

Life beyond driving

Empowering you



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



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

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?

In Victoria, you're allowed to drive up to any age, on the condition that you're medically safe to drive. You are not required to pass a licence test when you reach a certain age, but as you get older it is your responsibility to:

- understand how changes to your health could affect your driving
- monitor your health for any changes
- notify VicRoads if you have (or develop) a medical condition or disability that could affect your driving
- assess your driving regularly to identify possible safety issues

In some cases, you may be required to undergo a medical review so VicRoads can assess your fitness to drive. This may happen if concerns about your ability to drive safely have been reported to VicRoads. For more information head to the VicRoads website and search 'older road users' vicroads.vic.gov.au.

Please note, if you are 75 years or older you can only renew your driver's licence for 3 years at a time. You cannot pay for a 10 year licence renewal.

Disabled Parking Permits

The Disabled Persons Parking Scheme is to ensure that people with a disability are provided with equality of opportunity to access services and facilities throughout the state.

Contact your local GP or Frankston City Council on 1300 322 322 to see if you are eligible for a permit.

Map of disabled parking in Frankston's city centre



Discount on Vehicle Registration

You may be eligible for up to 50 per cent off the registration and/ or 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 medication can make the effect even worse. This is possible with both 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

Community and Medical Transport

Medical transport is for people living with medical conditions or disability 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 cannot 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

If you live in Frankston or the Mornington Peninsula region, Peninsula Transport Assist (PTA) volunteer drivers can assist with transport to various appointments and outings. They travel to the city and other metropolitan suburbs.

Volunteers will take you to:

- Medical appointments and 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, Working with Children Checks if required, and complete an independent driving assessment. PTA volunteers provide a door service and if required can stay with you for up to three hours and provide basic assistance including pushing a wheelchair, assisting with walking, etc. PTA also has a wheelchair accessible vehicle and can organise affordable door to door transport to individuals who require the use of a wheelchair. Contact the Transport Coordinator for a quote.

Website: peninsulatransportassist.org

Phone: 9708 8241

Red Cross Patient Transport

Red Cross Patient Transport service is available to people in need of treatment at inner city hospitals that have no other means of transport. The service transports people into metropolitan public hospitals including The Alfred Hospital in Prahran, Peter MacCallum Cancer Centre in East Bentleigh, Royal Melbourne and Monash Medical Centre in Moorabbin. The service operates Monday to Friday and is not available on public holidays. The Red Cross Patient Transport service is fully staffed by volunteers.

Bookings are required at least one week in advance and to be made through the hospital. Either the patient or a friend/ family member is required to confirm the booking three business days out. For more information please contact Red Cross.

Phone: 8327 7868

Website: RedCross.org.au/get-help/community-services/patient-transport

Cost: donation

Ambulance Victoria's Patient Transport

Ambulance Victoria's Patient Transport is for patients who do not require a time critical response. Transport must be clinically necessary and the patient must require clinical monitoring or supervision during transport. Most transfers occur between hospitals, or between home and hospital. Some aged care patients may also be transported to and from specialist health appointments and rehabilitation.

Patient Transport needs to be authorised as clinically necessary by an appropriate health professional. Those patients will:

- require the use of specialised medical equipment contained within the vehicle
- require the clinical skill levels and qualifications of the staff in the vehicle, or
- have an illness or a disability that makes it impractical to use any other form of transport; for example, severe immobility or disorientation.

To see if you are eligible for this service, visit the Ambulance Victoria website or speak to your health professional. Patients cannot make bookings directly. Bookings must be by a health professional through Ambulance Victoria (or a private Patient Transport provider if the case is to be billed directly to the patient).

Phone: 1300 366 833

Website: ambulance.vic.gov.au

St John Private Ambulance

The St John Community Transport Service assists meeting everyday needs of people in our local community by providing safe and reliable transport options. The service is staffed by qualified and friendly St John volunteers and ideal for doctors or medical appointments, through to social visits with family and friends. There is also the option of a companionship service available in addition to your transport.

All volunteers have police checks and Working with Children Checks and all vehicles are fitted with a defibrillator and first aid kit. Passengers need to be able to get in and out of the vehicle independently or with only minimal assistance. For more information, to book and obtain a quote please contact St Johns Ambulance.

Phone: 1300 785 646

Website: StJohnVIC.com.au/community-transport/

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)
- 3931 (Mornington)

The service is only available for 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 8664

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. The service is handy for seniors and people with disability or mobility issues who require assistance navigating Southern Cross Station or Flinders Street station.

Travellers must purchase their own public transport ticket but Travellers Aid will cover the cost of the volunteer's fare.

It operates Monday to Friday, 8am–6pm. Travellers Aid requests one week's notice, but require a minimum of 72 hours for bookings to ensure someone can meet you at your train, bus or taxi platform.

Southern Cross Station Travellers Aid also provides:

- Free buggy transport services
- Wheelchair and other mobility equipment hire (at a cost)

Phone: 1300 700 399

Website: travellersaid.org.au

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 and all night on Friday and Saturday night

Website: ptv.vic.gov.au

TTY: 9619 2727



Bus Services

Bus services are provided by a variety of companies on behalf of Public Transport Victoria. 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

- 770: Frankston to Karingal via Ashleigh Avenue
- 771: Frankston to Langwarrin
- 772: Frankston to Eliza Heights
- 773: Frankston to Frankston South via 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 to Carrum Downs via Lathams Rd
- 779: Frankston to Belvedere via Kananook
- 780: Frankston to Carrum via Seaford
- 781: Frankston to Mount Martha via Mount Eliza and Mornington
- 782: Frankston to Flinders via Coolart Road, Hastings
- 783: Frankston to Hastings via Coolart Road
- 784: Frankston to Osborne via Mount Eliza and Mornington
- 785: Frankston to Mornington East via Mount Eliza and Mornington
- 786: Rye to St Andrews Beach
- 787: Sorrento to Safety Beach
- 788: Frankston to Portsea via Dromana, Rosebud and Sorrento
- 789: Frankston to Langwarrin via Langwarrin North
- 790: Frankston to Langwarrin via Southgateway
- 791: Frankston to Cranbourne Station
- 832: Frankston to Carrum Downs via Kananook and McCormicks Road

833: Frankston Station to Carrum Station via Carrum Downs

887: Rosebud to Monash University

901: Frankston to Melbourne Airport via train stations at Dandenong, Ringwood, Blackburn, Greensborough, Epping, Roxburgh Park and Broadmeadows (SMARTBUS Service)

Frankston NightRider Bus

970: Carrum to Rosebud via Frankston and Mornington, 12am (midnight) to 6am, Saturday and Sunday

NightRider stops: You can get on and off at Night Bus stops. You can also be dropped off at kerbside tram stops and any bus stops along the route.

Phone: 1800 800 007

Website: ptv.vic.gov.au

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: 1800 800 007

Website: ptv.vic.gov.au/tickets/Myki

Tips for travelling safely on the bus

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
- Tap 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
- Ask the driver for help if you need it
- Watch your step and use the handrails
- Tap your Myki card on departing the bus



Concession and free travel passes

The Public Transport Victoria (PTV) can issue concession tickets or free travel to eligible people. If you are included in the list below you may be eligible:

- Pensioners
- Seniors Card holders
- Disability Support Pension and Carer Payment recipients
- Health Care Card holders
- DHHS Carer Card holders
- War veterans and war widow(er)s

To confirm your eligibility and to obtain a concession Myki please contact Public Transport Victoria.

Phone: 1800 800 007

Website: ptv.vic.gov.au

Companion Card

Companion Card can be used on all Victorian public transport services. Companion Card's are issued to assist people with a significant and permanent disability who require the assistance of a companion to travel on public transport. It provides the carer or companion of the Cardholder to travel without charge on all metropolitan train, tram and bus services, country trains, coach and town bus services. The cardholder must have a valid ticket or free travel pass.

Phone: 1800 650 611

Website: vic.companioncard.org.au

Carer Card

The Victorian Carer Card ('We Care' 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 the weekends in any two consecutive zones and have access to two or four off-peak travel vouchers per year (depending on where you live). To register for your free travel vouchers, visit the PTV's website.

Phone: 1800 901 958 (Monday to Friday, 9am-5pm)

Website: carercard.vic.gov.au or ptv.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. To ensure your route is accessible please contact PTV on 1800 800 007.

Trains

All metropolitan trains are wheelchair accessible via a manual ramp deployed by the driver from the front carriage. Passengers who need help boarding trains should wait on the platform near the front of the train.

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/ toilet assistance
- 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. For hygiene purposes, we request that clients bring their own sling
- Wheelchair/scooter recharging facilities
- Accessible public internet computers

Clients' friends, family and personal support workers are also welcome.

Being able to safely and confidently navigate transport is important when ensuring an active and healthy life.

Phone: 1300 700 399

Website: travellersaid.org.au

Taxi Services

There are a number of different taxi companies who operate within Frankston. All companies operate 24 hours a day, seven days a week.

Frankston Taxis

Phone: 9786 3322

Website: frankstoncabs.com.au

Frankston Peninsula Taxis

Phone: 0498 780 908

Website: frankstonpeninsulataxis.com.au

13CABS

Phone: 13 CABS (13 2227)

Website: 13cabs.com.au

Wheelchair Accessible Taxi Drivers

The three taxi companies listed above can provide 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.

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: 1800 638 802

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 contact the Commercial Passenger Vehicles Victoria for more information or to apply.

Phone: **1800 638 802**

TTY **1800 555 677**

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

Ride share applications

In this digital age, there are a number of app based ride share services that work similarly to a taxi. The difference is the trip is booked and paid for through the app and often the drivers are driving their own cars. Visit the app store on your smart phone to download one of the following apps, or search for other ride share apps.

- Ola - ola.com.au/
- Uber - uber.com/au/en/
- Bolt - bolt.eu/en-au/
- DiDi - didiglobal.com/au/
- GoCatch - gocatch.com/
- Shebah - shebah.com.au/ (Sheba is an all women ride share service).

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.

People who cannot walk or who have difficulty walking are eligible to use these devices. They are a mobility aid and not an alternative form of transport.

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 Victorian residents 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**

Website: ptv.vic.gov.au

Airport Transfers

SkyBus

SkyBus airport transfer services provide transport to and from Melbourne Airport to various locations across Melbourne. The Mornington Express has seventeen stops between Melbourne Airport and Mornington including three in Frankston.

Purchase tickets from the SkyBus booths at Melbourne Airport (Tullamarine) and Southern Cross Station or from the SkyBus website. Online tickets can either be printed out or scanned directly from your smart phone. The average travel time from Frankston to Melbourne Airport is 115 minutes.

Phone: **1300 SKYBUS (1300 759 287)**

Website: skybus.com.au

SMARTBUS 901 Service

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

General Contact Information — Public Transport

Public Transport Victoria, including Myki

Train, tram, bus service, timetable and ticketing information.

Phone: 1800 800 007

TTY: 9619 2727

Website: ptv.vic.gov.au

Ventura Bus Lines

Phone: 1300 836 887 (1300 VENTURA)

Website: venturabus.com.au

Cranbourne Transit

Phone: 5996 7333

Website: cranbournetransit.com.au

Public Transport Ombudsman

Handles complaints about Victorian public transport that have been unresolved with the operator.

Phone: 1800 466 865

Interpreter Service

Immediate phone interpreting: 131 450

Interpreter liaison/ enquiries: 1300 132 621

Website: tisnational.gov.au/en

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VicRoads: vicroads.vic.gov.au

PTV: ptv.vic.gov.au

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If there is information which should be considered for inclusion in future editions please contact the Positive Ageing Team on 1300 322 322 or PositiveAgeing@frankston.vic.gov.au.

Positive Ageing Together Newsletter

Frankston City Council presents the Positive Ageing Together Newsletter which provides information about free and low-cost activities for seniors in and around Frankston. If you would like to receive this bi-monthly newsletter please register via 1300 322 322 or on the Council's website.

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*Seaford » Frankston » Langwarrin » Karingal » Skye » Frankston South » Frankston North »
Carrum Downs » Langwarrin South » Sandhurst*