



# Travelling Around Your Area

Information for drivers and non drivers on many of the transport options  
available to residents and visitors in the Frankston municipality

Empowering you



**The ability to access everyday activities is vital to ensure people stay connected to their communities 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 of the transport options available to residents and visitors in the Frankston municipality.**

## **Driving Your Car**

### **The decision about whether it is safe to continue driving**

Victoria's licensing policy is based on a person's ability to drive safely and there is no retesting for licence renewal based on the age of a driver.

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 the transition from driver to non driver so we understand the alternatives to help reduce the stress of this change

### **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.

## Discounted Vehicle Registration

You may be eligible for up to 50 per cent off the registration and Transport Accident Commission (TAC) charges for your car, if you or your spouse/domestic partner is a Victorian resident and the holder of a Health Care Card or Gold Repatriation Card.

### How to contact this service:

**Phone:** VicRoads on 13 11 71

**Website:** [www.vicroads.com.au](http://www.vicroads.com.au)

## Wiser Driver Program

This program looks at recent changes in road rules and covers topics such as how to know if a vehicle is roadworthy, options for improving driving skills and planning for the day when it is time to give up the driver's licence. There are no tests or assessments involved.

### How to contact this service:

**Phone:** Frankston City Council on 1300 322 322

**Website:** [www.frankston.vic.gov.au](http://www.frankston.vic.gov.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 your 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 effect your driving. Contact VicRoads on 13 11 71.

## Prescription Medications

Some medicines can affect your ability to drive. Drinking alcohol in combination with a medicine can make the effect even worse, and can happen with medicines prescribed by your doctor as well as those bought without a prescription.

## To drive safely:

- Read your medicine labels carefully and obey the directions and warnings – they are there for your protection.
- Ask your doctor or pharmacist if medicines will affect driving, and if they do, ask for one that doesn't.
- If you are likely to be affected by medicines, take public transport, a taxi, or ask a friend or relative to drive.

## Warning Signs

### Early symptoms of being affected by medicines include:

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

## Public transport

Victoria has a modern public transport system of trains, trams and buses that can get 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, plan a trip first with a friend or family member who is familiar with the system.

## Ticketing

Travelling on public transport requires either a Metcard or a Myki card.

## Metcards

Metcards are tickets that can be used on trains, trams and buses.

## Metcard Ticket Types

Two hours, daily, weekly, monthly, yearly

## Where to buy Metcards

**Frankston Railway Station:** This station is manned every day.

**Kananook Railway Station:** This station is un-manned; a ticket machine is available to purchase Metcards.

**Seaford Railway Station:** This station is un-manned; a ticket machine is available to purchase Metcards.

## Buying Metcards by phone

**Metcard helpline:** 1800 652 313 (TTY)

**Open:** Monday - Thursday:  
8:30am - 6:00pm  
Friday: 8:30am - 9:00pm  
Saturday: 9:00am - 1:00pm

## Buying Metcards online

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

## Companion Cards

A Companion Card entitles a companion to travel with you free of charge throughout Victoria, if you have a significant, permanent disability which requires attendant care support.

For more information of an application form contact the Victorian Companion Card Program on 1800 650 611 or visit [www.companioncard.org.au](http://www.companioncard.org.au).

## Free travel on Sundays

If you are a holder of a Victorian Seniors Card, you can register for a Seniors Sunday Pass that entitles you to free metropolitan travel on trains, trams and buses on Sundays. Apply online at [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) or call 13 16 38.

## **Travelling on a train with a wheelchair or mobility scooter**

All metropolitan trains are wheelchair and scooter accessible. The driver will help people with a wheelchair or mobility scooter. Boarding is via a ramp placed between the platform and the front door of the first carriage.

Passengers who need help boarding trains should wait on the platform near the front of the train, there is a yellow and white rectangle on the platform to show you where to stand.

## **Travelling on a bus with a wheelchair or mobility scooter**

Wheelchair and scooter accessible busses service every route in the Frankston area, however there are still some high floor buses in operation.

Please contact Grendas bus Service, Peninsula Bus Service or Portsea Passenger Service for more information.

## **Myki Cards**

Myki is Victoria's new ticketing system and is currently replacing Metcard and V/Line tickets and paper tickets on buses and trains.

Myki is a reusable plastic card that you store value on to pay for your fare on public transport.



## **Where to buy Myki tickets**

**Phone:** 13 69 54 (13 myki) to find out where to buy myki from 6:00am – midnight, 7 days a week

**Online:** [www.myki.com.au](http://www.myki.com.au)

## **Free Saturday and Sunday Travel with Myki**

If you are currently receiving a seniors concession you are still eligible for free travel across zones 1 and 2 from 1 January 2011. Senior Myki holders are eligible for free travel across zones 1 and 2 on Saturday and Sunday.

## Concession fares

Many people are eligible for a discount (concession fare) to travel on public transport.

### Concession fares include:

- People who are 16 years and under or carry an approved Victorian Concession Card
- Health Care Card Holders
- Victorian Student Concession Card Holders
- Victorian Seniors Card Holders
- War Veterans/War Widows (require concession card)

### Free travel at certain times is available to people with the following Passes:

- Seniors Sunday Pass (Victorian Seniors Card)
- Early Bird
- Access Travel Pass (people with a permanent disability who can't use ticketing system)
- Companion Card
- TPI War Veterans Travel Pass
- Vision Impaired Travel Pass
- War Veterans Travel Pass
- Children under 3
- Myki Seniors Card (free travel across zones 1 and 2 on Sat and Sun)

For more information on concessions contact Metlink on 131 638 or TTY 9619 2727 or visit the website at [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

## Bus Services

Bus services in and around Frankston are provided by Peninsula Bus Lines, Portsea Passenger Services, Cranbourne Transit and Grenda's Bus Services.

You can obtain a bus timetable from Frankston Railway Station,

Frankston's Safer City Centre, or Frankston's Youth Resource Centre. They are also available on every bus, just ask the driver.

## **Bus Routes:**

Grenda's/Peninsula Bus Service/Portsea Passenger Service

**770:** Karingal Hub via Ashleigh Ave

**771:** Frankston to Langwarrin

**772:** Frankston to Eliza Heights

**773:** Frankston to Kars Street

**774:** Frankston to Delacombe Park

**775:** Frankston to Lakewood

**776:** Frankston to Pearcedale via Baxter

**777:** Karingal Hub Shopping Centre to McClelland Drive

**778:** Kananook Station to Carrum Downs

**779:** Belvedere via Kananook

**780:** Frankston to Carrum via Seaford

**781:** Frankston to Mount Martha via Mt Eliza, Mornington

**782:** Frankston to Flinders via Coolart Road, Hastings

**783:** Frankston to Hastings via Coolart Road

**784:** Frankston to Osborne via Mt Eliza/Mornington

**786:** Rye to St Andrew's Beach

**787:** Sorrento to Safety Beach

**788:** Frankston to Portsea via Dromana, Rosebud and Sorrento

**832:** Frankston to Carrum Downs via Kananook, McCormicks Road

**886:** Rosebud to Chisholm TAFE Rosebud Campus

## **Cranbourne Transit**

**789:** Cranbourne West to Frankston via Woodlands Primary School and Karingal

**790:** Cranbourne West to Frankston via South Gateway, Langwarrin and Karingal

**791:** Cranbourne West to Frankston via Langwarrin and Karingal



## **Help with planning your trip**

For public transport information, help planning your trip or timetable and route information contact Metlink on 13 16 38 or call TTY 9619 2727.

## **“Getting around without a car” brochure**

This is available free of charge from VicRoads and can also be accessed in English and 18 community languages on VicRoads website [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) or contact VicRoads on 13 11 71.

## **The following tips are provided to help you travel safely on buses.**

### **At the bus stop**

- Signal the driver. Stand back from the kerb as the bus pulls in.
- If you need to buy a ticket on the bus, try to have a Concession Card (if applicable) and the exact fare ready.
- 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.
- Validate your pre - paid ticket before you take a seat.
- 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 come 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.

# Taxi Services

## Frankston Taxi Services

**Phone: 9786 3322**

### Frankston Taxi's Wheelchair Access Vehicle Program

Frankston Taxi Service has a number of wheelchair and mobility scooter accessible vehicles. If you use a wheelchair or motorised mobility device, ask about these facilities when you phone to book a taxi. The government subsidises this program so wheelchair or mobility scooter customers must have a Multi Purpose Taxi Program (MPTP) 31 card.

Please note if you are considering buying a motorised scooter or wheelchair and plan to use taxi's to transport both you and the device, you need to be mindful of the scooter or wheelchair size as taxis cannot carry large scooters or wheelchairs. **Call Frankston Taxi Service on 9786 3322 for more information.**

### Multi Purpose Taxi Program (MPTP)

Victoria's Multi Purpose Taxi Program is designed to assist people who have a severe disability which prevents them travelling independently on public transport.

Applicants normally must already hold an approved disability card. The taxi subsidy is 50 per cent of the metered fare with a limit of \$60 per trip. **To find out if you are eligible or for further information contact: 9320 4360.**

## Mobility Scooters

Mobility scooters are a valuable aid in assisting people with mobility problems get around. Only people who cannot walk or have difficulty walking are eligible to use these devices. Choosing the right mobility scooter is important and there are a number of things to consider.



**Please call VicRoads on 13 11 71 for information on choosing and using mobility devices.**

## Bike Riding

There are significant benefits for anyone who takes up bike riding. Not only does it improve your fitness and lower your risk of cardiovascular disease, studies show that people who ride bikes feel more connected to their community have better mental health and a greater feeling of wellbeing. Bike riders also save money by reducing costs associated with using a car as well as reducing their impact on the environment.

Frankston City has a number of bike paths that make the whole municipality accessible. **Please contact Frankston City Council on 1800 322 322 or visit [www.frankston.vic.gov.au](http://www.frankston.vic.gov.au) for more information.**

Please consult your doctor before beginning any type of exercise.

## Walking

Walking is a fantastic transport option for many people, not only is it free, it keeps you active, fit and healthy. Why not combine walking with other transport options such as walking to the bus or train station. Moderate exercise such as walking reduces the risk of cardiovascular disease, diabetes and lessens joint and muscular pain.

Please consult your doctor before beginning any type of exercise.

## Community Transport

Community Transport are transport services, provided by volunteer organisations, Councils and community service agencies for people who are unable to use other forms of transport. Many of the community transport options listed below only provide assistance to clients, please call the organisations to see how you can become a client and gain access to their services.

## New Hope Foundation

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.

**Cost:** There is a small cost to access this service

**Phone:** 5973 5398

## Brotherhood of St Laurence

The Brotherhood of St Laurence's Social Inclusion Program provides social activities and outings to older people, people with a disability and those managing a chronic illness. Please contact the Brotherhood of St Laurence for more information.

**Phone:** 1300 147 147

**Website:** [www.bsl.org.au](http://www.bsl.org.au)

## Frankston City Council

Frankston City Council provides a door to door transport service for the socially isolated and transport disadvantaged residents. For more information on what the service involves contact Frankston City Council.

**Cost:** Contact Council

**Phone:** 1300 322 322

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



## 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 health appointments and to culturally important activities.

**Cost:** No cost

**Phone:** 5973 5398

## Retirement Villages

Many retirement villages provide a mini bus service for their residents. Contact your retirement village to find out more.

# Medical Transport

Special needs transport or medical transport is for people living with medical conditions or disabilities who are unable to access other forms of transport. Services may provide transport to and from hospital or other medical appointments, to Planned Activity Groups and to run errands.

## Brotherhood of St Laurence

Brotherhood of St Laurence (BSL) provide volunteer transport to and from personal outings, medical appointments and day trips.

**Phone:** 1300 147 147

**Website:** [www.bsl.org.au](http://www.bsl.org.au)

**Cost:** contact organisation.

## Open Door

Provides transport to medical appointments, hospitals and medical related trips. This is a pick up and drop off only service as the drivers do not stay with the person. This service is a voluntary run service of St. Francis Xavier Catholic and St. Paul's Anglican Churches and will collect and return people to their homes.

This service is only to be used by people who cannot access public transport or any other transport option.

**Phone:** 9783 3782 – two days notice appreciated.

**Cost:** Gold coin donation

## Mount Eliza Churches Community Service

Provides short term emergency transport to and from medical appointments and hospitals within the Mount Eliza and Frankston area. This service is only to be used by people who cannot access public transport or any other transport option. This is a voluntary run service run on behalf of the Mt Eliza Inter Church Council.

**Phone:** 9787 3609

**Cost:** Gold coin donation

## Peninsula Support Services

This service can arrange transport for carers and care recipients with a diagnosed mental illness living within the geographic area extending from Mordialloc Creek to Portsea and all of Westernport.

Services include transport to attend the day programs and group activities. Please note this service is only available for clients of Peninsula Support Services.

**Phone:** 5970 5000

**Website:** [www.pss.org.au](http://www.pss.org.au)

**Cost:** No charge

## Red Cross

This service is only available to people in need of treatment at local and inner city hospitals who have no other means of transport.

Clients need to be ready for 8:00am pick up from their house unless otherwise advised and have to be finished their medical appointment by noon. This service runs Monday to Friday and is not available on public holidays.

Frankston municipality including Bonbeach/Chelsea/Aspendale.

**Phone:** 9781 4613

**Cost:** Gold coin donation

## Vision Australia Foundation

Transport to social support activities for people with a vision impairment. This service is only for clients of Vision Australia.

**Phone:** 8770 6800

**Fax:** 8770 6855

**Website:** [www.visionaustralia.org.au](http://www.visionaustralia.org.au)

**Cost:** No charge

## Non Emergency Ambulance Transport Service

Ambulance Victoria (AV) provides numerous methods of transport for urgent and non urgent patients.

Transport can be provided for both ambulant and wheelchair bound patients, for a range of services including outpatient, appointments, specialist appointments, renal dialysis, hospital admissions and discharges, radio therapy. To access this service you must have a referral from your doctor.

**Phone:** 1300 360 929

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

## Contact information – Public Transport

### Grenda's Bus Service

**Phone:** 9771 4300

**Website:** [www.grenda.com.au](http://www.grenda.com.au)

### Peninsula Bus Lines

**Phone:** 9786 7088

**Website:** [www.grenda.com.au](http://www.grenda.com.au)

### Portsea Passenger Service

**Phone:** 5986 5666

**Website:** [www.grenda.com.au](http://www.grenda.com.au)

### Cranbourne Transit

**Phone:** 5996 7333

**Website:** [cranbournetransit.com.au](http://cranbournetransit.com.au)

### Metlink train, tram, bus service, information

**Phone:** 131 638

**TTY:** 9619 2727

**Website:** [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

### Interpreter Service

**Phone:** 131 638 (6:00am–midnight)

### Myki: Public Transport Smart Card

**Phone:** 13 6954 (13 MYKI)

**Website:** [www.myki.com.au](http://www.myki.com.au)

### Metcard Help Line

Help with Metcard ticketing

**Phone:** 1800 652 313



## **Frankston City Council**

PO Box 490 Frankston Victoria 3199

Telephone: 1300 322 322 TTY: 03 9784 1951 Facsimile: 03 9784 1094

Web site: [www.frankston.vic.gov.au](http://www.frankston.vic.gov.au) [www.visitfrankston.com](http://www.visitfrankston.com)