Information for drivers and non-drivers on transport options available to residents and visitors in Frankston City

Life beyond driving

Empowering you
Transport and access to everyday activities is vital to ensure people stay connected and maintain a high quality of life.

We recognise this can become difficult if you are unable to use a car or access public transport. This booklet provides information for drivers and non-drivers on many transport options available to residents and visitors in the Frankston municipality.

**Driving**

**Is it safe to continue driving?**

Victoria’s licencing policy is based on a person’s ability to drive safely and there is no re-testing for licence renewal based on the age of the driver. The only restriction VicRoads currently has in place, is that a licence holder aged 75 years or older, can only renew a licence for 3 years at a time. You cannot pay for a 10 year licence renewal. This means that people can drive as long as they are safe to do so.

The decision to stop or reduce driving is often made by the driver or on a recommendation from a family member, friend or doctor.

It may be time to reduce or stop driving if it is becoming stressful or difficult.

As most of us will be faced with the decision to stop driving at some stage in our lives, it is important that we plan this transition and understand the alternatives to reduce the stress of this change.

The VicRoads website has more information, search ‘older drivers’ [vicroads.vic.gov.au](http://vicroads.vic.gov.au)

---

**Disabled Parking Permits**

A person may be eligible for a disabled parking permit if a medical practitioner certifies they meet certain criteria.

Contact your local GP for more information or Frankston City Council on 1300 322 322.
Map of disabled parking in Frankston’s city centre

Frankston City disabled parking locations

**P2** Disabled Parking
The number on symbol indicates number of disabled parking spaces.

**P2** Paid Disabled Parking
Red symbol indicates paid disabled parking spaces (e.g., Bayside shopping centre) and specific purpose parking (e.g., Chisholm Tafe).

For information regarding Disabled Parking Permits and conditions of use please contact Frankston City Council on 1300 322 322.
Discount on Vehicle Registration
You may be eligible for up to 50 per cent off the registration and Transport Accident Commission (TAC) charges if you or your spouse/domestic partner is a Victorian Resident and the holder of a Health Care Card, Pensioner Concession Card or a Gold Repatriation Card.

Contact VicRoads:
Phone: 13 11 71
Website: vicroads.com.au

Medical Conditions and Driving
What to do if you have a medical condition
The law states that you must report any medical condition that could affect driving to VicRoads. If you have a medical condition, or if an existing condition deteriorates, you must contact VicRoads or talk to your doctor about how it may affect your driving.

Contact VicRoads:
Phone: 13 11 71
Website: vicroads.com.au

Prescription Medication
Some medicines can affect your ability to drive. Drinking alcohol in combination with taking prescription medication can make the effect even worse. This is possible both with medicines prescribed by your doctor as well as those bought without a prescription.

To drive safely it is advised to:
• Read your medication labels carefully and follow the directions and warnings
• Ask your doctor or pharmacist if medicines will affect driving and if they do, request an alternative
• If you are likely to be affected, it is recommended you arrange to take public transport, a taxi, or ask a friend or relative to drive
Warning signs:
Early symptoms of being affected by medication can include:

- Drowsiness
- Undue aggression
- Dizziness
- Nausea
- Light-headedness
- Blurred or double vision
- Shakiness

Medical Transport
Medical transport is for people living with medical conditions or disabilities that are unable to access other forms of transport. Services may provide transport to and from hospital or to other medical appointments. If any of the services listed below are unsuitable please contact the hospital or medical practitioner that is managing your condition to see if they can provide any other transport options.

Open Door Frankston
Provides door to door transport to medical appointments, hospitals and medical related trips. Pick-up and drop-off only, drivers don’t stay with clients. Only for use by people who cannot access public transport or any other transport option. This service is run by volunteers from St Francis Xavier Catholic Church and St Pauls Anglican Church.

Phone: 9783 3782 – two days notice is appreciated
Cost: Gold coin donation

Peninsula Transport Assist Inc.
If you live in Frankston City or the Mornington Peninsula, Peninsula Transport’s volunteer drivers can to assist all transport disadvantaged residents. They travel to the city and other metropolitan suburbs.

Volunteers will take you to:
- Medical appointments
- Therapy appointments (eg. hydrotherapy, physio etc.)
- Shopping trips
- Pay bills
• Social inclusion engagements
• Educational activities
• The airport
• Any activity that will aid in your physical and mental well being
• All volunteers have police checks (and Working With Children Checks if required), and their vehicles are inspected yearly to meet strict safety requirements. Contact the Transport Coordinator for a quote.

Phone: 9708 8241

**Mount Eliza Churches Community Service**

Provides short-term emergency transport to and from medical appointments and hospitals for residents that live within the following postcodes: 3199 (Frankston and Frankston South), 3930 (Mount Eliza) and 3931 (Mornington). It is only for use by people who cannot access public transport or any other transport option. This service is run by volunteers on behalf of the Mount Eliza Inter Church Council.

Phone: 9787 3609

**Red Cross Patient Transport**

This service is available to people in need of treatment at inner city hospitals that have no other means of transport. The service transports people to hospitals and runs towards the city. Examples of frequently visited hospitals include The Alfred Hospital in Prahran, Peter MacCallum Cancer Centre in East Bentleigh, Caulfield Hospital and Monash Medical Centre in Moorabbin. The service operates Monday to Friday and is not available on public holidays. Pick-up areas include: Frankston City, Bonbeach, Chelsea and Aspendale. The Red Cross Patient Transport service is fully staffed by volunteers. Office hours for enquiries are Monday to Friday, 9am–4pm. Transport is available with 48 hours notice. Bookings are required through hospitals.

Phone: 0419 109 858

Cost: donation, amount to be determined by the individual’s appreciation of the service
**Non-Emergency Patient Transport**
Ambulance Victoria provides transport for patients who do not require a time critical ambulance response but do require clinical monitoring or assistance. Transport can be provided for both ambulant and wheelchair bound patients for a range of services including outpatient appointments, Air Ambulance, x-ray, specialist appointments, radiotherapy, renal dialysis, hospital admissions and discharges. To access this service you must have a referral from your doctor.

Phone: **1300 366 313**  
Website: [ambulance.vic.gov.au](http://ambulance.vic.gov.au)

**Travellers Aid – Medical Companion Service**
Trained Travellers Aid volunteers will meet medical travellers and accompany them by public transport to and from their appointment in central Melbourne. They assist people able to travel independently but who are unfamiliar with Melbourne, or feel anxious using public transport alone. Travellers must purchase their own public transport ticket but Travellers Aid will cover the cost of the volunteer’s fare. Being able to safely and confidently navigate transport is important when ensuring an active and healthy life.

**At Southern Cross Station, Travellers Aid provides free:**
- Buggy transport services
- Manual wheelchair access and equipment hire
- Personal guidance services for people who have vision impairments

The service is handy for seniors and people with disability or mobility issues who require assistance navigating Southern Cross Station. The service operates Monday to Friday, 8am–6pm. The service must be booked at least 48 hours in advance to ensure someone meets you at your train, bus or taxi platform.

Phone: **1300 700 399**  
Website: [travellersaid.org.au](http://travellersaid.org.au)
Community Transport Services

Community transport services are provided by volunteer organisations, councils and community service agencies. Many of the community transport options listed below provide assistance to clients. Please phone the organisations to see how you can become a client and gain access to their services.

Frankston City Council Community Transport

Frankston City Council provides a service for residents in the municipality who are identified as transport disadvantaged. This door to door service operates Monday to Friday to a variety of locations including: shopping centres, seniors clubs, libraries, Peninsula Aquatic Recreation Centre (PARC), exercise programs and social activities. Transport is not provided to meet individual appointments. An assessment is required to determine eligibility and mobility requirements.

Phone: 9784 1933
Website: frankston.vic.gov.au
Cost: gold coin donation

Frankston City Council Outings and Excursions

Council runs an outings and excursion program for eligible older residents to get out and about and meet new people. The program runs every Tuesday and Thursday and goes to a variety of places to suit a wide range of interests. A bus will pick up residents from their home, take them on an outing and then return them to their front door when it’s all finished. In the past participants have been to Phillip Island, Darnum Musical Village, Field Artillery and Light Horse Museum, MCG Museum, Victoria Market, the movies and more. Please phone to find out if you are eligible.

Phone: 9784 1933
Website: frankston.vic.gov.au
Cost: activity specific
**New Hope Foundation Planned Activity Groups**
Transport to planned activity group programs for people from Culturally and Linguistically Diverse Communities who are clients of the New Hope Foundation. This service will collect and return people to and from their homes and is wheelchair accessible.

Phone: **9770 2251**
Cost: **there is a small cost to access this service**

**New Hope Foundation Volunteer Support Program**
The New Hope Foundation also runs a Volunteer Support Program for people from diverse communities. A volunteer will visit clients at their home to provide companionship. The volunteer may also be able to transport people to medical and allied appointments and to culturally important activities. This service is also available to recipients of aged care packages.

Phone: **9770 2251**
Cost: **no cost**

**Retirement Villages**
Many retirement villages provide a mini-bus service for their residents.

Contact your retirement village to find out more information.
Public Transport
Victoria’s public transport system includes trains, trams and buses that can take you to most places efficiently. Many people use public transport every day instead of a car because it is quick, easy and cheaper than driving and parking a car. If you have never travelled on public transport or it has been a while since you’ve used it, perhaps plan a trip first with a friend, family member or other support person who is familiar with the system.

Public Transport Victoria (PTV)
Public Transport Victoria is the best contact for information on public transport services, fares, tickets and planning your travel.

Phone: 1800 800 007
6am to 12am (midnight) daily
Website: ptv.vic.gov.au
TTY: (03) 9619 2727

Bus Services
Bus services are provided by Peninsula Bus Lines, Portsea Passenger Services, Cranbourne Transit and Grenda’s Bus Services. Passengers can obtain bus route maps and timetables from the Frankston Railway Station, Frankston Visitor Information Centre (located at the Frankston Waterfront) and Bayside Shopping Centre Frankston. This information is also available on every bus, just ask the driver.

Bus Routes
- **768**: Karingal Hub Shopping Centre to Langwarrin
- **769**: Frankston to Karingal via Karingal Hub
- **770**: Karingal Hub via Ashleigh Avenue
- **771**: Frankston to Langwarrin
- **772**: Frankston to Eliza Heights
- **773**: Frankston to Kars Street
- **774**: Frankston to Delacombe Park
- **775**: Frankston to Lakewood via Heatherhill Road
- **776**: Frankston to Pearcedale via Baxter
- **777**: Karingal Hub Shopping Centre to McClelland Drive
- **778**: Kananook Station to Carrum Downs
- **779**: Frankston – Belvedere via Kananook
780: Frankston to Carrum via Seaford
781: Frankston to Mount Martha via Mount Eliza, Mornington
782: Frankston to Flinders via Coolart Road, Hastings
783: Frankston to Hastings via Coolart Road
784: Frankston – Osborne via Mount Eliza, Mornington
785: Frankston – Mornington East via Mount Eliza / Mornington
786: Rye to St Andrews Beach
787: Sorrento to Safety Beach
788: Frankston to Portsea via Dromana, Rosebud and Sorrento
789: Frankston to Cranbourne West via Karingal, Langwarrin.
790: Frankston to Cranbourne West via Karingal, Langwarrin, Southgateway
791: Frankston to Cranbourne West via Langwarrin and Karingal
832: Frankston to Carrum Downs via Kananook, McCormicks Road
833: Frankston to Carrum Downs via The Pines, Lyrebird Drive
901: Frankston to Melbourne Airport via train stations at Dandenong, Ringwood, Blackburn, Greensborough, Epping, Roxburgh Park and Broadmeadows (SMARTBUS Service)

Frankston NightRider Bus
970: City - Frankston - Mornington - Rosebud
via Nepean Highway, Frankston Station
12am (midnight) to 6am, Saturday and Sunday

To City: (route is reversed for travel from the City)
NightRider Route 970 departs from the Mornington terminus in Main Street, outside The Bays Hospital commencing at midnight, and runs via Main Street, Nepean Highway, Mt Eliza Way, Nepean Highway, Playne Street and Young Street to Frankston Railway Station. It continues via Young Street, Dandenong Road, Dandenong-Frankston Road, Seaford Road, Nepean Highway, Brighton Road, Carlisle Street, The Esplanade, Cavell Street, Jacka Boulevard, Fitzroy Street, St Kilda Road and Swanston Street to the City terminus in Swanston Street, between Flinders Street and Flinders Lane.
Rosebud connection: some services connect at Mornington to a 788 bus from Rosebud. These trips operate via Point Nepean Road, Nepean Highway, Dromana Parade, Victoria Street, Marine Drive, Bruce Road, Nepean Highway, Main Street to the Mornington terminus in Main Street, outside The Bays Hospital.

NightRider stops: hail the NightRider bus at any specially marked NightRider stop. Alight at any safe location along the route, just let the driver know.
Phone: 1800 800 007

Public Transport Tickets

Travelling on public transport requires a Myki card

Myki Cards
Myki is a reusable plastic card on which you store value to pay for your fare on public transport. Myki is your ticket to travel on Melbourne’s trains, trams and buses, V/Line commuter train services and buses in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley and Warragul.
Top-up before your journey and then touch on and touch off at a myki reader as you travel. For more information including Seniors Myki and Free Travel Pass contact Myki.
Phone: 13 69 54
Website: myki.com.au
Tips For Travelling Safely On Buses

At the bus stop:
• Signal the driver. Stand back from the kerb as the bus pulls in
• Wait for the bus to stop and for passengers to exit before boarding

Boarding the bus:
• Use the handrail and watch your step, especially in wet weather
• If you need help to board the bus or require assistance with your destination or route, please ask the driver
• If you are not sure where to get off, ask the driver to call out your stop
• Swipe your Myki card as you get onto the bus
• Take the nearest seat available, close to the front door and the driver, if possible

While on the bus:
• Stay seated, hold on and stay alert at all times

Before you reach your destination:
• Press the stop button in time to allow the driver to stop safely and smoothly
• Stay in your seat until the bus comes to a complete stop

Getting off the bus:
• Exit by the front door, if possible
• Watch your step and use the handrails
• Ask the driver for help if you need it
• Swipe your Myki card on departing the bus

Public Transport Disability Travel Entitlements
There are several different concessions available to people with a disability who travel on public transport.

For details, contact:
Public Transport Victoria: 1800 800 007
Myki: 13 6954 (13 MYKI)
Free Travel Passes
The Public Transport Victoria (PTV) Pass Office issues the following free travel passes to eligible people or those with a disability for use on Victoria’s public transport network:

- War Veterans Travel Pass
- Vision Impaired Travel Pass
- Scooter and Wheelchair Travel Pass
- Access Travel Pass
- EDA/TPI War Veterans Travel Pass

Phone: 1800 800 007

Companion Card
Companion Card can be used on all Victorian public transport services. Cardholders can have their companions travel without charge on all metropolitan train, tram and bus services, country trains, coach and town bus services. Companion Card’s are issued to assist people with a significant and permanent disability who require the assistance of a companion.

It entitles the carer or companion of the cardholder to travel free on Victoria’s public transport network.

Phone: 1800 650 611
Website: vic.companioncard.org.au

Carer Card
The Carer Card is issued to eligible Victorian residents and is a discount and benefits card. Carer Card holders are eligible for free travel on Victoria’s public transport network on Sundays. You will need a Myki coded with free Sunday travel.

Phone: 1800 901 958 (Monday to Friday, 9am-5pm)
Website: carercard.vic.gov.au

Travelling with a Mobility Aid
Buses
Wheelchair accessible buses service every route, however there are still some high floor buses in operation. Please contact Ventura Buses for more information.

Phone: 1300 836 887 (1300 VENTURA)
Trains
All metropolitan trains are wheelchair accessible. Passengers who need help boarding trains should wait on the platform near the front of the train. On metropolitan platforms this is marked with a yellow or white rectangle on the pavement. The driver is available to help passengers to board the train by placing a ramp between the platform and the first door of the front carriage.

Traveller’s Aid Access Service (TAAS)
This free service is available at Flinders Street and Southern Cross Stations in Melbourne’s city centre to assist seniors or travellers with a disability with their personal care needs.
This service aims to maximise peoples’ ability to participate in day-to-day activities, such as employment, education, volunteering, social and community events. No referral or appointments are necessary.

Client Support Officers can provide:
- Meal assistance
- Personal care
- Communication assistance for people with speech impairments, or who require assistance filling out forms
- Fully accessible bathroom facilities with ceiling hoist and adult change table
- Wheelchair/scooter recharging facilities
- Accessible public internet computers with JAWS software available

Clients’ friends, family and personal support workers are also welcome.
Phone: 1300 700 399

Taxi Services
Frankston Taxi Service operates 24 hours a day, seven days a week
Phone: 9786 3322
Website: frankstoncabs.com.au
Frankston Taxi Service Wheelchair Accessible Transport Drivers

Frankston Taxi Service has a number of wheelchair and mobility scooter accessible vehicles. Residents who use a wheelchair or motorised mobility device, can ask about these facilities when they phone to book a taxi.

As the Government subsidises this program, wheelchair customers must have a **MPTP 31 Card** which entitles the driver to an extra payment for loading the wheelchair.

Regular bookings on wheelchair and mobility scooter accessible vehicles can be made, only requiring a phone call to cancel for a particular day.

**Please note:** If you are considering buying a mobility scooter or wheelchair and plan to use a taxi for transportation please be mindful of the scooter or wheelchair size. Some large scooters or wheelchairs do not fit in the vehicles.

Phone: **9786 3322**

Multi Purpose Taxi Program

Victoria’s Multi Purpose Taxi Program is designed to assist people who have a severe disability which prevents them from travelling independently on public transport. Please apply to determine eligibility which includes an approved disability card.

The taxi subsidy is 50 per cent of the metered fare with a limit of $60 per trip.

Phone: **9320 4360**

PenBus

The local PenBus service supports students, apprentices, trainees and job seekers looking to get to work, school and job interviews. PenBus runs six round-trips every Monday to Friday from Rosebud to Monash University Clayton Campus. The service includes local stops at Chisholm TAFE, Frankston train station and the Monash University Peninsula campus.

**Register to start using.**

Cost: **$3 per trip** (introduced from 20 July 2015)

Mobility Scooters

Mobility scooters are battery powered and have a maximum speed of 10 km. They can help people maintain their independence and stay connected to their community.

They are a mobility aid and not an alternative form of transport. Only people who cannot walk or who have difficulty walking are eligible to use these devices. There are many things to consider when choosing and using a mobility device. Contact VicRoads for information on choosing and using mobility devices.

Phone: 13 11 71

Scooter and Wheelchair Travel Pass

The Scooter and Wheelchair Travel Pass is for people with a permanent and severe disability (being for the term of their life and not expected to improve), who travel on Victoria’s transport network and depend on the use of a scooter or wheelchair for mobility outside of their home.

The pass is only issued to people who meet the eligibility criteria and allows them to use public transport anywhere within Victoria for free.

Phone: 1800 800 007

Mobility Scooter Recharge Scheme

A number of locations are available throughout Frankston City to help electric wheelchair and scooter users to recharge their batteries so they can stay mobile while out in the community.

A full list of recharge locations is available.

Phone: 1300 322 322
Website: rechargescheme.org.au
Airport Transfers

SkyBus

Express Bus Service to and from Melbourne Airport
SkyBus offers an express bus service to and from the airport from Southern Cross Station in Melbourne’s city centre. This service operates every 10 minutes, 24 hours a day, seven days a week including public holidays.
Purchase tickets online with a credit card or from the SkyBus booths at Melbourne Airport (Tullamarine) and Southern Cross Station. Average trip time is 20 minutes.

Phone: 9335 2811
Website: skybus.com.au

Airport Shuttle

Southern and Bayside Suburbs
Melbourne Airport Shuttle bus service available throughout the Southern and Bayside area including Frankston City. Pensioner concessions available.

Phone: 9783 1199
Website: fapas.com.au

SMARTBUS 901 Service

Bus from Melbourne Airport to Frankston
Public Transport Victoria service via multiple destinations. See page 11 for details.

General Contact Information – Public Transport

Public Transport Victoria
Train, tram, bus service, timetable and ticketing information.
Phone: 1800 800 007
TTY: 9619 2727
Website: ptv.vic.gov.au

Public Transport Ombudsman
Handles complaints about Victorian public transport that have been unresolved with the operator.
Phone: 1800 466 865 or (03) 8623 2111
TTY: 1800 803 623
Myki: Public Transport Smart Card
Phone: 13 6954 (13 MYKI)
Website: myki.com.au

Interpreter Service
Phone: 131 638 (6am–12am)

Ventura Bus Lines
Phone: 1300 836 887 (1300 VENTURA)
Website: venturabus.com.au

Cranbourne Transit
Phone: 5996 7333
Website: cranbournetransit.com.au

Acknowledgments
This booklet was produced by Family Health Support Services, Frankston City Council. All information is correct at time of printing – July 2015.

Some of the information for this publication was sourced from:
VicRoads: vicroads.vic.gov.au
Myki: myki.com.au
PTV: ptv.vic.gov.au

Frankston City Council acknowledges the contribution of all the organisations featured in this publication.

Positive Ageing Together (PAT) Program
Frankston City Council presents a Positive Ageing Together program which provides information about low-cost activities for seniors in and around Frankston City.

This includes the annual Seniors Festival.
A bi-monthly newsletter with program details is sent to all residents who register: 9784 1046