

Myki Card and Top-Up Applications

The Next Steps

As you are probably aware, State Schools' Relief recently introduced a myki card pilot program, the "Your Key" Student Access Initiative. We are happy to announce that we are now providing 1,200 cards to students. This is an additional 200 cards that are now available to schools over and above the initial 1,000 cards.



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As part of the program, each student can request **one concession myki card worth \$100 (inclusive of the \$3 card fee) and two consecutive \$100 top-ups in following stages:**

- The initial myki card application
- The first \$100 myki top up when the card balance is low (approx. \$20)
- The second \$100 myki top up when the card balance is low again (approx. \$20)

As of now, 700 cards have been provided to students in need.

This means we still have 500 cards available. Therefore, if you know a student in your school that requires transport assistance, we encourage you to place an application for them in order to ease the financial burden that myki cards can have on students and their families.

Applying for a myki card

The process for applying for a card is very similar to placing a regular welfare assistance application, under a specific category.

- When you create a new application for a student, please select **"31. concession myki card"** as the application category after filling out the student's details.
- You can then select the product by clicking on the drop-down menu available on the products page.
- In the comments section, please provide the general reason for the application.

Please note that the school must ensure that the student has a valid student concession ID that has been approved by PTV before applying for a myki card.

The cards are delivered by registered post so that we can track on your behalf if required. Once received, please ensure that the student registers their myki card on the PTV website; if the student's card has been misappropriated, lost or stolen, a replacement can then be issued by PTV.

State Schools' Relief will not be responsible for replacing lost cards or covering any fines incurred by the student.



You may choose to create an account for the school and register the cards, however, each account can only register a maximum of eight myki cards. If you have more than eight students that have requested a myki, you will need to open multiple accounts. For more information regarding card registration, please visit <https://www.ptv.vic.gov.au/tickets/myki/register-your-myki/>



We recommend noting down the number of the myki card assigned to the student, as you will need this information when making a top-up application.

Applying for the first and second \$100 myki top-ups

For those students who have already received a myki card, they are eligible for a maximum of two consecutive \$100 top-ups. When you make a top up application for a student, please select **"32. \$100 myki top-up"** under application category after filling out the student's details. You can then select the product by clicking on the drop-down menu available on the products page. Please include the myki card number and/or the initial myki application reference number in the notes section of the application as this will allow us to top up the correct myki on the PTV website.

Once we have received this application, before it can be processed, **the student and a staff member must complete a check-in survey** regarding the applicant's school attendance, personal wellbeing and myki usage. This step **must be completed** each time a top-up application is submitted.

The survey can be accessed through a link that will be automatically sent to the contact email that was used to make the application on the State Schools' Relief portal. If you cannot find the survey, please email angel@ssr.net.au or phone **03 8769 8458** to request the email to be re-sent to you. The survey is completely anonymous and confidential and **will take approximately 5 minutes to complete**. Both the staff and student survey can be accessed via the same link.

Once you click on the link, please indicate who is filling out the survey by selecting staff member or student in the drop-down menu at the top of the page. Based on the respondent, the appropriate survey will be made available.

Once we have received your responses, the application will be processed, and we will top up the myki online. Please note that the school does not have to make any payment. We also request that the student retains the myki card, please **do not discard or return** the myki card.

Given the volume of applications expected, and the longer processing time due to the survey, **please ensure that you submit the top-up applications well in advance of the myki card balance running out.**



Get In Touch

For further information and/or assistance, please contact angel@ssr.net.au or phone 03 8769 8458.



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