

# 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.

We trust that this guide will help our senior residents feel confident to leave their car at home and travel 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.**

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

If you're included in the list below, you may be eligible for a **myki** which has concession fares and other travel benefits. Concession fares give you 50 percent discount on all metropolitan train, tram, bus and V/Line services.

- Asylum seeker
- Carer Card holder
- Pensioner
- Seniors Card holders
- War veterans and war widows.

Some customers may also be eligible for free travel, see section on Free Travel Passes.



## Concession cards

Holders of the

- **PTV Asylum Seeker ID**  
– free application via Public Transport Victoria.
- **Victorian Carer Card** – to apply visit the Carer Card website at [www.carercard.vic.gov.au](http://www.carercard.vic.gov.au)
- **Victorian Seniors Card**  
– free application via the Seniors Online Victoria website at [www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au)  
Please note: Seniors Card holders from other states and territories are not eligible for free weekend travel.
- **Pensioner Concession Card**  
– are free via Services Australia
- **Commonwealth Seniors Health Card** – free application via Services Australia are entitled to the following benefits of public transport services in Victoria:
  - A 50 percent discount on trains, trams and buses, including V/Line trains and coaches.
  - Free weekend travel in any two consecutive zones and on regional town buses.
  - Access to free travel vouchers for Victorian Senior Card Holders – 2 to 4 off-peak travel vouchers every year.

- Free travel during the annual Victorian Seniors Festival.

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

## Interstate seniors card holders

Seniors from other states aren't eligible for a Seniors myki but can travel with a Concession myki. They can also buy concession V/Line paper tickets and concession tickets for regional bus services.

## Asylum seekers

If you're an asylum seeker, you may be eligible for a PTV Asylum Seeker ID. PTV Asylum Seeker ID is valid for two years from the date of issues. To apply for a PTV Asylum Seeker ID you must:

- Be aged 17 or older
- Hold or be applying for a bridging Visa under the *Migration Act 1958*.
- Not have any other entitlements to public transport concession fares, such as a Victorian Healthcare Card or Pensioner Concession Card.

To apply call Public Transport Victoria or download the application from Public Transport Victoria website.

### Carer card

Victorians who care for a person with significant and permanent disability are eligible for the Victorian Carer Card, Victorian Carer Card holders are entitled to concession myki card and free weekend travel. You will also receive free travel during Carers Week.

This card is only applicable for the carers only. People with disabilities are eligible for concession cards for discounted and free travel with disability pension cards, companion card, vision impaired travel pass or assistance animal pass.

You and your companion must travel together. You will need to register for free travel vouchers via the Public Transport Victoria.

Always remember to carry your Victorian Carer Card with you when you travel. You need to show your Companion Card to public transport staff if asked.

### War veterans and war widows

The War Veteran Travel Pass is available to war veterans or widows who:

- have documentary evidence of war or peacemaking service overseas
- hold a Veteran Gold or White Card
- not be entitled to another type of concession (see below)
- live in Victoria.

Go to the Public Transport Victoria website to check your eligibility for a War Veteran – Free Travel Pass.

[www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/war-veteran-free-travel-pass/](http://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/war-veteran-free-travel-pass/)

To apply call Public Transport Victoria or download the application from Public Transport Victoria website.

### Free travel passes

Free travel passes are available to customers that meet the conditions to apply.

### Access travel pass

This pass is available to people with a permanent physical disability, cognitive impairment or mental illness that prevents you from using myki.

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 an Access Travel Pass you must:

- have a significant permanent physical disability, cognitive condition or mental illness
- be unable to consistently touch on or off due to your condition
- be able to travel independently on public transport, without assistance from a carer or companion
- be a Victorian resident.

To apply call Public Transport Victoria or download an application form from the Public Transport Victoria website.

If you're not eligible for the Access Travel Pass, you may be eligible for a:

- Companion Card
- Scooter and Wheelchair Travel Pass
- Multi-Purpose Taxi Program membership

## Assistance animal pass

You can apply for an Assistance Animal Pass if you need your animal to help manage your disability while you use public transport.

An assistance animal is trained, like a Guide Dog, to help you ease or manage the effects of a disability or condition.

Not all animals are assistance animals, even if they assist you in some way. Companion, therapy and facility animals are not considered assistance animals. House training and general obedience aren't enough to qualify your animal for an Assistance Animal Pass.

To receive a pass, you'll need to provide evidence that your assistance animal is formally trained to help you manage your disability and meets similar standards of hygiene and obedience as a Guide Dog. Guide Dogs and hearing dogs (working or in-training) can already travel free and don't need an Assistance Animal Pass.

Assistance animals with a pass can travel free on public transport in Victoria. The handler must have a valid ticket.

Download the Assistance Animal Pass application form from the Public Transport Victoria website.

## Companion card

You're eligible for a Companion Card if you need assistance when travelling on public transport. The card is issued by the Department of Health and Human Services. We also accept Companion Cards from other states and territories in Australia.

Your Companion Card only gives your carer or companion free travel. You still need a valid ticket or free travel pass for your journey.

You and your carer or companion must travel together. You need to show your Companion Card to public transport staff if asked. Your carer or companion must be capable of providing you with all the assistance you need, including any personal hygiene tasks. If not, they need to pay the usual fare for their journey.



If you're travelling on a V/Line train or coach, ask for a companion ticket and show staff your Companion Card.

For more information or to apply, visit the Companion Card website.

### Scooter and wheelchair travel pass

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're travelling with a scooter or wheelchair on a V/Line Train or coach, book 24 hours in advance to ensure the public transport has enough space please call 1800 800 007.

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.

Scooter and Wheelchair Travel Pass application forms are available on the Public Transport Victoria website.

### Vision impaired travel pass

You can travel free with a Vision Impaired Travel Pass if you're legally blind.

To be eligible, you must be:

- assessed as permanently and legally blind by an ophthalmologist or optometrist
- a Victorian resident.

Your pass will be loaded onto a personalised myki with your photo on it. You don't need to touch on and off. Show the pass to public transport staff when asked. Always carry your pass with you when travelling on public transport.

Public Transport Victoria accepts Vision Impaired Travel Passes from other states.





## Paying for public transport

### A myki card is your reusable ticket to travel on public transport in Melbourne.

#### myki card

A myki card is your reusable ticket to travel on trains, trams and buses in Melbourne and most V/Line trains and coach services. It is a durable card that stores a monetary value to pay your fare on public transport.

The fare you pay is determined by:

- where you travel, including the zones you travel through, if you're using myki. There are two fare zones.

**Zone 1** – covers stations in the inner suburbs of Melbourne, on the Belgrave and Lilydale lines.

**Zone 2** – starts at Canterbury Station and goes all the way to Belgrave and Lilydale stations.

- your ticket type, for example a two hour or daily ticket.

myki cards are also available as a digital ticket on Android phones, on the Google Wallet app. This allows you to use your mobile phone as your myki card.

More information about digital myki is available on the Public Transport Victoria website at [www.ptv.vic.gov.au/tickets/myki/mobile-myki](http://www.ptv.vic.gov.au/tickets/myki/mobile-myki)

#### 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 entrances and exits of all stations, buses and trams.

When you travel with myki just remember your three T's:

- 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 ten dollars, 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

- top up your myki online (you will need to create an account and register your myki).
- you can instantly register and create an account via the Public Transport Victoria website. The website will step you through the process.
- with a registered myki you can check your myki balance, set automatic top ups and get notified when your myki is due to expire.
- 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.

## Lost and replacement myki cards

If you have registered your myki card and it is lost, you can notify Public Transport Victoria by phone or online to ensure it is immediately blocked to prevent anyone from using it.

This protects the money stored in your account and can be transferred (free of charge) to a replacement myki card.



## Catching a metropolitan train

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

The Metro trains website is another source of information about the quality of the train services, station facilities, fare zones, disruptions to train services and maps of the train network.

The busiest stations on the network are attended by Metro customer service staff from the first morning service to the last train at night. Customer service staff are easily recognisable by uniform and are available to help you with your train journey.

At the customer service centre you can buy myki cards, pick up timetables and find out more information about other public transport services.

For information and support at unstaffed stations please use the customer help point on all station platforms.

### Customer help points at stations

- each train station has a Customer Help Point containing a **green** and **red button**.
- press the **green button** to hear when the next train is arriving.
- press the **red button** to speak directly with a customer service for assistance.



## Travelling safely

The safest places to wait at stations are the waiting areas or the **Safety Zones**. Safety Zones are located near platform entries and are recognisable by a yellow striped line marking. Waiting areas and safety zones are well-lit, monitored by cameras and have **Customer Help Points**.

If travelling with young children, prams and strollers follow the below tips to ensure the safety of children:

- always hold on to your pram/stroller and make sure the child is strapped in securely.
- always apply the parking brake to prevent rolling. Make sure your pram is parked parallel to the platform edge.
- board the train with the pram in front of you, lifting the front wheels over the gap.
- when leaving the train, watch the gap, exit backwards. When waiting for a train, always stand behind the yellow line on the platform.
- wait until the train has come to a complete stop before approaching to board.

Customers who need additional time to board are asked to board towards the front of the train where the driver is close by.

## Protective services

**Protective Services Officers are posted from 6pm until the last train at every station.** If you feel unsafe, need assistance or want to report an emergency when travelling on the metropolitan rail network look for Metro customer service staff or Protective Service Officers.

At unstaffed stations you can raise the alarm and request assistance by pressing the **red button** on the Customer Help Point. The customer service staff will notify emergency services and activate security cameras.

Whilst onboard the train, in the case of an emergency, press the **red emergency button** located near the automatic doors.

## Priority seating

Priority seating is supplied for passengers with additional needs. You'll know which are priority seats, because they are covered in orange fabric or have a priority seating sticker above the seat.



### Travelling with your mobility aid

Wheelchairs and motorised mobility scooters are permitted on all rail services. Please consider the size of your mobility aid before you travel.

**Your mobility aid will need to fit the boarding ramps that are 800mm wide.**

If you need boarding assistance from the driver please wait for the train at a **boarding point**, at the end of the platform in the direction of your travel. The driver will assist you to board the first carriage by setting up the ramp. Boarding points can be identified by the **International Symbol of Access (ISA)**. If unsure where to wait please speak to customer service staff.



*International Symbol of Access (ISA)*

When the train arrives, the driver will approach and ask for your destination. If needed, please write down your destination and present it to the driver. The driver will assist you off the train at your chosen destination station.

### Travelling with your pet

You can bring dogs and some other animals with you on public transport under certain conditions.

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

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

Dogs can travel with you on trains, if 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 wearing a muzzle, are not allowed on trains. Only animals in a suitable animal container are allowed on trams and buses.

### Lost property

If you have lost an item on a train or at a station, you can call Metro trains on 9610 7512 from 8am to 5pm, Monday to Friday or email [lost.found@metrotrains.com.au](mailto:lost.found@metrotrains.com.au). After hours please call 1800 800 007.



## 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.

It's a free service that includes:

- 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.**

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 the company responsible for the operation of the regional train and coach services.**

V/line customer service staff, conductors and coach drivers are available at all stations and coaches to help you with your journey.

### Buying a V/Line ticket

myki cards are used for travel to and from V/Line stations located between Melbourne and Geelong, Waurin Ponds, Ballarat, Wendouree, Bendigo, Epsom, Eaglehawk, Traralgon, and Seymour.

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

Book your travel online using the V/Line website or visit your nearest V/line staffed station or accredited V/Line ticket outlet. If booking online, collect your ticket from the station or outlet at least 30 minutes prior to travel or allow ten business days for postage.

If you are unable to collect tickets prior to travel, your email confirmation printed or displayed on mobile device will be accepted until you can collect your paper ticket. Fares and costs for journeys are viewable on the V/Line website. Some V/Line tickets also entitle you to ride the metropolitan public transport system on the day of travel.

If 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.

First class seating is only available on long distance services that travel to and from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool and seats must be reserved. First class seating is not available on coaches.

If you need to make changes to your ticket it can be done prior to the departure time printed on the ticket by contacting V/Line directly.

You can receive a full refund for paper tickets if you are unable travel, if you apply before the departure date of the services. Refunds and replacements are not available for lost or stolen tickets.

## Travelling with your mobility aid

All V/Line stations and most trains are accessible for customers with mobility aids by a portable ramp. Most V/Line coaches have a lift and allocated space for customers with mobility aids.

Check with the V/Line website or call directly to confirm if the services you require throughout your travel are accessible. Conductors, customer service staff and coach drivers are available to assist you during your journey.

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. **It must 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.

Customers who require assistance to board a V/Line service can approach V/Line staff or wait in the **Boarding Assistance Zone** for help.

Boarding Assistance Zones are located on platforms 3A and 15A at Southern Cross Station.

They are also on all other V/Line platforms across the network.

Staff can still assist customers who wait in other areas of the platform but waiting in the zone makes it easier for our staff to see that you need help.



### 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 V/Line services.

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 blocking 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.

### 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 services.

**The total luggage limit for all V/Line services is 32 kilograms.**

Customers can carry two items of luggage, with no one item weighing more than 16 kilograms, as well as one piece of hand luggage. Stow luggage in designated areas on trains or coaches.

V/Line staff will handle luggage that has been checked and weighed by station staff at least 30 minutes before departure. Checked luggage services are 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 customer service staff for help.

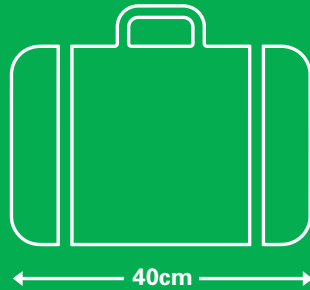
For more information, please visit:  
[www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals](http://www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals)

## Luggage on coaches

When travelling on V/Line coach services, all luggage must be stored in luggage compartments, except for one small bag. This can be a backpack, laptop bag, briefcase, or handbag with dimensions less than 40x35x15cm per customer.

For more information, please visit [www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals](http://www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals)

### Small bag permitted dimensions.



## Catching a bus

**Bus services operating throughout Maroondah are provided by *Kinetic* and *Ventura* bus companies.**

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.



## Travelling safely

Always wait for buses at designated bus stops. Bus stops are easily identified by the Public Transport Victoria signage and transport information. Bus stops may have a shelter.

Whilst waiting always face the road and direction the bus will be coming from.

When you see the bus and the bus driver can see you, hail the bus driver by putting your hand out and clearly signal for it to pull over. 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.

Stand back from the curb of the road as the bus approaches the bus stop. Wait until the bus has come to a complete stop and the doors have finished opening before boarding or exiting the bus.

If travelling with young children, prams and strollers follow these tips to ensure the safety of the children:

- make sure children are strapped securely into prams and strollers.

- always apply the parking brake to prevent rolling.
- make sure your pram is parked parallel to the footpath edge.
- board the bus with the pram in front of you, lifting the front wheels up. You can ask the bus driver to lower the ramp to make it easier to board and exit a bus.
- when leaving a bus, exit backwards.

If traveling in a mobility aid:

- many buses are wheelchair accessible with low floors and fold out ramps – these buses are usually identified on bus timetables, but please call the relevant bus company to check the routes they operate on.
- buses often stop suddenly. Make sure you hold on tight by using the overhead handles and poles. Better still, grab a seat when you can.
- priority seating should be offered to passengers with additional needs – you'll know which are priority seats, because they are covered in orange fabric or have a priority seating sticker above the seat.
- pay attention as you get on and off the bus to avoid miss stepping the gutters and onto the footpath.
- priority seating is available for passengers with additional needs – you'll know which are priority seats, because they are covered in orange fabric or have a priority seating sticker above the seat.

## Animals on buses

The guidance for traveling with an animal on the bus is identical to those mentioned for the trains.

## SmartBus services

**SmartBus** are buses that are faster, more frequent and operate extended hours to run all night over the weekends. The 901 service operates from Ringwood Station. The bus stops have improved real-time timetable information.

## FlexiRide

**FlexiRide** is an on-demand bus service. FlexiRide has no fixed route and only operates when booked. Passengers can book a trip from their nearest physical or virtual bus stop and travel to or from the designated FlexiRide bus hubs in the same service area.

FlexiRide services operate in Croydon, Lilydale, Mooroolbark and Rowville. Passengers can book the service by downloading the FlexiRide smartphone app from Google Play or Apple App Store or by calling the operator. The app provides real-time information, so passengers know when their service is arriving. FlexiRide is a cashless service. Top up your myki before you travel.

## SkyBus – the airport bus

The **SkyBus** is a dedicated express bus service for air passenger transfers to or from Melbourne and Avalon Airports. The Eastern Express to Melbourne Tullamarine Airport has designated stops at Croydon and Ringwood Stations. Stops are identifiable by the red and white SkyBus logo. You will need to book and prepay before using the service. Go to the Skybus webpage for more information about services and to make a booking.

## Catching a tram

**Yarra Trams is the company responsible for Melbourne's tram services.**

If you need assistance when travelling on the metropolitan tram network look for a Yarra Trams customer service staff or ask the tram driver.



## Travelling safely

Follow the below tips when travelling on trams to ensure your journey is as safe as possible:

- trams can stop suddenly and unexpectedly. When riding the tram, grab a seat when you can.
- priority seating is available for passengers with additional needs. You can identify priority seats because of the priority seating sticker about the seat and the orange fabric cover.
- if you must stand, make sure you stand strong and hold on. Standing strong means standing with feet apart to help keep your balance. Stand close to a handrail and strap so you can hold on tight.
- be alert and pay attention as you board and exit trams. Always, look both ways and check for vehicles approaching before stepping out onto the road.
- for your personal security, authorised officers regularly travel on trams, all tram drivers are directly connected to our operations centre, and many trams are equipped with CCTV cameras.



- at present, not all trams or stops are accessible for people with mobility aids. However, mobility aid users can safely use our services by boarding low floor trams from level access stops:
- routes 11, 19, 96 and 109 are serviced by low floor trams and some stops provide level access.
- routes 5, 6, 16, 48, 58, 72 and 86 are serviced by a mix of low floor and high floor trams. It is important that you plan your journey to ensure that both the stop you want to get on and the stop you want to get off are level access stops.

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

## Travelling with your pet

The guidance for traveling with an animal on trams is identical to those mentioned for traveling on trains.

## Lost property

If you have lost an item on a tram, you can make an enquiry with Yarra Trams by completing a form available on the Yarra Trams website, or by calling 0468 574 004 on weekdays only between 8am and 12pm (after hours 1800 800 007), or email [SM-lostproperty@yarrateams.com.au](mailto:SM-lostproperty@yarrateams.com.au)

Items are held for a period of 60 days before they are donated to charity. Collection of items is by appointment only from a location in the city.



## Riding a bicycle

### Cycling, electric bicycles or scooters and a developing bicycle network might 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 of current bicycle road rules on the VicRoads website at [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

### Riding your bicycle in Maroondah

The **Maroondah Interactive Transport Map** details the public transport services, bicycle network of trails, pathways, and lanes throughout Maroondah. You can choose what you want to see on the map to easily understand your transport options to reach venues and services across the City of Maroondah.

**The map is accessible via Council's website, search Maroondah Community Map.**

Maroondah City Council's 'Parks and 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, events, services 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.

Go to the Bicycle Network website for information about services, programs and events.

## Electric bicycles and scooters

Electric bicycles and scooters have a rechargeable electric battery that provides power to the back wheel when the rider needs extra assistance. The assistance that these bikes provide take the edge off obstacles, such as hills and distance. Accordingly, electric bikes and scooters are a forgiving and affordable way to get back into cycling for seniors as they require less physical effort.

For those with balance concerns, electric scooters and trikes are a more stable option. There are many different bicycle, electric bike and scooter designs available on the market. Your local bike store can help you choose the best bike for you.

## Bicycles and public transport

Combining cycling with public transport is a great way to get around. Riding your bike to or from the station can be affordable, fast and convenient. You can find free, long term, undercover and secure bike parking cages, called **Parkiteers**, at Ringwood, Croydon and Heatherdale Stations. Parkiteers can be found at many stations across the Metropolitan and V/Line stations. Bike hoops can be found at almost every station across Victoria.

When parking your bike at stations remember to:

- use a good quality lock and chain
- lock both the frame and the wheels to the hoop or rail
- remove any items that can be easily stolen
- ensure your bike doesn't impede access for mobility impaired passengers.

Bicycles can be carried free on Metropolitan and V/Line trains.

For metropolitan trains, avoid boarding at the first door of the first carriage, this is a priority area for mobility impaired passengers.

Make sure you keep passageways and doorways clear and try to avoid travelling during peak hour and busy carriages when travelling with your bike.

Always walk your bike along the platform and do not mount until you have exited the station.

Please note that only folding bicycles that meet the below criteria are permitted on rail replacement buses:

- for V/Line trains, folding bikes can be carried free. For safety reasons, they cannot be stored in overhead luggage racks or parcel racks and must not obstruct walkways.
- although conventional bikes can be carried free on V/Line trains, their carriage depends on space availability.
- V/Line has different trains with limited space for folding bikes. Therefore V/Line conductors decide whether there's enough room for folding bikes to be taken on V/Line trains.
- If you're travelling on a long-distance train to or from Albury, Bairnsdale, Shepparton, Swan Hill or Warrnambool, your foldable bike must be checked at a staffed station at least 30 minutes before your service departs.

- for V/Line coaches, only folding bikes that meet the below size criteria can be carried free on trams, buses and V/Line coaches:
  - A folding bike has small wheels and frame latches that allow the frame to collapse.
  - **To travel on trams, buses and V/Line coaches with a folded bike, your bike must not exceed 82cm long x 69cm high x 39cm wide or have wheel rims of more than 51cm in diameter.**
- On buses and V/Line coaches, folding bikes cannot be stored in overhead luggage or parcel racks and must not obstruct walkways.

**Conventional bikes cannot be carried on trams, buses or V/Line coaches.**

For more information about travelling with your bike on V/Line.







## Catching a taxi

**Taxis are a dedicated door to door service that operates 24/7 every day.**

A taxi, also known as a taxicab or simply a cab, is a type of vehicle for hire with a driver, used by a single passenger or small group of passengers, often for a non-shared ride.

A taxicab conveys passengers between locations of their choice.



### Booking a taxi

There are several taxi companies that provide services to Metropolitan Melbourne. Contact details to book some taxi services are provided in the resource section at the end of this guide.

Taxi bookings can be made online, by phone or through mobile phone apps.

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

The company will inform you the estimated cost of the trip with your booking. Freeway tolls, airport fees and other service fees are passed on to the customer.

The taxi company keeps a record and can trace the individual taxi and driver if needed.

### 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.

Members receive 50 percent off the total taxi fare, paying up to sixty dollars per trip. Some members have a yearly limit.

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

Note: Multi Purpose Taxi Program members across Victoria can now take subsidised trips with the rideshare company **Uber**.

## 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

### Assisted community transport for the frail, aged and people with disabilities.

#### Eastern Volunteers

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

The service must be requested through My Aged Care.

Eastern Volunteers, also operates the Eastern Transport Register.

It offers special need vehicles available for hire. Vehicles may be hired by community groups or individuals with specialised transport needs.

Vehicle bookings can be made online or by phone to the Eastern Volunteers.





## Commonwealth Home Support Programme – My Aged Care

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](http://www.myagedcare.gov.au)** to receive a referral to access services. All services are provided based on clients needs and goals and depends upon available resources and priority of access.

### Motorised scooters and electric wheelchairs

A motorised scooter or electric wheelchair is one way to maintain and improve your mobility, freedom and independence, enabling you to be an active member of the community.

This section gives current and potential users of motorised devices essential information to decide whether you need one, which device is right for you, and how to safely use them to get around, including on public transport.

Information sources about motorised scooters and electric wheelchairs from VicRoads are referenced. These fact sheets are recommended reading as they contain more detailed information and checklists about mobility devices. All five fact sheets are available on VicRoads webpage entitled, Motorised mobility devices.

## Motorised mobility devices – VicRoads

Motorised scooters and powered wheelchairs are therapeutic devices. They should only be used by people unable to walk or have difficulty walking. Device choice should be guided by the advice of your doctor and health professionals.

### You are still a pedestrian

Under the Australian Road Rules, a scooter or wheelchair user are classified as a pedestrians and as such, must share footpaths and other pedestrian spaces.

A motorised scooter or electric wheelchair cannot be registered in Victoria, and you do not need a licence to use one. To legally use a scooter, you must have an assessed disability or significantly reduced mobility.

**The maximum speed of the scooter or wheelchair must not exceed 10km/h on level ground.**

### Is a motorised scooter or wheelchair for you?

The decision to use a motorised scooter or wheelchair is a big choice. There are several personal considerations to think about and discuss with your general practitioner and occupation therapist to determine whether you are suited to and capable to use a mobility device.

To use a mobility device, you need to be physically and mentally capable of manoeuvring it safely.

Satisfactory eyesight is important, so too is concentration, reaction time, clear thinking and the ability to learn new tasks.

Sitting balance and posture, co-ordination, the ability to operate the hand controls and the consistent ability to get on/off the device are also important for safe use.

If you are not suited to a motorised mobility device, your doctor, occupational therapist, or physiotherapist can help you to explore other alternative for maintaining your independence.

*The VicRoads factsheet 1 – Is a motorised mobility device right for you,* contains a self-assessment you can complete to determine your eligibility and suitability for a mobility device.

### **Motorised mobility scooter or wheelchair?**

Motorised mobility scooters are good for people who can walk short distances. These devices are generally designed for use outdoors and for travel on footpaths and come in various types and sizes, including 3-wheel, 4-wheel, and portable scooters. They are generally longer than powered wheelchairs and require more space to turn around a corner or do a “U” turn, so they may be harder to manoeuvre indoors.

If you are not able to walk, a powered wheelchair is likely to be a better choice for you. These devices are normally specifically recommended for a person by a health professional. This is because the person can spend many hours in the wheelchair. The chair needs to support their body weight and posture and help them undertake different activities.

Wheelchairs can be mid wheel, front or rear wheel drive and have small turning circle which makes them suitable for indoor use and on most public transport. They are usually operated using a joystick. You will require professional advice and assessment for select the most appropriate one.

All mobility devices must meet Australian standards and comply with the Victorian Road Rules. All mobility devices can be altered by manufacturers or suppliers to meet user’s individual needs.

For more information about choosing the right device and a checklist for guidance on selection of an appropriate device, consult *VicRoads factsheet 2 – Choosing a motorised mobility device*.

### **How can your doctor, occupational therapist or physiotherapist help you?**

When making any decisions about motorised scooters or wheelchair, it is important to seek expert advice from your doctor, occupational therapist, or physiotherapist.

Your doctor can determine and verify eligibility and suitability based on difficulty walking, medication being taken, treatments undergone and physical ability. They will also advise on how to remain as physically active as possible and recommend an a regular exercise program.

Your doctor will refer you to an occupational therapist for assessment and for advice about which device best suits your needs.

An occupational therapist helps people to maximise their independence so that they can participate in daily life and do the things they want and need to do. Concerning mobility devices, they can:

- provide advice about whether you are suited to using such a device.
- help you choose the best device to meet your needs and explain the process to purchase.
- provide training to help you become familiar with the features of the device to learn to operate it safely.

- guide you about funding options you may be eligible for.
- talk to your doctor about monitoring your health conditions.

For an explanation on how occupational therapists works with you, your doctor and family or carers, see *VicRoads factsheet 3 – Occupational therapist assessment for use of a mobility scooter or powered wheelchair*.

## Using your mobility device on public transport and taxis/Uber

Not all devices on the market are suitable for use on public transport or in taxis or Ubers.

There are size, height, length, width and weight limits as well as manoeuvrability requirements that will need to be adhered to when choosing your mobility device.

You should discuss these requirements with the supplier and your occupational therapist.

### Weight

The maximum total laden weight allowed for access to trains, trams and buses is 300kg. This refers to the combined weight of the device with the user, any luggage and added accessories.

### Height

Only wheelchair accessible taxis have a defined height limit (1500mm) however all users should be mindful of the height of items added on their device, such as visibility flags or canopies, when using other public transport.

### Length and width

For access to trains, trams and V/Line trains and coaches, the device must fit within a space of 1300mm by 800mm. For access to buses, the allowed maximum mobility device dimensions are 1300mm long by 750mm wide.

### Height of base from the ground

To be able to be used on buses, the height of the device base must be no more the 300mm from the ground to fit between the wheel axles of the bus.

### Manoeuvrability

The device also needs to be manoeuvrable to get on and off the transport vehicle, including using ramps, and moving around within the vehicle. Specifically, the device should be able to turn 180 degrees within an area 2070mm x 1540mm.

There are also size restrictions for travelling in a wheelchair accessible taxi, and the device must have anchor points fitted to fix the device to the floor of the vehicle.

If you intend to transport the device in your car, or in a trailer, you will need to consider size, weight and the need for car modifications or equipment such as a hoist or ramp.

It is important that you learn and practice how to use your device safely on public transport, including accessing stations and platforms, getting on and off (including using boarding ramps), positioning the device in the allocated space, and negotiating around other public transport users and their belongings.

Public Transport Victoria runs the **Try Before you Ride** event to give opportunities to practice getting on and off public transport while the vehicles are stationary and to ask questions from customer support staff.

### Try Before You Ride – Public Transport Victoria ([ptv.vic.gov.au](http://ptv.vic.gov.au))

For more information about using mobility devices on public transport see VicRoads *Factsheet 5 – Using your mobility device on public transport in Victoria*.

#### Things to check before setting out

Before setting out for the day make sure you do the following to ensure your mobility device remains in good working order, support your comfort, get you to where you need to be and you have a great experience.

- check the batteries are fully charged.
- tyres are inflated to the correct pressure. No flat or damaged tyres.
- seat adjusted to the correct position.
- carry a mobile phone with you in case of emergency.
- let your family and friends know when you are going out and where you will be travelling.
- use a hat and sunscreen on high UV days.

It is recommended that you have your scooter serviced once a year by an approve service agent.

It is a good idea to have insurance in case you are involved accident that results in property damage, injury to someone else or your mobility device is stolen. Not having insurance, may mean you might be required to pay any damages or compensation resulting from an accident, for which you are responsible. Contact your insurance provider to determine the best insurance options for you.

### Use of your scooter or wheelchair

When using your mobility device remember to:

- travel on the footpath whenever possible. If there are no footpaths and you have no alternative but to travel on a road, it is important to face oncoming traffic with your lights on and stay close to the kerb. Return to the nature strip or footpath as soon as possible.
- travel at speeds appropriate for the conditions, including at walking pace when around other pedestrians and slow to match their speed.
- be particularly careful when manoeuvring in crowded areas such as train platforms and shopping centres.
- slow down to make turns. Turns at fast speeds increase the risk of tipping over.
- observe ahead and around you for children, cyclists, potholes/uneven footpaths, and people who are distracted while using their mobile phones. Check your mirror frequently.



- these devices are intended to carry one person only – you should not allow other people to travel on the device with you.
- in shopping areas, keep closer to the kerb and away from shop doorways to avoid colliding with people coming out of shops.
- be careful when changing direction. Turn your head to look around and behind (don't just rely on your mirror).
- travel in single file — don't travel next to another motorised mobility device.
- don't use your mobile phone while also operating your device.
- avoid other distractions such as using headphones to listen to the radio or music.

## Recharge Scheme 'You Have The Power'

As an electric wheelchair or scooter user, you understand how important it is to plan your trip ahead so that you have enough charge in the battery.

**The RECHARGE scheme** is about encouraging businesses in the community to provide a power point so you can recharge your battery, if required.

RECHARGE stickers are displayed on the windows of participating businesses so you can easily find them. It aims to give you more confidence to get to and from your destination, knowing support is available.

For more information, go to [www.rechargescheme.org.au](http://www.rechargescheme.org.au)

## Breaking down

**RACV Emergency Wheelchair and Scooter Assist** gives you security and peace of mind when you need it most. If your wheelchair or scooter is immobilised through a mechanical failure, flat tyre or battery, the RACV can be called 24 hours a day.

For an annual subscription RACV Emergency Wheelchair and Scooter Assist provides you with eight service calls. The aim is to get your wheelchair or scooter moving again. If the RACV cannot fix the problem, a taxi will be dispatched to transport you and your wheelchair or scooter to your home address or chosen destination.

For more information, call 13 RACV (13 7228) or visit the RACV website at [www.racv.com.au](http://www.racv.com.au)

## Public transport websites and mobile phone applications

There are many transport websites and mobile phone applications that lets you view timetables, maps, live service updates and connections to help you plan your next public transport trip.

All the following applications and websites are freely available online, Google Play and Apple stores.

- **Public Transport Victoria**  
[www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)  
PTV Journey Planner App
- **V/Line**  
[www.vline.com.au](http://www.vline.com.au)  
V/Line App
- **Metro Trains**  
[www.metrotrains.com.au](http://www.metrotrains.com.au)  
metroNotify App
- **Yarra Trams**  
[www.yarratrams.com.au](http://www.yarratrams.com.au)  
tramTRACKER App
- **Ventura**  
[www.venturabus.com.au](http://www.venturabus.com.au)  
Ventura Tracker App
- **FlexiRide**  
[www.ptv.vic.gov.au/more/travelling-on-the-network/flexiride/](http://www.ptv.vic.gov.au/more/travelling-on-the-network/flexiride/)  
FlexiRide App.

### 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 Maroondah Community Map**



## Resources

### **Bicycle Network**

8376 8888

[www.bicyclenetwork.com.au](http://www.bicyclenetwork.com.au)

### **Companion Card**

1800 650 611

[www.companioncard.vic.gov.au](http://www.companioncard.vic.gov.au)

### **Eastern Volunteers**

#### **– Volunteer Assisted Transport and Eastern Transport Register**

9870 7822

[www.easternvolunteers.org.au](http://www.easternvolunteers.org.au)

[info@easternvolunteers.org.au](mailto:info@easternvolunteers.org.au)

### **Maroondah City Council Social Inclusion and Wellbeing Programs**

1300 88 22 33 or (03) 9298 4598

[www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)

### **My Aged Care**

1800 200 422

8am to 8pm Monday to Friday;

10am to 2pm Saturday

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### **Public Transport Victoria**

#### **– Information about trains, trams and buses, including SmartBus and FlexiRide.**

1800 800 007

Daily from 6am to midnight.

24 hours a day on Fridays and

Saturdays. [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

### **Pensioner Concession Cards**

13 23 00

[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

### **Public Transport Ombudsmen**

Free call 1800 466 864

[www.ptovic.com.au](http://www.ptovic.com.au)

[enquires@ptovic.com.au](mailto:enquires@ptovic.com.au)

### **RACV Bicycle Roadside Assist**

13 11 11

[www.racv.com.au](http://www.racv.com.au)

### **Seniors Online Victoria**

#### **– Seniors Card**

1300 797 201

[www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au)

## Taxi companies

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

### **13CABS**

13 22 27

[www.13cabs.com.au](http://www.13cabs.com.au)

### **Crown Cabs**

1300 12 13 14

[www.crowncabs.com.au](http://www.crowncabs.com.au)

### **Melbourne Eastern Taxi**

9762 2522

[www.melbournееasterntaxis.com.au](http://www.melbournееasterntaxis.com.au)

### **Platinum Taxi**

9090 1800

[www.platinumtaxi.com.au](http://www.platinumtaxi.com.au)

### **Silver Top Taxis**

13 50 00 or 13 10 08

[www.silvertop.com.au](http://www.silvertop.com.au)

### **Yarra Valley Taxi**

8736 8692

[www.yarravalleytaxi.com.au](http://www.yarravalleytaxi.com.au)

### **Skybus**

#### **– Airport Express Bus Service**

1300 759 287

[www.skybus.com.au](http://www.skybus.com.au)

### **Travellers Aid**

9654 2600,

Monday to Friday, 9am to 5pm.

[www.travellersaid.org.au](http://www.travellersaid.org.au)

### **Ventura**

9771 4300

[www.venturabus.com.au](http://www.venturabus.com.au)

[enquiries@venturabus.com.au](mailto:enquiries@venturabus.com.au)

### **Commercial Passenger Vehicles Victoria**

1800 638 802

[www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

### **Vision Australia**

1300 84 74 66

[www.visionaustralia.org](http://www.visionaustralia.org)

[info@visionaustralia.org](mailto:info@visionaustralia.org)

### **V/Line information**

1800 800 007 6am to midnight,  
all night Friday and Saturdays

[www.vline.com.au](http://www.vline.com.au)

### **Yarra Trams – including tramTRACKER® information**

1800 800 007

[www.yarratrams.com.au](http://www.yarratrams.com.au)

### **VicRoads**

13 11 71

8am to 5:30pm, Monday to Friday,

8:30am to 12:30pm on Saturday

[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## **Acknowledgements**

This guide has been prepared by Maroondah City Council in partnership with the VicRoads SaferRoads Program.

We would like to thank the following departments and agencies for their contribution towards this publication:

### **Major sponsor**

Ventura

### **Supporters**

Public Transport Victoria

Metro Trains

Yarra Trams

V/Line

## Notes

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## Notes

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## Contact us

1300 88 22 33 or 03 9298 4598

SMS: 0480 020 200

TIS: 131 450 (Translating and Interpreting Service)

NRS: 133 677 (National Relay Service)

[maroondah@maroondah.vic.gov.au](mailto:maroondah@maroondah.vic.gov.au)

**[www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)**

 [maroondahcitycouncil](#)

 [maroondahcitycouncil](#)

 [CityofMaroondah](#)

 [Maroondah City Council](#)

PO Box 156, Ringwood 3134

## Visit us

### Croydon

Croydon Library, Civic Square, Croydon

### Realm

179 Maroondah Highway, Ringwood

