

T R A N S P O R T A S S I S T A N C E

AMBULANCE:

PHONE "000" FOR EMERGENCIES ONLY

Non-emergency transport is available but must be authorised by a doctor; call **1300 366 313** for enquires and bookings.

RED CROSS TRANSPORT:

Transport to specialist medical appointments, treatments and tests. Clients need a doctor's referral. For enquiries phone:

Colac **0427 823 156**

Warrnambool **0429 353 506**

Portland **0417 149 482**

PUBLIC TRANSPORT:

Assistance to transfer to another service or vehicle at a railway station is available at most major stations and can be pre-arranged by phoning the service centre at the station to which you are going.

Service Centre Telephone Numbers

Southern Cross Station..... **1800 800 007**

Ballarat Station **5337 8609**

Geelong Station **5226 6525**

Travellers Aid **9670 2072**

Wheelchair accessible buses are available on all V-Line regional services. Advance bookings are recommended and can be made by contacting **1800 800 007**.

Concession fares: Pensioners, seniors and health care card holders are entitled to concessions on public transport.

Time table information www.vline.com.au or www.ptv.vic.gov.au

VICTORIAN PATIENT TRANSPORT ASSISTANCE SCHEME

If you have to travel over 100 kilometres (one way) to the nearest medical and/or dental specialist, you can make a claim to get back some of the costs for **travel** and **accommodation**.

If your doctor says you need someone to go with you, they can also claim some costs.

To be able to claim you must be

- ❖ living in a Department of Health Rural Region
- ❖ have a current referral to the nearest specialist and
- ❖ travel 100km or more (one way) from your home to the place of the nearest specialist.



Application forms are available from the Department of Human Services, your doctor's receptionist or the South West Community Transport Program or download [here](#)

Companion Card

Travel is free on all Victorian public transport services for the person accompanying the holder of a Companion Card. It may be necessary to book in advance on some regional V-Line services.

Telephone **1800 650 611** for more information or see www.companioncard.org.au

MULTI-PURPOSE TAXI PROGRAM

The State Government has a program that gives half price on taxi fares up to a maximum discount of \$60 per trip. You need to have a special card to get the discount. To be able to get a card you must have a form completed by your doctor.

The doctor will only fill out the form if you;

- live in Victoria permanently and
- have a severe and permanent disability that stops you from being able to use public transport by yourself.

An annual subsidy limit of \$2180 applies but extensions to the limit may be granted.

Application forms are available from the Taxi Services Commission or your doctor or phone **1800 638 802**



DEPARTMENT OF VETERAN'S AFFAIRS

If you have a Repatriation Health Card you may be able to claim travel costs for visits to the doctor and to medical appointments.

Accommodation and meal allowances may be claimed if you have to stay away from home for treatment.

Department of Veterans Affairs
1800 550 455

Accommodation

Many regional and metropolitan hospitals have links with low-cost accommodation. Contact the social worker at the hospital to which you are going for information about accommodation.

Remember, you may be able to claim some accommodation costs back through the Victorian Patient Transport Assistance Scheme or Department of Veterans Affairs.



South West Community Transport Program

This service provides information and advice on transport options available in the region. It also has brokerage funding for individuals and groups needing assistance.

Phone (03) 5551 8461 for more information or go to www.wdhs.net

The program produces a Medical Travel Guide that is also available on the website or by contacting the above number

Community Bus Services

A number of health services and local governments run regular trips to larger towns for shopping and appointments. Bookings are usually required. Contact your local health service or Shire office to see if a service is available in your town.

Community Transport Services

Community Transport Services offer door to door, assisted transport provided by volunteer drivers.

Clients must be assessed for eligibility

Community Transport Service Coordinators **will assist members of the public with questions about transport problems.**

Community Transport Services in South West Victoria	
Balmoral Community Transport	5570 1304
Beaufort Skipton Community T'port	5340 1134
Camperdown Community Transport	5593 7100
Casterton Community Transport	5554 2555
Coleraine Community Transport	5575 2001
Hamilton Community Transport	5551 8284
Heywood Community Transport	5527 0570
Macarthur Community Transport	5552 2017
Merino Community Transport	5553 2094
Mortlake Community Transport	5558 7000
Portland Community Transport	5522 1402
Timboon Cobden Community T'port	5558 6049
Warrnambool Community Transport	5561 8111
Warrnambool ConnectU	5561 4958

This service is supported by Home and Community Care funding from the Victorian Department of Health & Human Services (DHHS)



As well as Commonwealth Home Support Programme (CHSP) funding from the Australian Government Department of Health

Transport Trouble?



Here are some ideas on transport and accommodation.

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