Corporate SmartRider Card Guidelines

Health Support Services (HSS) in conjunction with the Public Transport Authority (PTA) administer the Corporate SmartRider Scheme (Scheme) on behalf of the Department of Health (DoH). The Scheme provides a financial incentive for employees to utilise public transport to commute to and from their workplace.

Currently the following Health Service Providers (HSP's) utilise the Scheme;

- Perth Children's Hospital (PCH)
- East Metropolitan Health Service (EMHS)
- Sir Charles Gairdner Hospital (SCGH)
- Kind Edward Memorial Hospital (WNHS)
- PathWest
- Fiona Stanley Hospital (FSH)
- Fremantle Hospital (FH)

These guidelines have been developed to ensure the Scheme operates as intended.

1. Guidelines

- The Scheme is available to permanent WA Health employees or temporary WA Health employees with an employment contract or secondment of 6 months or longer. If the contract expires within 6 months of applying you will not be eligible.

- The intention of the Scheme is to provide staff a cheaper and alternative method of travel.

- The Corporate SmartRider Cards are to be used for business purposes, when travelling on public transport to and from the employees' workplace or to alternative Health sites.

- In the event an employee misuses the Scheme, their card will be cancelled and funds returned to the employee minus the 18.75% Scheme contribution. The employee will not be eligible to re-apply for the Scheme.

- If you have a current parking permit you may be required to surrender your parking permit, contact your parking department for more information.

- The card can be used for accessing the bike shelters at Transperth stations for short term bicycle storage. Please contact HSS to register the card for this purpose. HSS takes no responsibility for bikes stored in the bike shelter.

- If you want to park at a train station, you can allocate $2.00 per day, which will be added to your card each fortnight. You'll need to provide your vehicle registration so HSS can register it with Transperth. You can then use the card to pay for parking. **Please note, parking is not discounted.**

HSS Contact Centre: 13 44 77
Fax: (08) 6444 5012
81 St Georges Terrace PERTH WA 6000
GPO Box 8545 PERTH BUSINESS CENTRE WA 6849
ABN: 76 887 543 297
www.hss.health.wa.gov.au

2. Procedure

To apply for the card, an employee must make an appointment, which can be in person, MS Teams or over the phone, depending on which 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 your Corporate SmartRider Card will be issued.

PTA offers a 20% discount for having a Corporate SmartRider Card, and the Scheme provides 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 is.

1 January 2026 - CORPORATE SMARTRIDER CARD EXACT DEDUCTION								
Fare Type	**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**	**HSP 18.75% contribution**
2 Sections	$1.92	$3.84	10	**$38.40**	$0.00	**$38.40**	**$31.20**	$7.20
Go Anywhere (1 zone cap)	$2.80	$5.60	10	**$56.00**	$0.00	**$56.00**	**$45.50**	$10.50

- **Employees should complete sections A, B and E of the application form and send it to the relevant email address:**
  - If located at KEMH or an EMHS site contact – SmartRider.Scheme@health.wa.gov.au
  - If located at FSH or FH contact – FSHCorporateSmartrider@health.wa.gov.au
  - If located at QEIIMC contact – MCTravelsmart@health.wa.gov.au
  - Or your nominated HSP representative

- An officer will then arrange an appointment to review the form, calculate the card amount and deductions, and explain the process. After the appointment, a signed copy of the form with the calculations will be emailed back to the employee.

- Where an exemption to these guidelines is required, approval from the relevant HSP Parking Department (or equivalent authority) is required prior to processing the application.

- An employee's deductions are set up through a direct debit request form with funds being deducted from their nominated bank account. Employees must ensure sufficient funds are available. After three (3) failed attempts, you will become ineligible for the Scheme, and your card may be cancelled. Funds cannot be taken from a credit card.

- The direct debit occurs fortnightly on the Friday of a pay week (or next business day if it's a public holiday) from your nominated bank account.

- Value will only be added on the Monday of a pay week (or next business day if it's a public holiday) if the card balance is below the required amount for the upcoming fortnight.

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

- The 18.75% discount provided by the Scheme towards the card is for public transport use only and is not for use at the stations as a parking fee.

- If you wish to add an amount for parking at the station to your card, you must contact HSS to advise the amount required. It will be added to the card and your deduction each fortnight. You will also be required to provide your vehicle registration. Please note no discount is applied for the parking. If you need to change your vehicle registration for a short period i.e. if your vehicle is being serviced, you can call Transperth direct on 13 62 13, however you must also call them back to revert to the other vehicle registration when required. If you do not update your registration, you will incur a PTA fine.

- 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.

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

- The intended use of the card 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**, HSS can cancel the card and refund the balance minus the 18.75%. Maternity leave requires cancelling the card; however, you can re-apply.

- If an employee's circumstances change, i.e. change of address, secondment to a HSP that does not participate in the Scheme, it is their responsibility to advise HSS of the changes.

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

- In the event of a card being lost or damaged, a fee of $22.00 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.

- 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.

- The card remains the property of HSS. The employee 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 an early cancellation fee of $22.00.** This covers the cost of the card and administration to process any refunds.

- The card has an approximate maximum stored value of $300.00 credit therefore the card must be used regularly and cannot continually receive funds that will accumulate.

3. Audit

To ensure adherence to the Scheme, the card will be subject to audit.

- The card is for regular commuting to and from work. Usage of the card will be subject to audit and if it has not been used for 6 months it may be cancelled.

- There are conditions for using Transperth car parks and in particular parking at Murdoch and Daglish stations may be subject to audit by Transperth.

    - Employees who work at FSH are advised not to park their vehicle at Murdoch station.
    - Employees who work at KEMH are advised not to park their vehicle at Daglish station.

- When the card is used to pay for parking, the employee must tag on to a bus or train to or from the station parked at on the same day. If the employee fails to tag on after paying for parking on two consecutive occasions the card will be blocked from using the parking facilities by Transperth. If this happens the employee will need to make a Transperth journey using the card either to or from the station last paid for parking. Once this has been done it can take up to three days for the card to work on the parking machines again.

- Enrollment in the Scheme constitutes acceptance of the PTA's Terms and Conditions of Use. https://www.transperth.wa.gov.au/Tickets-Fares/Ticket-Conditions-of-Use#