

No

Picture Board

Yes

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

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



It's on the Picture Board

Can you write it down?

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

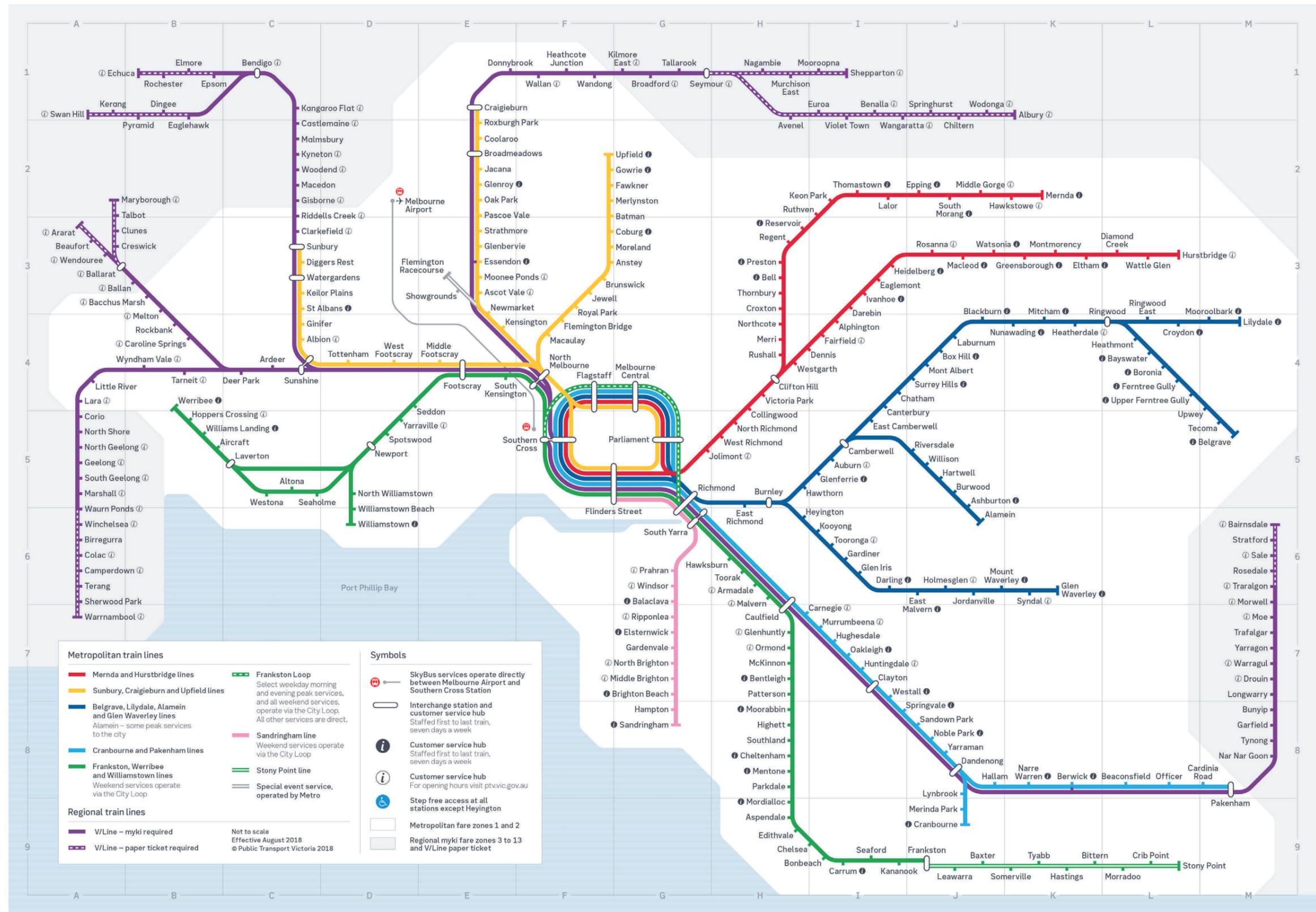
Tips for using a communication tool

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.





PTV Customer Service.
1800 800 007



TTY
Teletypewriter.
(03) 9619 2727



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

