Transport (Compliance and Miscellaneous) Act 1983**, the **Privacy and Data Protection Act 2014**, and their Privacy Policy regulate how personal information is collected and handled. For more information on terms and conditions and privacy, visit **ptv.vic.gov.au**, a website maintained by the Department of Transport or call **1800 800 007**.'

In Chapter 3 of the Manual, on page 9, under the heading '**CONCESSION FARES**', in the eighth paragraph, after '**ptv.vic.gov.au**', insert 'or a website maintained by the Department of Transport'.

In Chapter 3 of the Manual, in the table under the heading '**CONCESSION CATEGORIES AND CODES**' –

- (a) on page 10, in the third column headed 'Eligibility criteria summary' and the row entitled 'Asylum Seeker (Code A)', for the fourth dot point, **substitute** 'be receiving aid from a PTV or Head, Transport for Victoria recognised asylum seeker assistance provider;'; and

- (b) on page 10, in the third column headed 'Eligibility criteria summary' and the row entitled 'Child (Code CH)', for the eighth dot point under the fourth paragraph, after 'PTV', **insert** 'or Head, Transport for Victoria'; and
- (c) on page 10, in the third column headed 'Eligibility criteria summary' and the row entitled 'Child (Code CH)', in the fifth paragraph, after 'PTV', **insert** 'or the Head, Transport for Victoria'; and
- (d) on page 10, in the third column headed 'Eligibility criteria summary' and the row entitled 'Child (Code CH)', in the sixth paragraph, after 'PTV' where secondly occurring, **insert** 'or Head, Transport for Victoria'; and
- (e) on page 11, in the third column headed 'Eligibility criteria summary' and the row entitled 'Disability Support Pension Carer Payment recipient card (Code DSP or CAR)', in the third paragraph, after 'PTV', **insert** 'or the Head, Transport for Victoria'; and
- (f) on page 12, in the third column headed 'Eligibility criteria summary' and the row entitled 'Primary or Secondary School Student (Code S)' –
 - (i) in the eighth dot point under the second paragraph, for 'PTV Approved School Student ID', **substitute** 'PTV or Head, Transport for Victoria Approved School Student ID' and
 - (ii) in the second dot point under the third paragraph, after 'PTV', **insert** 'or the Head, Transport for Victoria'; and
 - (iii) in the fourth paragraph, after 'PTV', **insert** 'or the Head, Transport for Victoria'.
- (g) on page 13, in third column headed 'Eligibility criteria summary' and the row entitled 'Tertiary Student (Code T)', in the first dot point under the first paragraph, after 'PTV website', **insert** 'or a website maintained by the Department of Transport'.

In Chapter 3 of the Manual, under the heading '**PUBLIC TRANSPORT VICTORIA ID**' and the sub-heading '**School students (Code S and CH)**' –

- (a) on page 14, in the second dot point under the first paragraph after 'PTV website', **insert** 'or a website maintained by the Department of Transport'; and
- (b) in the third paragraph on page 15, after '**ptv.vic.gov.au**,', **insert** 'or a website maintained by the Department of Transport,'; and
- (c) in the fifth paragraph on page 15, after 'approved by PTV', **insert** 'or the Head, Transport for Victoria'.

In Chapter 3 of the Manual, under the heading '**PUBLIC TRANSPORT VICTORIA ID**' and the sub-heading '**Tertiary students (Codes T and T1/2)**', on page 15, in the fifth paragraph, after '**ptv.vic.gov.au**', **insert** 'or a website maintained by the Department of Transport,'.

In Chapter 3 of the Manual, on page 16, for the heading '**PTV APPROVED SCHOOL STUDENT ID**', **substitute** '**PTV OR HEAD, TRANSPORT FOR VICTORIA APPROVED SCHOOL STUDENT ID**',

In Chapter 3 of the Manual, on page 16, for the paragraphs under the heading '**PTV APPROVED SCHOOL STUDENT ID**', **substitute** –

'A PTV or Head, Transport for Victoria Approved School Student ID card is an ID card issued by Victorian primary or secondary school that meets certain criteria set by PTV or the Head, Transport for Victoria and is approved by PTV or the Head, Transport for Victoria to be printed with the PTV logo (or other logo required by the Head, Transport for Victoria).

Schools may email ticketingservices@ptv.vic.gov.au to enquire about seeking PTV or Head, Transport for Victoria approval of their ID cards.

Student ID cards issued by schools must be approved by PTV or the Head, Transport for Victoria to be accepted as proof of entitlement to concession travel.'

In Chapter 3 of the Manual, under the heading ‘**Free Travel Passes**’ –

- (a) in the table on pages 17, 18 and 19, in the second column headed ‘Eligibility’ in each of the following rows –
 - (i) Row 1, entitled ‘Bus Driver Travel Pass (AB)’;
 - (ii) Row 5, entitled ‘Employee Travel Pass (AE)’;
 - (iii) Row 6, entitled ‘First Class Pass (FC)’;
 - (iv) Row 7, entitled ‘Federal Parliamentary Travel Pass (FP)’;
 - (v) Row 8, entitled ‘Governor’s Travel Pass (GM)’;
 - (vi) Row 11, entitled ‘Federal Police Travel Pass (RA)’;
 - (vii) Row 12, entitled ‘Judge’s Travel Pass (GE)’;
 - (viii) Row 14, entitled ‘Retired Employee Dependent Travel Pass (RD)’;
 - (ix) Row 15, entitled ‘Retired Employee Travel Pass (RE)’;
 - (x) Row 16, entitled ‘State Parliamentary Travel Pass (SP)’;
 - (xi) Row 18, entitled ‘Transit Police Travel Pass (TP)’; and
 - (xii) Row 21, entitled ‘Victorian Black Book Travel Pass (BB) – for ‘contact PTV on’, **substitute** ‘please call’; and
- (b) under the sub-heading ‘**Benefits**’, on page 19, in the fourth dot point under the first paragraph, after ‘Public Transport Victoria’, **insert** ‘or the Head, Transport for Victoria’; and
- (c) under the sub-heading ‘Free Travel Pass expiry’, on page 20, in the second paragraph, for ‘PTV will contact pass holders before the expiry date to advise of the free travel pass renewal process’, **substitute** ‘Pass holders will be contacted before the expiry date to be advised of the free travel pass renewal process’.

In Chapter 4 of the Manual, on page 24, under the heading ‘**WHAT IS MYKI?**’, for the third paragraph, **substitute** ‘A Mobile myki is a digital myki purchased through and stored in a software application on a personal electronic device (see required hardware and software requirements at ptv.vic.gov.au or a website maintained by the Department of Transport.’.

In Chapter 4 of the Manual, on page 25, under the heading ‘**WHERE TO BUY A MYKI**’ and the sub-heading ‘**myki Smartcard**’ –

- (a) in the sixth dot point under the first paragraph, after ‘ptv.vic.gov.au’, **insert** ‘or a website maintained by the Department of Transport’; and
- (b) in the fifth paragraph, for ‘PTV’, **substitute** ‘the Head, Transport for Victoria’.

In Chapter 4 of the Manual, on page 25, under the heading ‘**WHERE TO BUY A MYKI**’ and the sub-heading ‘**Mobile myki**’ in the third paragraph, after ‘ptv.vic.gov.au’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 4 of the Manual, under the heading ‘**WHERE TO TOP UP A MYKI**’ –

- (a) on page 27, in the third dot point under the second paragraph after ‘via the PTV website’, **insert** ‘or a website maintained by the Department of Transport’; and
- (b) on page 27, under the sub-heading ‘**Auto Top Up**’, in the third paragraph, after ‘ptv.vic.gov.au’, **insert** ‘or a website maintained by the Department of Transport’; and
- (c) on page 28, under the sub-heading ‘**Auto Load**’, in the first paragraph, after ‘PTV’, **insert** ‘, or the Head, Transport for Victoria’.

In Chapter 4 of the Manual, on page 29, under the heading ‘**REGISTERED MYKI**’, in the first paragraph, after ‘ptv.vic.gov.au’, **insert** ‘, a website maintained by the Department of Transport’.

In Chapter 5 of the Manual, on page 33 under the heading ‘**WHAT IS MYKI MONEY?**’ –

- (a) in the first paragraph after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’; and
- (b) in the second paragraph, after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’; and

- (c) in the ninth paragraph, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’.

In Chapter 5 of the Manual, on page 34, under the heading ‘**TOPPING UP MYKI MONEY**’ and the sub-heading ‘**myki Smartcard**’ –

- (a) in the first paragraph, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’; and
- (b) in the table, in the first column headed ‘Location’, in the fourth row, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’.

In Chapter 5 of the Manual, on page 35, under the heading ‘**MOBILE MYKI**’ in the table, in the first column headed ‘Location’, in the second row, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’.

In Chapter 6 of the Manual, on page 39, under the heading ‘**WHAT IS A MYKI PASS?**’ –

- (a) in the third paragraph after ‘PTV’, insert ‘or the Head, Transport for Victoria’; and
- (b) in the tenth paragraph, after ‘ptv.vic.gov.au’ insert ‘, a website maintained by the Department of Transport’.

In Chapter 6 of the Manual, on page 40, under the heading ‘**PURCHASING A MYKI PASS**’ under the sub-heading ‘**myki Smartcard**’ in the table in the first column headed ‘Location’, in the fourth row, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’; and

In Chapter 6 of the Manual, on page 40, under the heading ‘**PURCHASING A MYKI PASS**’ and the sub-heading ‘**Mobile myki**’ –

- (a) in the table, in the first column headed ‘Location’, in the second row, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’; and
- (b) in the second paragraph, after ‘ptv.vic.gov.au’, insert ‘a website maintained by the Department of Transport’.

In Chapter 6 of the Manual, under the heading ‘**STUDENT PASSES – MYKI**’ –

- (a) on page 42, in the fourth paragraph, after ‘ptv.vic.gov.au’ insert ‘a website maintained by the Department of Transport.’; and
- (b) on page 43, under the sub-heading ‘**International Undergraduate Student Education Pass**’, in the sixth paragraph, after ‘PTV’, insert ‘or the Head, Transport for Victoria’.

In Chapter 9 of the Manual, on page 60, under the heading ‘**MELBOURNE BUS ZONES**’ after ‘ptv.vic.gov.au’, insert ‘, a website maintained by the Department of Transport’.

In Chapter 9 of the Manual, on page 69, under the heading ‘**MYKI ON THE REGIONAL TOWN BUS NETWORK**’ –

- (a) in the first paragraph, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport.’; and
- (b) in the paragraph following the table, after ‘ptv.vic.gov.au’, insert ‘or a website maintained by the Department of Transport’.

In Chapter 12 of the Manual, under the heading ‘**SPECIAL EVENT AND CONFERENCE TICKETING**’ –

- (a) on page 112, in the first paragraph, after ‘PTV’, insert ‘or the Department of Transport’; and
- (b) on page 112, in the seventh paragraph, after ‘approved by PTV’, insert ‘or the Head, Transport for Victoria’; and
- (c) on page 112, for the third dot point under the seventh paragraph, substitute ‘the participant pass must display details, and be in a form required by PTV, the Head, Transport for Victoria or the Department of Transport. PTV, the Head, Transport for Victoria or the Department of Transport will provide a branded artwork template for organisations to use as their delegate pass, which will allow access to public transport.’; and

- (d) in the first paragraph on page 113, after ‘PTV’, **insert** ‘, the Head, Transport for Victoria or the Department of Transport’.

In Chapter 12 of the Manual, on page 113 under the heading ‘**TRAVEL PASSES**’ –

- (a) in paragraph (a), after ‘PTV’ where firstly and secondly occurring, **insert** ‘or the Head, Transport for Victoria’; and
- (b) in paragraph (c), after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’.

In Chapter 13 of the Manual, on page 115, under the heading ‘**MYKI**’, in the second paragraph, after ‘PTV’ **insert** ‘or the Head, Transport for Victoria’.

In Chapter 13 of the Manual, on page 116, under the sub-heading ‘*Lost or stolen myki Smartcards*’, in the first dot point under the second paragraph, after ‘**ptv.vic.gov.au**’ **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 116, under the sub-heading ‘*Replacement myki Smartcards*’ –

- (a) in the fourth paragraph after ‘PTV’s website’ **insert** ‘or a website maintained by the Department of Transport’; and
- (b) in the fifth paragraph, after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’.

In Chapter 13 of the Manual, on page 116, under the sub-heading ‘*Balance transfer*’ in the fourth paragraph, after ‘PTV’s website’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 117, in the paragraph under the sub-heading ‘*Registration*’ in the second sentence **omit** the word ‘PTV’.

In Chapter 13 of the Manual, under the heading ‘*Refund procedures*’ –

- (a) on page 117, in the first dot point after the first paragraph, after ‘PTV website’, **insert** ‘or a website maintained by the Department of Transport’; and
- (b) in the first paragraph on page 118, after ‘PTV’ where first occurring, **insert** ‘or the Head, Transport for Victoria’; and
- (c) in the fifth dot point under the third paragraph on page 118, after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’.

In Chapter 13 of the Manual, on page 118, under the sub-heading ‘*International Undergraduate Student Education pass refunds*’ **omit** ‘PTVs’.

In Chapter 13 of the Manual, under the heading ‘**Refunds and replacements – Mobile myki**’, under the sub-heading ‘*Lost or stolen personal electronic devices holding a Mobile myki*’ –

- (a) in the first paragraph on page 119, after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’; and
- (b) in the first dot point under the first paragraph on page 119, after ‘**ptv.vic.gov.au**’, **insert** ‘or a website maintained by the Department of Transport’; and
- (c) in the fourth paragraph on page 119, after ‘PTV website’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 119, under the heading ‘**Refunds and replacements – Mobile myki**’, under the sub-heading ‘*Refunds of unused value*’, in the second paragraph, after, ‘PTV’, **insert** ‘or the Head, Transport for Victoria’.

In Chapter 13 of the Manual, on page 120, under the heading ‘**Refunds and replacements – Mobile myki**’ and the sub-heading ‘*Refund/Reimbursement procedures*’ –

- (a) in the first dot point under the first paragraph, after ‘PTV website’, **insert** ‘or a website maintained by the Department of Transport’; and
- (b) for the second paragraph, **substitute** ‘The customer seeking the refund must provide the ticket number to PTV or the Head, Transport for Victoria, so PTV, and/or the Head, Transport for Victoria can identify the specific myki, and provide identification to PTV and/or the Head, Transport for Victoria to verify they are the registered holder (if the myki is registered).’

In Chapter 13 of the Manual, on page 120, under the heading ‘**myki Reimbursements**’ and the sub-heading ‘**Severe service disruption**’ –

- (a) in the first paragraph, after ‘PTV’, **insert** ‘, the Head, Transport for Victoria’; and
- (b) in the third paragraph, after ‘PTV’s website’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 121, under the heading ‘**myki Reimbursements**’ and the sub-heading ‘**Myki ticketing equipment faults**’ –

- (a) in the first paragraph, after ‘PTV’s website’, **insert** ‘or a website maintained by the Department of Transport’; and
- (b) in the second paragraph, after ‘PTV’, **insert** ‘and/or Department of Transport’.

In Chapter 13 of the Manual, on page 121, under the heading ‘**myki Reimbursements**’ and the sub-heading ‘**Medical conditions**’ in the first dot point under the first paragraph, after ‘PTV’s website’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 121, under the heading ‘**myki Reimbursements**’ and the sub-heading ‘**Special consideration**’, in the second paragraph, after ‘PTV’s website’, **insert** ‘or a website maintained by the Department of Transport’.

In Chapter 13 of the Manual, on page 122, under the heading ‘**myki Reimbursements**’ and the sub-heading ‘**myki Pass conversion**’, in the third paragraph, after ‘PTV’, **insert** ‘and/or the Head, Transport for Victoria’.

In Chapter 14 of the Manual, on page 128 under the heading ‘**ACCESS FOR PEOPLE USING WHEELCHAIRS AND MOBILITY AIDS**’, under the sub-heading ‘**Regional**’, under the sub-sub-heading ‘**V/Line trains and coaches**’, in the fourth paragraph for ‘PTV’ where first occurring, **substitute** the Head, Transport for Victoria’.

In Chapter 17 of the Manual, on page 138, under the heading ‘**GENERAL CONDITIONS**’ –

- (a) in paragraph (a)(i) under the second paragraph, after ‘PTV’, **insert** ‘and/or the Head, Transport for Victoria’; and
- (b) in the fourth paragraph, for ‘PTV’, **substitute** ‘the Head, Transport for Victoria’; and
- (c) for the fifth paragraph, **substitute** ‘PTV, the Head, Transport for Victoria or their authorised representatives may inspect, deactivate, suspend or take possession of a myki Smartcard or require its return at any time in their discretion without notice to the cardholder or any account holder, and the cardholder and any account holder must comply with any directions of PTV, the Head, Transport for Victoria or their representatives in this regard. The cardholder and any account holder must not alter, tamper or interfere with the myki Smartcard or knowingly use a defective myki Smartcard.’; and
- (d) for the sixth paragraph, **substitute** ‘PTV, the Head, Transport for Victoria or their authorised representatives may inspect, deactivate or suspend a Mobile myki at any time in their discretion without notice to the Mobile myki holder or any account holder and the cardholder and any account holder must comply with the directions of PTV, the Head, Transport for Victoria or their representatives in this regard.’; and
- (e) for the ninth paragraph, **substitute** ‘If PTV and/or the Head, Transport for Victoria, in their absolute discretion, allow the myki to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay the Head, Transport for Victoria any debit (negative) balance on the myki upon request by or on behalf of the Head, Transport for Victoria and any value subsequently added to the myki will be applied first by the Head, Transport for Victoria to any debit (negative) balance.’; and
- (f) in the eleventh paragraph, after ‘PTV’ where first occurring, **insert** ‘or the Head, Transport for Victoria’; and
- (g) in the eleventh paragraph, after ‘PTV’ where secondly occurring, **substitute** ‘the Head, Transport for Victoria’

In Chapter 17 of the Manual, on page 139, under the heading ‘UNCLAIMED MONIES’ –

- (a) in the first paragraph, for ‘PTV’ where first occurring, **substitute** the Head, Transport for Victoria’; and
- (b) in the first paragraph after ‘PTV’ where secondly occurring, for **insert** ‘and/or the Head, Transport for Victoria’.
- (c) for the second paragraph, **substitute** ‘Apart from the right to redeem Value in accordance with the Conditions, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the myki. No trust or fiduciary relationship exists between PTV and/or the Head, Transport for Victoria and the cardholder or PTV and/or the Head, Transport for Victoria and any account holder. The Head, Transport for Victoria owns all data and expressions of that data resulting from, or in respect of transactions generated or processed in relation to use or operation of the myki.’; and
- (d) for the third paragraph, **substitute** ‘Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the myki or myki Account may be made by contacting PTV or the Head, Transport for Victoria at **ptv.vic.gov.au**, a website maintained by the Department of Transport or by calling the PTV call centre on **1800 800 007**. If a complaint in relation to the myki is not resolved by contacting PTV or the Head, Transport for Victoria, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at **ptovic.com.au** or by calling **1800 466 865**.’; and
- (e) for the fourth paragraph, **substitute** ‘PTV and the Head, Transport for Victoria’s records are, in the absence of manifest error, conclusive of the amount of Value on the myki and any other matter in relation to the myki Account or the myki. PTV and/or the Head, Transport for Victoria may adjust the myki Account or myki balance retrospectively if PTV or the Head, Transport for Victoria reasonably believes that either of them is incorrect.’.

In Chapter 17 of the Manual, on page 139, under the heading ‘UNCLAIMED MONIES’ and the sub-heading ‘Registered myki’ –

- (a) in the first paragraph, after ‘PTV’, **insert** ‘or the Head, Transport for Victoria’; and
- (b) for the second paragraph, **substitute** ‘Each registered myki must have a person registered with PTV or the Head, Transport for Victoria as an account holder. The account holder will manage, and the cardholder will use, the registered myki in accordance with the rights and obligations given to each of them under the Conditions. An account holder may manage multiple myki accounts. PTV and the Head, Transport for Victoria are entitled to rely upon any instructions given by the account holder in relation to the registered myki.’; and
- (c) in the third paragraph, for ‘PTV’ where firstly occurring, **substitute** ‘the Head, Transport for Victoria by following the processes set out in the Manual’; and
- (d) in the third paragraph, for ‘PTV’ where secondly occurring, **substitute** ‘The Head, Transport for Victoria’; and
- (e) in the third paragraph, for ‘PTV’ where thirdly occurring, **substitute** ‘the Head, Transport for Victoria’; and
- (f) in the fourth paragraph, for ‘PTV’s’, **substitute** ‘the Head, Transport for Victoria’s’; and
- (g) in the fifth paragraph, for ‘PTV’ where firstly occurring, **substitute** ‘the Head, Transport for Victoria’; and
- (h) in the fifth paragraph, after ‘PTV’ where secondly occurring, **insert** ‘and/or the Head, Transport for Victoria’; and
- (i) in the fifth paragraph, after ‘PTV’ where thirdly occurring, **insert** ‘or the Head, Transport for Victoria’.

In Chapter 18 of the Manual, under the heading ‘DEFINITIONS’ –

- (a) on page 141, for the definition of ‘**bus company**’, **substitute** –
‘**bus company**’ means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Head, Transport for Victoria on behalf of the Crown or the Public Transport Development Authority for the provision of any transport services (including a service contract within the meaning of the **Bus Services Act 1995**) but does not include a person or body that is a passenger transport company.’; and
- (b) on page 141, **omit** the paragraph and the dot point under the definition of ‘**bus company**’; and
- (c) on page 142, for the definition of ‘**entitlement to use a public transport service**’, **substitute** –
‘**entitlement to use a public transport service**’ includes an entitlement to use a public transport service arising under a contract or arrangement with, or under a licence or permission given by, the Public Transport Development Authority, or the Head, Transport for Victoria or a bus company or a passenger transport company.’; and
- (d) on page 142, omit the paragraph and the dot point under the definition of ‘**entitlement to use a public transport service**’; and
- (e) on page 142, after the definition of “**guardian**”, **insert**—
‘**the Head, Transport for Victoria**’ means the statutory office established under section 64A of the **Transport Integration Act 2010**.
The Head, Transport for Victoria acts on behalf of the Crown in right of the State of Victoria, and references to the Head, Transport for Victoria are to be read accordingly where the context so requires, including in respect of the payment and receipt of money.’; and
- (f) on page 143, in the definition of ‘**myki Money**’ for ‘PTV’, **substitute** ‘the Crown’; and
- (g) on page 144, in the definition of ‘**Public Transport Authorities**’, after ‘PTV’ wherever occurring **insert** ‘or the Head, Transport for Victoria’; and
- (h) on page 144, in the definition of ‘**retail agent**’, after ‘PTV’, **insert** ‘, or the Crown or the Head, Transport for Victoria’.

In Chapter 18 of the Manual, under the heading ‘DEFINITIONS’, in the paragraph under the sub-heading ‘**Purchasing or buying a myki**’, on page 148, for ‘PTV’, **substitute** ‘the Head, Transport for Victoria’.

In Chapter 18 of the Manual, under the heading ‘DEFINITIONS’ and the sub-heading ‘**Topping up or loading myki Money or myki Pass**’, on page 148, in both the first and second paragraph, after ‘PTV’, **insert** ‘and/or the Head, Transport for Victoria’.

In Chapter 18 of the Manual, on page 151, under the heading ‘CONTACT INFORMATION’ and the sub-heading ‘**Public Transport Victoria (PTV)**’ after ‘Website ptv.vic.gov.au’, **insert** ‘or a website maintained by the Department of Transport’.

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