



Transport

NEW ARRIVALS SURVIVAL GUIDE



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TRANSPORT

In Victoria, buses, trains and trams carry lots of people around Melbourne and its suburbs. This mode of transport is called public transport.

MYKI

The myki is your ticket to travel on Melbourne's trains, trams, buses and some V/line commuter train services. You can buy your myki card at office ticket windows at any major train station or specific retailers including all 7-Eleven stores. The myki is a reusable smart card that is very easy to use! Simply top up (add money to your card) at any train station or major tram stop using the myki machines or at any specific retailers that offer top up services, before travelling.



Make sure you touch on and touch off every time you get on/off a tram or bus, and enter/leave a train station.

Quick tips for touching on and off:

- * Touch on at a myki reader to ensure you have a valid ticket.
- * Touch off at a myki reader to pay the lowest fare.
- * Touch your myki to the centre of the reader.
- * Listen for the beep and look for the green light to indicate a successful touch on or touch off.
- * Check the reader screen to see your remaining balance.

CONCESSION MEANS CHEAPER TRAVEL!

To purchase a concession myki card you must be:

Aged 16 and under - you don't need to carry any special cards.

OR If you are a student aged 17 or over, you must have a valid Victorian Concession Card and carry it with you at all times.

You can get a Victorian concession card, if you are a full time student at a:

- * Secondary School
- * TAFE
- * University

You cannot buy a concession myki if you are:

- ◆ Enrolled in a Masters, Doctorate or other postgraduate courses
- ◆ Overseas full-fee paying student (international student)*
- ◆ Enrolled in a tertiary course which is less than ten weeks duration, or
- ◆ Enrolled in an apprenticeship course.

You will need to get a form from your educational institution (or online at <http://ptv.vic.gov.au/tickets/concessions/students/>), two passport size photos of yourself and take it to the train station with \$9 to get a concession card. If you have a Centrelink Health Care Card you do not need to purchase a concession card, however the card must have your name and address on the front.

If you carry a VPT Asylum Seeker Concession card, then you are also eligible for concession travel rates.

At major train stations, staff can be found to help you to find out which is the right ticket for you. If you want more information from home about travel prices, visit www.ptv.vic.gov.au or call 13 69 54.

DIFFERENT ZONES

Melbourne is divided into different zones: Zone 1 for the CBD and inner suburbs and Zone 2 for the middle and outer suburbs. Have a look at the public transport maps showing the train, tram and bus routes to check what zones you are planning to visit and make sure you have enough value on your myki card to cover your entire journey.

V/LINE TRAINS

Trains that travel to the countryside look different from the ones that travel around the city. They are called V/Line trains. V/line trains are painted different colours. For some services to regional Victoria you will need to buy a different ticket for them from one of the V/Line booths located at each station the V/Line train departs from.

NIGHTRIDER

If you are looking to travel late at night on weekends, NightRider buses provide a safe, easy and cheaper way of getting around! You can travel on any NightRider with a valid myki, but make sure you top-up your Myki before you get on NightRider buses.

For more information about NightRider buses visit www.ptv.vic.gov.au/getting-around/nightrider/

*From 1 January 2015, international students from participating universities will be able to purchase a discounted 12 month myki pass for a trial period of three years. Visit www.studymelbourne.vic.gov.au for details in 2014.

TRAVELLING SAFELY

- * Do not hold the doors of the bus, train or tram open when they are trying to close.
- * Use the correct exits – do not cross the train or tram tracks to get to another platform.
- * Stand behind the yellow line at train stations and tram stops.
- * Never cross when the lights are flashing at a railway crossing.
- * On the train or train station platform, if you are in danger – press the red emergency button. You will be able to speak with someone.
- * If it's an emergency, dial 000 on your phone.
- * There are cameras at some train stations and on trains
- * Sit near the front of the bus, tram or in the first carriage of the train. It is a good idea to sit where there are lots of other people.
- * Wait until the train, tram or bus has stopped before getting off or on.
- * Try to travel together with friends and family or get them to meet you and walk home from the station with you, especially at night.

RIGHTS ON PUBLIC TRANSPORT

AUTHORISED OFFICERS

Authorised Officers are people who work on public transport. Sometimes they wear a uniform, and sometimes they wear plain clothes. Their job is to make sure that everyone has paid for the right ticket and have validated their myki card. They may ask you to show your myki card. If you are caught without the right ticket you may be fined, unless you have evidence to prove that you have a good reason.

FINES

If you get a fine in the mail don't ignore it or throw it away because the problem will get worse. If you don't do anything you might have to pay a higher fine (more money) or go to court! You should speak to your teacher and/or a youth worker who can help explain the letter.

YOUR RIGHTS

If Authorised Officers talk to you and ask you for your ticket, they must show you their badge and identification card. Write down their name and number if you think that they have treated you unfairly so that you can complain. See a youth worker to help you make a complaint.

YOUR RESPONSIBILITIES

- * Wait for people to get off the bus, tram or train before getting on.
- * Do not swear, fight or push people out of the way when getting on or off public transport.
- * Do not drink alcohol or smoke.
- * Do not put your feet on the seats.
- * Do not travel without the correct ticket or without a validated ticket.