

Health Support Services (HSS) 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% HSS 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 strategy”; namely **Fremantle Hospital (FH), King Edward Memorial Hospital (KEMH), Perth Children’s Hospital (PCH), Royal Perth Hospital (RPH), Sir Charles Gairdner Hospital (SCGH), Fiona Stanley Hospital (FS) and Pathwest (PW)** if located on an authorised Hospital site.
- 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. (If the contract expires within 6 months of applying you would not be eligible). 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 WA Health consecutively for more than 12 months, then you are eligible if the secondment or contract is 6 months or more.
- 1.3 The intention of the Corporate Smart rider in its current phase is to provide staff that do not qualify for on-site parking, 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 if they will be using public transport during weekdays.

An employee cannot apply for the Corporate Smartrider Card and 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 at QEIMC, may also apply, please refer to your hospital's guidelines [QEIMC Green Commuter Guidelines](#)

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 email [parking@health.wa.gov.au](mailto:parking@health.wa.gov.au) to arrange cancellation. 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 smartrider 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 if 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 HSS 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 HSS 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 HSS 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**, which can be in person or over the phone, depending what site you are located at. During the appointment a review of travel patterns i.e., zone travelled, and number of days worked, will determine the costs, and a corporate card will be issued.

If located at FH, KEMH or RPH contact HSS – [Smartrider.Scheme@health.wa.gov.au](mailto:Smartrider.Scheme@health.wa.gov.au).

If located at FS contact [FSHCorporateSmartrider@health.wa.gov.au](mailto:FSHCorporateSmartrider@health.wa.gov.au)

If located at QEIMC contact [MCTravelsmart@health.wa.gov.au](mailto:MCTravelsmart@health.wa.gov.au) to arrange an appointment.

PTA offers a 20% discount for having a corporate card, and HSS 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. PTA fares remain as.

1st July 2025 - CORPORATE SMARTRIDER CARD EXACT DEDUCTION								
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
2 sections	\$1.92	\$3.84	10	\$38.40	\$0.00	\$38.40	\$31.20	\$7.20
1	\$2.80	\$5.60	10	\$56.00	\$0.00	\$56.00	\$45.50	\$10.50
2	\$4.16	\$8.32	10	\$83.20	\$0.00	\$83.20	\$67.60	\$15.60

- 2.1 An employee should complete their personal details on the application form, email to [Smartrider.Scheme@health.wa.gov.au](mailto:Smartrider.Scheme@health.wa.gov.au). Once received, an officer will arrange an interview to go through the form, calculate how much to put on the card and the deduction etc. The process will be explained in more detail. Once the interview is completed & signed by the officer, a copy of the form can be emailed back to the employee with their calculations.

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 funds to the cards occurs fortnightly in line with a pay date. The following day (Friday), a direct debit will be taken from your nominated bank**

The card will show an updated balance when tagged on. An employee **should use the card within 3 days** of HSS contributing funds to the card, as the card may become inactive.

- 2.2 The 18.75% discount provided by HSS towards the Corporate Smartrider Card is for public transport use only on the bus or train and is not 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 HSS 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 HSS, 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 [Smartrider.Scheme@health.wa.gov.au](mailto:Smartrider.Scheme@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 HSS 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 HSS of the changes.**

- 2.7 Staff may cancel their card at any time. Any reimbursement will be calculated less the 18.75% HSS contribution. A refund will be processed through HSS. **Cards should be returned within 4 weeks** of notification to cancel.

- 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 HSS who will stop further credits and deductions during this time.

- 2.10 The card remains the property of HSS 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 your 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 M 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.**

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