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

What I want to say is not on this board

I have lost something

I need to get a train

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

Where is the lift / ramp?

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
- 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
- Access travel pass

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.