

## Metro Trains

Platform 1 offers individualised train travel information services via SMS and email. Join up and choose instant SMS timetable information, SMS updates on line disruptions or email alerts for weekend and evening improvement works. For more information visit [metrotrains.com.au](http://metrotrains.com.au)

## Yarra Trams

tramTRACKER® from Yarra Trams provides real-time tram arrival information for every stop on the network by phone, SMS, iPhone and online. It can tell you if the next tram will be a low-floor vehicle. For more tramTRACKER® information visit [tramtracker.yarratrams.com.au](http://tramtracker.yarratrams.com.au)

## V/Line

V/Line Inform notifies passengers of any problems with their train via SMS and email. For more information visit [vline.com.au/inform](http://vline.com.au/inform)

## Free travel passes

There are a range of free travel passes available for people with disabilities who travel on Victoria's public transport network.

For more information, including travel entitlements and application details, visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638**.

## Contacts

### Metlink

Metropolitan train, tram and bus information  
[metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)  
**131 638** (TTY 9619 2727) 6am – midnight daily

### Viclink

Regional train, coach and bus information  
[viclink.com.au](http://viclink.com.au)  
**136 196** (TTY 9619 2727) 6am – midnight daily

### Travellers Aid Australia

Travellers Aid offers support services and transport information for people with special needs. Three centres are centrally located in the city on Bourke Street and at Flinders Street and Southern Cross stations.

### Bourke Street

**9654 2600**  
Level 3, 225 Bourke Street, Melbourne  
8am – 5pm, Mon – Fri

### Southern Cross Station

**9670 2072**  
7.30am – 7.30pm, Mon – Fri and 7.30am – 11.30am, Sat & Sun

### Flinders Street Station

**9610 2030**  
8am – 8pm, Mon – Thurs and 8am – 10pm Fri & Sat

### Metlink Central Pass Office in Southern Cross Station

**9619 1159**  
99 Spencer Street, Docklands (between Bourke and Little Bourke streets near the bus interchange)  
[centralpassoffice@metlinkmelbourne.com.au](mailto:centralpassoffice@metlinkmelbourne.com.au)  
8.30am – 5pm, Mon – Fri



# Using mobility aids on public transport

viclink

metlink

viclink

metlink

For metropolitan train, tram and bus information call Metlink on **131 638** (TTY 9619 2727) 6am – midnight daily or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

For regional train, coach and bus information call **136 196** 6am – midnight daily or visit [viclink.com.au](http://viclink.com.au)

### Translated information

|                             |           |
|-----------------------------|-----------|
| Arabic                      | 9321 5440 |
| Cantonese                   | 9321 5441 |
| Croatian                    | 9321 5442 |
| Dinka                       | 9321 5452 |
| Greek                       | 9321 5443 |
| Italian                     | 9321 5444 |
| Macedonian                  | 9321 5445 |
| Mandarin                    | 9321 5454 |
| Somali                      | 9321 5446 |
| Spanish                     | 9321 5447 |
| Sudanese                    | 9321 5453 |
| Turkish                     | 9321 5448 |
| Vietnamese                  | 9321 5449 |
| All other foreign languages | 9321 5450 |



Public transport services in Victoria are progressively being made more accessible to people who use mobility aids.

To discuss your transport needs and to plan your journey before you travel, call Metlink on **131 638** or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) for metropolitan travel, or call **136 196** or visit [viclink.com.au](http://viclink.com.au) for regional travel.

## Travelling with your mobility aid

For a safe journey, we highly recommend that you make sure your mobility aid meets the specifications outlined in this brochure. For more information about DDA Disability Standards for Accessible Public Transport 2002 visit [www.transport.vic.gov.au](http://www.transport.vic.gov.au)

### Your mobility aid needs to:

#### Dimensions

- fit within a space of 1300mm by 800mm
- be no more than 750mm wide at a height of 300mm above the ground, to fit between the wheel axles of a bus
- be less than 1400mm high to fit through a taxi door.

#### Stability

- move backwards and forwards
- have effective brakes to help maintain stability
- on regional coaches, have restraint devices
- transfer to a seat in a taxi if required.

#### Manoeuvrability

- turn 180 degrees within an area 2070mm by 1540mm
- cross a horizontal gap up to 40mm wide
- go up a vertical rise (bump) up to 12mm
- cross grates in vehicles up to 13mm wide and 150mm long
- go up and down a ramp with a 1:14 grade unassisted
- go up and down a ramp that is less than 1520mm with a 1:8 grade
- go up and down a ramp with a 1:4 grade with assistance.

The total weight of yourself, your assistant and your mobility aid needs to be less than 300kg which is the maximum weight capacity of a boarding device, for example, a ramp.

Travelling with a mobility aid varies between trains, trams, buses and coaches as each mode has different types of vehicles.

Here's some information to help you travel:

## Metropolitan trains

All metropolitan trains are wheelchair accessible. The driver will help you board the train by placing a ramp between the platform and the first door of the front carriage.

Passengers who need help boarding trains should wait on the platform near the front of the train. On a metropolitan platform, this is marked with a yellow or white rectangle on the pavement.

To help the driver, it is best to write your destination on a note. At Premium Stations you can get a note from the customer service centre before you travel. If you are at an unstaffed station, you can use your own note.

If you are travelling in a group and travelling from a Premium Station, please call the station ahead of time. Station phone numbers are available from [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or by calling **131 638**.

All stations have wheelchair access except Heyington Station. Metropolitan stations have ramps or lifts to enter the station and platforms. However, at some stations assistance may be required for those with a mobility aid.

All Premium Stations have toilet facilities for customers in wheelchairs.

For a list of Premium Stations visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638**.

## Yarra Trams

With 100 low-floor trams and more than 300 platform stops, Melbourne's tram network is increasingly accessible to passengers using mobility aids. The majority of services on Routes 96 and 109 are low-floor trams.

Low-floor trams have two allocated spaces for passengers using mobility aids. This area is inside the double-door marked with a wheelchair symbol.

Some low-floor trams have buttons that alert the driver to activate the 'bridging plate' to bridge the gap between the tram and the platform. On other low-floor trams, a specially marked call button overrides the automatic door closing mechanism to allow

passengers using wheelchairs or mobility aids extra time to enter and exit the tram. These trams also have an external door release (a blue button) to help passengers using wheelchairs.

When planning your trip, you can find out if the next tram at a platform stop will be a low-floor tram, using tramTRACKER®. For more information about tramTRACKER® visit [tramtracker.yarratrams.com.au](http://tramtracker.yarratrams.com.au)



## V/Line trains and coaches

All V/Line stations are wheelchair-accessible. The conductor will help you board the train by placing a ramp between the platform and the carriage. Station staff are also available to help passengers with special needs.

Wheelchair-accessible toilets are on Sprinter and VLocity trains, while limited accessible toilet facilities are on locomotive-hauled trains.

Some V/Line coaches are wheelchair-accessible.

Passengers taking wheelchairs or scooters on coaches must book 24 hours in advance.

Space for passengers with wheelchairs and scooters on trains may be limited. For more information about travelling with a mobility aid or to book a seat on V/Line trains and coaches visit [vline.com.au](http://vline.com.au) or call **136 196**.

## Metropolitan and regional town buses

More than 70 per cent of Melbourne's bus services are wheelchair-accessible, including SmartBus, SkyBus and NightRider buses. In Ballarat, all services are wheelchair-accessible. At the stop, the bus driver places a ramp between the front door of the bus and the kerb of the road. SmartBus vehicles are able to 'meet' the bus stop at the same level and eliminate a 'step' to board the bus.

To find out which bus services are wheelchair-accessible, check your timetable before you travel. Accessible services are shown with an access symbol on the front of printed timetable booklets or with the letter 'W' (wheelchair) or 'LF' (low-floor) next to the relevant service. On website timetables, accessible services are indicated by the access symbol above the time of the service. For metropolitan services call **131 638** or visit [metlinkmelbourne.com](http://metlinkmelbourne.com) to download your timetable. For regional services call **136 196** or visit [viclink.com.au](http://viclink.com.au) to download your timetable.

Bus companies will try to schedule a low-floor bus for you, provided adequate notice is given. It is best to contact the company the day before you travel. For a list of metropolitan bus operators visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638** or for regional travel visit [viclink.com.au](http://viclink.com.au) or call **136 196**.

## Public transport mobile phone tools

There are a number of mobile phone tools that provide you with personalised train, tram and bus service information.

### Metlink

Metlink's free Nokia and iPhone apps let you view service times, use the journey planner and set your favourite stops for faster access to public transport information on the go. For information about the Nokia app visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au). To download the iPhone app visit the iTunes Store.

The mobile departure board lets you check the next few scheduled services leaving your metropolitan or regional station or stop on any mobile phone with internet access. Visit [metlink.mobi](http://metlink.mobi) online or from your mobile phone to use the mobile departure board.

For more information about Metlink's mobile phone tools visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638**.