**Video title:** Getting started on public transport in Victoria

**Link:** <https://www.youtube.com/watch?v=Q57hExF0YFE>

**Video description:** An introduction to the public transport system in Victoria. Video has been designed for the culturally and linguistically diverse (CALD) community.

[Music[

Getting started on public transport

[A group of people stands together, including Authorised Officers and Protective Service Officers in uniform, an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. Transport for Victoria [TFV] and Public Transport Victoria [PTV] brandmarks.]

>>Voiceover: Getting started on public transport.

[Train station platform. Man wheeling luggage waits as V/Line train pulls into platform and stops. Sound of train braking.]

>>Voiceover: We have trains, trams, coaches, ferries and buses in Melbourne, and throughout Victoria.

[Tram arrives and stops at accessible platform stop. Young man with headphones and young woman using mobile phone wait on platform. Sound of tram stopping and bell ringing.]

[Elderly man with walking stick stands beneath shelter at bus stop. Farmland and horses in background. Bus arrives and stops. Sound of bus engine.]

[Exterior day time. Woman waits on platform at railway station. Platform signs display station name and time as 8:01AM. Train arrives and stops at platform. Sound of train braking. Visually impaired woman with cane and guide dog walks towards train as carriage door opens.]

>>Voiceover: Most services run every day of the week.

[Exterior night time at railway station. Platform sign displays time as 11:29PM. Protective Services Officers stand on platform as train arrives and passengers exit carriage.]

>>Voiceover: And some run all through the night on Friday and Saturday.

[Woman using myki machine at railway station. Woman presses touchscreen. Zoom shows display options and myki brandmark on screen.]

How can we help you?

Top up myki money

Top up myki pass

Check myki

Buy myki (full fare only)

[Finger selects ‘Buy myki’ option.]

[Closeup of hand holding myki card.]

>>Voiceover: You need either a myki card or paper ticket for your journey.

[Elderly man stands at ticket window. V/Line staff member is behind counter, with signage displaying ‘V/Line Customer Service.’ Man hands cash to staff member, who hands him ticket.]

[Hand holding Off-peak saver paper ticket. Sound of paper rustling.]

>>Voiceover: There are many maps to help you get around.

[Map of Victoria’s Regional train and coach network}

[Map of metropolitan train network]

[Train station entrance. Two Authorised Officers are speaking to a man wheeling luggage and a woman carrying a small child. A map of the Victorian train network is displayed on the wall. Authorised Officer gestures towards map. Woman nods.]

>>Voiceover: You can find them on trains, trams, buses and on our website.

[Woman stands near train station outside myki barriers. She looks at smartphone with screen displaying PTV brandmark. She taps touchscreen, which shows Journey Planner search fields.]

>>Woman holding smartphone: Hmm.

>>Voiceover: Plan your journey on the PTV app or website.

[Young man wearing headphones sits at desk facing desktop computer. Monitor displays PTV website.]

>>Young man at computer: Hmm.

>>Voiceover: You can also visit the website to find more information on the cost of your journey and travelling safely.

[Monitor display homepage of PTV website, slowly scrolling down page.]

[Music]

[A group of people stands together, including Authorised Officers and Protective Service Officers in uniform, including an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. TFV and PTV brandmarks.]

Visit ptv.vic.gov.au to find out more.

Authorised by Transport for Victoria, 1 Spring Street, Melbourne