

Getting Around Canberra Guide

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone and email.

**** Information in this guide is current as of 21 December 2022**

Transportation

Transport Canberra and City Services 13 17 10

Most of the ACTION bus fleet offers easy access, as well as services for hearing, vision, and mobility impaired users. Easy access buses have an extendable ramp, wide front entrance, and space in the bus to accommodate wheelchairs and prams. If you need a wheelchair accessible bus on your regular bus route, register your request with Transport ACT.

Visit: <https://www.transport.act.gov.au/about-us/accessible-travel>

Flexible Bus Service 6205 3555 / 13 17 10

The Flexible Bus Service is a free service, which operates off a basic timetable, picking up residents from their home and taking them to local community services such as shopping centres and hospitals. It is designed specifically for individuals living with a disability and older persons and all buses are wheelchair accessible. To book the bus, phone 6205 3555.

Booking office hours: Mon-Fri 8am- 4:30pm. Bus operation hours: 9:30am-1:30pm.

Aboriginal and Torres Strait Islander Bus 6205 3555 / 13 17 10 (A service of Transport Canberra)

Members of the Aboriginal and Torres Strait Islander community can apply to use or travel. The program provides wheelchair accessible buses, including for transport to activities that promote cultural and community connections and sporting and recreational activities for both young people and seniors.

Email: Communitybus@act.gov.au.

Bus hours: Mon-Fri, 9am-5pm

Light Rail Accessibility 13 17 10

All stop platforms are accessible via ramps to provide improved access for customers who require the use of mobility aids. There are accessibility symbols painted on the ground at platforms to advise where to board. Entry to the Light Rail Vehicle will be almost level with the platform at every stop. Restraints are also available to secure mobility aids into place.

Hearing loops have been installed at each stop and on board to assist customers with hearing aids. Braille lettering and raised pictograms are also located at each stop on both the help points and the information pole, as well as on every entry and exit door button.

Wheelchair Accessible Taxi (WAT) Centralised Booking Service 13 92 87

The Wheelchair Accessible Taxi Booking Service is a 24-hour telephone booking service for wheelchair accessible taxis in the Canberra region. Local taxi companies are no longer taking wheelchair bookings, and all bookings for WAT vehicles are to be made through 13 WATS (13 92 87) or by visiting:

<http://13wats.com.au/#/>

Taxi Subsidy Scheme 6207 0028 (select option 5, then sub option 1)

The ACT Taxi Subsidy Scheme (TSS) provides financial assistance to ACT residents who are living with a disability or significant mobility restriction preventing.

them from using public/community transport. The TSS is intended to assist members attend essential activities such as medical appointments, employment commitments, and social and family gatherings.

For an application form, contact TSS Office ACT Revenue on 6207 0028 or Email: concession@act.gov.au

Community Bus

Funded by the ACT Government and operated by ACT Regional Community Services. They provide flexible bus services for ACT residents, Mon-Fri within their own regional area. The community bus is available for people who are socially isolated because of a lack of transport options. Persons may experience mobility barriers, or social or other barriers that prevent them from accessing mainstream transport services. There are eligibility requirements to use the Community Bus Service. For more information, and to become a registered user of the community bus service, contact your local area provider, see contact information below.

The community bus operates Monday-Friday 9am-3pm excluding public holidays. These operating hours may be flexible.

- **Capital Region Community Service Belconnen, 6278 8124**
- **Majura Community Hall (Northside Community Service) Majura, 6171 8000**
- **Communities at Work Transport Team ACT Wide, 6126 9090 or 6293 6500**
- **Community Services #1 Narrabundah, 6126 4700**

Community Cars 6278 8124

Service provided by Belconnen Community Service operating 7 days a week from 7am-7pm, excluding public holidays. It is an ACT wide transport service for people aged over 65 and for Aboriginal and Torres Strait Islander people over 50. People who are under 65 and have temporary or episodic health conditions may also be eligible. Community Cars provide transport to medical and paramedical appointments, shopping trips and social and recreational activities.

Disability Parking Permits 13 22 81 (select option 2)

Permits may be issued to a person living with a disability. Applications must be assessed by a legally qualified medical practitioner or specialist eye doctor. Some of the mobility parking permit spaces have a time limit which must be observed by the permit holder. Permit holders can park free of charge in ticket parking areas, ACT government operated car parks and on-street parking spaces that are free but time restricted; For up to two hours if the time limit on the parking sign is 30mins or less. For an unlimited time if the time limit on the parking sign is more than 30 minutes. Some privately-owned carparks may charge parking fees, contact the car park owner for more details. If you have an interstate permit, follow the ACT guidelines. For more information on parking permits, including how to apply, please contact Access Canberra.

Petrol Stations - Driveway Service

Most petrol stations in Canberra offer driveway services. It is always best to phone ahead of time to ensure there are two attendants on duty, so that the appropriate service can be provided.

Useful Resources

Access Canberra 13 22 81

Access Canberra aims to connect the Canberra community with ACT Government services. Access Canberra can be contacted for issues involving disability parking permits, footpath complaints, road closures and more.

ACT Community Directory 6248 7988

The ACT Community Directory is managed by VolunteeringACT. The Directory helps you find services, community organisations and support groups in the Canberra region. Visit the Community Info Hub in the Griffin Centre, 20 Genge Street, Canberra City ACT 2601.

Visit actcommunitydirectory.com.au

Boundless - The Centenary of Canberra National Playground

Kings Park, Parkes, ACT

Boundless is Canberra's first all abilities playground where there are no barriers to play. Boundless is a free playground that is fun and inclusive of children of all ages and all abilities.

Monday-Friday 8am-8pm

Visit boundlesscanberra.org.au

This guide is proudly brought to you by VolunteeringACT. It provides information on how people with mobility support needs can travel and participate in activities around Canberra.

Please note that the details in this guide are correct as of date of publication.



Community Info Hub

Griffin Centre 20 Genge Street
Canberra 2601

02 6248 7988

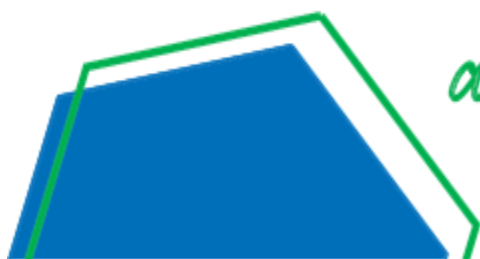
Open

Monday-Friday, 10am - 4pm

e info@volunteeringact.org.au

w volunteeringact.org.au

Click on the map to search the ACT Community Directory



ask us anything