What I want to say is not on this board. I need a phone. I have lost something. Where is the lift / ramp? Where are replacement buses and taxis? Is this train direct to Flinders Street or via the City Loop? What platform does my train leave from? Is this train direct to Flinders Street or via the City Loop? Where are the toilets? Where do I wait for the train? I have an emergency. I need to get a train. I want to put money on my myki. I don't understand. Can you write it down? Can you write it down? I want to talk about travel passes. I don't understand. Tips for using a communication tool:

- Look for a yes or no response.
- Repeating back what the person has said.
- Checking you understand the message by repeating back what the person has said.
- If the person cannot point, read the options to say, "The person might point to what they want."
- Ask the person how they say 'yes' and 'no'.
- Show the person the communication tool.

Instructions:

- Show the person the communication tool.
- Ask the person how they say 'yes' and 'no'.
- 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.
You can buy a concession ticket, if you have:

- Pensioner Concession Card with code DSP or CAR
- Victorian Health Care Card
- Victorian Senior Card
- Asylum Seeker Card
- VPT Student Concession Card

You may have one of these concession cards:

- Free travel pass/ iUse Pass
- 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