



# Community Access Factsheet



This Factsheet has been designed to assist people affected by MND to get out and about in the community.

Hear from the MND Victoria community on their experiences of navigating community access challenges: [www.mnd.org.au/page/165/community-access](http://www.mnd.org.au/page/165/community-access)

## Getting out and about

### Some important things to think about:

- **Talk to your Neurologist about driving.** Having a diagnosis of MND does not necessarily mean that you cannot drive a car, but there are legal responsibilities you need to be aware of. Find out more here [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)
- **An Occupational Therapist can assist with suggestions and ideas for navigating your way around the community** including tips for navigating kerbs in wheelchairs, tips for preventing falls and advice for preventing carer injury.
- **Travelling using a wheelchair and/or mobility scooter:** We recommend having a Physio/ Occupational Therapist assess your needs. Talk with your therapist about public transport/ wheelchair accessible cabs/ adapting your vehicle. RACV members can access the RACV Emergency Wheelchair and Scooter Assist if your wheelchair/scooter breaks down or you have an accident. [www.racv.com.au/on-the-road/roadside-assistance/wheelchair-scooter-assist.html](http://www.racv.com.au/on-the-road/roadside-assistance/wheelchair-scooter-assist.html)
- **Non-Invasive Ventilation (NIV):** It is possible to set up mobile non-invasive ventilation. If you use a wheelchair, it can be mounted on your wheelchair. Ensure your back-up batteries are charged and on hand in case you need them while you are out.



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## Accessing Public Transport in Victoria

- **Travellers Aid:** This service assists travellers with special requirements to travel independently. Some of the services offered include: connection assistance, mobility equipment hire, luggage storage, companion service, personal care, crisis travel and station lounges. Travellers Aid can be found at Southern Cross Train Station and Flinders Street Train Station.

To book a service or for more information:  
[www.travellersaid.org.au](http://www.travellersaid.org.au)

- **Metro Trains:** Train drivers and station staff have been trained to use communication access symbols to assist with mobility needs for getting on and off a train. Accessible parking and wheelchair movers (to assist managing ramps to stations) are available at selected stations. Check the Station Accessibility Guide on the Metro Train website prior to travel.

To find a list of accessibility features at each station to assist with planning your journey:  
[www.metrotrains.com.au/station-accessibility-features](http://www.metrotrains.com.au/station-accessibility-features)

Wheelchair access is available on all Melbourne metropolitan trains and access ramps to platforms are available at most stations. Lift access is available at all City Loop stations and some larger suburban stations.

- **V/Line Trains:** V/Line stations are accessible for wheelchair users and people with mobility needs.

- Trains can usually be accessed via a portable ramp that trained conductors will operate.
- Wheelchair-accessible toilets are provided on the Sprinter and VLocity V/Line trains, but there is limited access to accessible toilets on older style trains. Train timetables indicate which services are accessible.
- Conductors and station staff are available to assist you throughout your journey.
- For more information, call 1800 800 007 (6am – midnight) or visit [www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility](http://www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility)

- **Accessible Trams:** The Melbourne tram network uses both low-floor and high-floor trams. Some trams (low-floor) are easily accessible by people with mobility needs however, some will have steps and are unsuitable for wheelchairs or scooters. Use the tramTRACKER mobile phone app to find the predicted arrival time of the next three low floor vehicles.

More information on accessible trams can be found on the Yarra Trams website:  
[www.yarratrams.com.au/accessibility](http://www.yarratrams.com.au/accessibility)



## Travel Pass and Concession Cards

- **Companion Card** if you have a disability and require a companion when accessing the community, they can access discounted ticketing at events and venues. Companion card is a national program administered by each state and can be used at participating businesses throughout Australia:

[www.companioncard.vic.gov.au](http://www.companioncard.vic.gov.au)

- **Access Travel Pass** if you have difficulties using the Myki system to touch on and off public transport.

[www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility](http://www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility)

- **Scooter and Wheelchair Travel Pass** is available to people who need a wheelchair/scooter to use public transport. This entitles you to free travel on trains, trams and buses in metropolitan Melbourne, V/Line trains and buses in regional Victoria, and selected other public transport services.

[www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/scooter-and-wheelchair-travel-pass](http://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/scooter-and-wheelchair-travel-pass)

- **Multi-purpose taxi program (MPTP)** in Victoria offers subsidised taxi fares to eligible members, by paying 50% of the cost of a taxi, up to a \$60 per trip. This subsidy may be capped to a yearly limit. You are entitled to the same taxi subsidy when travelling interstate but will require an interstate paper voucher instead of your MPTP card.

For more information or to apply  
[www.cpv.vic.gov.au/passengers/mptp](http://www.cpv.vic.gov.au/passengers/mptp)

- **Accessible parking permits** allow you to park in accessible parking bays and/or park in regular bays for double the usual time. Apply or renew a permit in person at your local council or online at [www.accessibleparking.vic.gov.au/permits](http://www.accessibleparking.vic.gov.au/permits)



## Eating out

- If you experience swallowing, communication or hand/arm strength changes, it may help to talk with a Speech Pathologist and Occupational Therapist about eating out.
- If you use a wheelchair, it is a good idea to phone ahead and check the front access, turning space and toilet accessibility.



## Accessible Public Toilets

- **The National Public Toilet Map:** helps you to find accessible toilets near your location.  
[www.toiletmap.gov.au](http://www.toiletmap.gov.au)

- **The Master Locksmith Access Key (MLAK):** Is a key that allows people with a disability to access dedicated public facilities, including facilities in national parks, many council municipalities, elevators at railway stations, the new Changing Places facilities throughout Australia and locked disabled toilets.

[www.masterlocksmiths.com.au/mlak](http://www.masterlocksmiths.com.au/mlak)

- **Changing places** are accessible public toilets that provide a ceiling hoist, full-sized change table and a large circulation space (if using a hoist, you need to take your sling). Changing Places can be found all over Australia. For more information or to find your nearest toilet visit <https://changingplaces.org.au>



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## National parks and Beaches

**Find out about accessible areas of national parks in Australia:**

[www.parks.vic.gov.au/get-into-nature/all-abilities-access](http://www.parks.vic.gov.au/get-into-nature/all-abilities-access)

[www.nationalparks.nsw.gov.au/](http://www.nationalparks.nsw.gov.au/)

[www.parks.sa.gov.au/know-before-you-go/accessibility](http://www.parks.sa.gov.au/know-before-you-go/accessibility)

[www.parks.des.qld.gov.au/before-you-visit/park-accessibility](http://www.parks.des.qld.gov.au/before-you-visit/park-accessibility)

[www.parks.tas.gov.au/explore-our-parks/know-before-you-go/access-friendly](http://www.parks.tas.gov.au/explore-our-parks/know-before-you-go/access-friendly)

**Find out about accessible beaches in Australia:**

[www.accessiblebeaches.com](http://www.accessiblebeaches.com)



## Accessing Melbourne

- **Visit Victoria:** Find out about accessible accommodation, activities and attractions and the best ways to get around in Melbourne and Victoria.  
[www.visitvictoria.com/practical-information/accessible-victoria-travel-info-melbourne-victoria-australia](http://www.visitvictoria.com/practical-information/accessible-victoria-travel-info-melbourne-victoria-australia)

- **What's on Melbourne:** find wheelchair-friendly events/locations.  
<https://whatson.melbourne.vic.gov.au/article/melbournes-wheelchair-friendly-attractions>
- **Mobility Maps:** search access and mobility maps which cover street gradients, accessible toilets, parking and much more.  
<https://www.melbourne.vic.gov.au/community/health-support-services/accessing-melbourne/pages/mobility-maps.aspx>
- **Accessible Melbourne Guide:** Lonely Planet offer a free downloadable guide, with relevant and up-to-date advice on what to see, tips and recommendations when travelling around Melbourne.  
[www.shop.lonelyplanet.com/en-au/products/accessible-melbourne](http://www.shop.lonelyplanet.com/en-au/products/accessible-melbourne)
- The **Melbourne Mobility Centre** provides wheelchairs, scooters, walking frames, children's strollers, vision canes and other mobility aids for short and long-term hire. It is located on the bottom level of the Federation Square Car Park.  
When: Monday – Friday 9am – 6pm /  
Weekends 10am – 4pm.  
P: +61 3 9650 6499, TTY 9650 9316 or  
Freecall 1800 735 266.  
[www.disabilityaccessconsultants.com.au/contrast-federation-square](http://www.disabilityaccessconsultants.com.au/contrast-federation-square)

## MND VICTORIA CONTACT INFORMATION:

Email: [info@mnd.org.au](mailto:info@mnd.org.au)  
Phone: 9830 2122  
Freecall: 1800806632

**Find more information and resources at:**  
[www.mnd.org.au](http://www.mnd.org.au) and  
[www.mndaustralia.org.au/mnd-connect](http://www.mndaustralia.org.au/mnd-connect)

