

Getting Around Canberra Guide

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone, email and website.

Info Line 02 6248 7988 (9am-5pm, Monday-Friday)

Email info@volunteeringact.org.au

Visit www.communityinfohub.org.au to find more community services in the Canberra Region.

** Please note that during the COVID-19 pandemic all services are subject to change with late notice.

** All information in this document is current as of *Friday 30th October 2020*. This guide will be updated regularly to reflect changes in services.

Transportation

Transport Canberra and City Services 13 17 10

Most of the ACTION bus fleet offers easy access, as well as services for hearing, vision and mobility impaired users. Easy access buses have an extendable ramp, wide front entrance and space in the bus to accommodate wheelchairs and prams. If you need a wheelchair accessible bus on your regular bus route, register your request with Transport ACT.

Website: <https://www.transport.act.gov.au/about-us/accessible-travel>

Torres Strait Islander Bus (A service of Transport Canberra) 6205 3555 | 13 17 10

Members of the Aboriginal and Torres Strait Islander community can apply to use or travel. The program provides wheelchair accessible buses, including for transport to activities that promote cultural and community connections and sporting and recreational activities for both young people and seniors.

Email: Communitybus@act.gov.au. **Bus hours: Mon-Fri, 9am-5pm**

Website: <https://www.transport.act.gov.au/about-us/accessible-travel/community-transport>

Flexible Bus Service 6205 3555 | 13 17 10

The Flexible Bus Service is a free service, which operates off a basic timetable; picking up residents from their home and taking them to local community services such as shopping centres and hospitals. It is designed specifically for individuals living with a disability and older persons and all buses are wheelchair accessible.

To book the bus, phone 6205 3555. Bookings must be made two business days prior to travel.

Booking office hours: Mon-Fri 9am-4:30pm. Bus operation hours: 9:30am-1:30pm.

Website: <https://www.transport.act.gov.au/about-us/accessible-travel/flexible-bus-service>

Bus Hailing Kits for Vision Impairment

Bus hailing kits can assist people with low vision to catch buses. The kit has a clear plastic pouch with three slots and set of number inserts which used together display the required bus route number to bus drivers. The inserts have large, raised print and braille to help with identification. These kits are available from **Vision Australia (1300 84 74 66) Canberra Vision (02 6132 5800) Canberra Blind Society (02 6247 4580) or Transport Canberra (6207 7711)**

Light Rail Accessibility 13 17 10

All stop platforms are accessible via ramps to provide improved access for customers who require the use of mobility aids. There are accessibility symbols painted on the ground at platforms to advise where to board. Entry to the Light Rail Vehicle will be almost level with the platform at every stop. Restraints are also available to secure mobility aids into place.

Hearing loops have been installed at each stop and on board to assist customers with hearing aids. Braille lettering and raised pictograms are also located at each stop on both the help points and the information pole, as well as on every entry and exit door button.

If you are deaf, or have a hearing impairment or speech impairment visit www.relayservice.gov.au to make an internet relay or captioned relay call.

Wheelchair Accessible Taxi (WAT) Centralised Booking Service 13 92 87

The Wheelchair Accessible Taxi Booking Service is a 24-hour telephone booking service for wheelchair accessible taxis in the Canberra region. Local taxi companies are no longer taking wheelchair bookings, and all bookings for WAT vehicles are to be made through **13 WATS (13 92 87) or by visiting: 13wats.com.au**

Taxi Subsidy Scheme 6207 0028

The ACT Taxi Subsidy Scheme (TSS) provides financial assistance to ACT residents who are living with a disability or significant mobility restriction preventing them from using public/community transport. The TSS is intended to assist members attend essential activities such as medical appointments, employment commitments, and social and family gatherings.

Application forms are available by contacting the TSS Office ACT Revenue on 6207 0028 – Option 5, Sub Option 1 or emailing: concession@act.gov.au

Website: <https://www.revenue.act.gov.au/community-assistance/taxi-subsidy-scheme>

Community Cars 6278 8124

Service provided by Belconnen Community Service. Cars transport operates 7 days a week from 7am-7pm, excluding public holidays. It is an ACT wide transport service for people aged over 65 and for Aboriginal and Torres Strait Islander people over 50. People who are under 65 and have temporary or episodic health conditions may also be eligible. Community Cars provide transport to medical and paramedical appointments, shopping trips and social and recreational activities. **How to register - Contact the team on 02 6278 8124 or email: transport@crccs.com.au**

Website: <https://www.crccs.com.au/programs-and-services/community-transport/>

Community Bus

The community bus is available for people who are socially isolated because of a lack of transport options. Persons may experience mobility barriers, or social or other barriers that prevent them from accessing mainstream transport services. There are eligibility requirements to use the Community Bus Service. For more information - Contact your Regional Community Service for an assessment and to register to use this service. They can provide you with details on how to make a booking, any associated costs and answer any further questions you may have. **The community bus operates Monday-Friday 9am-3pm excluding public holidays. These operating hours may be flexible.**

Regional Community Service Offices:

Belconnen Community Service Belconnen, 6278 8124

Gunghalin Communities@Work Gunghalin, 6126 9090

Majura Community Centre Majura, 6171 8000

Community Services #1 Narrabundah, 6126 4700

Tuggeranong Communities@Work Greenway, 6293 6500

Website: https://www.communityservices.act.gov.au/wac/community/community_bus_services

Disability Parking Permits 13 22 81

Permits may be issued to a person living with a disability. Applications must be assessed by a legal qualified medical practitioner or specialist eye doctor. Some of the mobility parking permit spaces have a time limit which must be observed by the permit holder. Permit holders can park free of charge in ticket parking areas, ACT government operated car parks and on-street parking spaces that are free but time restricted; For up to two hours if the time limit on the parking sign is 30mins or less. For an unlimited time if the time limit on the parking sign is more than 30 minutes. Some privately-owned car parks may charge parking fees, contact the car park owner for more details. If you have an interstate permit, follow the ACT guidelines. For more information on parking permits, including how to apply, please contact Access Canberra.

Website: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1677/~/-/parking-permits

Petrol Stations - Driveway Service

Most petrol stations in Canberra offer driveway services. It is always best to phone ahead of time to ensure there are two attendants on duty, so that the appropriate service can be provided.

Useful Resources

Access Canberra 13 22 81

Access Canberra aims to connect the Canberra community with ACT Government services. Access Canberra can be contacted for issues involving: disability parking permits, footpath complaints, road closures etc.

ACT Community Directory 6248 7988

The ACT Community Directory is managed by VolunteeringACT. The Directory helps you find services, community organisations and support groups in the Canberra region. Visit the Community Info Hub in the Griffin Centre, 20 Genge Street, Canberra City ACT 2601.

Website: https://www.mycommunitydirectory.com.au/Australian_Capital_Territory/Canberra