

Getting Around Canberra Guide

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible in person, via phone and email. See the end of this document for more information.

**** Information in this guide is current as of 20 February 2024****

Transport

Accessible Transport Canberra Services

Phone: 13 17 10

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

Most of the ACTION bus fleet offers easy access, as well as services for passengers with hearing, vision, and mobility issues. 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 at the link above.

Flexible Bus Service

Phone: (02) 6205 3555 / 13 17 10

Email: fbs@act.gov.au

Website: <https://www.transport.act.gov.au/travel-options/bus/accessible-travel/flexible-bus-service>

Booking office hours: Mon-Fri 8am- 4:30pm

Bus operation hours: 9:30am-11.30am and 1.00pm-1:30pm

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; all buses are wheelchair accessible.

To book the bus:

- phone or email and provide your details
- advise if you'll have an accompanying carer
- if you are a new registration, have a Disability Pension Card and are under 70 years old, make sure you have the card number handy.

This information guide is an ACT Government funded initiative.

Aboriginal and Torres Strait Islander Bus (A Transport for Canberra service)

Phone: (02) 6205 3555 / 13 17 10

Email: Communitybus@act.gov.au

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

Members of the Aboriginal and Torres Strait Islander communities can apply to travel with this program. 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.

Light Rail Accessibility

Phone: 13 17 10

Website: <https://cmet.com.au/accessibility/>

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

Phone: 13 92 87

Website: <https://www.13wats.com.au/>

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).

Taxi Subsidy Scheme

Phone: 6207 0028 (select option 5, then sub option 1)

Email: concession@act.gov.au

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. Call the number above for an application form.

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Community Bus

Funded by the ACT Government and operated by ACT Regional Community Services. Community buses provide flexible bus services for ACT residents, Mon-Fri within their own local area.

The community bus is available for people who are socially isolated because of a lack of transport options, may experience mobility barriers, or have social or other barriers that prevent access to 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

Phone: (02) 6278 8124

Email: transport@crs.com.au

Majura Community Hall (Northside Community Service)

Phone: (02) 6171 8000

Email: reception@northside.asn.au

Communities at Work Transport Team ACT Wide

Phone: (02) 6126 9090 or (02) 6293 6500

Email: transport@commsatwork.org

Community Services #1 Narrabundah

Phone: (02) 6126 4700

Email: bus@sscs.org.au

Community Cars

Phone: (02) 6278 8124

Email: bcs@bcsact.com.au

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.

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Disability Parking Permits

Phone: 13 22 81 (select option 2)

Website: <https://www.accesscanberra.act.gov.au/driving-transport-and-parking/traffic-and-parking/disability-parking-permits>

Disability parking 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. Disability parking permit holders can park for an unlimited time if the time limit on the parking sign is more than 30 minutes. Some privately-owned car parks may charge parking fees, contact the car park owner for more details. If you have an interstate disability parking 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 to assist with filling your petrol tank, or in some cases other 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

Phone: 13 22 81

Website: <https://www.accesscanberra.act.gov.au/>

Access Canberra connects 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

Phone: (02) 6248 7988

Email: info@volunteeringact.org.au

Address: Ground Floor, Griffin Centre, 20 Genge Street, Civic

Website: https://www.mycommunitydirectory.com.au/Australian_Capital_Territory

The ACT Community Directory is managed by VolunteeringACT. The Directory helps you find services, community organisations and support groups in the Canberra region. You can visit the Community Info Hub to access the Community Directory if needed.

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Boundless - The Centenary of Canberra National Playground

Address: Kings Park, Parkes, ACT.

Website: <https://www.nca.gov.au/points-interest/boundless-canberra>

Operating Hours: 7.00am to 5.00pm or 7.00am to 8.00pm (Daylight Saving)

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. Boundless Buddies Program operates every Monday 10.00 am-11.30 am.

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



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