

# GUIDE TO GETTING OUT AND ABOUT



## Handy tips

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- ✓ Plan your trip by public transport. You can phone **131 500** for up to date information on transport in your area.
- ✓ \$2.50 Pensioner Excursion Ticket can be used across Sydney and some regional areas on public transport.
- ✓ Contact the train station prior to catching the train if you need help with mobility, as sometimes the stations are not manned all day.
- ✓ If you are still feeling unsure about your journey and would like some support contact South West Community Transport and talk to staff in the Travel Training Project phone **(02) 4629 6886**
- ✓ On weekends there can be track work happening on the railway lines this means the **trains will be replaced by buses**. To check your train line you can either phone **131 500** or go to **[www.cityrail.com.au](http://www.cityrail.com.au)** and click on track work.





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## Useful Information

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### **Travel Training Project**

Phone: (02)4629 6886

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



### **CareLink**

Phone: 1800 052 222

Website: [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)



### **Transport Information Line**

Phone: 131 500

Website: [www.131500.info](http://www.131500.info)



### **Cityrail**

Phone: 131 500

Website: [www.cityrail.info](http://www.cityrail.info)



### **Department of Veteran Affairs**

Phone: 133 254

Website: [www.dva.gov.au](http://www.dva.gov.au)



### **Wheelchair Accessible Taxis**

Phone: 1800 043187

Website: [www.zero200.com.au](http://www.zero200.com.au)








## Introduction

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This booklet is a guide to getting out and about on Transport.

This booklet will provide you with information on - buses, trains, coaches, ferries, community transport, health related transport and taxi transport. The booklet will also provide you with contact details so you can contact the service to find out any other information about the service not provided in this booklet.

### The booklet covers:

-  Planning your journey by public transport - running you through the steps needed to have a pleasant journey
-  What kind of discounts you may be entitled to on public transport
-  How to read a bus timetable made easy, step by step

The information contained in this booklet was valid at the time of production July 2008 South West Community Transport can not be held responsible for any changes made to information contained in this booklet.





## Travel training

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South West Community Transport provides a **Free Travel Training Service** aimed at empowering people to access different forms of transport both public and private.

The kind of help you receive depends on your individual needs, the types of assistance provided could be:

- Identifying the type of transport that best suits your needs
- How to get to the Bus stop or Train station
- One to one support for people using public transport for the first time
- Individual journey plans for people to follow, including maps and timetables



This project covers the Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee areas. You do not have to be a client of Community Transport to access this service.

For more information phone **(02) 4629 6886** or visit our website **[www.swct.com.au](http://www.swct.com.au)** click on publications you can download the travel training flyer and referral form and fax to **(02) 4629 6800** or you can email **[traveltrain@swct.com.au](mailto:traveltrain@swct.com.au)** and a staff member will contact you.



## Planning your journey by public transport

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The directions below are a guide for making your journey by public transport easier.

### STEP ONE

You need to think about the following questions before you start planning your trip:

- Where are you going?
- Do you have a preferred form of public transport i.e. Bus or Train?
- What time do you want to arrive at your Destination?
- What time do you want to be home?

### STEP TWO

Once you have the answers to step 1 you should :-

Plan your journey by phoning the NSW Transport Information line on **131 500** have a piece of paper and pen ready to write down the details. Tell the person your details from the above questions. They will provide you with the information you need to complete your journey.



If you have internet access then you can plan your journey by going to **www.131500.info** fill in the boxes and follow the prompt.

If you are travelling by bus you may choose to contact the local Bus provider to find out pick up and arrival times.



### STEP THREE

When you arrive at the stop/station have your money and concession card ready. The Pensioner Excursion Ticket should be kept somewhere safe.

To find out about where you can purchase your Pensioner Excursion Ticket go to: Purchasing your ticket on page – 9.

### STEP FOUR

When the train is approaching you will need to stand behind the yellow line. If you are catching a bus you will need to signal the driver to indicate you would like the bus to stop.



## STEP FIVE

Once you are on the bus you will need to purchase your ticket by telling the driver what stop you want. If you're unsure of where to get off the bus, ask the driver and they will advise you when you have reached your destination.

## STEP SIX

There is dedicated seating for the elderly and people with mobility issues. If travelling by bus this is situated at the front of the bus. If boarding a train the seating is situated on the level you enter on either your left or right.

Stay seated until your bus/train has arrived at the stop you need.





## Concession Card Entitlements

If you hold a valid **Centrelink, Pensioner card, Seniors** or **DVA card** you are able to purchase a **\$2.50 Pensioner Excursion Ticket**, which will allow you to travel on Cityrail trains and Sydney Buses as well as some private bus companies, contact your local bus company for more information on all day fares.

You will need to show your Pensioner Excursion Ticket (PET) each time you use a train, bus or ferry. This ticket can be used more than once throughout the day of purchase.



\* **Companion cards** will be available for people with a disability who meet the criteria in December 08 for information email [companioncard@dadhc.nsw.gov.au](mailto:companioncard@dadhc.nsw.gov.au) or phone **1800 052 222**.



## Purchasing your ticket

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You only need to purchase one \$2.50 Pensioner Excursion Ticket (PET) for the whole day it is valid on most forms of public transport. You must keep your PET on you at all times and show it when boarding transport. Here are some of the ways you can purchase a PET.

### Train Station

**At the window:** If the train station is manned then you may need to purchase your ticket from the ticket window.

**At the machine:** You may only be able to use the machine if the station is not manned by a staff member.

### Onboard Bus

You can purchase your ticket from the bus driver.

You will need to have small notes or coins to give the driver; you will also need to have your concession card ready if you are purchasing a \$2.50 all day Pensioner Excursion Ticket.

### At A Bus Stop

If you are in the city and have not already purchased a PET you will need to purchase your ticket from the machines provided. There are instructions on the machine for you to follow.

### Ferry Station

You can purchase your PET at the ferry ticket window. If you are boarding a ferry at an (unattended) small stop then you will have to purchase your ticket onboard the ferry.



## Places the Pensioner Excursion Ticket is **NOT** accepted

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Pensioner Excursion Ticket is not accepted on private bus tours such as: Sydney Explorer, Bondi Explorer and Manly Jetcat. A station access fee applies when using any airport stations – Green Square, Mascot, Domestic and International.

## Coach

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Discounted fares for Concession card holders are offered by coach companies. The discount offered depends on the destination and the individual coach company. To find the coach provider you will need, phone your local visitor information centre or go to **www.131500.info** and click on the country transport link icon on the left hand side of your screen. This will take you to the country transport information link.






## Countrylink

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Half fare applies on Countrylink trains if you're a concession card holder. If you hold a valid Centrelink Concession Card you may be entitled to other concessions, ask when booking your trip. For more information call **132 232** transport information line or go to **www.countrylink.info** and follow the prompts.



# How to read your local bus timetable

-  Timetables are split into weekday and weekends; they are then split into morning and afternoon.
-  If the stop you want is not a major stop it may not appear on the bus timetable. If this is the case you can call the bus company and they will give you an estimated time of arrival.
-  Read the key on the timetable, this will tell you things like: if the bus has wheelchair access or if the bus runs during school holidays.
-  Some bus companies offer a large print copy of their timetable, ring and ask if one is available.
-  If you are having trouble reading your timetable you can phone **131 500** transport information line and they can help plan your journey.

Bus Destination major stops along the bus route

Day the timetable covers either week days or weekend

Bus route number this will also be displayed on the front of the bus

Bus stops either at a place of interest or street name	Monday to Friday					Saturday	
	900	900*	900*	900*	912*	900	900*
	am	am	pm	pm	pm	am	am
Picton Railway Station	7:25	10:10	.	4:05	5:00	8:25	11:30
Picton - St Anthonys	7:28	10:13	1:07	4:08	5:03	8:26	11:32
Argyle / Regreime	7:29	10:15	1:09	4:10	5:05	8:27	11:33
Jarvisfield / Remembrance	7:29	10:19	1:13	4:15	5:09	8:27	11:37
Razorback Lookout		10:25	1:18	4:21	.	8:31	11:43
Wire Lane	7:50	10:30	1:23	4:25	.	8:38	11:48
Camden Hospital	7:53	10:37	1:30	4:30	.	8:45	11:51
Camden / John St	7:55	10:40	1:33	4:33	.	8:50	11:54
Narellan Town Centre	8:03	10:45	1:38	4:38	.	8:55	12:00
Mount Annan	8:15	.	.	4:48	.	.	.
Campbelltown Railway	8:30	.	.	5:06	.	.	.

Times the bus stops at a specific stop are read from the left to right. Eg. If you live at Argyle Street your first bus is at 7:28am, the next bus is at 10:15am so on across the page.



## Things to think about when catching a BUS

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When you are catching the local bus it is good to plan your trip in advance, here are some things you should think about :



**How to get to a bus stop?** Do you know how to get to the stop or do you need someone to show you? Contact the Travel Training Project for help.



**Reading a bus timetable.** Do you know where to get your local bus timetable from? Do you know how to read the bus timetable? If not you can call the local bus company or contact the travel training project.



Bus times on the timetable are an **estimated** time of arrival so make sure you are at the bus stop **about 10 minutes prior** to the time it is due.



If you are using a wheelchair or mobility aid you should look for buses that have wheelchair access. This will be displayed on the timetable, normally as a wheelchair picture. If there is not a wheelchair accessible bus on the service you need. Phone the bus company to discuss getting one put on the service.



**When talking to the driver** you will need to ask for your ticket and tell the driver where you would like to get off the bus. If you do not feel confident doing this you could get someone to write a card before you leave home, and show the bus driver.



**What to do if the bus is late?** It is always a good idea to carry the number of the bus company with you, that way if the bus is more than 15 minutes late you can call them and ask if it has been cancelled or just running late.





## Things to think about when catching a TRAIN

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When you are catching the train it's good to plan your trip in advance. Here are some things to think about before setting off on your journey.



**How do you get to the train station?** Do you need to get a lift or catch the bus to the train station or is it in walking distance? Can you safely make your own way there?



**Electronic displays** are at most train stations. Are you comfortable with reading these or will you need assistance? Some stations will have staff to help you.



When deciding on the best **time to leave** the house take into account time to purchase your train ticket and walking onto the platform. Some times the queues are long especially at peak time.



Make sure you know what time your return train is due to arrive.



If you're catching a **bus after the train** then make sure you plan for the bus and train to meet up so you don't have to wait a long time at the bus stop.



What to do if the **train is running late or cancelled**. If the train is running late or cancelled there will normally be an announcement over the loud speaker to advise you of the time of the next train.



Sometimes there is **track work** happening on the **weekends**. If this is the case then a bus replacement system will be in place, the train station will have signs and staff to direct you where to go to get the bus. **The bus will only stop at train stations.**



If using a wheelchair it is best to phone ahead to the train station as not all stations are manned day and night and you will need a staff member to prepare the ramp. You can get the station number by phoning **131 500**.





## Things to think about when catching the FERRY

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When you are catching the ferry it's good idea to plan your trip in advance :



**How do you get to a Wharf?** Do you need to get a lift or catch another form of transport or is it in walking distance? Can you safely make your own way there?



When deciding on the best **time to leave** the house, take into account time to purchase your ticket and walking onto the wharf. Some times the queues are long especially at peak time.



Some wharves will not have ticket machines this is fine you can purchase a ticket on board the ferry.



Make sure you wear sensible shoes as the deck of the ferry might be slippery.



Make sure you know what time your return ferry is due to arrive. If not phone **131 500**.



If using a **wheelchair** it is best to phone ahead as not all stops are manned and you may need a staff member to **assist you**. If you do not have the number phone **131 500**.

## Example of journey planner by bus

**What time do you need to be at your destination?**

12:30 appointment

**Where does the bus leave from?**

Miller Public School

**What time does the bus leave ?**

11:45 am

**What time do I need to leave home?**

11:15am

**What bus number do I need?**

Busabout 851

**Do I need to make any transfers along the way?**

No

**Repeat the above steps for your return journey.**





## Example of journey planner by train

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**What time do you need to be at your destination?**

12:30 appointment

**Where does the train leave from?**

Campbelltown Station

**What time does the train leave ?**

10:45 am

**What time do I need to leave home?**

10:15am

**What train line do I need?**

East Hills line

**Do I need to make any transfers ?**

No

**Is there a lift or ramp at the stations  
I'm using?**

Yes

**Repeat the above steps for your  
return journey.**





## Accessing community transport

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You will need to be a client of your local community transport provider to use the service.

Community transport provides door to door service. To find your local community transport provider phone **1800 052 222**, this service can also provide information of other community services in your area.

Go to Community Transport website **www.cto.org.au** click on the area you live in to find contact details for your local Community Transport Group.

## Vito wheelchair accessible vehicle hire

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South West Community Transport has a self drive access project for out of hours hire for eligible wheelchair users. This vehicle can be hired on evenings and weekends. You need to be a client of South West Community Transport to access this service, for information phone **(02) 4629 6888**.

Or visit the website **www.swct.com.au** click on publications then click on Vito hire.





## Taxi transport subsidy scheme

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The taxi transport subsidy scheme provides taxi travel at a subsidised rate to residents who are unable to use public transport because of a permanent disability. Eligibility of an applicant depends on the extent or severity of the disability or mobility limitation.

For more information you can phone **1800 623 724** or you can visit **[www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)** click on concessions, then click on taxi transport subsidy scheme.

## Taxi travel

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Taxi travel is available for people who don't need assistance. Some taxi providers offer wheelchair accessible or mini vans which can seat more than 3 people.

You can find your local provider by going to **[www.nswtaxi.org.au](http://www.nswtaxi.org.au)** and click on bookings you can then chose the area you live in which is in alphabetical order and will give you all contact details. You will also be able to find your local taxi company in your yellow pages under transport.

If you need to book a **wheelchair accessible taxi** phone **1800 043 187**.

If you need to book a wheelchair accessible  
taxi phone **1800 043 187**.

## Department of Veteran Affairs

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Department of Veteran Affairs (DVA) card holders can contact the DVA on phone **133 254** to enquire about the entitlements available to them.

Or visit the website **[www.dva.gov.au](http://www.dva.gov.au)** for more information.

## Health related transport

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The kind of health related transport available depends on the area you live in and the services in your local area.

For information on your local provider and to find out if your eligible ask your local doctors or phone **1800 052 222**.



# Travel Training Project

## South West Community Transport Travel Training



**PO Box 617, Narellan NSW 2567**



**Phone: (02) 4629 6886**



**Email: [traveltrain@swct.com.au](mailto:traveltrain@swct.com.au)**



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

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