



# Regional town bus fares and travel guide 2009

viclink 

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For local bus timetable information  
call **136 196** between 6am–10pm daily  
or visit [viclink.com.au](http://viclink.com.au)



## About Viclink

Viclink is your one-stop-shop for public transport information for regional Victoria. It has been set up to make the public transport network easier for you to use.

The Viclink website and call centre provide details of fares, services and timetables, as well as the opportunity to provide feedback.

The website features an easy to use journey planner that allows you to plan your journey, from start to finish anywhere in Victoria. The website also provides timetables, maps and information on how to use public transport across the state.

Viclink is working with public transport operators and the State Government on Victorian improvement projects, such as new way-finding signage, maps and timetables.

For more information call **136 196** or visit **[viclink.com.au](http://viclink.com.au)**

## New fares structure

A simplified state-wide fares structure is being rolled out on regional buses to ensure fares are consistent across towns.

The information contained in this guide is relevant for bus travel in the following areas once the implementation of these changes is complete:

Bacchus Marsh, Bairnsdale, Ballarat, Benalla, Bendigo, Cobram, Colac, Drouin, Echuca/Moama, Geelong, Hamilton, Horsham, Kilmore, Korumburra, Lakes Entrance, Mildura, Moe, Morwell, Portland, Rochester, Sale, Seymour, Shepparton/Mooroopna, Swan Hill, Traralgon, Wangaratta, Warragul, Warrnambool, Wodonga and Wonthaggi.

Visit **[viclink.com.au](http://viclink.com.au)** to find out where this new fares structure has been implemented to date.

## Ticket guide for regional buses

It's easy to travel on Victoria's extensive regional bus network. One ticket provides flexible travel on town buses within regional Victorian towns.

Tickets can be purchased on board buses. Passengers must have a valid ticket to travel on buses.

Tickets are valid until myki is introduced in your town of travel.

Ticket	Full	Concession
2 hour	2.00	1.00
Daily	3.40	1.70
Weekly	17.00	8.50
Monthly	73.60	36.80



## Types of tickets for regional town buses

Ticket type	Ticket description
<b>2 hour</b>	2 hour tickets allow for unlimited travel for at least two hours on local bus and train services.  The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55am will expire at 11am and a ticket purchased at 9.05am will expire at 12 noon. Tickets purchased after 6pm are valid until the last service.
<b>Daily</b>	A Daily ticket allows unlimited travel on town bus services on the day the ticket is issued.  A passenger may transfer to any local bus or train service in the town bus service area before the ticket expires.
<b>Weekly</b>	Weekly tickets allow unlimited travel between the origin and destination printed on the ticket for seven consecutive days.  The ticket expires at the end of service seven days from the start date printed on the ticket.
<b>Monthly</b>	Monthly tickets allow unlimited travel between the origin and destination printed on the ticket for one month.  The ticket expires at the end of services one month from the start date printed on the ticket. For example, a ticket valid from 15 June will expire at the last service on 14 July.

## V/Line travel

Passengers can use regional bus tickets for travel on the following V/Line services:

- V/Line train services between Marshall and Lara
- V/Line train services between Eaglehawk and Kangaroo Flat
- V/Line bus services between Bendigo and Strathfieldsaye.

## Concession cards

Children aged three years and under travel free on all services. Concession tickets priced at half the full fare are available for children 16 years and younger or holders of an approved concession card. You can travel on a concession ticket with any of the following valid concession cards.

### Victorian Health Care Cards

Holders of Victorian Health Care Cards, except where a card is held by an adult in the name of a minor (e.g. foster children or children with disabilities) can buy concession fares. The concession eligibility applies only to the cardholder and does not extend to any dependents named on the card, even when they are travelling with the cardholder.



### Australian Pensioner Concession Cards

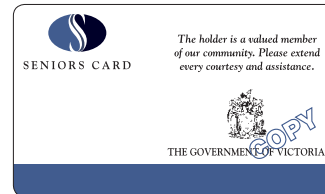
Holders of a current Pensioner Concession Card from any Australian state or territory can buy concession fares.

Pensioner Concession Card holders from Victoria who receive a Disability Support Pension (DSP code on the back of the card) or a Carer Payment (CAR code on the back of the card) can apply for a Sunday Pass to entitle the holder to free Sunday travel. See next page for information.



### Seniors Cards

Seniors Card holders from all Australian states or territories can buy concession fares. Victorian Seniors Card holders can also apply for a Sunday Pass. See below for information.



Please note that a Commonwealth Seniors Health Card cannot be used as concession ID.

### Sunday Pass

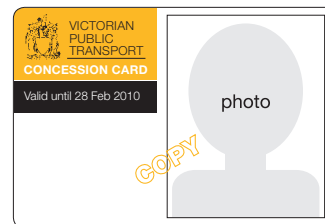
The Sunday Pass provides free travel on Sundays for Victorian Seniors Card holders and Victorians who receive a Disability Support Pension or a Carer Payment. It allows unlimited travel on Sundays:

- within the Ballarat, Bendigo and Geelong transit systems
- on town bus services in Mildura, Moe, Traralgon and Warrnambool
- on train, tram and bus travel in metropolitan Melbourne.

For information about the Sunday Pass or an application form, visit a staffed V/Line station, a Premium Station, the MetShop, Metcard retail outlets or visit [viclink.com.au](http://viclink.com.au)

### Victorian Public Transport Student Concession Card

Concession is available for primary, secondary or tertiary students. Application forms are available from [viclink.com.au](http://viclink.com.au), V/Line staffed stations and ticket agents. Call **136 196** for details. Please note that a school identification card does not entitle a student to purchase concession fares if you are aged 17 and over.



A valid concession card must be carried at all times when travelling on a concession ticket and must be produced on request. Failure to do so could result in a fine.

## Companion Cards

This card is issued by the Department of Planning and Community Development to people who require the assistance of a companion. It provides free travel for the carer/companion of the card holder on all public transport services.

Persons travelling as a carer/companion to a Companion Cardholder must be able to provide all necessary assistance to the cardholder. Companions who are not capable of assisting the cardholder must pay the appropriate fare for the journey.

For Companion Card information visit [companioncard.org.au](http://companioncard.org.au) or telephone **1800 650 611**.

For terms and conditions of travel visit [viclink.com.au](http://viclink.com.au)

## myki on regional town buses

myki will soon be the new ticketing system for Victoria's public transport network, including regional town buses.\* As myki is rolled out across the state during 2009 and 2010, you will be able to use it on more services, including Melbourne's trains, trams and buses, as well as V/Line trains and coaches.

To use myki on regional town bus services, simply 'touch on' by touching your myki on the myki reader located by the bus door each time you board. At the end of each trip, simply 'touch off' when you disembark. Touching off ensures you receive the best fare for the way you travel.

Visit [myki.com.au](http://myki.com.au) or see your local paper for updates on when myki will become available in your area.

\*myki will cover regional town bus services in Geelong, Ballarat, Bendigo, Latrobe Valley (Moe, Morwell, Traralgon), Warragul and Seymour.

## Public transport staff

Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and assist during special events. If you are approached by an Authorised Officer, he or she has the power to ask to see your ticket, even after you have just left a vehicle or the paid area of a station. Authorised Officers now operate on buses in regional cities and towns.

For more information on the role of Authorised Officers visit [viclink.com.au](http://viclink.com.au)

There is a conductor on every V/Line train. They check tickets, manage customer safety and provide customer information.

## Travelling conditions

Please note that there is no smoking on buses or under covered areas of bus shelters.

### Travelling with prams, shopping jeeps and golf buggies

Prams, shopping jeeps, golf buggies and similar items may be carried for free on all town bus services provided the comfort, access and safety of other passengers is not affected.

### Bikes and surfboards

Folding bikes are permitted in any part of the bus if they are folded up and stowed in a bag that does not exceed the dimensions of 82cm long x 69cm high x 39cm wide, 51cm rims. They must not obstruct doorways or inconvenience other passengers. Regular bikes are not permitted.

Buses do not carry surfboards, surf skis, sailboards, canoes or similar items.

### Animals on public transport

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all public transport services.

Pets can travel free of charge on buses if they are carried in a suitable container. Dogs on a lead or harness cannot travel on buses.

Pets cannot be carried on V/Line services.

## Accessibility

Public transport services in Victoria are progressively being made more accessible to people with special needs. Low-floor buses are being steadily introduced across the system. For more information visit [viclink.com.au](http://viclink.com.au)



## V/Line

V/Line is Victoria's largest regional transport operator and provides regional communities with rail and coach services. Every week V/Line operates over 1400 rail services and almost 600 coach services throughout Victoria and interstate.

Higher frequency services operate to Geelong, Ballarat, Bendigo, Kyneton, Seymour and Traralgon.

Reservations for long distance services can be made by calling **136 196** or at V/Line stations and ticket agents.

**1800 800 120** V/Line Customer Feedback Line (6am–10pm daily).

## Regional town buses

In regional Victoria there are 94 bus operators running services in and around regional towns and cities.

They provide access to key services and facilities including shopping centres, schools, key attractions and other places of interest.

## Useful contacts

Timetables, maps and brochures are available online at **viclink.com.au** or by calling **136 196** (TTY **9619 2727**).

**Transport infringement enquiries** 1300 135 066  
Level 12, 121 Exhibition Street Melbourne

**Customers with special needs** 136 196

**Disability services** 9619 2300  
For assistance at Southern Cross Station and country stations

**Travellers Aid** 9654 2600  
**Bourke Street**  
225 Bourke Street Melbourne  
(8am–5pm Mon to Fri)

**Southern Cross Station** 9670 2873  
(7.30am–7.30pm Mon to Fri and  
7.30am–11.30am Sat & Sun)

**Flinders Street Station** 9610 2030  
(8am–8pm Mon to Thurs and  
8am–10pm Fri & Sat)

**myki** 136 954  
myki.com.au

## Customer feedback

Feedback is an important tool that Victoria's public transport operators use to improve the public transport network. Every enquiry, suggestion, complaint and compliment helps to create a better public transport network.

Each organisation is committed to resolving the feedback you provide. If you are not satisfied with your response, you can ask for your case to be escalated and reviewed by the relevant organisation's feedback manager.

If you do not receive a response to your feedback or you remain dissatisfied, you can contact the Public Transport Ombudsman. The Public Transport Ombudsman provides an independent and accessible dispute resolution service.

The Public Transport Ombudsman aims to resolve complaints quickly and informally and considers what is fair, reasonable, good industry practice and current law.

### Feedback about regional town buses

Please contact the relevant bus operator.

Visit **viclink.com.au** or call **136 196** for a list of bus operators.

If you are unsure of who the operator is, contact Viclink with your feedback. Viclink can forward the feedback case to the relevant operator, however for the quickest response, contact the operator directly.

### Feedback about regional trains and V/Line coaches

#### V/Line Customer Relations

Online: [vline.com.au](http://vline.com.au)  
Telephone: 1800 800 120 (6am–10pm)  
Mail: Reply Paid 5343, Melbourne VIC 3001

#### Public Transport Ombudsman

Online: [www.ptovic.com.au](http://www.ptovic.com.au)  
Telephone: 8623 2111  
Toll free: 1800 466 865 / 1800 809 623 (TTY)  
Fax: 8623 2100  
Mail: PO Box 538, Collins Street West  
Melbourne VIC 8007