

No

# Picture Board

Yes

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

## 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 X
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										

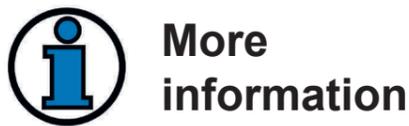
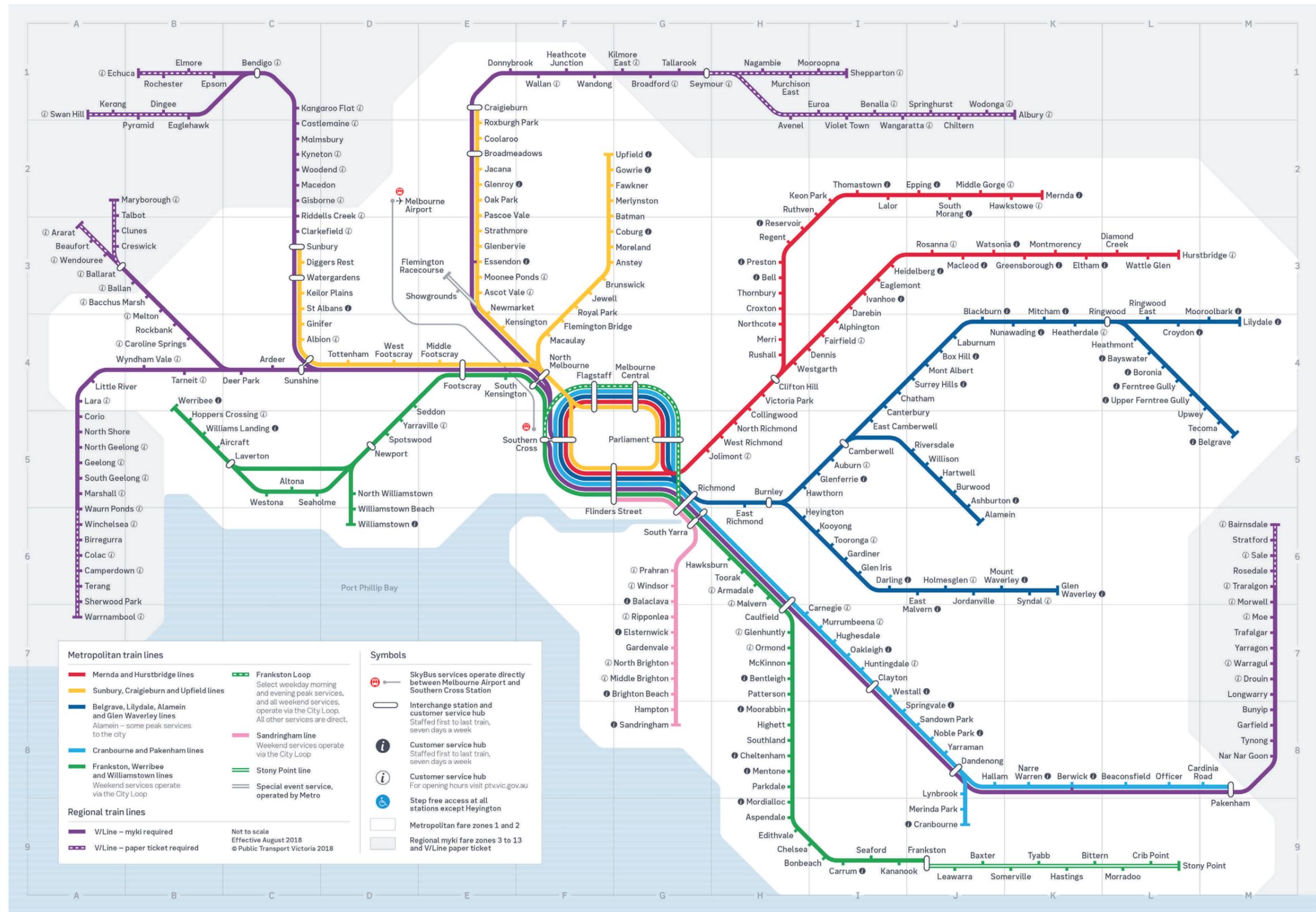
## Tips for using a communication tool

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

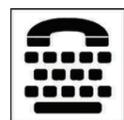
### Instructions:

- 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



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(03) 9619 2727



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

