



Corporate Smartrider Card Guidelines

The Metropolitan Access and Parking Department (MAPD) in conjunction with the Public Transport Authority (PTA) have introduced the Corporate Smartrider Card. The card provides a financial incentive for Department of Health employees under the “**Access & Parking Strategy for Health Campuses in the Perth Metropolitan Area**”, (“the strategy”); when using public transport to commute to and from their workplace and their home.

1. Guidelines

These guidelines have been developed to ensure the scheme operates as intended. In the event of an employee misusing the scheme, their Corporate Smartrider Card will be cancelled immediately and funds returned to the employee minus the 18.75% MAPD contribution. The employee will not be eligible to re-apply to use this scheme.

- 1.1 The Department of Health workplace must be a metropolitan hospital site that currently falls under the “the strategy”; namely **Fremantle Hospital (FH), King Edward Memorial Hospital (KEMH), Pathwest, Perth Children’s Hospital (PCH), Royal Perth Hospital (RPH), Sir Charles Gairdner Hospital (SCGH) and Fiona Stanley Hospital (FS).**
- 1.2 Only permanent WA Health employees or temporary WA Health employees with an employment contract of 12 months or longer, who work at a metropolitan hospital site covered by “the strategy” will be eligible to be part of the scheme. Employees under secondment at one of the hospitals or with a temporary contract of less than 12 months duration are **not** eligible. However, if you have worked at Health for more than 12 months, then you are eligible.
- 1.3 The intention of the Corporate Smart rider in its current phase of release is to provide staff that do not qualify for on-site parking or use the offsite parking solution, a cheaper and alternative method of travel.

Employees that **do not** have access to the car parks during weekdays (Monday to Friday), may apply for the corporate smartrider card as long as they will be using public transport during weekdays.

An employee cannot apply for the Corporate Smartrider Card and also retain their on-site parking. Exceptions are where public transport options are limited on public holidays, weekends and after hours or if working prior to 0630 hours or after 1800 hours. Therefore you can obtain weekend / public holiday parking only and still apply.

Green Commuter permit holders may also apply, please refer to your hospital’s guidelines. QEIMC Green Commuter Guidelines <http://www.qeiimc.health.wa.gov.au/qeiimc-staff-travelsmart1/>

Please note that the parking will be subject to audit.

Anyone wishing to cancel their parking permit to take up the Corporate Smartrider Card offer, must surrender their parking permit and complete a D6 form, ensuring they tick the 'Cease' box. The permit and the completed form need to be returned to MAPD, PO Box 1135, Osborne Park DC, WA 6916. If you work at Fiona Stanley or on the QEIMC site – you will need to cancel the parking as per the site instructions.

- 1.4 The corporate card is only for use when travelling on public transport to and from the employees' home address to their DoH workplace.

The card may also be used for the following as long as noted on the application form:

- Work related meetings at another hospital site covered by the program
- Shopping on the way home – within 2 hours
- Travel to the gym or sporting facility from work and then home – within 2 hours
- Extenuating circumstances, eg; because of work requirements, such as performing overtime, or attendance at a meeting outside normal office hours. Should this be the case, please advise MAPD as soon as possible after the event.

The card must not be used for:-

- travelling to another person's house after work that is not your home or
- travelling from another person's house to work that is not your home.
- travelling from work to a social event that is not held at your work premises
- travelling to or from a work related lunch

- 1.5 The Corporate Smartrider Card can be used for accessing the bike shelters at Transperth stations for parking a bike, please contact MAPD to register the card for this purpose.

- 1.6 If you wish to park at a train station, you can nominate funds @ \$2.00 per day and these funds can be added to your card each fortnight. You will need to provide your car rego so MAPD can register this with Transperth. You can then use the card to pay for your parking at the station. **Please note that the parking is not discounted.**

2. Procedure

To apply for the card, an employee must **make an appointment**. At the appointment a review of their travel patterns i.e.; zone travelled and number of days worked, will determine the cost and a corporate card will be issued.

If located at FH, KEMH or RPH contact MAPD – travelsmart@health.wa.gov.au, if located at FS contact FSHCorporateSmartrider@health.wa.gov.au and if located at QEIIMC contact MCTravelsmart@health.wa.gov.au to arrange an appointment.

PTA offers a 20% discount for having a corporate card, and MAPD give a further 18.75% discount off this amount. Travel costs are calculated on a fortnightly basis. Note: The number of days can be reduced per fortnight to reduce the amount put on the card if required.

Example as per Transperth fares effective 1 July 2018:

Zones	One way fare with PTA 20% corporate discount	Return fare with 20% PTA corporate discount	No. of Days/ per fortnight	Travel Cost per fortnight	Parking (\$)	PTA Total	Direct Debit amount	MAPD's 18.75% contribution
1	\$2.48	\$4.96	10	\$49.60	\$0.00	\$49.60	\$40.30	\$9.30
2	\$3.84	\$7.68	10	\$76.80	\$0.00	\$76.80	\$62.40	\$14.40
3	\$4.48	\$8.96	10	\$89.60	\$0.00	\$89.60	\$72.80	\$16.80

- 2.1 The application form must be completed and signed in the presence of the appointed officer, and processing of the card can begin on a corresponding processing date. Application forms received via fax, email or post will not be accepted without an appointment.

An employee's deductions are set up through a direct debit request form with funds being deducted from their nominated bank account. Funds cannot be taken from a credit card.

Processing of credit to the cards occurs fortnightly inline with a pay date. The following day (Friday), a direct debit will be taken from your nominated bank account.

The card will show an updated balance when tagged on.

An employee **should use the card within 3 days** of MAPD contributing funds to the card, as the card may become inactive.

- 2.2 The 18.75% discount provided by MAPD towards the Corporate Smartrider Card is for public transport use only on the bus or train, and is not provided for use at the stations as a parking fee.

If you wish to add the amount for parking at the station to your card, you must contact MAPD to advise the amount required. It will be added to the fortnightly credit and your deduction each fortnight. You will also be required to provide your car rego. Please note, there is no discount applied for the parking. If you need to change your rego for a short period ie; if your car is being serviced, you can call Transperth direct on 13 62 13, however you must also call them back to revert to the other car rego when required.

- 2.3 If an employee needs to top up the card prior to their next instalment from MAPD, then they can add value to the card on the bus or at bus / train station or via BPay, however the PTA discount will be reduced to 10% until the next instalment is credited to the card.

- 2.4 In the event of the employee's travel requiring changes, the employee should contact travelsmart@health.wa.gov.au to make an amendment.

- 2.5 The intended use of the cards is for regular commuting to and from work, which can be suspended during periods of leave. If a card has been suspended or not used for a **maximum 6 months**, then MAPD has the right to cancel the card and refund the balance minus the 18.75%. Maternity leave requires cancelling the card, however you can re-apply.

- 2.6 **If a staff member's circumstances change, ie; address change, secondment, placement to another hospital, it is their responsibility to advise MAPD of the changes.**

- 2.7 Staff may cancel their card at any time; however the card must be returned to MAPD and any reimbursement will be calculated less the 18.75% MAPD contribution and a refund will be processed through HSS. **Cards must be returned within 4 weeks** of notification to cancel; otherwise the \$10.00 fee for the card will be charged and taken off any balance.

- 2.8 In the event of a card being lost or damaged, a fee of \$22 will be charged to cover a replacement card and administration. If a card is faulty (and confirmed by Transperth), or stolen – no fee will apply.

- 2.9 If an employee wishes to suspend the card at any time due to leave of 2 weeks or more, they must inform MAPD who will stop further credits and deductions during this time.

- 2.10 The card remains the property of MAPD and each card is worth \$10.00. Staff must not deface or alter the card in any way, including hole punching the card to hang off a lanyard.

If a card is cancelled within 8 weeks of the first processing date, there is a fee of \$22.00. This covers the cost of the card and administration to process any refunds.

- 2.11 The Corporate Smartrider Card has an approximate maximum stored value of \$300 credit at any time; therefore the card must be used and cannot continually receive funds that will accumulate. It is important to contact MAPD if funds accumulate to discuss suspending the card whilst using the accumulated funds.
- 2.12 The minimum amount for travel to be credited to the card each fortnight is **4 days x 2 sections or the equivalent.**

3.0 Frequently Asked Questions

3.1 *How is my trip calculated?*

The application form requires you to detail your journey using public transport on a normal working day. These details will be discussed and reviewed with the appointed Officer. It is dependent on how many zones you travel and how many days you will use the card to travel to work as to the cost.

3.2 *Can I still receive the card if I have parking?*

The intention of the Corporate Smart rider in its current phase of release is to provide staff that do not qualify for on-site parking or use the offsite parking solution, a cheaper and alternative method of travel.

Employees that **do not** have access to the car parks during weekdays (Monday to Friday), may apply for the corporate smartrider card as long as they will be using public transport during weekdays.

An employee cannot apply for the Corporate Smartrider Card and also retain their on-site parking. The only exception is where public transport options are limited on public holidays and weekends. Therefore you can obtain weekend / public holiday parking only and still apply, please note that the parking will be subject to audit.

Green Commuter permit holders may also apply, please refer to your hospital's guidelines. Please refer to QEIIIMC Green Commuter Guidelines
<http://www.qeiiimc.health.wa.gov.au/qeiiimc-staff-travelsmart1/>

Anyone wishing to cancel their parking permit to take up the Corporate Smartrider Card offer, must surrender their parking permit and complete a D6 form, ensuring they tick the 'Cease' box. The permit and the completed form need to be returned to MAPD, PO Box 1135, Osborne Park DC, WA 6916. If you work at Fiona Stanley or on the QEIIIMC site – you will need to cancel the parking as per the site instructions.

3.3 *Can I still receive the card if I am a shift worker?*

Yes, as long as working days and times of all shifts are stated on the application.

3.4 *I'm a WA Health employee on a contract that is less than 12 months duration. Why am I not eligible to apply for a card?*

There are difficulties with PTA and bank processes that make it impractical to allow members of the scheme to commence and cancel within short periods of time. However, if you have worked at Health for more than 12 months, then you are eligible.

3.5 *How is compliance with the Corporate Smartrider Card monitored?*

MAPD carry out **audits** on a regular basis. If any breach of the guidelines is found, it could be regarded as misconduct and the card will be cancelled immediately.

3.6 *Do I need to set up an autoload to receive the 20% discount from PTA?*
No. The 20% PTA discount is a corporate discount and will be automatically applied once your application is processed through MAPD.

3.7 *Can I use the Corporate Smartrider Card for non-work related trips?*
No, for work related travel use only.

The card *must not* be used for:

- travelling to another person's house after work that is not your home or travelling from another person's house to work that is not your home.
- travelling from work to a social event that is not held at your work premises
- travelling to or from a work related lunch

3.8 *Can I use the Corporate Smartrider Card to travel between other Department of Health hospital sites as part of my day to day work role?*

Yes, the card *may* be used for the following as long as mentioned on application form:-

- work related meetings at another hospital site covered by the program
- shopping on the way home – within 2 hours
- travel to the gym from work and then home – within 2 hours
- extenuating circumstances, eg; because of work requirements, such as performing overtime, or attendance at a meeting outside normal office hours. Should this occur, please advise MAPD as soon as possible after the event.

3.9 *What is the maximum amount I can have on the card?*

The Corporate Smartrider Card has an approximate maximum of **\$300** credit at any time and the card cannot keep accumulating funds.

3.10 *What happens if I decide to cancel my card?*

Staff may apply to cancel their card at any time. Please email travelsmart@health.wa.gov.au to advise and details will be sent to you on the cancellation process and receiving any balance refunded back to you, which will be calculated less the 18.75% MAPD contribution.

NB: If a card is cancelled within 8 weeks of the first processing date, there is a fee of \$22.00. This covers the cost of the card and administration to process any refunds.

3.11 *What is the minimum I can have on the card?*

The lowest amount you can travel on the card is the minimum fare, you can tag on and travel as far as you want, however the card may go into negative balance and you will need to top up funds. You will receive "low balance" warnings when balance falls below \$6.00.

3.12 *What happens if I lose my card, it's stolen or gets damaged?*

In the event of a card being lost or damaged, a fee of **\$22** will be charged to cover a replacement card and administration. If a card is faulty and (confirmed by Transperth), or stolen the fee will be waived.

In this event, contact MAPD who will notify Transperth to "hotlist" the card and transfer the funds over to a new card which MAPD will organise for you.

3.13 *When will my funds be available to use?*

Processing will occur fortnightly usually in line with the HSS calendar, and funds will be credited to the card. The card will show the balance when you first tag on.

If you fail to use the card for more than three (3) days after the credit is made available, you may need to call MAPD for assistance.

- 3.14 *Will I be able to see my usage on the card – using the Transperth website?*
No. The card is the property of MAPD and as such only MAPD can enquire about the card on your behalf. If you need to check on usage, contact MAPD.
- 3.15 *I already have a personal Smartrider Card which I use for work; can I keep this card and use it as the Corporate Card?*
No. All cards are new and issued only through MAPD, specifically for this scheme. It is advised that you keep your personal Smartrider for any personal travel.
- 3.16 *Can I punch a hole in my card to hang on a Lanyard?*
The card is the property of MAPD and each card is worth \$10.00. Employees are not to deface the card in any way ie; do not punch holes or write your name on the card.
- 3.17 *What happens to my deductions when I am on leave?*
If an employee wishes to cease direct debits at any time due to leave (2 weeks or more), they must inform MAPD who will stop the direct debit and cease credits at the same time.
- 3.18 *I work at a metropolitan hospital site that is not listed under this scheme. Why can I not enter this scheme?*
Because there is no funding available to subsidise the provision of the Corporate Smartrider Card.
- 3.19 *Is this incentive pre or post tax?*
The Corporate Smartrider Card is post tax.
- 3.20 *Can I use the Corporate Smartrider Card for parking at the train / bus station?*
The discount provided by MAPD towards the Corporate Smartrider Card incentive is for travel on public transport on the bus or train, and is not provided for use at the train / bus station as a parking fee.
- If you wish to add an amount for parking at the station to your card, you must contact MAPD. The amount required will be added to the amount credited to the card each fortnight and to the amount deducted from your bank account, however no discount is applied for the parking fee.
- 3.21 *What happens when the PTA increase their fares each financial year?*
As stated on the application form at point 4.8 “the amount debited is subject to change, in accordance with increases/decreases by the PTA. Any alteration in the amount will be notified to the employee by MAPD in writing 14 days prior to the change, subject to notification from the PTA”.
- 3.22 *Who do I contact if I have further questions regarding anything to do with the Corporate Smartrider Card, regarding deductions, amendments to deductions, cancelling a card, tagging on queries, default charges on the card etc?*

Contact an MAPD Travelsmart Officer on **1800 753 191 (option 2)** or email travelsmart@health.wa.gov.au.

Do not call Transperth directly, as the cards are registered through MAPD. Transperth will not discuss individual card queries with anyone other than MAPD representatives.

PLEASE NOTE: These guidelines may be updated or amended as required.