

Seniors Transport Guide



This guide has been designed for Maroondah's senior residents who are reducing their driving, or are reliant on alternative modes of transport.

We hope that by encouraging the use of these modes of transport, our senior residents will be able to maintain their independence and stay connected with their family, friends and community.

Within the City of Maroondah there is a range of public and community transport options including bus, trains, taxis and courtesy services, as well as facilities for walking and cycling.

We trust that this guide will help our senior residents feel confident to leave their car at home and undertake more of their travels by other transport options.

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Travel Discounts

There are many discount travel options available to make using public transport easier and more affordable.

Concession cards

Holders of the Victorian Seniors Card, Pensioner Concession Card or Commonwealth Seniors Health Card are entitled to the following benefits of public transport services in Victoria:

- > a free myki card
- > 50 percent discount on a full fare on trams, buses and metropolitan trains.
- > free travel on Saturdays and Sundays in two consecutive zones
- > two or four annual Victorian off-peak travel vouchers
- > concession fares on V/Line trains and coaches.

You should always carry your seniors or pension card with you when travelling on public transport in Victoria.

Seniors Card

The Victorian Seniors Card is available to permanent residents of Australia, residing in Victoria and aged 60 years of age or over who work less than 35 hours a week. It is issued by the Department of Health and Human Services.

When applying for a Victorian Seniors Card you will also receive a free Seniors myki card.

Please note: Seniors Card holders from other states and territories are not eligible for free weekend travel.

Holders of a Commonwealth Government-issued Seniors Health Card are not eligible for public transport concessions in Victoria.

Seniors Day Pass

As a senior, you can buy a Day Pass for some journeys, instead of using your myki card.

The Seniors Day Pass is a paper ticket that gives you one day's unlimited travel in Zone 1+2 and on bus routes 782/783 and 787/887.

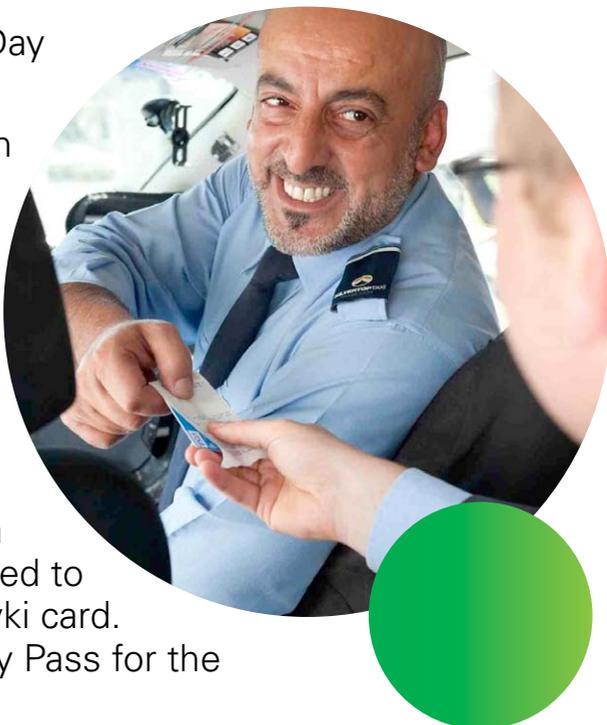
Using a Day Pass

You must show your Day Pass to:

- > the bus driver when boarding
- > train station staff to gain entry or exit from a gated station
- > an Authorised Officer when requested.

When travelling with a Day Pass you don't need to touch on with your myki card.

You can only use a Day Pass for the date on the ticket.



Access Travel Pass

This pass is available to people with a permanent disability who can still travel independently, but cannot use the public transport ticketing system (myki) due to their disability.

If you hold an Access Travel Pass, you can travel for free on:

- > Melbourne metropolitan trains, trams and buses
- > V/Line services
- > Regional town buses
- > Regional services that have a contract or service agreement with Public Transport Victoria.

Free travel passes can't be used for NSW TrainLink, Great Southern Railway, airport services and tourist railways. Please check with the relevant operator before booking or travelling.

Pass holders are not required to touch on and off but must show the card to public transport staff when requested.

You must carry your Free Travel Pass with you at all times while travelling on Victoria's public transport network.

Eligibility

To be eligible for the Access Travel Pass you must:

- > have a significant permanent physical disability, cognitive condition or mental illness
- > be unable to touch on or off due to this physical or mental condition
- > be able to travel independently on Victoria's public transport network (without any assistance from a carer or companion)
- > be a Victorian resident

- > If you are not eligible for the Access Travel Pass, you may be eligible for one of the following:
- > Companion Card
- > Scooter and Wheelchair Travel Pass
- > Multi Purpose Taxi Program

Companion Card

The Companion Card can now be used on all Victorian public transport services.

You can have your companions travel without charge, on all train and tram services, and all metropolitan bus services, country trains, coach and town bus services.

Conditions of travel

A Companion Card does not give you concession fares or free travel; you must also have a valid ticket or free travel pass.

The carer/companion and the Companion Card holder must travel together and the card holder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

The carer/companion to the Companion Card holder must be able to provide all necessary assistance to the card holder (including personal hygiene tasks). Companions who are not capable of assisting the card holder must pay the appropriate fare for the journey.

To use the Companion Card on V/Line services, you must ask for a 'companion ticket' when buying or reserving your ticket, and you need to show your Companion Card.

Scooter and Wheelchair Travel Pass

Eligibility

To be eligible for the Scooter and Wheelchair Travel Pass you must:

- > have a permanent and severe disability
- > depend on a scooter or wheelchair for mobility outside the home
- > be a Victorian resident.

The Pass entitles you to free travel on all Victorian public transport.

If you are a scooter or wheelchair user, you must have your dependence on a scooter or wheelchair certified by a general practitioner or specialist.

You must declare that due to the permanent and severe disability (being for the term of your life and not expected to improve), you depend on the scooter for mobility outside the home.

War Veterans Travel Passes

If you hold an Extreme Disablement Adjustment (EDA)/ Totally and Permanently Incapacitated (TPI) War Veterans Travel Pass, you can apply for an Ex-service Personal Pass which entitles you to free travel on all Victorian public transport.



Paying for public transport

The myki card is your reusable travel card for trains, trams and buses in Melbourne and regional Victorian centres. It is a durable card that stores a monetary value for you to pay your fare on public transport.

The seniors myki card

To be eligible for a seniors myki card, you need to be registered for the Victorian Seniors Card.

You will receive a free seniors myki card by ticking the appropriate box when completing the Victorian Seniors Card Applications Form.

Seniors myki cardholders receive

- > 50 percent discount on a full fare on trams, buses and metropolitan trains.
- > free travel on Saturdays and Sundays in two consecutive zones
- > two or four annual Victorian off-peak travel vouchers
- > concession fares on V/Line trains and coaches.

Myki cards expire after four years. It is recommended that you register your myki card online so you can see when your myki will expire, set up auto top up, and manage your card. It is not mandatory to register your myki card.

You can register your myki card for free online and set up an account at **www.ptv.vic.gov.au/tickets/myki/manage-your-myki-online**. You can also check your online account to see when your myki will expire.

Unregistered card holders can continue to check their

myki card expiry date at a myki machine or blue myki check.

Myki cards can be replaced within 60 days of the expiry date. You can replace your myki on the spot at any metropolitan or myki enabled V/Line staffed station.

Where to use your myki card

Myki cards must be used for travel on:

- > Melbourne's trains, trams and buses
- > V/Line trains between metropolitan Melbourne and Eaglehawk/Epsom, Seymour, Traralgon, Waurin Ponds and Wendouree
- > Buses in Ballarat, Bendigo, Geelong, Seymour, the Latrobe Valley and Warragul.

How do I use my myki card?

The myki card 'touch on or off' machines are located at the entrance and exits of all stations, buses and trams.

When you travel with myki just remember your three Ts:

- > top up
- > touch on
- > touch off.

Touch on at the start of every trip by holding your myki card still against the hand symbol on the myki reader located at the entry and exit points of train stations, trams and buses. Do not swipe. When you see a green light and hear a beep, you have touched on successfully.

At the end of each trip, touch off at the myki reader.

Where can I top up my myki card?

If your myki card drops below \$10, the myki readers will let you know by sound and a display of green and yellow lights. Now is the time to top up.

Top up online

Visit the myki website at **www.ptv.vic.gov.au/tickets/myki/manage-your-myki-online**

Please allow around 90 minutes for online top ups. Credit cards issued outside Australia cannot be used to top up or buy myki cards online or to set Auto Top Up online.

Top up your myki card in person

You can top up your myki card in person at:

- > newsagencies and 7-Eleven stores where you see the myki sign
- > the ticket office window at premium stations, such as Ringwood and Croydon
- > myki machines at all metropolitan train stations, all V/Line commuter service train stations, selected tram stops and bus interchanges.

You can also top up as you board a bus, but you need to pay with cash.

Top up your myki card by phone

Please call Public Transport Victoria on 1800 800 007 and have your credit card ready.

Lost and replacement myki cards

If you have registered your myki card, you can go online at www.ptv.vic.gov.au/tickets/myki/manage-your-myki-online to report it as lost, or you can call Public Transport Victoria on 1800 800 007.

Any funds available on the card can be transferred over to a new myki card.

Replacement cards can be purchased at staffed Metro stations.

Upon receiving the new myki card, you will need to top it up at the myki machine.



Catching a metropolitan train

Metro is the company responsible for train services and stations in metropolitan Melbourne.

Maps of the metropolitan rail network are available from Croydon and Ringwood stations, or by calling Public Transport Victoria on 1800 800 007.

Metro customer information consoles

Each train station has a Customer Information Console containing a green and red button.

Press the **green** button to hear when the next train is arriving.

Travelling safely

Press the **red** button on the Customer Information Console for emergencies only.

Pressing this button will allow you to speak directly with staff, will notify emergency services and will activate the security cameras.

When waiting for a train, always stand behind the yellow line on the platform. In the case of an emergency, press the **red** emergency button located near the automatic doors.

Protective Services Officers are posted from 6pm until the last train at every station. If you need assistance when travelling on the metropolitan rail network look for Metro staff or Protective Service Officers.

Travelling with your mobility aid

Wheelchairs and motorised mobility scooters are permitted on all rail services.

Please board the first carriage of the train to improve safety and to allow the driver to see you in case you need assistance.

Travelling with your pet

Guide dogs, hearing guide dogs, guide dogs in training and animals with an Assistance Animal Pass can travel for free on all Victorian public transport services.

Other dogs and small animals may still be able to travel with you on public transport.

Small animals can travel with you on trains, trams and buses in a suitable animal container.

Dogs can travel with you on trains, as long as they're on a lead and wearing a muzzle. If you bring your dog on a train you must:

- > clean up any mess your dog makes
- > make sure your dog does not sit on seats or block aisles and doors
- > keep your dog under your control at all times
- > avoid travelling on weekdays between 7am and 9am or 4pm and 6pm.

Animals other than those in a suitable animal container, or dogs on a leash and wearing a muzzle, are not allowed on trains. Only animals in a suitable animal container are allowed on trams and buses.

Travellers Aid Australia

Travellers Aid Australia is a not-for-profit organisation that provides support, advice, and assistance to the travelling public, including people with special requirements or experiencing travel emergencies.

Its services include:

- > emergency relief for travellers in crisis
- > hire of mobility equipment
- > an accessible toilet and shower
- > personal care assistance
- > buggy transport service at Southern Cross Station.

Travellers Aid is located at Flinders Street and Southern Cross stations.

Travellers Aid companion service

Travellers Aid Australia offers a free service to accompany travellers to essential appointments, such as a social activity; family event; or medical, legal, education and training appointments.

Trained volunteers will meet and accompany you to and from your appointment to the city or on public transport.

The service is available to regional and metropolitan travellers and must be booked at least 48 hours before the appointment date.

Travellers must purchase their own public transport tickets. The volunteers' travel costs will be covered by Travellers Aid Australia.

The service operates Monday to Friday from 8am to 6pm. Weekend or out-of-hours services can be requested, depending on volunteer availability.

Catching a V/Line train and coach

V/Line is responsible for the timetabling and operation of the regional train and coach services.

Buying a V/Line ticket

The myki card is used for travel to and from V/Line stations located between Melbourne and Geelong, Ballarat, Bendigo, Traralgon and Seymour.

V/Line paper tickets must be used on long-distance services to Bairnsdale, Albury, Shepparton, Echuca, Swan Hill, Ararat, Maryborough and Warrnambool.

Reservations can be made at:

- > staffed V/Line stations
- > an accredited V/Line ticket agent
- > Croydon and Ringwood train stations.

Or you can call V/Line directly on 1800 800 007.

You can also purchase your ticket once you are on board the train or coach if you are getting on at an unstaffed station. The conductor or coach driver will only accept cash.

Some V/Line tickets also entitle you to ride the metropolitan public transport system on the day of travel.

In the event that V/Line trains have to be replaced, it should be noted that not all coaches and buses will be accessible. V/Line will make alternative travel arrangements for you as long as your mobility aid meets the dimension requirements.



Travelling with your mobility aid

To travel on V/Line services with a mobility aid or wheelchair, it must:

- > fit within an allocated space of 1300mm (length) and 800mm (width)
- > be no more than 750mm wide at a height of 300mm above the ground to fit between the wheel axles of a coach
- > have a total combined weight of less than 300kg, including the mobility aid, its user and any attendant
- > have anchor points for travel on a V/Line coach.

Travelling with your pet

Guide dogs, guide dogs-in-training, hearing guide dogs and animals identified by an Assistance Animal Pass are permitted to travel on all public transport services in Victoria.

Small animals (including cats and dogs) are permitted to travel on all V/Line train services, but they must be carried in a suitable container that meets the following guidelines:

- > provides sufficient space for the animal to move around
- > provides suitable ventilation for the animal
- > can be easily accessed during the journey to provide any food or water to the animal
- > is clean
- > secure to contain the animal for the duration of the journey.

Suitable containers must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

It is recommended that customers carrying animals travel during off-peak periods.

Owners must clean up any mess created by their animals.

Animals (other than the approved Assistance Animals listed above) are not permitted to travel on V/Line coach services.

Assistance animals

Animals identified on an Assistance Animal Pass can travel on all Victorian public transport services.

Luggage on trains

To ensure the safety of all staff and customers please make sure you are familiar with the luggage rules on V/line service.

- > The total luggage limit for all V/Line services is 30 kilograms.
- > Customers can carry two items of luggage, with no one item weighing more than 20 kilograms, as well as one piece of hand luggage.

Please check in your luggage at least 30 minutes before the departure of your service. Check luggage service is available on train journeys on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines.

Customers who need special assistance with their luggage but are not travelling on a service where checked luggage is available can ask staff for help.

For more information, please see www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals

Luggage on coaches

When travelling on V/Line coach services, all luggage must be stored in the luggage compartment, with the exception of one small bag.

This can be a backpack, laptop bag, briefcase or handbag with



dimensions less than 40x35x15cm per customer.

For more information, please see www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals

Catching a bus

Bus services operating throughout Maroondah are provided by Transdev and Ventura Bus Company.

Maroondah's largest bus interchanges are at Ringwood and Croydon stations.

The frequency of buses varies from one route to another between peak and off-peak periods. Please make sure you check the timetable of the bus route to plan your trip.

Also, please remember that buses operate less frequently over the weekend.

Hailing a bus

Always make sure you hail the bus so the driver knows you intend to board.

When you see the bus and the bus can see you, hail the bus by putting your hand out and clearly signalling the bus. Hail the bus until the bus driver acknowledges you by turning the bus indicator light on. If the bus is not the bus you need (different route), signal the driver either by standing back or signalling 'No' with your hand or head.

Travelling with your mobility aid

Many low-floor buses are wheelchair accessible.

These buses are usually identified on bus timetables, but please call the relevant bus company to check the routes they operate on.

Animals on buses

Only guide dogs, guide dogs-in-training, hearing guide dogs and animals identified by an Assistance Animal Pass are permitted to travel on buses.

SmartBus services

SmartBus are buses that are faster, more frequent and operate extended hours into the late evening on Sundays. The 901 services operate from Ringwood Station. The bus stops have improved real-time timetable information.

TeleBus

TeleBuses typically have a scheduled route, but passengers can also ring and book a pickup within an area served by the route.

TeleBus services operate throughout Croydon, Chirnside Park and Mooroolbark.

Using the airport bus

The Airport Bus Eastside service operates between the airport and designated stops throughout the City of Maroondah.

You will need to book and prepay before using the service.

Catching a tram

Yarra Trams is responsible for Melbourne's tram services.

If you need assistance when travelling on the metropolitan tram network look for a Yarra Trams staff member.

Travelling with your mobility aid

Low-floor trams and accessible platform stops make travelling with a mobility aid easier.

A full list of accessible stops is available on the Yarra Trams website.

Travelling with your pet

Guide dogs, hearing guide dogs or guide dogs in training can travel for free on all public transport services. Other animals are permitted to travel with the holder of an Assistance Animal Pass.

The Assistance Animal Pass has been developed to help people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal.

Other animals can travel subject to the following conditions:

Small animals can travel on metropolitan trains, trams and buses, but they must be in a closed container.

Non-assistance dogs on leads are not permitted.

Using tramTRACKER®

tramTRACKER® is a customer service function provided by Yarra Trams that provides free real-time tram information for every stop on the network.

There are many ways you can access tramTRACKER®. You can access it on your computer, via your mobile's internet connection or via an SMS alert.

When services are disrupted, tramTRACKER® will display a message and show a disruption icon. An icon will also appear to indicate air-conditioned trams when the temperature is above 25 degrees. You can personalise the results to show you individual routes, or to only show low floor trams.

Lost property

Lost or found something on a tram? It is helpful if you know the tram number and time you lost or found the item. Alternatively, you will need to provide us with the tram route, direction, time and location.

Lost property is held at our tram depots for three months.

Call 1800 800 007 6am to midnight daily (all night Friday & Saturday) to report lost property.



Riding a bicycle

While cycling may not be your first choice of transport, the advances in bicycle design and the bicycle network and support services make it a viable option.

Riding a bicycle improves cardiovascular fitness while being low impact on the hips, knees and other joints.

It is suitable for all levels of ability and is a social and enjoyable activity that can be incorporated easily into day-to-day life.

You can find details on bicycle road rules on the VicRoads website at **www.vicroads.vic.gov.au**

Riding your bicycle in Maroondah

An interactive digital map of the City of Maroondah details the bicycle network of trails, pathways and lanes throughout Maroondah. The map is accessible via:

www.youareheremaps.com.au//Maroondah/map.html

Maroondah City Council's 'Parks & Paths in Maroondah' brochure provides a hard copy map of the cycling networks throughout Maroondah, as well as cycling safety and etiquette advice.

This brochure is available from any of Council's Service Centres.

Both resources are perfect for planning your next bicycle trip to your favourite destinations.

Bicycle Network

Bicycle Network is an organisation that aims to get 'More People Cycling More Often'. They offer a wealth of information and advice to support people wishing to cycle.

As a member, you will be covered by injury and third party liability insurance as well as being informed of upcoming events.

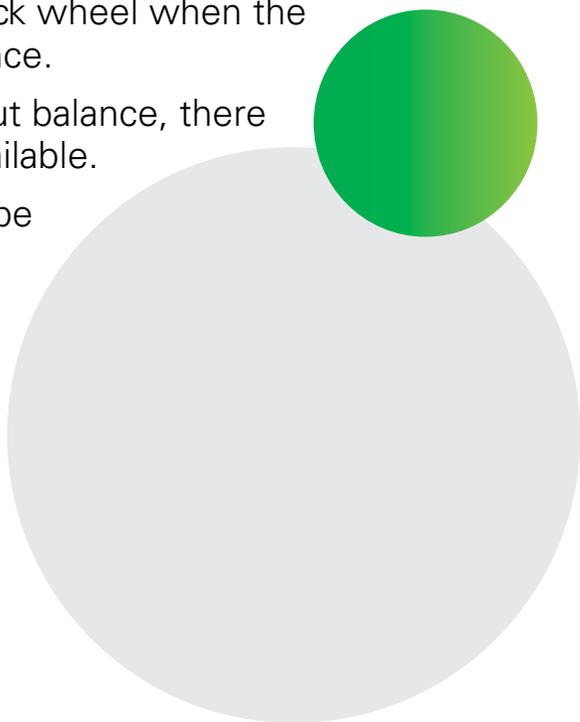
Find out more at **www.bicyclenetwork.com.au** or call (03) 8376 8888.

Electric bicycles

Electric bicycles have a rechargeable electric battery that provides power to the back wheel when the rider needs extra assistance.

If you are concerned about balance, there are also electric trikes available.

Any bicycle store should be able to talk to you about what form of electric bicycles that best suit your needs.



Bicycles on trains

Bicycles can be carried on V/Line trains. Space is generally available on reserved, locomotive-hauled services to and from Albury, Bairnsdale, Shepparton, Swan Hill or Warrnambool.

Space is limited on Sprinter and VLocity trains to and from Ararat, Ballarat, Bendigo, Echuca, Geelong, Maryborough, Seymour and Traralgon.

Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

Parkiteer cages are available at some V/Line stations as an alternative to travelling with a bicycle.

Customers with bicycles are strongly advised to travel at off-peak times and avoid weekday services arriving in Melbourne between 7am and 9.30am or departing Melbourne between 4pm and 7pm.

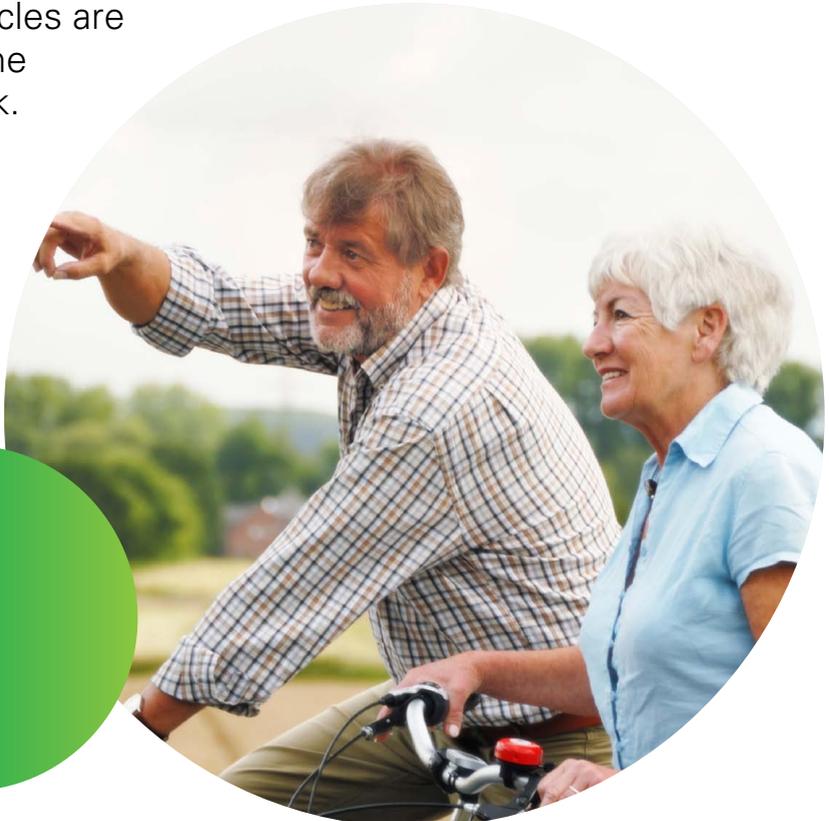
Bicycles on coaches

Bicycles can be carried for free on the following V/Line scheduled coach services. They will be accepted on a first-come, first-served basis only.

- > Beechworth - Wangaratta
- > Bright - Wangaratta
- > Corowa/Rutherglen - Wangaratta
- > Mulwala/Yarrawonga - Benalla
- > Wangaratta - Bendigo

Bicycles are not permitted on any other timetabled V/Line coach services, with the exception of folding bicycles.

Customers must load and unload their bicycles onto the coach. Bicycles are carried at the owner's risk.



Catching a taxi

Booking a taxi

When you book a taxi, your request is stored on a computer and dispatched to the next available cab.

The taxi company keeps a record and can trace the individual taxi and driver if needed. In metropolitan Melbourne, you have a choice of taxi companies you can book through. See a list of taxi companies in Resources.

Prepaid fares

Taxi fares must be prepaid for all trips between 10pm and 5am.



Multi Purpose Taxi Program

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members.

MPTP provides members subsidised taxi fares, paying up to \$60 per trip. Some members have a yearly limit.

Road tolls, airport fees and Silver Service fees are not part of the metered fare and they must be paid in full by the passenger. They are not included as part of the MPTP subsidy.

MPTP members with a wheelchair or scooter are never required to pay the lifting fee. The lifting fee is covered under your MPTP membership.

The taxi meter must not be turned on while a wheelchair or scooter is being loaded or unloaded. If a driver asks you to pay a lifting fee, take their details and report this to the Victorian Taxi Directorate

When a passenger does not have a MPTP Wheelchair/ Scooter Taxi Card, the lifting fee is not paid. On these occasions, drivers are permitted to turn the meter on while loading/unloading passengers. This includes when carrying Wheelchair Accessible Taxi (WAT) passengers from interstate.

Travelling with a mobility aid

Please notify the taxi company that you are using a mobility aid when you make a booking.

Community transport services

Eastern Volunteers

Eastern Volunteers provides volunteer assisted community transport to the frail aged and people with disabilities to attend social outings, medical appointments and other activities.

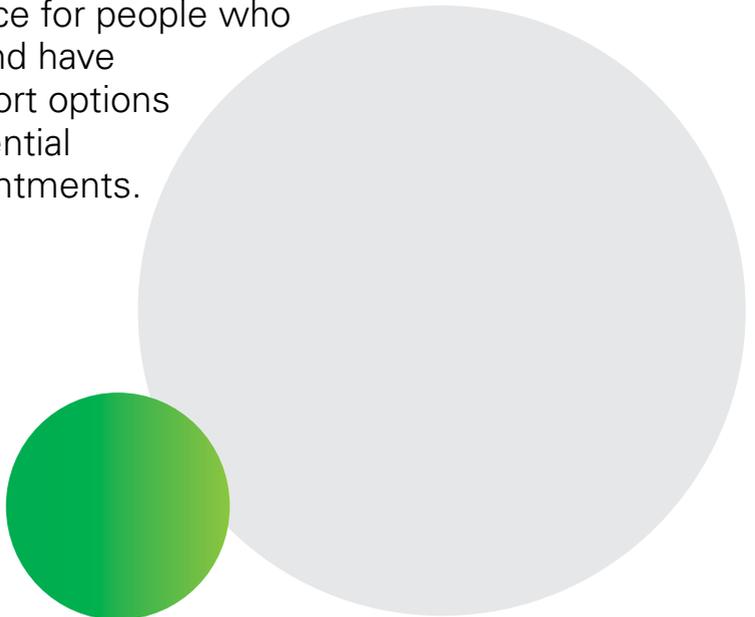
Eastern Transport Register

The Eastern Transport Register is a vehicle-sharing register that operates across the Eastern Metropolitan Region of Melbourne.

It offers transport options for the elderly, as well as people with disabilities and their carers.

Red Cross Patient Transport Service

This is a service for people who are isolated and have limited transport options to attend essential medical appointments.



Commonwealth Home Support Programme

The Commonwealth Home Support Programme is funded by the Australian Government, and provides a range of entry-level aged care services for older people who need assistance to keep living independently at home and in their community.

The program is for people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people).

Social support programs may include individual social support to assist with essential shopping or attending appointments.

Council's social support program includes fortnightly trips to Eastland, local libraries and a monthly outing.

You will need to register with My Aged Care at **www.myagedcare.gov.au** to receive a referral to access services. All services are provided based on client needs and goals and depend upon available resources and priority of access.

Plan your trip

There are many useful websites and mobile phone applications to help you plan your trip.

They allow you to view service times and provide step by step guides to reaching your destination in the quickest and most direct way.

Maroondah Interactive Map

The Maroondah Interactive Map is the perfect way to plan your next outing using public transport.

The online map shows the City of Maroondah's entire transport network; trains stations; bus routes; cycling routes; and footpaths.

The map details destinations and services to give accurate information on what transportation facilities are nearby.

You can view the map at

www.youareheremaps.com.au//Maroondah/map.html

Journey Planner

The Public Transport Victoria journey planner can be accessed through their website at www.ptv.vic.gov.au or you can download the app on to your mobile.

Resources

Access Travel Pass

1800 800 007

www.ptv.vic.gov.au

Airport Bus Eastside

9729 7622.

www.airportbus.com.au

Assistance Animal Passes

1800 800 007 (6am to midnight)

www.ptv.vic.gov.au

Companion Card

1800 650 611

www.companioncard.org.au

Eastern Volunteers – Volunteer Assisted Transport

9870 7822

www.easternvolunteers.org.au

Eastern Transport Register

9879 6972

www.etr.com.au

Maroondah City Council Social Inclusion and Wellbeing Programs

1300 88 22 33 or (03) 9298 4598

www.maroondah.vic.gov.au

Metro Trains Melbourne

1800 800 007 (6am to midnight)
www.metrotrains.com.au

Metro Trains translating service

9321 5450

My Aged Care

1800 200 422
(8am to 8pm Monday to Friday; 10am to 2pm Saturday)
www.myagedcare.gov.au/

Public Transport Victoria

1800 800 007 (6am to midnight)
www.ptv.vic.gov.au

Pensioner Concession Cards & Seniors Health Card

132 300
www.humanservices.gov.au

Public Transport Ombudsmen

1800 466 864 (Free Call)
www.ptovic.com.au
enquires@ptovic.com.au

RACV Bicycle Roadside Assist

13 72 28
www.racv.com.au

Red Cross Patient Transport Service

1800 246 850.
www.redcross.org.au

Seniors Online Victoria

1300 797 201

www.seniorsonline.vic.gov.au**Taxi companies:**

Please make sure you request a wheelchair accessible taxi if required.

13CABS

132 227

www.13cabs.com.au**Crown Cabs**

9310 5422 or 5231 5833

www.crowncabs.com.au**Melbourne Eastern Taxi**

9762 2522

melbournееasterntaxis.com.au**Platinum Taxi**

9090 1800

www.platinumtaxi.com.au**Silver Top Taxis**

131 008

www.silvertop.com.au**West Suburban Taxis**

9689 1144

www.westsuburbantaxis.com.au

TeleBus

9735 3133

www.ptv.vic.gov.au/gettingaround/maps/telebuses**Ticketing and concession information**

1800 800 007

(6am to midnight)

www.ptv.vic.gov.au**Transdev**

8681 7501

www.transdev.com.au**Travellers Aid Companion Service**

1300 700 399

Travellers Aid at Flinders Street Station

9610 2030

www.travellersaid.org.au**Travellers Aid at Southern Cross Station**

9670 2072

www.travellersaid.org.au**Ventura**

1300 836 887

www.venturabus.com.au**Victorian Seniors Cards**

1300 797 210

www.seniorscard.vic.gov.au

Victorian Taxi Directorate (Multi Purpose Taxi Program)

Eligibility and application form from Victorian Taxi Directorate

1800 638 802

www.transport.vic.gov.au/taxis/mptp

Vision Australia

1300 947 466

www.visionaustralia.org

info@visionaustralia.org

V/Line information

1800 800 007 (6am to midnight)

www.vline.com.au

Yarra Trams – including tramTRACKER® information

1800 800 007

www.yarratrams.com.au

VicRoads

13 11 71

www.vicroads.vic.gov.au

**War Veterans Travel Pass, Vision Impaired Travel Pass,
Scooter and Wheelchair Travel Pass, Access Travel Pass**

1800 800 007

(6am to midnight)

www.ptv.vic.gov.au

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V/Line

Disclaimer:

Please note that all information in this Guide is correct at time of printing.



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