

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 10 July 2026****

Transport

Transport Canberra

General Transport Services

Phone: 13 17 10

Website: <https://www.transport.act.gov.au/getting-around>

Transport Canberra offers comprehensive bus services across Canberra. There is also a light rail service that operates between the CBD and Gungahlin.

For routes and timetables see: <https://www.transport.act.gov.au/getting-around/timetables>

For ticketing and fare information see: <https://www.transport.act.gov.au/tickets-and-myway>

For information on where you can purchase a MyWay Plus card see: <https://www.transport.act.gov.au/tickets-and-myway/retail>

For concession information, including transferring concessions from other states, see: <https://www.transport.act.gov.au/tickets-and-myway/concessions>

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.

This information guide is an ACT Government funded initiative.

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 bookable transport service for Canberra residents with additional needs.
- If you are over 70, have mobility difficulty or are unable to access regular bus services, you may be eligible for the Flexible Bus Service.
- The Flexible Bus Service can help you get from your home to local community locations such as hospitals, shopping centres and medical centres.
- The service is wheelchair accessible and available within 5 zones.

Eligibility

- Eligibility is assessed on a case-by-case basis. You may be eligible if you:
- are aged 70 or over
- hold a Disability Pension Card and have mobility difficulty
- are impacted by a permanent or temporary disability that prevents you from accessing regular route services
- hold a Vision Impaired, Total and Permanently Incapacitated, or Person with Permanent Impairment travel pass issued by Transport Canberra.
- Accompanying Person are also welcome to travel.

Make a booking

- This Service call centre is available 8:00 am to 4:30 pm Monday to Friday. To book the bus:
- phone [6205 3555](tel:62053555) or email fbs@act.gov.au and provide your details
- advise if you'll have an accompanying person.
- You must book by 4:30 pm on the business day prior to travel. To help with planning and to ensure availability, we recommend booking as early as you can.

For your first booking you will need to:

- declare you meet the eligibility criteria
- accept the Terms and Conditions of service and Privacy Policy
- provide an emergency contact.
- 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.

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

Phone: (02) 6205 3555 / 13 17 10

Email: Communitybus@act.gov.au

Website: [Aboriginal and Torres Strait Islander bus service - Transport Canberra](#)

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

The Aboriginal and Torres Strait Islander transport program provides opportunities for Aboriginal and Torres Strait Islanders to connect with their communities and culture in the ACT and surrounding regions.

This service is available to those who do not have access to a regular bus. It operates Monday to Friday during business hours.

In addition, the service offers a self-drive option, allowing community members to borrow a vehicle for attending interstate and local community events on any day of the week, subject to vehicle availability.

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 (LRV) 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.

On Board

Each LRV has a designated space for passengers with mobility aids or prams. A restraint is available to secure the mobility aid in place. By depressing the blue button in this space, a passenger can alert the driver to their stop. This also enables the doors to stay open longer.

LRVs are designed with a spacious interior and even low floor design allowing for easy movement inside the LRV.

Priority seating has also been allocated on board the LRVs by the use of red seating with signage showing who the seats are intended for. Upon request these seats must be vacated for pregnant women, seniors, or passengers with a vision impairment, injury or illness.

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CDC Buses

Phone: (02) 6299 3722

Website: <https://cdccanberra.com.au/travel-info/timetables-and-maps/>

Email: info.canberra@cdcbus.com.au

CDC operates bus services from Queanbeyan to Canberra, Bungendore and Yass.

Customers, please be aware travel solely in the ACT is not permitted on routes 831, 834, 840X, 842, 843 & 844X, excluding customers boarding/disembarking at HMAS Harman or in Hall. Please contact [\(02\) 6299 3722](tel:0262993722) for more information.

Accessible Taxi Services

Wheelchair Accessible Taxi (WAT) Centralised Booking Service

Phone: 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 *do not* take wheelchair bookings, and all bookings for WAT vehicles are to be made through 13 WATS (13 92 87).

Taxi Subsidy Scheme

Phone: (02) 6207 0028 (select option 5)

Website: <https://www.revenue.act.gov.au/community-assistance/taxi-subsidy-scheme>

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.

The trip allocation provided under the TSS is a maximum of 854 trips per financial year. The trips are pro-rated depending on when the membership starts and ends.

The level of subsidy you receive will depend on your circumstances. If you are eligible for the TSS we will tell you:

- the percentage of the trip covered
- the maximum subsidy amount you will receive per trip.

The subsidy amount will be reviewed and adjusted each year.

Call the number above or visit the website for an application form.

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Community Transport Services

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

Website: <https://crs.com.au/programs-and-services/community-transport/>

Community Services #1 Narrabundah

Phone: 1800 960 938

Email: Community_Bus@communityservices1.org

Website: <https://communityservices1.org/community-transport-get-out-and-moving/>

Community Cars

Phone: (02) 6278 8124

Email: transport@crs.com.au

Website: <https://crs.com.au/programs-and-services/community-transport/>

The service provided by Capital Region Community Services operates 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 peoples over 50. People who are under 65 and have temporary or episodic health conditions may also be eligible. Community cars provide transport to/from medical and paramedical appointments, shopping trips and social and recreational activities.

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Other Accessible Transport Services

Driving Miss Daisy

Phone: 1800 324 791

Website: <https://www.drivingmissdaisy.com.au/>

Whether it's to an appointment or a visit to the shops or simply to catch up with friends, with Driving Miss Daisy you have a trusted friend who will arrive on time and get you there and back. Can provide assistance to persons in wheelchairs and walkers and unaccompanied children. Bookings are essential and rates are agreed in advance.

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.

To park in dedicated mobility parking spaces, the Disability Parking Permit MUST be displayed on the vehicle. The permit may only be used when the person named on the permit is using the vehicle.

Some 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 will offer driveway services to assist with filling your petrol tank, or in some cases other services, with advance notice. 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.

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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.

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.

All-abilities Road Safety Learn to Ride Bike Track

Address: Evatt Community Playground, Evatt ACT

Website: <https://www.abilitiesunlimited.com.au/aau-bike-precinct-details>

Operating Hours: No specified hours, but Abilities Unlimited Australia will use the track for their Cyclabilities program each Saturday morning.

The All-abilities Road Safety Learn to Ride Bike Track provides a safe space for children and families of all abilities to engage in cycling and active recreation. The track aligns with global safety standards, featuring tactile and auditory signals to assist those with special needs. The Road-Safety Learn-to-Ride Track offers a secure environment for children to gain essential road safety knowledge, further supporting community health and wellbeing.

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Contact us today to

- Find out more about these and other community services in the Canberra region.
- Add or update your services in our info guides.



Email

info@volunteeringact.org.au



Phone Number

02 6248 7988



Website

www.volunteeringact.org.au



Opening hours

Monday to Friday
10am - 4pm



Location

Ground floor, Griffin Centre, Genge Street, Canberra City, ACT 2601



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