



Helping people with a disability use public transport

Last year, the Victorian Government introduced the Companion Card as a tool to identify someone with a permanent disability who is unable to access community activities and venues without the assistance of a companion. The Companion Card provides free entry for the companion of a cardholder at affiliated organisations and events.





In order to help more people with a disability use public transport, the Companion Card has been extended to include all Victorian public transport services. The State Government's new partnership agreements with Yarra Trams and Connex means that they will accept the Companion Card, allowing cardholders to have their companions travel with them without charge on all train and tram services.

Cardholders can also have a companion travel without charge on all metropolitan bus services, country train, coach and town bus services.

By extending the recognition of the Companion Card beyond community events and activities, the State Government is promoting the rights of people with a disability, who require the assistance of a companion, to fair ticketing on all Victorian public transport services.



Victoria is the first State in Australia to provide free travel on public transport services for the companions of Companion Cardholders. This commitment acknowledges the importance the State Government places on improving mobility, and providing equitable access to public transport services for people with a disability in our community.

If you would like further information about the Companion Card visit www.companioncard.org.au or call 1800 650 611





Please note:

Passengers who use wheelchairs or mobility aids should be aware of the standard dimensions for allocated space in public transport vehicles when considering their choice of mobility aid and when planning public transport trips in Victoria.

Public transport vehicles (trains, trams and buses) in Victoria provide a minimum clear floor or ground space of 800 mm by 1,300 mm to accommodate a single stationary wheelchair and occupant. This space is based on the Australian Standard design for access and mobility.

It is important to note that some mobility aids currently available, including some outdoor scooters, are larger than the standard dimensions and, therefore, may not be suitable for use on public transport. People concerned about whether their mobility aid will fit on public transport, should contact the relevant public transport operator prior to travelling.



General Conditions

- 1 The Companion Card provides free travel for the companion of the cardholder on all public transport services that operate within Victoria. Only the person whose photograph and details appear on the Companion Card is permitted to use the card.
- 2 The Companion Cardholder and their companion are required to board and alight together, and wherever possible, remain seated or located in close proximity to each other during travel.
- 3 Using the Companion Card does not provide any guarantee that all public transport services are 100 per cent accessible. Please contact Metlink on 131 638 for further information.
- 4 The Companion Cardholder is required to purchase the correct/valid ticket for their travel on any Victorian public transport service. The companion of the cardholder is not required to carry a ticket on metropolitan public transport services (on V/Line and other regional services the companion of the cardholder will be issued a complimentary Companion Ticket. Refer below for regional travel conditions).
- 5 The Companion Card may be used in conjunction with all valid public transport concession entitlements or free travel passes. However, the Companion Card is not considered proof of concession. The Companion Cardholder must also carry the relevant concession entitlement to purchase a concession ticket.
- 6 The Companion Cardholder can be accompanied by any number of companions but only one companion is entitled to free travel. The Companion Cardholder will be required to produce their card when requested by public transport staff and indicate who their companion is for that particular journey.
- 7 The Companion Card entitles the companion of the cardholder free access to the travel component of the particular transport service only. Public transport operators will not extend free access to venues, catering and accommodation where included in packaged travel products (for example, Begonia Festival, Melbourne Show, etc)
- 8 Use of the Companion Card on all public transport services will be subject to normal conditions of use and availability of services. If a public transport operator suspects a Companion Card is being misused, this can be reported to the Companion Card program. Misuse

of the Companion Card may result in card cancellation with the cardholder ineligible to reapply.

V/Line and Regional Services:

- 9 Companion Cardholders must inform V/Line of their requirement for a Companion Ticket at the time they purchase or book their own ticket, and present their valid Companion Card during ticket collection. V/Line will then issue the companion with a complimentary. Companion Tickets will only be issued prior to travel for single or return journeys (no date to date or periodical tickets) and cannot be issued on trains or coaches.
- 10 On V/Line and other regional rail and coach services, the Companion Cardholder should check the availability and accessibility of the required service before booking tickets on 136 196. Companion Cardholders and their companion may travel on V/Line trains and coaches, subject to availability.
- 11 V/Line requests that Companion Cardholders who use mobility aids to call 136 196 at least 24 hours in advance of their journey (either reserved or unreserved) so that suitable space can be made for the cardholder and their companion to travel together.

For information in English phone 9280 0770

9280 0758 للمعلومات باللغة العربية اتصلوا على الرقم

用廣東話瞭解情況 → 致電 9280 0759

Za informacije na hrvatskom jeziku nazovite 9280 0760

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Aby uzyskać informacje w języku polskim należy dzwonić pod numer 9280 0764

Информацию на русском языке можно получить по телефону 9280 0765

За информације на српском језику назовите 9280 0766

Para información en español llame al 9280 0767

Türkçe bilgi için, 9280 0768 numarayı arayınız

Mọi thông tin bằng Việt Ngữ, xin điện thoại cho số 9280 0769