

**PUBLIC TRANSPORT CORPORATION
VICTORIA**

— DISABILITY SERVICES —



The Met.



Services for Customers with Special Needs



Effective December 1, 1991

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Disability Services
Public Transport Corporation
Room 204 Level 2
Spencer Street Railway Station
Melbourne 3000

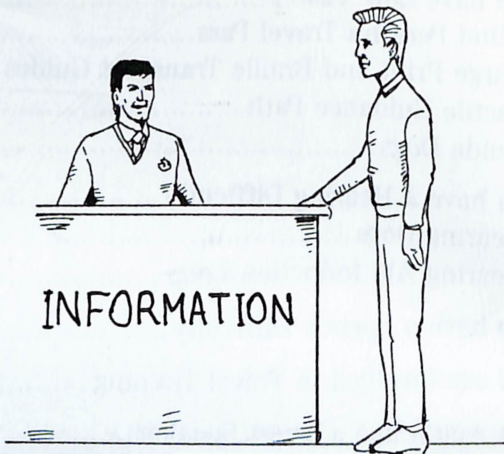
Telephone (03) 619 2355 (TTY)
(03) 619 2354 (TTY)
Country calls only 008 131 716 (TTY)

COMMUNICATION IS THE KEY TO BETTER SERVICE

If you need assistance, please let us know. Your disability may not be obvious to our staff. Many disability organisations can provide Identification Cards to indicate your disability. Help us to assist you by showing identification and letting us know when you need assistance.

On the other hand you may have an obvious disability but not require any help. For example, you may use a wheelchair for most of your mobility but be able to walk short distances or even negotiate steps, in which case you could be capable of travelling by bus or country coach...LET US KNOW.

PERSONAL ASSISTANCE



Train or Coach

Ask staff at your local stations, Spencer Street (03) 610 2300 (TTY), or Flinders Street (03) 619 7492 (TTY). You may need assistance with a wheelchair or train, guidance to or from coach or train, assistance with luggage, or use of our portable step.

Tram or Bus

Ask the tram conductor or bus driver to assist you.

P.T.C DISABILITY SERVICES

The Public Transport Corporation has a section dedicated to assisting customers with special needs to travel as independently as possible, with confidence and with safety.

Special Needs may be...assistance with communication, buying a ticket, moving to the right platform, changing between trains, coaches and trams or even negotiating that first step onto the coach.

The Met and V/Line operational staff, receive training to enable them to assist people with disabilities and other special needs, when travelling on our services.

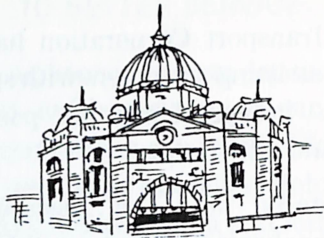
This booklet is a guide to Met and V/Line services, facilities and assistance available for **customers who may have a special need.**

FOR FURTHER ENQUIRIES AND INFORMATION

Please contact Disability Services on (03) 619 2355 or (03) 619 2354 (or Victorian country calls only 008 131 716). These numbers have TTY facility (Telephone Typewriters for customers with hearing or speech difficulties) or call your local station.

A list of Relevant Contact Telephone Numbers for all metropolitan and country enquiries are shown on page 24.

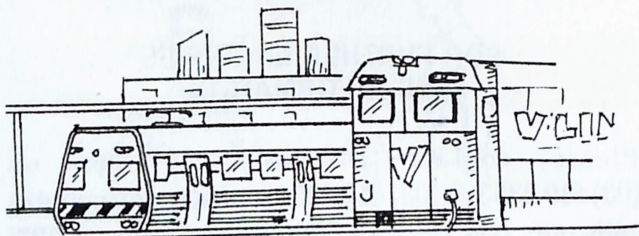
AT FLINDERS STREET STATION



For the convenience of customers with a disability, Flinders Street Station, Swanston Street concourse has toilets for people with disabilities and Public Telephones for people in wheelchairs. A Telephone Typewriter (TTY) for customers with hearing or speech difficulties is located in the Station Master's office.

Check at the Information Booth for information on these services or for any other enquiries you may have.

AT SPENCER STREET STATION



Spencer Street Station has car parking for people with disabilities, wheelchair accessible telephones and a Telephone Typewriter (TTY) for customers with a hearing or speech difficulty. Toilets for people with disabilities are located on the basement level and wheelchairs are available for customers to use in the station area.

Ask at the information booth for the TTY facility. Enquiries for personal assistance should be made by phoning ahead on (03) 619 2300 (TTY), by asking at the Information Desk or at the Station Master's Office.

TRAVELLERS AID

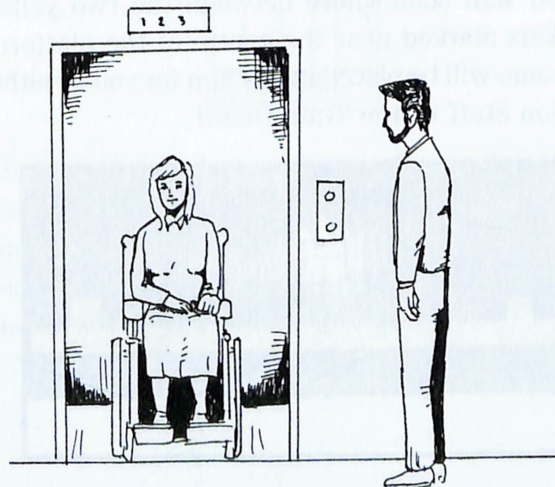
The Travellers Aid Society, a voluntary service, is located in the basement at Spencer Street Station, (03) 670 2873 (TTY) and at Level 2/169 Swanston Street Melbourne (03) 654 2600 (TTY). You may like to use the waiting lounge and other personal facilities or enquire about special assistance. TTY Telephones are available for your use on request at both centres.

OTHER RAIL TERMINALS

Facilities and rest rooms for people with disabilities are at most suburban and major country rail stations and interstate terminals.

LIFTS

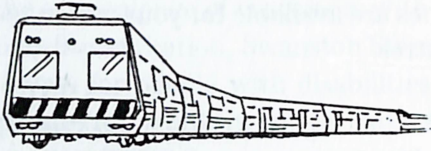
Lifts are provided at Spencer Street, Box Hill and all Underground City Loop Stations. These lifts all have low level operating buttons (except for one at Museum Station) and Infra Red sensors to ensure the doors will not close against you.



**IF YOU USE A WHEELCHAIR
FOR MOBILITY**

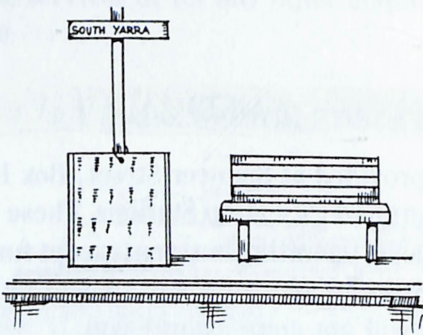


ON THE MET SUBURBAN SERVICES

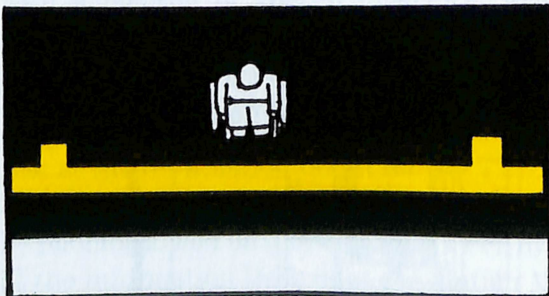


Wheelchair ramps

Lightweight portable ramps are provided on every suburban railway station, and are located approximately in the centre of every platform.



If you wait somewhere between the two yellow markers marked near the centre of the platform, the ramp will be placed in position for you by either Station Staff or the Train Guard.



When station staff in attendance



Please let staff know in plenty of time if you will need the ramp. **DON'T FORGET** to tell us at which station you intend to alight.

Whenever you are close enough **ALWAYS inform the guard** where you want to alight. Not all guards travel in the rear carriage; the majority of trains will have roving guards. For this reason ramps will be placed in position at the **THIRD CARRIAGE** in order to avoid unnecessary delays which could cause inconvenience to all passengers.

If no assistance is required

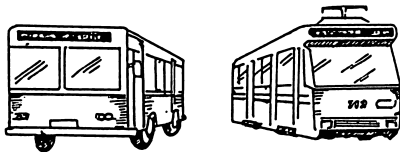
If, for example, you use a manual wheelchair and you are able to board and alight from the train without assistance, you may board the train at whatever carriage you choose.

When station staff not in attendance



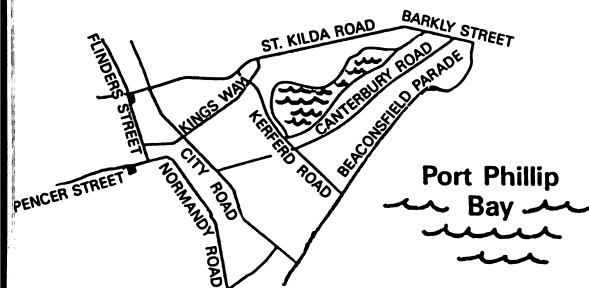
All you need to do is wait near the centre of the platform length somewhere between the two yellow markers and the guard will place the ramp in position for you. **DON'T FORGET to inform the guard** where you intend to alight.

On Met Buses and Trams



For your own safety, staff will not physically lift you on or off the vehicle. However, if you are able to board and alight without the need for physically lifting and your wheelchair is a folding manual chair, you may take it on board with you. Just ask the driver or conductor to assist you.

Demand Response Bus Services



If you use a wheelchair or you have a physical disability which prevents you from travelling on buses or trams and you wish to travel anywhere within the St. Kilda/Port Melbourne area (indicated on above map) a specially equipped mini bus will transport you and your friends (space permitting) anywhere within this area for the normal Met fare. The bus is capable of carrying up to 3 customers in wheelchairs and 4 other customers. Please note that the bus will not transport you beyond Flinders Street or Spencer Street Stations. This service **MUST** be booked. **SIMPLY TELEPHONE**, giving us as much notice as possible, on 008 012 061 or 008 013 920.

Both numbers have TTY facility and are Toll Free.

Ask us about the fitting of 'A' frame support brackets which can be fitted to your chair, telephone (03) 619 2355 (TTY).

ON V/LINE COUNTRY SERVICES



Reservations & general enquiries, Spencer Street
Telephone (03) 619 5000 or TTY callers only (03) 619 2727.

When making a reservation **ALWAYS** be sure to inform us of any special requirements you may have, and satisfy yourself that we have the capacity to meet them.

V/Line offers a wide choice of discount fares and the low peak fares may encourage a friend or relative to travel with you as a companion.

Assistance...Train

Country Passengers who require assistance at Spencer Street should phone (03) 619 2300 (TTY) or contact your local country station at least **one working day prior to travelling** to enable us to arrange to have the required assistance available.

All country trains have a Conductor who will be happy to provide assistance during your journey.

Wheelchair ramps

We have lightweight portable ramps on board all country trains and at major stations as detailed on the map (page 12).

Provision of wheelchairs

As well as at the Spencer Street Terminal, wheelchairs are available for passenger use in the station area at Albury, Ballarat, Bendigo, Geelong, Mildura, Morwell, Swan Hill, Warrnambool and Wodonga. These points are detailed on the map.

MULTI PURPOSE TAXIS

Wheelchair Accessible taxis for people with physical disabilities are available at Albury, Wodonga, Ballarat, Bendigo, Horsham, Mildura, Moe, Morwell and Melbourne Metropolitan areas.

Assistance...Coach

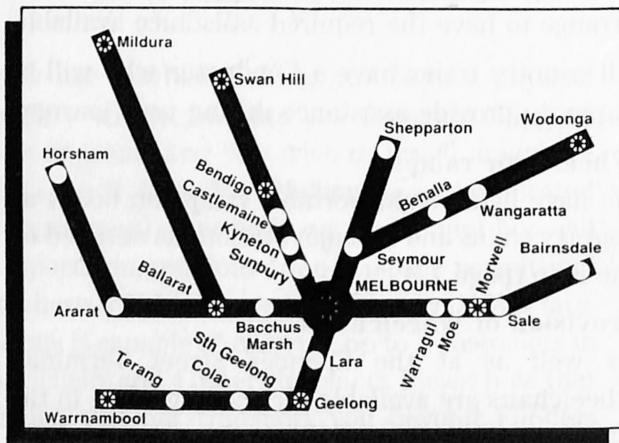
If your journey is likely to involve coach travel, V/Line staff, where available, are happy to provide safe and practical assistance if required.

For your own safety, staff will not physically lift you on or off the vehicle. However, if you are able to get on and off coaches with some assistance but without the need for physically lifting you, your wheelchair will be carried without charge in the coach luggage compartment.

If you require a friend or a personal care worker to lift you on board, this person would need to travel with you to be available to assist during your journey.

Portable steps

At all major Coach terminals, and on most coaches, a portable step is available to make boarding the vehicle easier and safer for disabled, elderly and frail customers.



Locations for wheelchair ramps

○ Wheelchair ramp

⊗ Wheelchairs and wheelchair ramp

IF YOU HAVE LOW VISION



If you have a vision impairment and you would like some assistance when travelling by train, trams, bus or coach, please let us know either by phoning ahead in the case of V/Line Train and Coach or Met Trains; in the case of Met Trams by advising the conductor as soon as possible and for Met and local country buses by advising the driver either before or as you board the bus.

For metropolitan and suburban rail stations, telephone Flinders Street Station 008 013920 (TTY) or your local station.

For V/Line country and interstate stations telephone 008 136109 (TTY) or your local station. Spencer Street Station (03) 619 2300 (TTY).

Blind Person's Travel Pass

Holders of Victorian Blind Person's Travel Pass travel free on Train, Tram, Bus and Coach throughout Victoria. Attendants must pay the normal fare.

When travelling on V/Line Services to Sydney or Adelaide, holders of a Victorian Blind Person's Travel Pass are entitled to free travel and attendants must pay the normal fare to the state border, then for the remainder of the journey a half fare must be paid by the Pass Holder and one attendant travels free. Once you reach your destination, Sydney or Adelaide, the respective N.S.W. or S.A. state entitlements apply.

Contact Disability Services on (03) 619 2355 (TTY) (Victorian country callers only 008 131 716) (TTY) to enquire about or to obtain a pass.

Large Print and Braille Transport Guides

Phone the Disability Services (03) 619 2355 (TTY) (country callers only 008 131716) (TTY) for information on our Braille and Large Print Rail and Tram Route Guides.

These guides are free to Public Transport Customers and are available from the Met and V/Line Disability Services, National Federation of Blind Citizens, Association for the Blind, Royal Victorian Institute for the Blind, Royal Victorian Guide Dogs and the Braille and Talking Book Library.

Tactile Guidance Path ≡≡≡≡:::

The Met has entered a new phase in customer service with the Tactile, Color Contrasted, Guidance Path. Flagstaff is the first of our under-ground rail stations to be provided with this facility which will guide you between each platform and street level via the lifts. Phone The Met and V/Line Disability Services or contact your mobility instructor for further details on this project.

Guide Dogs

Guide dogs are entitled to travel free of charge on all public transport in all states.

IF YOU HAVE A HEARING DIFFICULTY

**TELEPHONE TYPEWRITERS (TTYs)**

A number of Metropolitan and Country Rail Stations have been supplied with Telephone Typewriters (TTYs) for customers with hearing or speech difficulties.

If you wish to use these facilities you should draw station staff's attention to the TTY sign displayed (see above sign) at or near the ticket selling window or booking office. You will be shown to the TTY where you can make your call free of charge.

Metropolitan Stations:

Flinders Street	(03) 610 7492
Spencer Street	(03) 619 2300
Box Hill	(03) 610 5253
Dandenong	(03) 610 5384
Frankston	
Glenferrie	(03) 610 5126
Hawthorn	(03) 610 5125
Ringwood	(03) 610 5277
Broadmeadows	(03) 610 5723
Footscray	(03) 610 5003
Glen Waverley	(03) 610 5120
Oakleigh	(03) 610 5365
Sunshine	(03) 610 5039

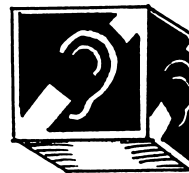
Country Stations

Ballarat	(053) 37 8567
Bendigo	(054) 40 2842
Geelong	(052) 26 6557
Mildura	(050) 23 9064
Shepparton	(058) 20 2465
Traralgon	(051) 71 1967
Wodonga	(060) 55 8166

To make your Bookings and Enquiries at Spencer Street via T.T.Y. phone: (03) 619 2727



On production of the Authorised "Hearing Dog" Identification (see above), your dog is entitled to the same rights as Guide Dogs for the Blind and travel free on public transport in all states.

HEARING AID INDUCTION LOOP

This facility is at Museum and Bendigo Stations. It is being installed at Flagstaff, Parliament and Box Hill; Ballarat and Geelong.

The hearing aid induction loop may be recognized by the deafness logo (shown above), located in a selected area on the platform or in the waiting area.

If you have a hearing aid with a "T" switch facility, stand within or close to the designated area. Switch on your "T" switch and you will receive direct transmission of all announcements that are made via the public address system.



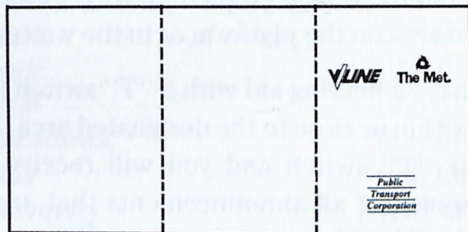
VLINE	COMMUNICATION CARD	The Met.
TRAIN <input type="checkbox"/>	TRAM <input type="checkbox"/>	BUS <input type="checkbox"/>
TAXI <input type="checkbox"/>		
STAFF ASSISTANCE:.....		
ROUTE NO:.....		
TRAVEL FROM:.....		
TO:.....		
TICKET TYPE:.....		
FULL FARE <input type="checkbox"/>	CONCESSION <input type="checkbox"/>	

Communication Card

We have Communication Cards available which are recognized throughout Victoria on all V/Line and Met services. By simply completing these cards you will provide us with all the information we need regarding your travel requirements.

This card may be used...when buying your ticket, when telling us where you wish to alight, if you need other assistance, or to give us other information we may need, to assist with your travel.

Plastic Wallets



Pocket sized wallets have three compartments which will hold your Communication card, Pension Card and Ticket, or other cards of your choice.

Communication Cards are in books of ten and along with the plastic wallets, are free to all V/Line and Met customers. Just check with your local station, tram or bus depot or phone Disability Services on (03) 619 2355, (or Victorian country calls only 008 131 716). Both phones are TTY connected.



Vehicle Familiarisation Programs

Contact Disability Services, (03) 619 2355 (TTY) (or country callers on 008 131716) (TTY) for information on our Vehicle Familiarisation program. This program is free of charge and offers children and adults the opportunity to become confident travellers on public transport.

Those using this service are given the opportunity to familiarise themselves with the form of travel required on the correct vehicle over the correct route without other passengers or time restraints.

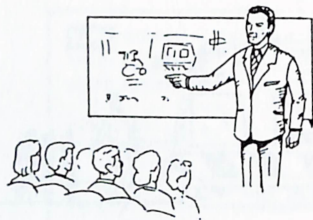
Travel Training Posters

Easy to read large colour posters are available to assist develop safe confident travel. These posters consist of one each for metropolitan train, tram or bus and one each for V/Line country train or local urban bus. These posters emphasise important aspects for safe sure travel.

FOR TEACHERS, OCCUPATIONAL THERAPISTS AND OTHERS INVOLVED IN TRAVEL TRAINING

Through the organization that employs you to assist people with disabilities to travel independently, we can offer assistance to you by way of travel concessions during your involvement in these programs. Please phone us for further information on (03) 619 2355 (TTY) (or Victorian country calls 008 131 716) (TTY).

IF YOU WOULD LIKE A GUEST SPEAKER



If your organisation would like to hear more about our services, we can organise for a speaker, with displays and samples, to visit anywhere in Victoria, so that your questions and concerns may be addressed in person.

People with disabilities, parents, integration aides, teachers, mobility instructors, social workers and other interested persons should call us on (03) 619 2355 (TTY).

IF YOU ARE NON-ENGLISH SPEAKING

To find out more about our services and facilities outlined in this brochure, or to make your own booking or enquiry, use Telephone Interpreter Services on (03) 416 9999 from the metropolitan area, or 008 112 477 from non-metropolitan areas. Interpreters are available for over 80 different languages.

Polish

Aby dowiedzieć się czegoś więcej nat temat usług i dogodnień opisanych w tej broszurze, bądź dokonać zamówienia lub samemu uzyskać więcej informacji, proszę skontaktować się z Telefoniczną Służbą Tłumaczy pod numerem telefonu (03) 416 9999 (dla osób dzwoniących z Melbourne) lub 008 112 477 (dla dzwoniących spoza terenu Melbourne). Usługi tłumaczy dostępne są w 80 różnych językach.

Greek

Για να μάθετε περισσότερα για τις υπηρεσίες και τις εγκαταστάσεις που συμπεριλαμβάνονται σε αυτό το φυλλάδιο, ή για να κλείσετε θέση ή να κάνετε ερωτήσεις, χρησιμοποιήστε την Τηλεφωνική Υπηρεσία Διερμηνέων στο (03) 416 9999 στην Μητροπολιτική περιοχή ή στο (008) 112 477 για τις μη-μητροπολιτικές περιοχές. Είναι διαθέσιμοι διερμηνείς σε πάνω από 80 γλώσσες.

Serbian

Da biste više saznali o našim uslugama i sadržaju ove brošure ili da biste napravili rezervaciju ili se raspitali o poменutим uslugama, koristite usluge Телефонске преводилачке службе на (03) 416 9999 ако зовете из Мелбурна или 008 112 477 ако зовете из унутрашњости. Преводиоци су на располагању за преко 80 различитих језика.

Spanish

Para más información respecto a nuestros servicios y de las facilidades disponibles que se describen en este folleto; para pedir una cita o para hacer una consulta, llame al Servicio Telefónico de Intérpretes al (03)416-9999 si se encuentra en el area metropolitana, o llame al 008 112-477 si se encuentra afuera del area metropolitana. Este servicio proporciona intérpretes en 80 idiomas.

Italian

Per essere meglio al corrente dei servizi che noi possiamo offrire come descritti in questo opuscolo o per fissare un vostro appuntamento o avere informazioni, telefonate al Servizio Interpreti per Telefono no. (03) 416 9999 per la città di Melbourne- oppure il no 008 112 477 per i paesi fuori Melbourne. Ci sono interpreti in 80 differenti lingue

Croatian

Da biste doznali više o našim uslugama i mogućnostima koje su sadržane u ovoj brošuri, možete rezervirati razgovor ili raspitati se putem Telefonske prevodilačke službe (Telephone Interpreter Services) na broj (03) 416 9999 u gradskoj zoni, ili 008 112 477 u izvangradskoj zoni. Tumači za više od 80 različitih jezika stoje vam na raspolaganju.

Turkish

Bu broşürdeki bizim sağladığımız hizmet ve imkanlar hakkında daha fazla bilgi için, veya kendiniz için randevü veya araştırma yapmak istiyorsanız Telafonla Tercümanlık Servisini (Şehir içinden 03 416 9999, şehir dışından 008 112 477 telefon numaralarıyla) arayınız.

Chinese

如果你不会说英语

要了解更多有关小册子里所述的服務和設施，預訂或直接詢問有關問題，可打電話致電話翻譯服務處，市區內可電：(03)4169999。遠郊地區請電：008 112 477。該翻譯服務處有超過80種語言的翻譯員。

Arabic

وتريد أن تعرف المزيد عن خدماتنا وتسهيلاتنا المذكورة في هذه النشرة، أو تريد أن نحجز مكاناً أو نستعلم بنفسك، استعن بخدمة الترجمة الهاتفية على الرقم ٤١٦ ٩٩٩٩ (٠٣) من مناطق العاصمة أو الرقم ٠٠٨ ١١٢ ٤٧٧ من خارج العاصمة. لدينا ترجمة لأكثر من ثمانين لغة.

Russian

Чтобы узнать более подробно о наших возможностях и услугах, предлагаемых в этой брошюре, или, чтобы договориться о времени встречи, звоните в Телефонную Службу Переводчиков по тел./03/416-9999- в Мельбурне или 008-112-477 - за пределами города. Там работают переводчики, говорящие на более чем 80-и языках.

HOW TO MAKE BEST USE OF OUR SERVICES

Call at your local station, government tram or bus depot, Metshop or telephone us on (03) 619 2355 (TTY) (or country calls only 008 131 716) (TTY) and ask for our contact telephone number cards.

Specially prepared business cards with all relevant contact telephone numbers, metropolitan on one side and country on the other, are a convenient and practical reference at all times.

FUTURE DEVELOPMENTS

The Public Transport Corporation is the only transport authority in Australia, and possibly the world to establish a section specifically dedicated to customers with special needs. We are developing new facilities and services all the time. Ask to be included on our mailing list to keep you up to date with new services.

COMPLAINTS

Yes, these too; we know that we are not perfect, but we do care. If you have a complaint, please call us on (03) 619 2355 (TTY) (or country calls only 008 131716 (TTY)), and we will do our best to put things right.

We wish you safe and pleasant travel on V/Line and The Met at all times.

Please give us the opportunity to assist you and remember, communication is the key.

CONTACT TELEPHONE NUMBERS

MELBOURNE METROPOLITAN SERVICES



The Met.

Disability Services	(03) 619 2355 (TTY)
Country callers only	008 131 716 (TTY)
Personal Assistance (Flinders Street)	008 013 920 (TTY)
or phone your local Station Master	
St. Kilda/Port Melbourne wheel chair accessible mini bus bookings	008 012 061 (TTY)
Transport Information Centre	(03) 617 0900
Country callers only	008 817 920
TTY callers only	(03) 610 2888 (TTY)
Telephone Interpreter Service	(03) 416 9999
Country callers only	008 112 477
Travellers Aid (Swanston St)	(03) 654 2600 (TTY)

COUNTRY AND INTERSTATE SERVICES



Disability Services	(03) 619 2355 (TTY)
Country callers only	008 131 716 (TTY)
Personal Assistance (Spencer Street)	(03) 619 2300 (TTY)
or phone your local Station Master	
Travel Information	(03) 619 5000
TTY callers only	(03) 619 2727 (TTY)
Country callers only	008 136 109 (TTY)
Telephone Interpreter Service	(03) 416 9999
Country callers only	008 112 477
Travellers Aid (Spencer St)	(03) 670 2873 (TTY)