

Medical Travel Guide

Melbourne

For

Melbourne and Regional Centres in south west Victoria

Medical / Hospital Travel Guide

June 2012

Disclaimer

The information contained in this directory is a guide only and when necessary it should be checked for accuracy by contacting the service provider. Every effort has been made to ensure that the information in this guide is accurate at the time of publication.

South West Community Transport Program and South West Transport Connections do not accept responsibility for any:

- Errors, omissions or inaccuracies
- Any changes in policy of the organisations listed

This Guide is a joint project between
South West Transport Connections
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So you need to go out of town for medical treatment....

What do you do?

How do you get there?

Can you drive and if so where do you
find parking?

Will you be using Public Transport?

Will you need to stay overnight?

Is there financial assistance available?

**This Guide contains some
resources to help you answer
some of these questions**

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Introduction

If you live in rural Victoria you may have to travel for health care when services are not available locally.

Asking questions can be hard when you are worried about your health or that of a family member; but you need clear information about travel and support options in order to make decisions about your health care. This guide will help you find some of the information you may need.

Your health care journey will usually start with your GP. They may refer you to a visiting specialist, to an outpatient clinic or treatment in a hospital in a regional centre or Melbourne. You may have to travel there and back a few times. You may need a short or long stay in hospital.

Using this Guide

If you have internet access there are a number of web addresses that will take you to relevant information. Search these websites for the information you require. If you have no luck finding the information you require, phone the contact numbers provided and they will direct your call.

If you have no home internet access, a friend or family member may help you or your local library or transaction centre may have internet access. If you have no internet access at all you can use the contact phone numbers provided.

An electronic version of this guide can be downloaded from

www.wdhs.net/swct


Checklist for Travelling

A checklist for people living in rural Victoria travelling for health care is available on line at the following web site.

http://www.health.vic.gov.au/consumer/rural_consumers.htm

Before You Leave Home... You Need to Know

- Location
- Doctor/Specialist Name, Phone Number
- Transport – how will I get there?
- Accommodation – will I need to stay down there?
- Home Support – who will look after the kids and/or animals
- Travel Cost – have you got the Victorian Patient Travel Assistance form to be filled out by your treating doctor?
- What do I need to take with me?
 - Referral and medical history – has my doctor sent this or do I need to take them with me?
 - Overnight bag and toiletries?

 [Before you leave home \(147kb, pdf\)](#)

At The Hospital/Appointment

- Country Patient Support - Is there someone who understands that you have travelled some distance for this visit?
- Wait Time, Food & Baby Care – How long do you have to wait? Where can you feed/change your child?
- Follow-up appointments – Are they convenient for you and/or your escort?
- Do they know I have a carer?

 [At the hospital \(138kb, pdf\)](#)

Going Home

- Discharge Planning – Who is your discharge planner?
- Care and Support at home – Do you need support services?
- Travelling Home – How will you get home? Will you need an escort?
- Medication – What medication will you need?
- Referring Doctor – Will my GP be sent correspondence regarding my appointment/treatment?
- Has all relevant information been discussed with me or my carer?

 [Going home \(144kb, pdf\)](#)

Some information about support services may be available in the following link.

http://www.health.vic.gov.au/consumer/downloads/handy_travel_support_contacts.pdf

Travelling to Melbourne



Public Transport

All V/Line trains and coaches travelling to Melbourne terminate at Southern Cross Station or Flinders St Station.

From Southern Cross Station and Flinders St Station metropolitan trains, trams and buses run to every corner of Melbourne.

If you feel confident about using public transport you can plan your trip from A to B with the journey planner at <http://www.metlinkmelbourne.com.au/>

All Melbourne hospitals are listed in the journey planner – simply enter your origin and the name of the hospital or address in the destination box and receive a customised trip plan detailing all services and connections.

If you need some assistance or are not confident using public transport there are a number of support programs later in this guide.

Important Tip:

Always allow plenty of travel time for any unforeseen delays you may incur.

V/Line



Key Contacts:

Ph: 13 61 96

Website: www.vline.com.au

You can buy V/Line tickets from:

- Staffed V/Line stations
- V/Line ticket agents
- Online at <http://www.vline.com.au/home/> and paying with your credit card
- By calling the V/Line phone number and paying by credit card

To find your local ticket agent ring the number above or look under the fares and tickets section on the V Line site.

All V/Line tickets to and from Melbourne include free travel in Zone 1 & 2 on metropolitan trains, trams and buses. Single tickets give free access for one hour after you arrive, day return tickets can be used all day.

All V/Line stations are wheelchair accessible. All trains are accessible with a portable ramp that conductors can make available. Conductors and station staff are available to assist passengers.

Some V/Line coach services are wheelchair accessible.

If you travel with a mobility aid or wheelchair, it needs to:

- Fit within an allocated space of 1300mm (length) and 800mm (width)
- Be no more than 750mm wide at a height of 300mm above the ground
- The total weight of the mobility aid, its user and any attendant must be less than 300kg.

Bookings for passengers using wheelchairs or scooters on V/Line rail and coach services are required at least 24 hours in advance.

Visit your local agent to get the latest information on your timetable.

Major Railway Stations Contact Numbers:

Ararat Station.....03 5352 0333

High St

Ballarat Station.....03 5337 8609

Lydiard St

Camperdown Station.....03 5593 1101

Longmore St

Colac Station.....03 5231 4603

Gellibrand St

Flinders Street Station.....03 9610 7490

Flinders St

South Geelong Station.....03 5226 6487

Yarra St

Southern Cross Station.....136 196

Spencer St

Terang Station.....136 196

Swanston St

Warrnambool Station.....03 5561 4427

Merri St

Hamilton Station.....03 55711682

Station St

Travellers Aid



Travellers Aid helps people at three transport centres in Melbourne – Southern Cross Station, Flinders Street Station and City Village. Travellers Aid offers a range of services at each location including; a safe community space to wait between trains or to have a rest after a busy period, Mobility Equipment Hire Service, travel information and internet access.. They also offer Luggage Storage, both short and long term at both the City Village location and Flinders Street Station centre.

For travellers in crisis, Travellers Aid can assist with recommendations to affordable accommodation, relief agencies and limited emergency welfare assistance.

Travellers Aid at Southern Cross Station

Key Contacts:

Ph: (03) 9670 2072

Website: www.travellersaid.org.au

Travellers Aid at Southern Cross Station provides assistance to transfer from your train or bus to another method of transport: you can be met by buggy or escorted on foot through the station, bookings for this service are essential. They also offer clean and accessible rest rooms, baby change facilities, stroller hire, showers (with towel hire), somewhere to rest while waiting for your train, and information on transport and accommodation in Melbourne.

Travellers Aid Southern Cross is located opposite the luggage hall on the corner of Bourke St and Spencer Street.

Southern Cross Station
99 Spencer Street
Docklands VIC 3000

Melway Ref: 1A A5.

OPEN 7 days a week 7.00am - 10.00pm.

Travellers Aid at Flinders Street Station

Key Contacts:

Ph: (03) 9610 2030

Website: www.travellersaid.org.au

This service is **located within the ticketed barrier area of Flinders Street Station on the main concourse between platform 9 & 10.** They offer a comfortable lounge, amenities, rest area, and practical assistance to the travelling public, through a number of services.

Flinders Street Station
Corner Flinders St and Swanston St
Melbourne VIC 3000
Melway Ref: 1B M11.

OPEN Monday - Thursday 8.00am - 8.00pm

Friday and Saturday 8.00am - 10.00pm

Melbourne Medical Companion Project

Key Contacts:

Ph: 1300 700 399

Website: www.travellersaid.org.au

Volunteer companions are now available to accompany you from Southern Cross Train & Bus Terminals and Flinders St Station to your health care appointments in central Melbourne.

Travellers Aid volunteers will meet passengers at the Flinders Street Station and the Southern Cross Station train and bus platforms, and accompany them to their inner Melbourne health care appointments and back again. Passengers will have the choice of using taxis (at own cost), trams or buses whilst in Melbourne and the volunteer companions will be experienced in using all three modes of transport.

Help Is Only A Phone Call Away

People interested in accessing the new volunteer-assisted service when travelling to Melbourne should telephone Travellers Aid on **1300 700 399** at least 24 hours prior to their expected travel date.

This service is FREE for 2011 and bookings are essential.

Travellers Aid Access Service (TAAS)

A friendly and professional service offering Support Workers to assist people with disabilities and older people with personal care needs. TAAS is centrally located at Travellers Aid at Flinders Street Station and Travellers Aid at Southern Cross.

Support Workers are able to assist with meals, communication (for people with speech impairments), accessing internet and wireless internet services, fully accessible toilet facilities , wheelchair/scooter recharging facilities.

Services are provided FREE of charge, without the need for an appointment, referral, or assessment.

A donation is very welcome!

Travelling Around Melbourne

Metlink



Key Contacts:

Ph: 13 16 38

Website: www.metlinkmelbourne.com.au/

Metlink is the face of public transport in Melbourne. It provides customers with a 'one-stop-shop' for information about services, fares and ticketing.

If you are staying in Melbourne and need to use public transport tickets can be purchased on the tram, bus, or train station using coins. Tickets can also be purchased at most milk bars and convenience stores.

Use the Metlink journey planner to plan your travel.

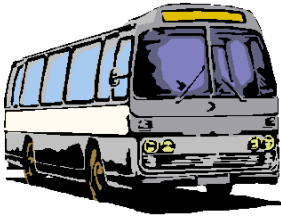
Concession and Companion Cards are accepted on most public transport.

The following web links give you information and guidelines regarding Concession and Companion Cards:

<http://www.metlinkmelbourne.com.au/assets/PDFs/Brochures/Companion-Card-Guide.pdf>

and

<http://www.metlinkmelbourne.com.au/assets/PDFs/Brochures/Travelling-with-a-concession-fare.pdf>



Buses & Trams In Melbourne

There are several bus and tram routes which run to and from the heart of Melbourne. For more information call Metlink on 131638 or visit www.metlinkmelbourne.com.au



Inner Melbourne Hospital Map and Guide

Key Contacts:

Ph: 1300 366 356

Website: www.transport.vic.gov.au

This map was created as a part of a Transport Connections initiative to assist regional Victorians travelling to Melbourne. It contains public transport information to help you access inner Melbourne hospitals from Southern Cross Station or Flinders Street Station.

A copy of this map can be obtained from Information Victoria on the above number or by searching the above website. (Hint: select Maps in the A-Z index and scroll to the bottom of the page.)

Taxis in Melbourne

Key Contacts:

General Taxi Number 131 008

It is always best to order a taxi ahead of time as it helps ensure the taxi will arrive as close to the requested time as possible.

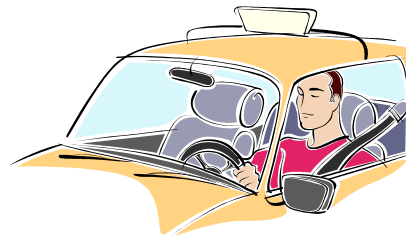
There are three ways to get a taxi –

- **book by phone**
- **hire from a Taxi Rank**
- **hail from the side of the road**

13CABS	13 22 27
Arrow Taxis	13 22 11
North Suburban	13 11 99
Platinum Taxis	9090 1800
West Suburban	9689 1144

Wheelchair accessible taxis can be booked through:

Silver Top Taxis 03 8413 7202



Multi Purpose Taxi Program

Key Contacts:

Phone: 1800 638 802

The Multi Purpose Taxi Program makes transport more accessible for Victorians with a severe and permanent disability. The State Government has a program that gives half price taxi fares up to a maximum discount of \$60 per trip. You need to have a special card to get the discount. To be able to get a card you must have a form completed by your doctor. The doctor will only fill out the form if you;

- Live in Victoria permanently and
- Have a severe and permanent disability that stops you from being able to use public transport yourself.

An annual subsidy limit of \$2180 applies but extensions to the limit may be available from the **Victorian Taxi Directorate 1800 638 802**.

Regional Travel

Public Transport

If you are not sure about public transport options in your area use the V Line or Viclink Journey planners or contact V Line directly on 136 196 .

www.vline.com.au or www.viclink.com.au

The South West Community Transport Program has a directory that will help you workout if you are able to use public transport to get to a regional centre from your town.

The directory can be accessed at; www.wdhs.net/swct or you can contact the Coordinator on 03 55518461

Maps and parking information for south west Victoria regional hospitals can usually be found on their website.

Travelling By Car

Maps and information on hospital locations and available parking can usually be found on the hospitals website or you can ring and ask them for the information.

If you don't feel confident driving in the city; consider driving to your nearest Train Station and catching public transport to your destination. Sometimes it is easier and usually quicker.



Parking in Melbourne

Key Contacts:

Accessible Parking

Ph: 03 9658 9658

A Free Permit is available from Melbourne City Council Traffic Services for holders of Disabled Parking Permits. The permit enables you to park all day at a meter after paying the meter's initial fee (parking restrictions must still be observed). The permit is free.

Eligibility

To be eligible for a disabled persons' city access parking permit, applicants must hold a current state scheme disabled persons' parking permit issued by their local Council. Ongoing and daily permits are available.

How the scheme works

When your vehicle is parked you must display your disabled city access permit plus your state disabled permit on the dashboard near the registration label for the parking officers to view.

Where you can park

A vehicle issued with a disabled persons' city access parking permit is allowed to park in any normal parking space within the City of Melbourne, and remain there longer than the time limits shown on the parking signs.

If the parking space becomes a Clearway or No Stopping Area the vehicle must be moved while the Clearway or No Stopping Area is operating.

Application form

[People with disability city access parking permit application \(PDF, 488kb\)](#) 

If you have a screen reader and require an accessible text only version, visit [Parking permits accessible forms](#).

Submitting your application

Your completed permit application can be submitted by:

- **Posting** a copy of your permit application and payment to City of Melbourne, Permits and Approvals, PO Box 488, Melbourne VIC 3001.
- **Emailing** a scanned copy of your permit application to permits@melbourne.vic.gov.au.
- **Faxing** a copy of your permit application to (03) 9658 9912.
- **Hand delivering** your permit application and payment to Melbourne Town Hall Administration building, 120 Swanston Street, Melbourne, between 7.30am and 5pm, Monday to Friday.

Permits can be posted out to you or can be collected from the Melbourne Town Hall administration building.

If you have further questions contact the City of Melbourne on (03) 9658 9658.

Community Transport

If you do not have friends or family to help you with transport and cannot use public transport you may be eligible for community transport. Community Transport is usually provided using volunteer drivers and may be provided by your local council or health service, eligibility criteria may apply and/or they may not travel as far as you want to go.

Contact details of Community Transport services in south west Victoria are listed below.

Service	Phone Number
Balmoral Community Transport	5570 1304
Beaufort Skipton Community Transport	5340 1134
Camperdown Community Transport	5593 7100
Casterton Community Transport	5554 2555
Coleraine Community Transport	5575 2001
Hamilton Community Transport	5551 8284
Heywood Community Transport	5527 0570
Macarthur Community Transport	5552 2017
Merino Community Transport	5579 1303
Mortlake Community Transport	5558 7000
Portland Community Transport	5522 1188
Timboon Cobden Community Transport	5558 6049
Warrnambool Community Transport	5561 8111

Australian Red Cross Medical Transport

Red Cross has a number of cars based in south west Victoria that are used to provide transport to medical and health appointments for people who have no other access to transport. A referral from your doctor is necessary to access this transport. Contact details for Red Cross services in south west Victoria are listed below.

Colac	0427 823 156
Warrnambool	0429 353 506
Portland	0417 149 482
Timboon	5558 6049

Non-emergency Ambulance Transport

Key Contacts:

Ph:	133 009
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If you require access to special equipment during transport or do not have other transport options you may be eligible for non-emergency ambulance transport. You must have a referral from your doctor to access this transport. Bookings and enquiries can be made by contacting the service on the above number.

Handy Travel and Support Contacts

Victorian Patient Transport Assistance Scheme (VPTAS)

Key Contacts:

Free call: 1300 737 073

VPTAS is a state wide Victorian government reimbursement scheme that assists rural and remote Victorians with travel and accommodation costs incurred when travelling more than 100 kilometres one way for specialist health care.

Eligibility

To be eligible for assistance patients must meet **all** of the following criteria:

- be a Victorian resident
- live in a Department of Human Services designated rural region
- be receiving specialist medical treatment under specialty treatment codes 001-099, 102 or 115 from an approved medical specialist service registered with Medicare Australia
- need to travel more than 100 kilometres one way or on average 500 kilometres per week for a minimum of five consecutive weeks.

For more information call the above number or follow the link below

<http://www.health.vic.gov.au/ruralhealth/vptas/patients.htm>

Claim Form: Ask your GP, local DHS office or download from here

http://www.health.vic.gov.au/ruralhealth/downloads/vptas_claim_form.pdf

This may seem overwhelming but it is WORTH doing. Most doctors know about this and are happy to complete their section.

Melbourne Mobility Centre

Key Contacts:

Ph: 1800 735 266

Website: www.melbournemobilitycentre.com.au/

The Melbourne Mobility Centre is dedicated to improving access for everyone in the heart of Melbourne. Wheelchairs, scooters, wheelie walkers and prams are available for the hire with free access to resources and tea/coffee available at the centre.

The centre is located on the first floor of the Federation Square Car Park (ground level adjacent to the ArtPlay playground).

Mobility Centre services

- equipment for hire including motorised wheelchairs, manual wheelchairs, children's strollers, scooters, walking frames, crutches and ID/Symbol Cane
- two fully accessible toilets
- baby change facilities
- proximity to available accessible car parking and/or a drop-off point
- information for people with mobility and sensory disabilities
- information about city attractions, events, facilities
- TTY telephone and accessible web access
- scooter battery re-charge facilities
- accessible tea, coffee and refreshment facilities
- deliveries and collections of equipment from hotels

Bookings can be made over the phone or online.

Department of Veterans' Affairs



Key Contacts:

Ph:	133 254
Regional callers:	1800 555 254
Nearest VAN Office:	1300 55 1918

What transport can a card holder get for medical treatment?

DVA may pay travelling expenses for a veteran to attend the health provider closest to their residence or provide a booked car and driver, subject to a number of conditions. For more information on these conditions please contact DVA on the above number.

The reference below has more information

[HSV03 Transport modes available under the Repatriation Transport Scheme \(PDF 128kB\)](#)

Mobility Map Melbourne – Access

Key Contacts:

Ph: 9658 9658

Website: [Mobility Map Melbourne - Access](#)

The aim of the Melbourne Mobility Map is to make visiting the City easier for people with a disability.

Information and facilities on the map include:

- Wheelchair accessible toilets and phones
- Disability designated car parking spots
- Accessible off street parking
- Train stations
- Accessible pathways
- Taxi ranks
- Public seating

A good resource to have when visiting Melbourne.

South West Community Transport Program

Key Contacts:

Ph: 5551 8461

Website: www.wdhs.net/swct

South West Community Transport Program can help with information about local transport services, connections to other services and assist you to plan your journey. The service can be contacted for information about transport assistance for any reason not just for medical appointments.

The web site has a transport directory and transport information brochures for over 20 towns in south west Victoria.

The service can be contacted Monday to Thursday on 03 5551 8461.



Accommodation

Many hospitals have lists of affordable accommodation close by. Information can usually be accessed from their website or by contacting the social worker.

When booking accommodation for your appointment or for family members to stay, always let them know that you are here for an appointment/hospital visit. Often they will let you leave your car there for extra time in their car park or sometimes store your luggage while you travel to the appointment.

When travelling to a regional centre a good resource is the local Visitor Information Centre. They will have information and contact details of available accommodation surrounding the local hospital.

One of your best contacts to have when you need to travel for medical care is the Hospital Social Worker.

Social Workers

Social Workers at regional and Melbourne hospitals are important contact people for country Victorians when they have to travel for health care. Social Workers provide information and support and can advocate for the needs of patients and families.

You can ask Social Workers for information, travel assistance and other support. When you ring the hospital to make your appointment, ask to speak to a social worker if you have questions about your journey.

Hospital Information

Where to obtain more specific information about the hospital you have been referred to?

For more specific resources regarding maps and locations, travelling and parking, public transport, cars and taxis as well as accommodation contact your GP or the Social Worker at your local health provider.

Information on the health services listed below can also be found at;

WWW.....

- Melbourne
 - Royal Children’s Hospital
 - Royal Dental Hospital of Melbourne
 - Royal Melbourne Hospital-
 - City Campus
 - Royal Park Campus
 - The Royal Women’s Hospital
 - St Vincent’s (Fitzroy)
 - Peter MacCallum Cancer Centre
 - Epworth Freemasons
 - The Royal Victorian Eye & Ear Hospital
 - The Alfred
 - Austin Health -
 - Austin Hospital
 - Heidelberg Repatriation Hospital
 - Royal Talbot Rehabilitation Centre
 - Mercy Hospital for Women Heidelberg
 - Monash Medical Centre Clayton
 - Cabrini Hospital Malvern
- Geelong
 - Geelong Hospital
 - Andrew Love Cancer Centre
 - Grace McKellar Centre
 - St John of God Hospital
 - Anam Cara House, Geelong & Colac
- Ballarat
 - Ballarat Base Hospital
 - The Queen Elizabeth Centre
 - St John of God Hospital
- Warrnambool
 - Warrnambool Hospital Campus

- St John of God Hospital
- Portland District Health Service
- Western District Health Service
- Mount Gambier & District Health Service
- Mount Gambier Eye Centre
- Colac Area Health

If the service you are visiting is not listed here you could look for the information on the internet or ask your referring doctor for a contact number.

