



For further information, contact:

#### Metlink

Metropolitan train, tram and bus:  
Metlink 131 638 (TTY 9619 2727)  
[metlinkmelbourne.com.au/accessible](http://metlinkmelbourne.com.au/accessible)  
[feedback@metlinkmelbourne.com.au](mailto:feedback@metlinkmelbourne.com.au)

#### Department of Infrastructure

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

#### Connex Melbourne

[connexmelbourne.com.au](http://connexmelbourne.com.au)  
Customer feedback line (6am–10pm daily) 1800 800 705  
Emergency and level crossing failure 1800 001 050  
Lost Property (8am–5pm Monday to Friday) 9610 7512

#### Yarra Trams

[yarratrams.com.au](http://yarratrams.com.au)  
Customer feedback line and lost property (6am–10pm daily) 1800 800 166

#### Metropolitan Bus Operators

Contact the bus company directly  
or call Metlink (6am–10pm daily) 131 638

#### V/Line

[vline.com.au](http://vline.com.au)  
Reservations, ticket sales and information 136 196  
Customer feedback line (6am–10pm daily) 1800 800 120  
TTY 9619 2727

# Using Mobility Aids on Public Transport

metlink 

#### Developed by

The Accessible Public Transport National Advisory Committee

#### In consultation with

- Representatives of Australian Federation of Disability Organisations and the National Disability Advisory Council
- Transport industry
- Australian Department of Transport and Regional Services
- National Committee on Rehabilitation Engineering, Engineers Australia
- All State and Territory transport regulators



## Before You Buy a Mobility Aid

To ensure you have an enjoyable and safe journey, we highly recommend your mobility aid meets the specifications outlined in this brochure. Further detail is provided in the DDA Disability Standards for Accessible Public Transport 2002.

## Dimensions

Your mobility aid needs to:

- Fit within an allocated space of 1300mm by 800mm
- Be no more than 750mm wide at a height 300mm above the ground to fit between the wheel axles of a bus
- Be able to negotiate a taxi door height of 1400mm.

The total weight of yourself, your assistant and your mobility aid needs to be less than 300kg. This is to ensure you do not exceed the maximum weight capacity of a boarding device (for example, ramp) which is 300kg.

## Stability

Your mobility aid needs to:

- Be able to move in the direction determined by the transport operator
- Have effective braking systems to maintain stability
- Transfer to a seat in a taxi if required.

## Manoeuvrability

Your mobility aid should be able to:

- Turn 180 degrees within an area 2070mm by 1540mm
- Cross a horizontal gap up to 40mm wide
- Mount a vertical rise (bump) up to 12mm
- Cross grating gaps up to 13mm wide and 150mm long
- Negotiate a 1:14 grade unassisted (e.g. ramp)
- Negotiate up to a 1:8 grade where the ramp is less than 1520mm
- Negotiate a 1:4 grade with assistance (e.g. ramp).



## Frequently Asked Questions

**Q Is all public transport accessible to passengers using mobility aids?**

**A** Not yet, but Melbourne's public transport operators are working hard to improve access to all modes. All trains, low floor buses with on-board ramps, and low floor trams at platform stops are accessible. Please seek further details from Metlink via the website or call centre. Plan your trip ahead as much as possible.

**Q How can I have a safer journey on public transport?**

**A** By ensuring your mobility aid meets the specifications in this brochure and by planning your journey in advance.

**Q If I use a wheelchair or mobility aid where should I wait on a train platform to obtain driver assistance and ramp access?**

**A** On a metropolitan platform, wait near where the front of the train stops to help ensure the driver can see you. This is marked with a yellow or white rectangle on the pavement. Note that sometimes a shorter train is used so the front would be more towards the middle of the platform. On a regional platform, wait in a prominent location as the conductor will assist you to board.

**Q How should I let the train driver (or V/Line conductor) know where I am going?**

**A** To assist the driver in helping you get off where you need to, it is best to write your destination on a note which you can collect from the station office before you travel. If you are at an unstaffed station, you can use your own note. If you are travelling in a group, please call ahead to the station.

**Q How can I become confident with getting on and off public transport?**

**A** You will feel more confident the more you practice getting on and off public transport. Contact Metlink to discuss your transport needs (see overleaf for contact information).

**Q Does my mobility aid need to be anchored when travelling on public transport?**

**A** Most trains, trams and buses do not have specific anchoring points, however they do have allocated spaces for people using mobility aids which are marked with signage. You should ensure that your mobility aid has suitable braking that you can apply while traveling.

**Q Are there any weight limitations when using a boarding device?**

**A** If you require assistance to access public transport, you must ensure that the total weight of yourself, your assistant and your mobility aid is less than 300kg. This is because the maximum weight capacity of a boarding device is 300kg. For further information, contact Metlink or your public transport provider.