

Handy transport guide

For older people and people with a disability in Nillumbik





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This booklet was produced by the Nillumbik Transport Connections Project.

LINK Out and About service

The service can be used by Nillumbik residents for recreational and social activities, shopping, going to the library, leisure centre, club or meetings with friends.

Type	Door-to-door community bus service
For	Older people and people with a disability
Operates	Monday to Friday
Destination	Your choice
Eligibility	Give LINK a call on 9355 8484 and an intake worker will conduct a phone assessment to make sure you are eligible for the service. Once your eligibility is confirmed you will be asked to nominate the trip you want to take.
Cost	Gold coin donation
Wheelchair access	Yes
Bookings	LINK on 9355 8484
Information	www.linkcommunitytransport.org.au
Note	LINK may not be able to meet your request immediately but if they know you want to travel with them, they will work towards getting you on the bus.



Hurstbridge resident Annie Stevenson has used the LINK bus service for years and is only happy to share her experience...

How did you come to use the LINK bus?

I was a very good driver myself but I gave it up because I started to get balance problems. I wasn't driving and felt very isolated. I remember calling LINK and speaking to Christine. They responded very quickly. She came to visit me at home to see how the bus could fit in my driveway and whether I could get out of the house safely.

Where do you go on the LINK bus?

Since then, I have had a weekly trip on the LINK bus to the Warrandyte Neighbourhood House every Tuesday morning. It has been marvellous. That is my main use of the LINK bus but occasionally I use it for a one-off thing, for example when I go to stay with a friend in Fitzroy I use the LINK bus to get home. It has been a life-saver to me.

I try to make a reasonable donation when I use the bus. The LINK drivers are just fantastic.

What difference has LINK made to your life?

LINK has made an enormous difference. It relieves me so much to be able to rely on LINK to get to my Tuesday group. The LINK staff are so nice; they individualise their service.

Of course you have to be ready on time. There was only one time that I was not ready, I had been sick over night and didn't know that I could ring them and leave a message saying that I needed to cancel the service. I made a boo boo that time but that's the only time that I haven't been organised and ready when the bus comes to pick me up. They are always charming. The standard of driving is excellent, I feel very safe with all of their drivers.

Shopping bus

Council runs this bus service for Home and Community Care clients for shopping and recreational purposes.

Type	Door-to-door volunteer-driven Council bus service
For	Home and Community Care clients
Operates	Monday, Tuesday, Wednesday and Friday
Destination	Greensborough Shopping Centre (Monday) Diamond Creek Senior Citizens Club (Tuesday) Greensborough Shopping Centre (Wednesday) Northcote Plaza/Preston Market (Friday)
Eligibility	Home and Community Care eligible (through Nillumbik Shire Council). Contact Council's Intake Officer on 9433 3138 for a phone assessment. Once your eligibility is confirmed you will be asked to nominate the trip you want to take.
Wheelchair access	Yes
Cost	Gold coin donation
Contact	Home and Community Care Intake Officer, Nillumbik Shire Council on 9433 3138
Information	www.nillumbik.vic.gov.au > Living in Nillumbik> Transport> Aged and disability

Thursday Community Bus

This bus is for people who cannot drive themselves. It can be used to get to any destination in Nillumbik, including healthcare appointments within the Shire.

Type	Door-to-door Nillumbik Transport Connections Program service
For	All Nillumbik residents including residents of the rural areas as a priority
Operates	Thursday only
Destination	Anywhere in Nillumbik, plus Greensborough Plaza
Eligibility	Call the Transport Connections Officer to determine your eligibility. Please note: it will take at least two weeks between your eligibility assessment and your first trip on the bus.
Cost	Gold coin donation
Wheelchair	Yes
Contact	Transport Connections Officer, Nillumbik Shire Council, on 9433 3156 on Monday, Tuesday, Wednesday
Information	www.nillumbik.vic.gov.au > Living in Nillumbik> Transport> Aged and disability

This service is funded by Nillumbik Shire Council and the Victorian Government through the Transport Connections program.



Saturday Bus

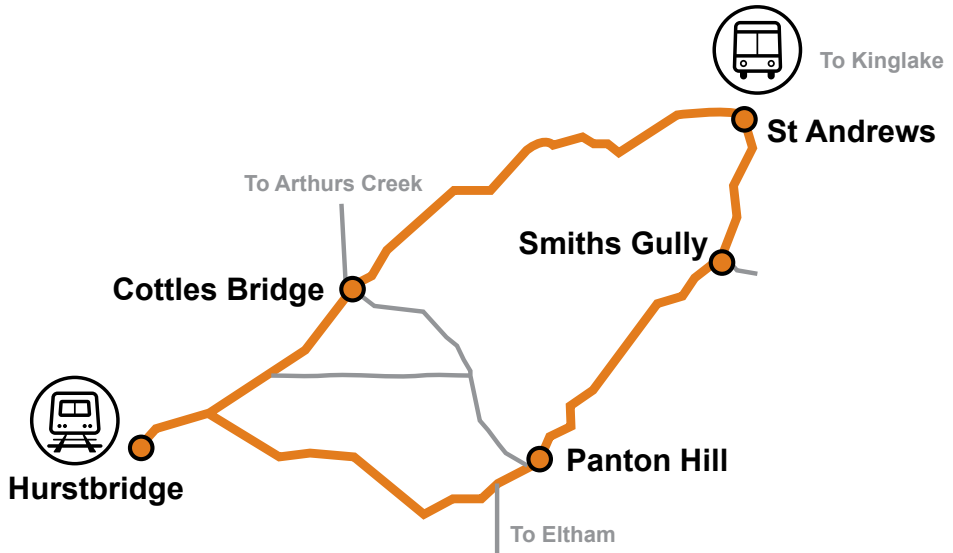
The bus travels from Hurstbridge train station and stops at designated bus stops in Panton Hill, Smiths Gully, St Andrews and Cottles Bridge and back to Hurstbridge train station.

Type	Timetabled volunteer-driven community bus service
For	Everyone
Operates	Saturday only, between 9.18am and 4.32pm in winter and 5.20pm in summer. The timetable is available on the bus, from general stores or by contacting Council.
Destination	See page 7 for bus stops
Eligibility	No assessment required
Cost	Gold coin donation
Wheelchair access	No
Contact	Transport Connections Officer, Nillumbik Shire Council, on 9433 3156 on Monday, Tuesday, Wednesday
Information	www.nillumbik.vic.gov.au > Living in Nillumbik> Transport> Saturday bus service

This service is funded by Nillumbik Shire Council and the Victorian Government through the Transport Connections program.



Hurstbridge to St Andrews community shuttle



This service will not run on Code Red days.

Bus stops

Hurstbridge Station

Heidelberg-Kinglake Road,
Hurstbridge

Panton Hill Store

586 Kangaroo Ground-
St Andrews Road, Panton Hill

Smiths Gully Store

914 Main Road, Smiths Gully

St Andrews Tennis Court

Heidelberg-Kinglake Road,
St Andrews

Buttermans Track

Corner Heidelberg-Kinglake
Road, St Andrews

Cottles Bridge

Cnr Heidelberg-Kinglake Road
and Cottles Bridge-Strathewen
Road, Cottles Bridge

Transport to medical appointments

It is very important that you tell your doctor, specialist, nurse or hospital if you have trouble getting yourself to healthcare appointments. The Red Cross, Ambulance Victoria and hospitals operate free patient transport services for people who have no other way to get to healthcare appointments.

Your doctor or specialist can refer you to these services if you tell them you need transport assistance.

See also Thursday Community Bus, page 5.

Non-Emergency Patient Transport

Ambulance Victoria's Non-Emergency Patient Transport (NEPT) is available for patients who have been assessed and authorised by a medical practitioner. For further information contact National Patient Transport:

Contact 1300 366 313 (choose option 1 for an operator)

Information www.ambulance.vic.gov.au > Ambulance Victoria > Other services > Non-Emergency Transports

Love in the name of Christ

This service is run by local church group volunteers and provides limited transport for people needing assistance travelling to medical appointments.

Bookings 9431 3022
Monday, Wednesday, Friday between
10am–12noon

Medical Companions Service

This service provides trained volunteers to accompany people who are able to travel independently – but who are unfamiliar with public transport or feel anxious using public transport alone – to attend medical appointments in central Melbourne.

Type	Travellers Aid Access Service
For	People needing assistance travelling to medical appointments
Operates	From Flinders Street Station and Southern Cross Station to medical appointments in the CBD
Destination	Within Melbourne CBD
Eligibility	No assessment required
Cost	Free
Wheelchair access	Yes
Bookings	1300 700 399 Bookings are essential and 24 hours notice is required
Information	www.travellersaid.org.au

Taxi services

The following information is on the public taxi service. Taxis are licensed to work in specific areas. When you book your taxi, it helps to phone the taxi company that is licensed to work in your area (see below for further information).

Crown Cabs

Operates	24 hours
Service area	Arthurs Creek, Christmas Hills, Cottles Bridge, Doreen, Kangaroo Ground, Kinglake, Kinglake Central, Kinglake West, Mittons Bridge, Nutfield, Panton Hill, Smiths Gully, St Andrews, Steels Creek, Strath Creek, Strathewen, Upper Plenty, Yan Yean.
Bookings	Pre-bookings with as much notice as possible are required. Please plan for a 20 minute wait if you have not pre-booked.
Cost	Standard fares apply unless you are eligible for a subsidy through the Multi Purpose Taxi Program (see page 11)
Wheelchair access	Yes, request upon booking
Contact	Crown Cabs on 9310 5422



13 CABS

Operates	24 hours
Service area	Melbourne and surrounding suburbs including southern part of Nillumbik Shire
Bookings	You will be assigned to the next available Taxi
Cost	Standard fares apply unless you are eligible for a subsidy through the Multi Purpose Taxi Program (see below)
Wheelchair access	Yes, request upon booking
Contact	13 CABS on 132 227

Multi Purpose Taxi Program

The Multi Purpose Taxi Program is a Victorian Government-funded subsidy program, which provides a 50 per cent discount on taxi fares for Victorians who have a severe, permanent disability which significantly restricts their mobility.

Contact Victorian Taxi Directorate on 1800 638 802

Information www.taxi.vic.gov.au

Trains, trams and buses

Metlink provides information about Melbourne's train, tram and bus services. This includes routes, timetables and ticket information.

Type	Train, tram and bus services
For	General public
Operates	Contact Metlink for a hardcopy timetable and route information to be mailed to you
Wheelchair access	Usually – check with operator
Contact	Metlink on 131 638, 6am to midnight daily TTY 9619 2727
Information	http://metlinkmelbourne.com.au



Companion Card

The Companion Card is for people with a significant, permanent disability, who are unable to access most community activities and venues without attendant care support. Cardholders can have their companions travel without charge on train, tram and bus services.

Contact Companion Card Information Line on 1800 650 611
TTY 1800 898 888
National Relay Service 13 36 77
Speech to Speech Relay Service 1300 555 727

Information www.companioncard.org.au

Local bus companies

The majority of buses have a low floor and are wheelchair accessible. If you want to check that the bus you plan to take will have a low floor you can call the bus company and ask – they will need to know what date and time you will be catching the bus and what route you will be taking (you can get this information from Metlink by calling 131 638).

Panorama

Route 578 Eltham to Warrandyte

Route 579 Eltham to Warrandyte

Route 580 Eltham to Diamond Creek

Route 582 Eltham Loop

Contact 9438 3666 (once connected, select option three)

Grendas

Route 901 Frankston to Melbourne Airport Smart Bus

Route 902 Chelsea to Airport West Smart Bus

Contact 9791 2988

Dysons

Route 513 Eltham to Glenroy

Route 517 Northland to St Helena

Route 518 Greensborough to St Helena West

Route 520 Greensborough to Doreen

Route 563 Greensborough to Northland

Contact 9463 3899

National Bus Company

Route 293 Box Hill to Greensborough

Contact 9488 2100

Council Community Bus

Council's Community Bus is garaged at the Araluen Centre in Hurstbridge and is available for hire by non-profit organisations operating within Nillumbik.

Type	Council Community Bus
For	Non-profit organisations requiring access to group transport
Vehicle type	12 seater (including the driver) mini bus
Operates	The bus can be hired subject to availability
Cost	\$40 – evening or half day (4 hours only) \$60 – first full day \$40 – additional day
Wheelchair access	No
Bookings	Araluen Hurstbridge on 9433 3344 Bookings can be made by phone up to three months in advance. After securing your booking, Araluen will send out an application form and guidelines. Application to use the bus is made by a driver nominated by the group.
Information	www.nillumbik.vic.gov.au > Living in Nillumbik > Transport > Buses for hire

LINK vehicle hire

LINK vehicles are garaged in Hurstbridge and Coburg and are available for hire to community groups on weekends and school holidays.

Type	LINK Community Transport Service
For	Community groups requiring access to group transport
Vehicle type	A wide range of vehicles are available for hire
Operates	Weekends and school holidays
Cost	Contact LINK as costs vary
Wheelchair access	Yes, depending on your vehicle selection
Note	Hirers must have public liability insurance
Contact	9355 8484 or linkvehiclehire@lct.org.au
Information	www.linkcommunitytransport.org.au

Wesley Mission Victoria

Wesley Do Care is a program that matches older people and people with a disability with a volunteer to provide companionship and increase social interaction. This can include conversations, sharing a meal, activities such as going for walks, gardening, playing cards or fishing.

Older people and people with a disability can have phone conversations with people who have similar interests through **Wesley Telelink**, or have a visit from a volunteer with a dog through **Wesley Pet Pals**.

For	Older people living independently and people with a disability.
Eligibility	You can refer yourself, or you can be referred by friends, family, service and health professionals and others within the community.
Contact	Nikki Manolaros on 9687 7742 or nikki.malolaros@wesley.org.au
Information	www.wesley.org.au

National Toilet Map

Details of public toilets are available on a national database provided by the federal Department of Health and Ageing. You can find the locations of public toilets and information such as opening hours and access for people with a disability.

Information 1800 330 066 or visit www.toiletmap.gov.au

Travellers Aid

This services offers:

- luggage storage
- assistance with personal care
- rooms for resting in
- assistance for frail people to secure safe passage through Southern Cross and Flinders Street stations
- free buggy transport
- manual wheelchair access and personal guidance.

Type	Travellers Aid Access Service
For	Anyone who needs assistance while travelling through Flinders Street and Southern Cross stations
Operates	As requested
Destination	Flinders Street and Southern Cross train stations
Eligibility	Contact Travellers Aid for details
Cost	Free
Contact	Travellers Aid on 9670 2072 or scs@travellersaid.org.au Bookings are essential and 24 hours notice is required.



RECHARGE Scheme™

The RECHARGE Scheme™ is about encouraging local businesses and organisations to provide a power point so that you can recharge the battery on your electric wheelchair or scooter, if required.

Type	Identifies locations where electric wheelchairs or scooters can be recharged
For	People using electric wheelchairs or motorised scooters
Operates	During participating organisations' operating hours
Location	This service is available at selected locations in Nillumbik and across Victoria. RECHARGE stickers are displayed on the windows of participating businesses so you can easily find them. There are also RECHARGE stickers placed above or near power points so you can quickly ascertain which power point has been designated for your use. For locations, visit www.rechargescheme.org.au .
Cost	Free
Contact	Coordinator Community Inclusion, Nillumbik Shire Council on 9433 3355



Further information

For more information about services in this booklet, contact:

Carol Peterson
Transport Connections Officer
Nillumbik Shire Council
9433 3156 on Monday, Tuesday, Wednesday
carol.peterson@nillumbik.vic.gov.au or
community@nillumbik.vic.gov.au

National Relay Service

Council is National Relay Service (NRS) friendly. If you are deaf or have a hearing or speech impairment you can access Council services through NRS.

Once connected to the NRS, ask to be transferred to the relevant Council Officer on (03) 9433 3156.

TTY users 133 677

Internet Relay users **www.relayservice.com.au**

Telephone 1300 555 727, if you use a regular handset but sometimes find it difficult for others to understand you.

Every effort was made to ensure the information contained in this document was correct at the time of publication. Nillumbik Shire Council will not be held responsible for changes to services made by service providers.

This information booklet has been funded by Nillumbik Shire Council and the Victorian Government through the Transport Connections Program.

The Victorian Government's Transport Connection Program is a cross-government initiative to help communities with limited transport options to improve access to services and activities.



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Printed in Nillumbik on recycled paper.
Revised Edition. Published March 2012.

