

- Tips for using a communication tool**

This communication tool can help people who either cannot talk or have speech that is difficult to understand.

Instructions:

 - Show the person the communication tool.
 - Ask the person how they say 'yes' and 'no'.
 - The person might point to what they want to say.
 - If the person cannot point, read the options on the board aloud and look for a yes or no response.
 - Check you understood the message by repeating back what the person has said. Look for a yes or no response.



No

Picture Board

Yes

I have an emergency



I need a phone



I have lost something



Where are the toilets?



What platform does my train leave from?



I need to get a train



I need to get a tram



I need to get a bus



Is this a stopping all stations or an express train?



Is this train direct to Flinders Street or via the City Loop?



How do I get to the airport?



Where are replacement buses and taxis?



Where do I wait for the train?



Where is the lift / ramp?



I want to put money on my myki



How much money do I have left on my myki?



I don't understand



What I want to say is not on this board



I want to talk about travel passes



Can you write it down?





No


Yes

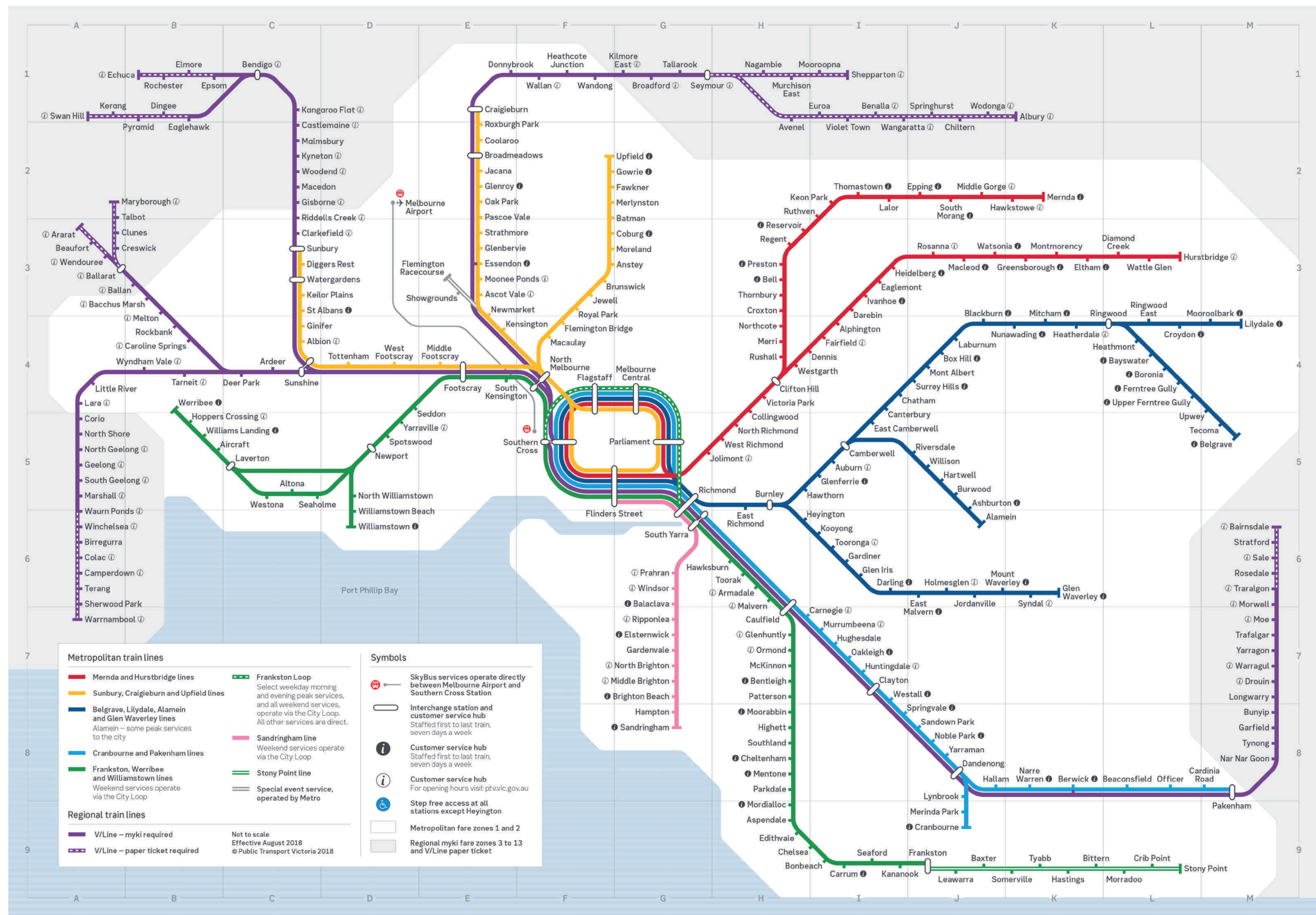
Spelling Board

1	2	3	4	5	6	7	8	9	0	Backspace X
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M	?			
Spacebar										

Can you write it down?


I need to go to...


It's on the Picture Board




You can buy a concession ticket, if you have:

Pensioner Concession Card with code DSP or CAR



Pensioner Concession Card



Victorian Health Care Card



Victorian Senior Card



You may have one of these concession cards:

Free travel pass/ iUse Pass



Asylum Seeker Card



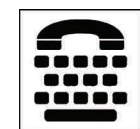
VPT Student Concession Card



More information



PTV Customer Service.
1800 800 007



TTY Teletypewriter.
(03) 9619 2727



A phone service for people who need help communicating.
1300 555 727