



















Mobility Beyond Driving:

Transport Options for Seniors

How to get around
by public transport,
taxi or bicycle.

RACV

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Introduction

RACV supports an integrated approach to transport, recognising that both public and private modes have an important role to play in keeping Victorians connected to their families, friends, jobs, services and the community.

This guide has been designed for seniors who are reducing their driving or are reliant on alternative modes of transport to get around. While the decision to stop driving can be difficult, it does not mean your current lifestyle needs to change.

We hope that by learning more about the transport options available you will be able to maintain independence and stay connected to the community, even if you cannot drive or choose to leave the car at home for some trips.

This guide references various agencies and transport operators that you can speak to for more information. Contact details are provided on the “Useful contacts” list on pages 42 and 43.



Reducing the need to travel



When considering alternative transport options, it is worth asking yourself whether you need to travel to meet all of your needs. There are many services that you can access without needing to leave home at all.

- Your local library may have a home delivery service where books, magazines and DVDs can be delivered.
- Pharmacists often deliver prescriptions to their customers, or you can use an online pharmacy.
- By setting up online or telephone banking, you can avoid trips to the bank or post office to pay bills.
- Some supermarkets offer a home delivery service, or you can shop online for your groceries and have them delivered.



- Meals on Wheels delivers meals to people that may not be able to cook for themselves. Meals can be purchased on a short, medium or long term basis. Contact your local council for more information.
- Through Home and Community Care (HACC) a nurse or applied health professional can visit your home. Contact your local council for more information.

“There are many options, but until you know about them, you just don’t consider them.”

Travel discounts



There are many travel discounts available so public transport is more affordable. To apply for the travel passes listed below, fill in the corresponding application forms available from Public Transport Victoria (PTV).

Seniors Card

Victorian residents who are 60 years of age or older and work less than 35 hours a week are eligible for a Seniors Card. Cardholders receive a free myki and are entitled to:

- Concession fares on all public transport in Victoria, including trains, trams and buses.
- Free weekend travel in two consecutive zones in metropolitan Melbourne (e.g. Zones 1 and 2) and on regional town buses.
- Victorian Off-peak Free Travel Vouchers that can be used anywhere in Victoria. Metropolitan residents receive two and regional residents receive four vouchers per year.



Pensioner Concession Card

Holders of a current Pensioner Concession Card from any state or territory can buy concession fares.

Victorian Disability Support or Victorian Carer Pension Card holders can apply for free weekend travel.

War Veteran's Travel Pass

This pass offers free travel on all public transport to Victorians who have undertaken war or peacekeeping service overseas; have a Department of Veteran's Affairs gold or white card; or have a service injury confirmed by their doctor.



Seniors Card



Pensioner Concession Card

Vision Impaired Travel Pass

This pass offers free travel on all public transport to Victorians who are legally blind.

Scooter and Wheelchair Travel Pass

This pass offers free travel on all public transport to Victorians who depend on the use of a mobility scooter or wheelchair due to a permanent and severe lifelong disability.

Access Travel Pass

This pass offers free travel on all public transport to Victorians who can travel independently, but are unable to use the ticketing system due to a mental or physical disability.

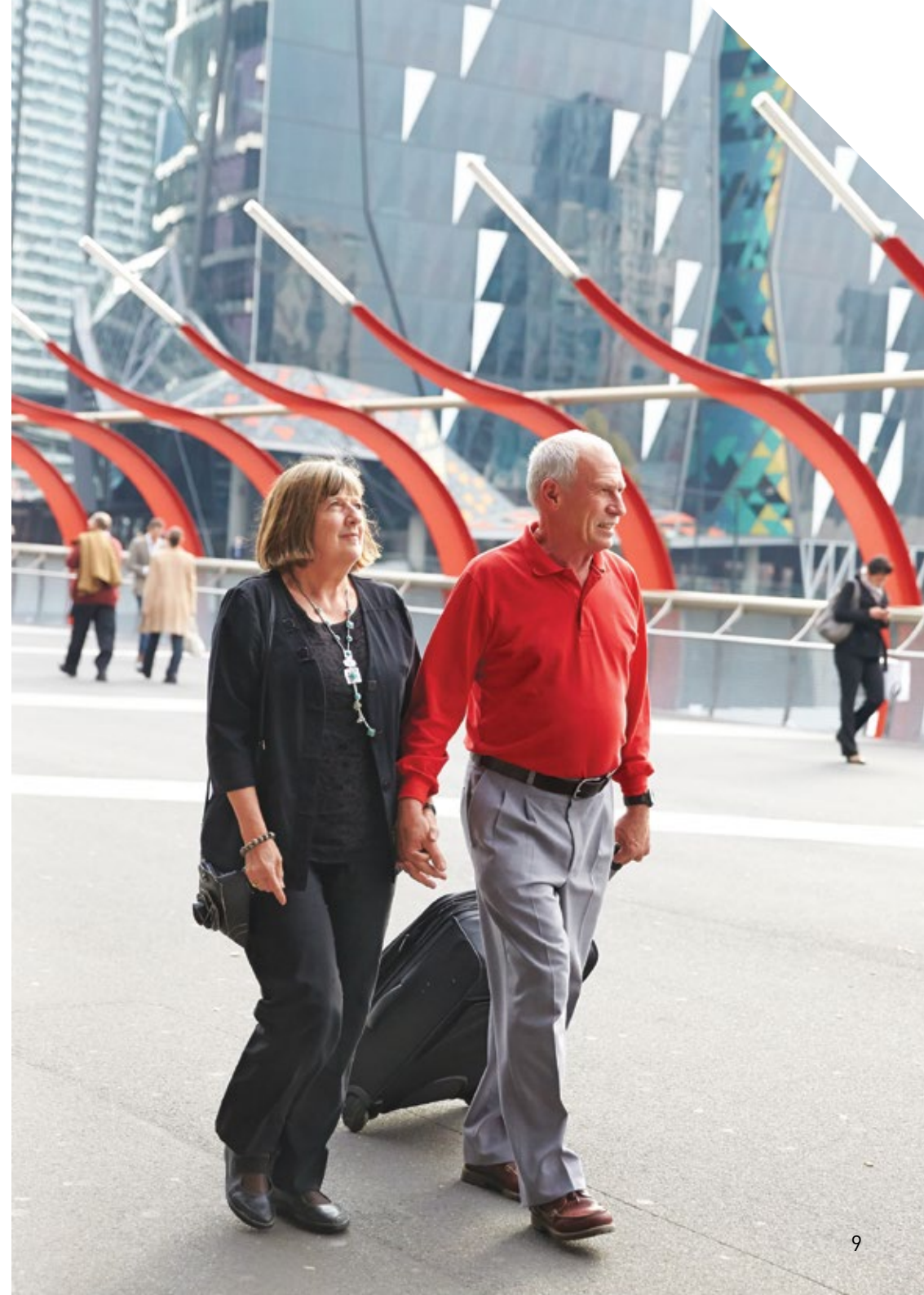
Companion Card

This card is issued to Victorians who require the assistance of a companion or carer. Cardholders can have their companion travel with them free of charge on all public transport services.

Animal Assistance Pass

This pass is issued to people with an ongoing disability including age, mobility and psychiatric illness, who can demonstrate that their assistance animal alleviates the effects of their disability.

Cardholders can have their assistance animal travel with them free of charge on all public transport services.



Planning your public transport journey



There are many useful websites and mobile phone applications (apps) to help you plan your public transport journey and reach your destination in the quickest and most direct way.

Journey planners

The Public Transport Victoria (PTV) journey planner helps you plan your journey from start to finish by providing step by step instructions for a number of different transport options and clearly explaining the times and connections involved with each leg of your journey. Simply enter the location you are leaving from and going to, as well as your desired arrival or departure date and time.

The PTV journey planner is available through the PTV website or as a mobile app that allows you to view the next five services from your station or stop, set your favourite stops throughout Victoria and view public transport network maps.



Metropolitan and regional public transport timetables are also available on the PTV website. The live travel updates section provides real time information on delays or disruptions to train, tram and bus routes.

Metro Notify and V/Line My Line

Metro Notify and V/Line My Line are mobile apps that display live updates on train services. When there is a disruption to your train line, you can view information explaining the change to the service. The Metro Trains website also provides live travel updates for train services.

tramTRACKER®

tramTRACKER® uses real-time information to predict the arrival time of your tram so you know when to be at the stop. You can access tramTRACKER® through the Yarra Trams website or via the tramTRACKER® mobile app.

Customer service centres

For those who are more comfortable speaking with a person, you can contact PTV for advice and queries about your trip. Staff at PTV Hubs can assist you with all your public transport needs and help you plan your trip. PTV Hubs are located at:

- Southern Cross Station, near the corner of Spencer and Collins streets.
- 750 Collins Street, Docklands.
- Bendigo Marketplace, near Dick Smith.
- Geelong Westfield Shopping Centre, on the ground floor near centre court.

Premium train stations are also staffed from first train to last train. You can visit a premium train station during these times to collect train timetables and enquire about train services. Alternately, PTV's call centre is open from 6am to midnight.



Paying for public transport



myki is a reusable card that stores a monetary value to pay your public transport fares.

myki is your ticket to travel on all metropolitan public transport, as well as V/Line commuter train and bus services in Seymour, Ballarat, Bendigo, Geelong, the La Trobe Valley and Warragul. Other regional public transport services use paper tickets.

How do I use myki?

myki readers are located at the entrance and exits of all train stations, and on-board trams and buses. When you travel with myki, remember the three Ts:

- Top up.
- Touch on.
- Touch off.



Top up instantly at over 800 retail outlets including all 7-Eleven stores, or by using myki machines located at all train stations, and selected tram and bus stops. If you register your myki via the Public Transport Victoria (PTV) website, you can top it up online or over the phone. The added benefit of registering your myki is that if your card is lost or stolen, your old card can be blocked from use and the remaining balance will be transferred to a replacement card at no cost.

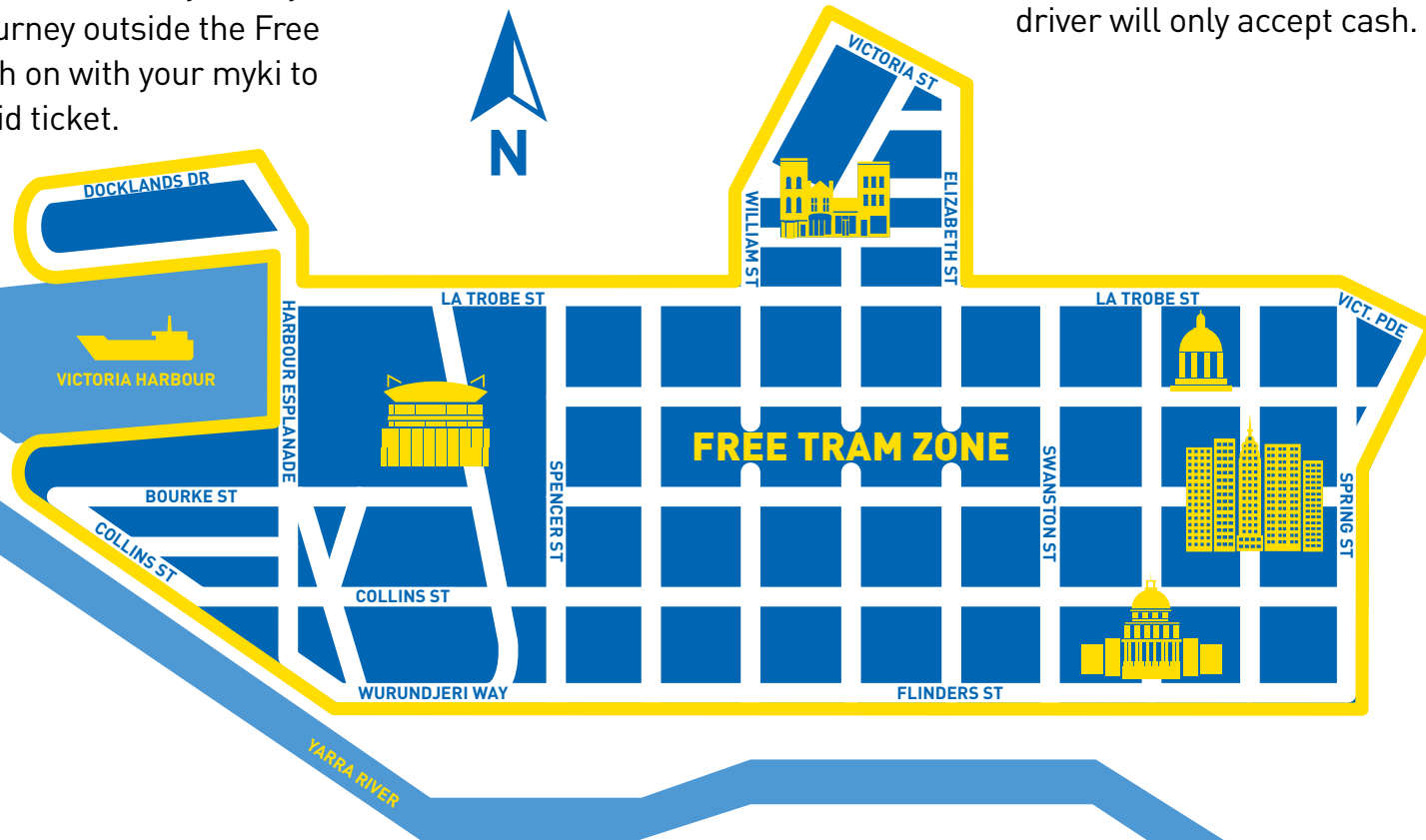
Touch on at the start of every trip by holding your myki still against the hand symbol on the myki reader. When you see a green light and hear a beep, you have touched on successfully. You are not required to touch on when travelling within the Free Tram Zone (see page 16).

Touch off at the end of each trip using the myki reader in the same way you touched on. You are not required to touch off when travelling on a tram, unless travelling exclusively in Zone 2.

What is the Free Tram Zone?

The Free Tram Zone includes the area from Queen Victoria Market across to Victoria Harbour in Docklands, up to Spring Street and over to Flinders Street Station and Federation Square. As the name suggests, travel on trams within this zone is free. Tram stops within the Free Tram Zone are clearly signed, and on-board tram network maps identify the boundaries of the zone. The Free Tram Zone Map (pictured) is also available on the Public Transport Victoria (PTV) website.

If you are only travelling within the Free Tram Zone, you do not need to touch on with your myki, but if you continue your journey outside the Free Tram Zone, you must touch on with your myki to ensure that you have a valid ticket.



Buying a V/Line ticket

For regional public transport services that do not use myki, you can buy your V/Line paper ticket or make a reservation:

- at staffed V/Line train stations.
- with accredited V/Line ticket agents.
- by calling V/Line.
- online at vline.com.au.
- at most premium metropolitan stations.
- on-board the train or coach if you are getting on at an unstaffed station. Please note, the conductor or coach driver will only accept cash.

Catching a metropolitan train



Metro Trains is responsible for the timetabling and operation of metropolitan train services. Timetables and network maps are available online, at staffed train stations or by contacting Metro Trains or Public Transport Victoria (PTV).

Travelling safely

When waiting for a train, always stand behind the yellow line on the platform. To improve safety, Protective Services Officers (PSOs) will be posted from 6pm until the last train at every metropolitan and major regional train station. If you need assistance while travelling on the metropolitan rail network, look for Metro Trains staff or PSOs.

Each train station has a customer information console displaying a green and red button. Press the green button to hear when the next train is arriving. Press the red button only in an emergency to speak directly with Metro Trains staff, who will notify emergency services.

Travelling with your mobility aid

All metropolitan trains are wheelchair-accessible. It is requested that you board the first carriage of the train to improve safety and allow the driver to see you in case you need assistance.

Raised platforms are progressively being installed across the network to enable independent boarding for people with mobility aids. In the meantime, the driver will help you on and off the train by placing a ramp between the platform and the first door of the front carriage. To assist the driver, it is best to write your destination on a note.

Travelling with your pet

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all metropolitan train services. Other assistance animals require a PTV Assistance Animal Pass.

Non-assistance dogs on leads are also permitted, but only if they are wearing a muzzle and controlled by their owner at all times. Small animals must be in a suitable container.

Stop Here mobile app

Stop Here is a mobile app developed by Metro Trains to notify commuters when they are approaching and have arrived at their desired station. While the app can be used by all commuters, it is most beneficial to vision and hearing impaired travellers to replace counting stations while travelling on the train.

"I've mastered the buses and the trains, all I do is ask."



Catching a V/Line train or coach



V/Line is responsible for the timetabling and operation of regional rail and coach services. Timetables and network maps are available online, at staffed regional train stations or by contacting V/Line or Public Transport Victoria (PTV).

Travelling with your mobility aid

Mobility aids can be used on all V/Line trains, but can only be used on coaches that are wheelchair equipped. Call V/Line or check the coach timetable to find out if the service is wheelchair accessible.

Electric wheelchairs and motorised mobility aids must fit within V/Line's specified dimensions, as defined on their website.

When boarding the train, wait in a prominent location on the platform or at the coach stop. Let the conductor know where you are getting off so they can help you get from the train to the platform. Wheelchair accessible toilets are available on all Sprinter and VLocity railcars.



Limited accessible toilet facilities are available on locomotive-hauled services.

Travelling with your pet

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all V/Line trains and coaches. Other assistance animals require a PTV Assistance Animal Pass.

Non-assistance animals are not permitted on V/Line coaches, but small animals are allowed on V/Line trains if they are in an approved container.

Checking in your luggage

Passengers travelling on V/Line carry their own luggage but if you need assistance please ask a V/Line staff member.

You can only check in luggage on train journeys arriving in or departing from Bairnsdale, Shepparton, Swan Hill or Warrnambool.

Catching a bus



Victoria's bus networks are run by a number of independent operators. The frequency of buses varies from one route to another and between peak and off peak periods. Make sure you check the timetable when planning your trip.

Maps and timetables are available online, at the bus stop or by contacting Public Transport Victoria (PTV). Remember buses operate less frequently over the weekend and on public holidays.

Travelling with your mobility aid

Wheelchair accessible buses are identified on timetables with a wheelchair symbol. If you require a wheelchair accessible bus but it does not normally operate on your route, the bus company will try and schedule one for you. Contact the company the day before you travel to request a wheelchair accessible bus.



Getting to the airport

SkyBus runs an express service between Melbourne Airport and Southern Cross Station that operates 24 hours a day, 7 days a week.

Alternately, a number of public bus routes and private shuttle bus services run to and from Melbourne Airport. The private bus shuttles need to be booked and paid for prior to boarding.

Travelling with your pet

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all buses. Other assistance animals require a PTV Assistance Animal Pass. Non-assistance dogs on leads are not permitted, but small animals are allowed if they are in a suitable container.

Catching a tram



Yarra Trams runs Melbourne's tram network, which is the largest in the world. If you need assistance when travelling, look for a Yarra Trams staff member. Tram route and timetable information is available online, at tram stops or by contacting Yarra Trams or Public Transport Victoria (PTV).

Tram safety

Always check that traffic has stopped completely before you walk out onto the road when getting on or off a tram. When on-board, hold onto the hand rails to avoid losing your balance, as the tram may move off before you have found a seat.

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.



The tramTRACKER® mobile app can also be used to find out if any of the next three trams at your stop will be low-floor.

Travelling with your pet

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all trams. Other assistance animals require a PTV Assistance Animal Pass. Non-assistance dogs on leads are not permitted, but small animals are allowed if they are in a suitable container.

“Trams help me get around when I want to travel between two places in the city but it is too far to walk.”

Catching a taxi



There are a variety of taxi companies who operate 24 hours a day, 7 days a week throughout metropolitan Melbourne and regional Victoria.

Catching a taxi

There are many ways for you to catch a taxi:

- Taxi ranks are located throughout Victoria. If you are in the city late at night, use a Safe City taxi rank as they are staffed, have good lighting and are monitored by safety cameras.
- Plan ahead and pre book. You can call the taxi company directly, book online or use any of the freely available mobile apps.
- Hail a taxi on the street. Look for one with a taxi sign that is fully lit, as this means the taxi is available.



Multi Purpose Taxi Program

The Multi Purpose Taxi Program (MPTP) makes transport more accessible for Victorians with a severe and permanent disability who are experiencing financial hardship by offering members half price taxi fares.

To become a member of the program, you will need to satisfy both the medical and financial criteria and submit your application form to the Taxi Services Commission for assessment.

Travelling with a mobility aid

Please notify the taxi company that you are using a mobility aid when booking so that a wheelchair accessible taxi can be dispatched.

Prepaid fares

Taxi fares must be prepaid for all trips between 10pm and 5am. The taxi driver will estimate how much the fare will cost at the start of the trip.

Riding a bicycle



Riding a bicycle improves cardiovascular fitness while being low impact on the hips, knees and other joints. It is suitable for many levels of ability and is a social and enjoyable activity that can be incorporated easily into day-to-day life.

RACV is the first organisation to operate the expanding Melbourne Bike Share, which is the perfect way to make short trips in the city. RACV Bike Assist offers assistance to bicycle riders in the event that their bike cannot be ridden due to an accident, mechanical problem or puncture.

Taking your bicycle on public transport

Bicycles can be carried for free on metropolitan and V/Line trains if there is space available. It is advised that bike riders do not use the first carriage or store a bicycle in the area reserved for people with mobility aids. Conventional bicycles are not allowed on trams, buses and V/Line coaches, but folding bicycles that meet



specified criteria can be carried free of charge. Please visit the Public Transport Victoria (PTV) website for more information.

Electric bicycles

Electric bicycles have a rechargeable battery that provides power to the back wheel when the rider needs extra assistance. Seek advice about the electric bicycle that will best suit your needs.

Getting started

Bicycle Network Victoria is a charitable organisation that aims to make riding easy for everybody. They offer a wealth of information to support people wishing to ride including tips on how to get started and bicycle maintenance.

As a member of Bicycle Network Victoria, you will be covered by injury and third party liability insurance and be informed of upcoming events.

Motorised mobility devices



Motorised mobility devices including electric wheelchairs, mobility scooters and buggies can only be used by people who are unable to walk or have difficulty walking.

Get professional advice

It is best to speak with a health professional to check if a motorised mobility device would be suitable for you. Scooter and electric wheelchair users must have good eyesight and be able to react quickly, as it is important that you are able to operate the device safely.

Tips to get the right device when you buy and hire

When choosing a mobility device, consider where you plan to travel and take into account the size of doorways and how well the device handles rough surfaces. Long-term users may want to own their device, while hiring may be a better option for short-term users.



Look for a device with headlights, tail lights and mirrors to see pedestrians and traffic around you. A horn and beeper for going backwards can be useful to warn others of your movements. You may also need tie down points if you plan to travel in a wheelchair accessible taxi.

Before you choose a device, make sure:

- The device can be manoeuvred easily and you can get on and off safely.
- There is good visibility to perform head checks on both sides and behind you.
- The controls can be comfortably operated.
- You can sit comfortably for a long time and feel stable on the device.
- There is space for luggage so you don't need to carry items on your lap.

Find out if you can trial a device before you buy and ask for a written statement from the supplier to confirm that it complies with Australian standards.

General travel tips

When using a motorised mobility device, you must obey the same road rules as pedestrians and only use the road where an appropriate footpath is not available. If there is no footpath and you must travel on the road, always travel facing oncoming traffic.

Wear brightly coloured clothing and attach a fluorescent or reflective flag and reflectors on the back and front of your device. This ensures that you can be easily seen by other road users, especially in poor light.

Regularly check the tyre pressure and generally keep your device in good working order. Change the battery and make sure it will last your entire trip or take your charger if you will need to recharge while you are out. Take a mobile phone and carry identification in case of emergency.

Try to steer clear of water, potholes and dips, and approach ramps head-on to reduce the chances of tipping over. Where possible, avoid hills and busy roads, and be mindful of cars coming in and out of driveways. Think about other people who are also sharing the footpath with you by changing direction carefully and taking corners slowly.



Travel assistance



Travellers Aid Australia

Travellers Aid Australia is a not-for-profit organisation that provides vital services and dignified outcomes to travellers in need, especially those with special requirements or in emergency situations.

Travellers Aid Australia is located at Flinders Street and Southern Cross stations. The following services are provided:

- 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.
- Transport and travel information.
- A comfortable lounge area with amenities.

Travellers Aid Australia medical companion service

Trained volunteers will meet and accompany you to and from your appointment in the city on public transport. While the service is free, travellers must purchase their own public transport tickets. Traveller's Aid Australia covers the volunteer's transport costs.

A medical companion is available to regional and metropolitan travellers. The service must be booked at least 48 hours before the appointment date. The service operates Monday to Friday from 8am to 6pm at Flinders Street Station and Southern Cross Station. Weekend or out-of-hours services can be requested, depending on volunteer availability.

Community transport

Community transport operates in most areas of Victoria. These services vary considerably across regions and can include bus or car transport for social and/or medical trips.

Users of community transport usually pay a small fee, and many schemes require users to be Home and Community Care (HACC) clients. HACC is a State and Federal Government funded program designed to help people remain in their homes for longer and stay connected to their communities. Councils usually coordinate HACC assessments to determine if someone is eligible.

The best point of contact is your local council, who should be able to put you in touch with community transport operators in your area.

Victorian Patient Transport Assistance Scheme (VPTAS)

VPTAS provides financial subsidies to eligible patients living in rural and regional Victoria who need to travel more than 100 kilometres one way, or more than 500 kilometres per week for five weeks in a row for specialist medical services.

Assistance typically includes fuel subsidies per kilometre of travel, fare reimbursement for public transport, air travel reimbursement (if the journey exceeds 350 kilometres one way) or taxi travel reimbursement to or from the nearest public transport. Further subsidies may be available if you require accommodation.



“One mistake I made was not getting help earlier. I think it was mainly pride and wanting to be able to cope alone that stopped me from asking for help. When we did tap into the available services it helped both me and my wife a lot. I just wish we did it sooner.”

Years Ahead

RACV offers free presentations to groups of older people throughout Victoria. There are three presentations to choose from that provide advice and information about mobility, safety and staying connected as we grow older.

Lifestyle Series

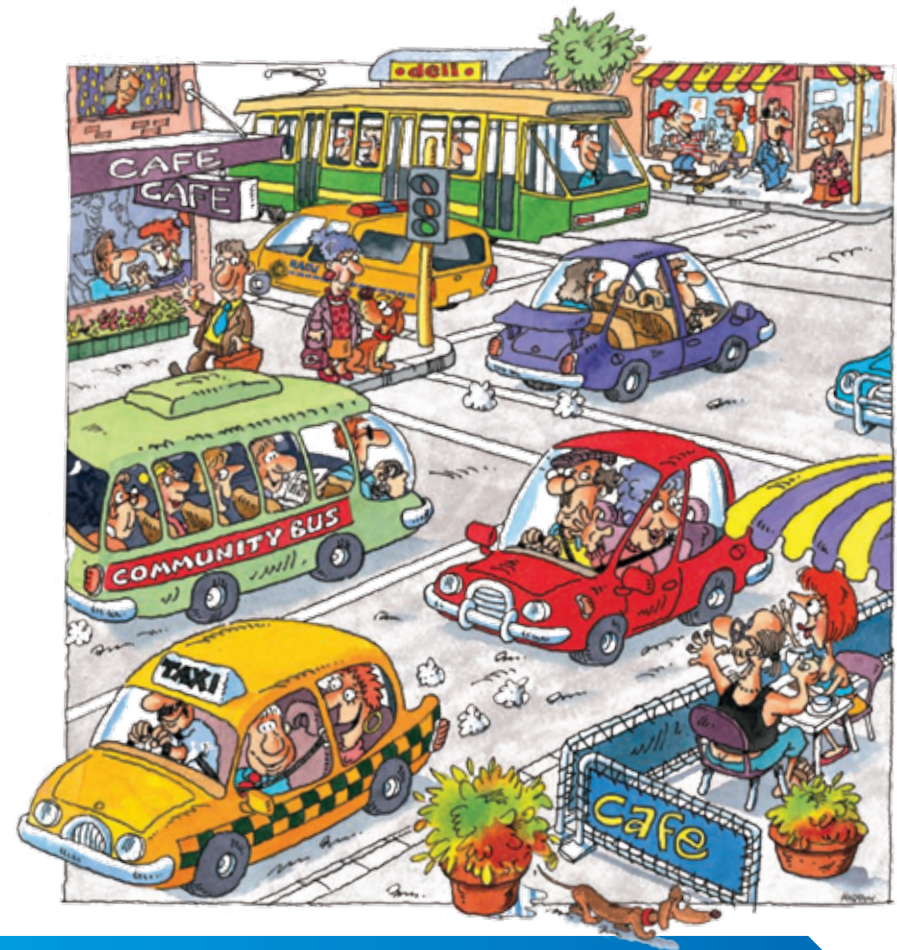
Two 45 minute presentations are available in the Lifestyle Series that provide advice and information on topics that become more important to us as we age:

- **Personal and Home Safety** discusses how we can take action to maximise the safety and security of our belongings in different situations, how to prepare for an emergency and preventing falls in the home.
- **Healthy Ageing and Staying Connected** covers the importance of being healthy and active as we age, as well as how we can stay connected with family, friends and the community. Scams that target older people and how they can be avoided are also discussed.

Road Safety for Seniors

This one hour road safety awareness presentation is designed for older road users. It covers information and advice on driving safely, and aims to promote safer road user behaviours, continued mobility and quality of life for older people.

To make a booking call 9790 2915 or visit racv.com.au/yearsahead



It is important to plan for our future mobility and start thinking about the important issues of how to maintain our mobility, even if we wish to limit our driving, need to stop driving temporarily because of illness or medication, or decide to give up on driving completely.

Useful contacts

13CABS

T: 132 227

www.13cabs.com.au

Bicycle Network Victoria

T: 8376 8888

www.bicyclenetwork.com.au

Centrelink

T: 132 300

www.humanservices.gov.au/customer/dhs/centrelink

Companion Card

T: 1800 650 611

www.vic.companioncard.org.au

Metro Trains Melbourne

T: 1800 800 007

www.metrotrains.com.au

Multi Purpose Taxi Program (MPTP)

T: 1800 638 802

<http://www.taxi.vic.gov.au/passengers/mptp>

Platinum Taxi

T: 9090 1800

www.platinumtaxi.com.au

Public Transport Victoria (PTV)

T: 1800 800 007

www.ptv.vic.gov.au

Royal Automobile Club of Victoria (RACV)

T: 13 72 28

www.racv.com.au

Silver Top Taxis

T: 131 008

www.silvertop.com.au

SkyBus

T: 9335 2811

www.skybus.com.au

Travellers Aid

www.travellersaid.org.au

Flinders St Station Travellers Aid

T: 9610 2030

Southern Cross Station

Travellers Aid

T: 9670 2072

V/Line

T: 1800 800 007

www.vline.com.au

Victorian Patient Transport Assistance Scheme (VPTAS)

T: 1300 737 073

www.health.vic.gov.au/ruralhealth/patient-transport-assistance.htm

Victorian Seniors Cards

T: 1300 797 210

www.seniorscard.vic.gov.au

Yarra Trams

T: 1800 800 007

www.yarratrams.com.au

For more information on what RACV is doing to support the mobility of all Victorians, including older road users, please visit racv.com.au/directions

Acknowledgements

RACV would like to thank the following organisations for their contribution towards this publication:

Maroondah City Council

Public Transport Victoria

Taxi Services Commission





For further information contact:

Royal Automobile Club of Victoria (RACV) Ltd

Public Policy Department
550 Princes Highway
Noble Park North
Victoria 3174

Telephone (03) 9790 2863

Fax (03) 9790 2629

Email care@racv.com.au

ABN 44 004 060 833

Published: July 2015