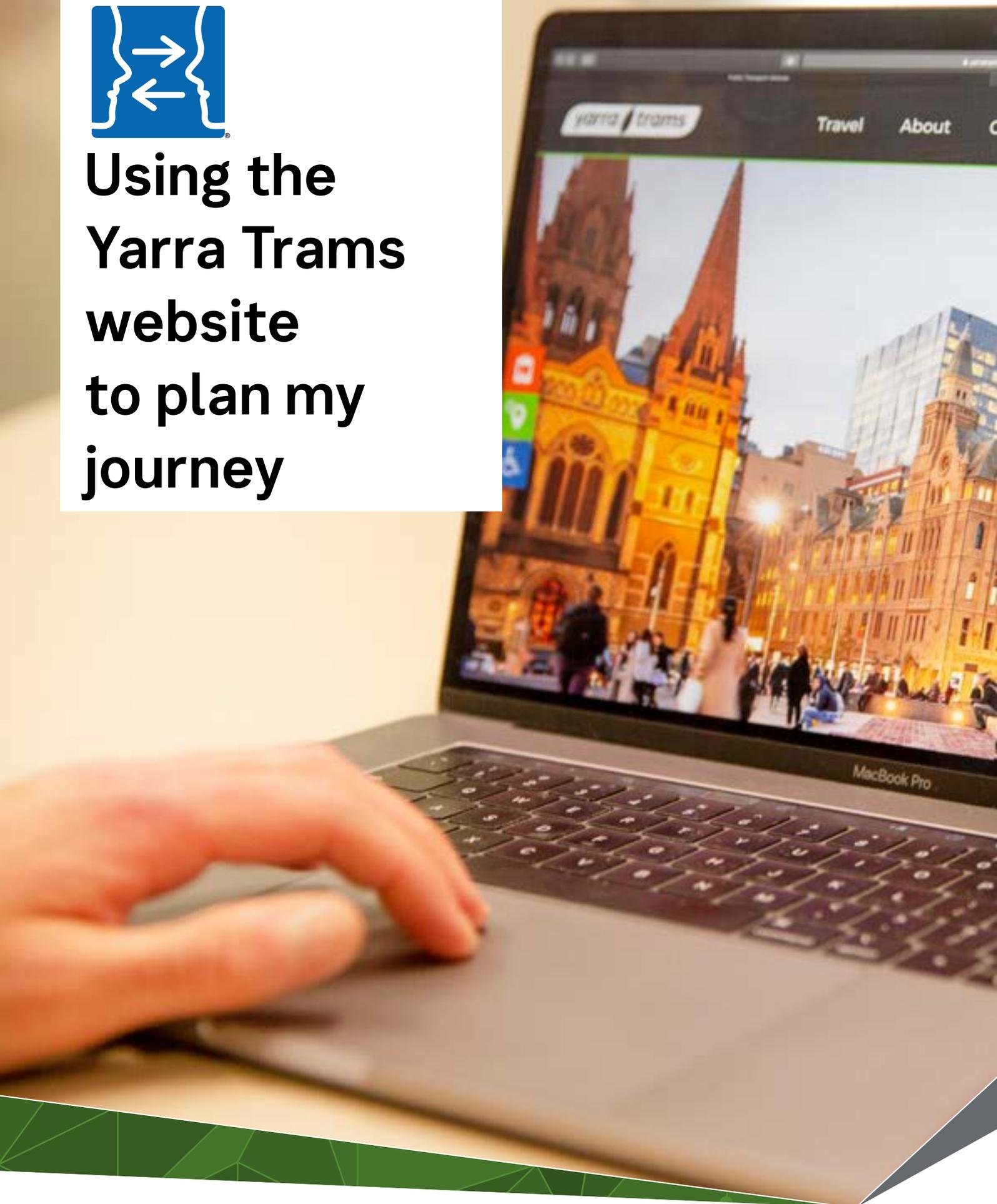




Using the Yarra Trams website to plan my journey



Images taken before the COVID-19 pandemic, you must wear a face mask while travelling on public transport.

Many people use trams to travel in Melbourne.
I might take a tram to go somewhere.



Before I take the tram, it is helpful to plan
the journey.



It is good to check:

which tram to take,



what stop to get on at,



what stop to get off at.



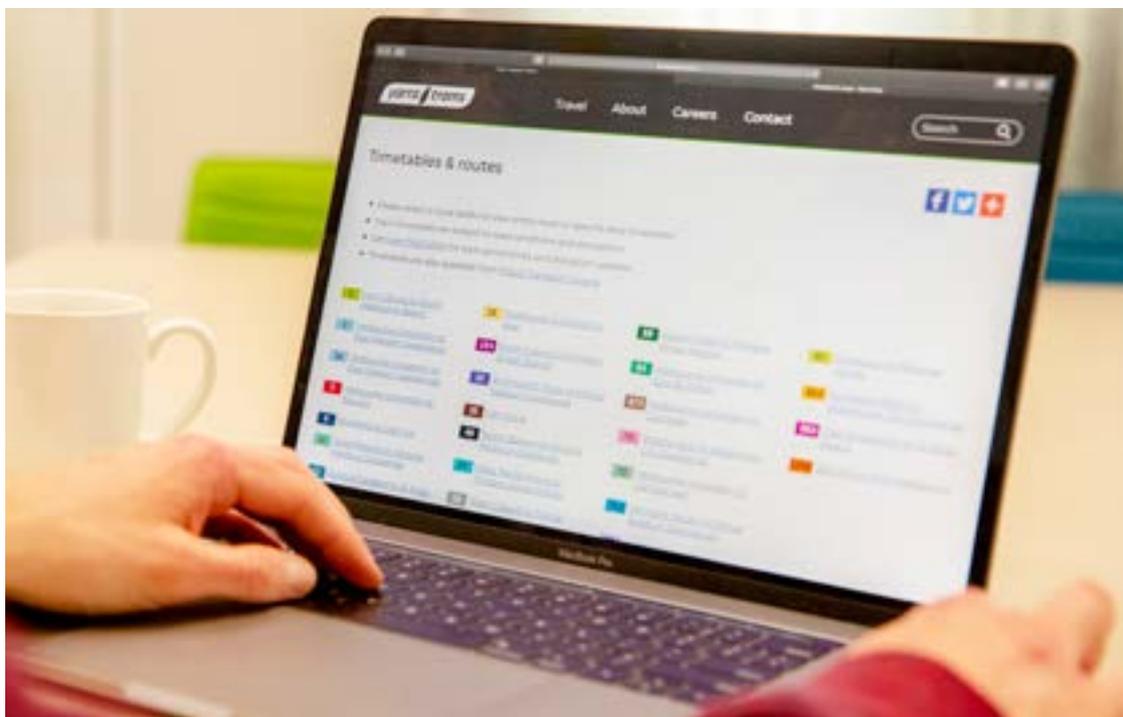
There is information for planning my journey on the Yarra Trams website at yarratrams.com.au



The Yarra Trams website may be opened on a phone, tablet or computer. It can be used with a screen reader to read information aloud.



The Timetables and Routes section will show me where the different tram routes in Melbourne.



Each route will have a number and a colour. This helps me to check the route number for where I want to travel.

Timetables & routes

- Please select a route below to view entire route or specific stop timetables
- Tram timetables are subject to road conditions and disruptions
- Get [tramTRACKER!](#) for tram arrival times and disruption updates
- Timetables are also available from [Public Transport Victoria](#)

| | | |
|---|--|--|
| 1 East Coburg to South Melbourne Beach | 16 Melbourne University to Kew | 59 Airport West to Flinders Street Station |
| 3 Melbourne University to East Malvern (weekdays) | 19 North Coburg to Flinders Street Station | 64 Melbourne University to East Brighton |
| 3a Melbourne University to East Malvern (weekends) | 30 St Vincent's Plaza to Etihad Stadium Docklands | 67 Melbourne University to Carnegie |
| 5 Melbourne University to Malvern | 35 City Circle | 70 Wattle Park to Waterfront City Docklands |
| 6 Moreland to Glen Iris | 48 North Balwyn to Victoria Harbour Docklands | 72 Melbourne University to Camberwell |
| 11 West Preston to Victoria | 67 West Maribyrnong to Flinders Street Station | |

Many trams have stairs to get on and off.



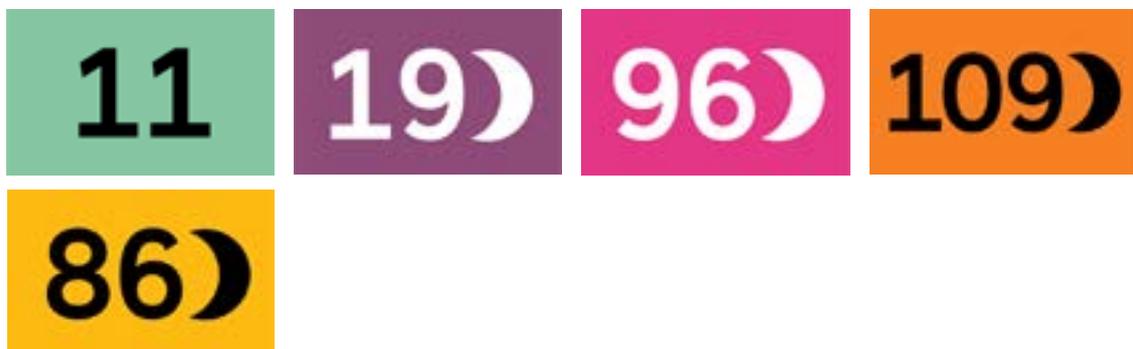
Some trams have no stairs. These are called **low floor trams**. Everyone can use a low floor tram.



People who use a wheelchair or mobility aid will use low floor trams.



Most trams on routes 11, 19, 96, 109 and 86 are low floor.



Some trams on routes 5, 6, 16, 48, 58 and 72 are low floor.



Some stops are built on a platform. People who use a wheelchair or mobility aid will need to use a platform stop. You can find which stops have platforms on the Yarra Trams website or tramTRACKER



It is important to choose which tram and stop is best for me.



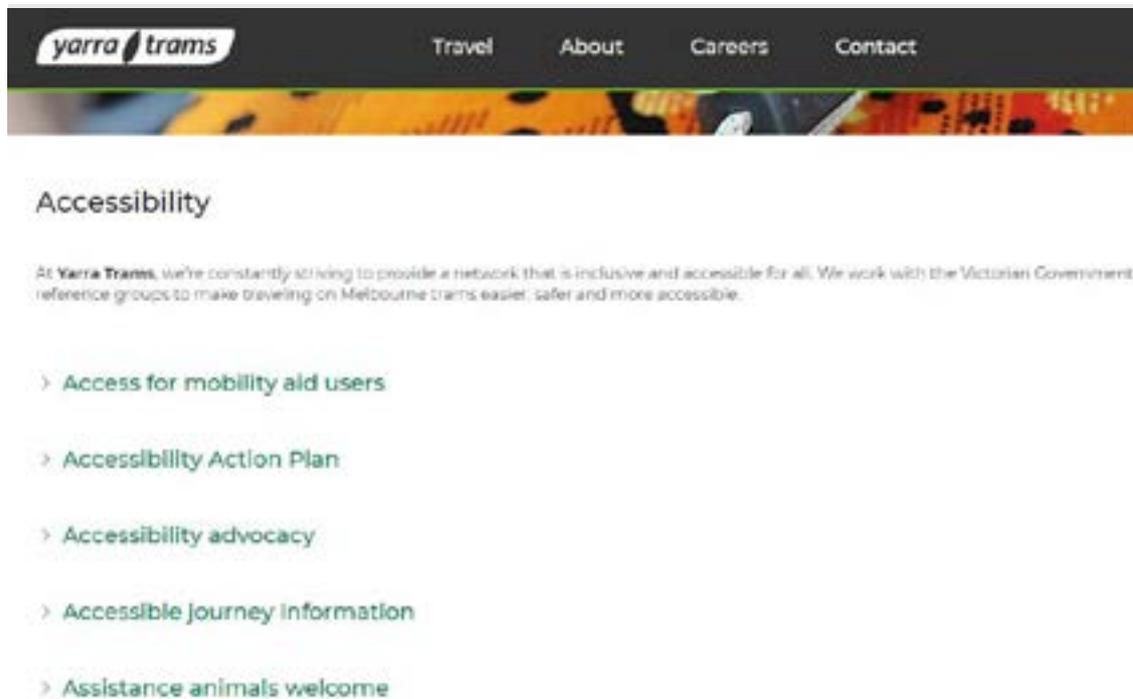
Information about the different types of trams is on the [Yarra Trams website](#).

The screenshot shows the Yarra Trams website header with navigation links: Travel, About, Careers, Contact, and a search bar. Below the header, the text 'Melbourne's tram fleet' is displayed next to social media icons for Facebook, Twitter, and a plus sign. The main content area features a green banner with the title 'MELBOURNE'S TRAM FLEET' and an 'OVERVIEW' section. This section includes five icons representing: 'More than 475 trams', '9 classes of trams', '250km of double track', '9 depots', and '24 Routes plus City Circle'. Below the overview is a table with columns: INTRODUCED, CLASS, QUANTITY, ROUTE/S, CAPACITY, and FEATURE/S. The first row shows '1951-56' in a blue box, an image of a W-Class T856 - T1020 tram, '13' in a blue box, a route icon, '75' in a green box, and a tram icon.

Sometimes tram routes change. The Yarra Trams website has information about changes in the orange box that says **Service changes**.

The screenshot shows the 'Service changes' section of the Yarra Trams website. It has an orange header with a RSS icon. Below the header are two tabs: 'Current' and 'Upcoming'. The 'Current' tab is active and shows a list of service changes. The first entry is for 'Wednesday 22 January' with a warning icon, stating that routes 30 and 35 are affected by a disruption. The second entry is for 'Monday 20 January 2020 to Sunday 2 February 2020' with a calendar icon, indicating that routes 35 and 70 are affected by the Australian Open. The third entry is for 'Wednesday 1 January 2020 to Friday 31 January 2020' with a calendar icon, indicating that routes 86, 57, 70, 75, and 48 are affected by Extra Trams. The fourth entry is for 'Friday 9 August 2019 to Saturday 1 August 2020' with a warning icon. At the bottom of the list is a button labeled 'view by route'.

The Yarra Trams website also has a page called Accessibility. This has lots of information about travelling on the tram.



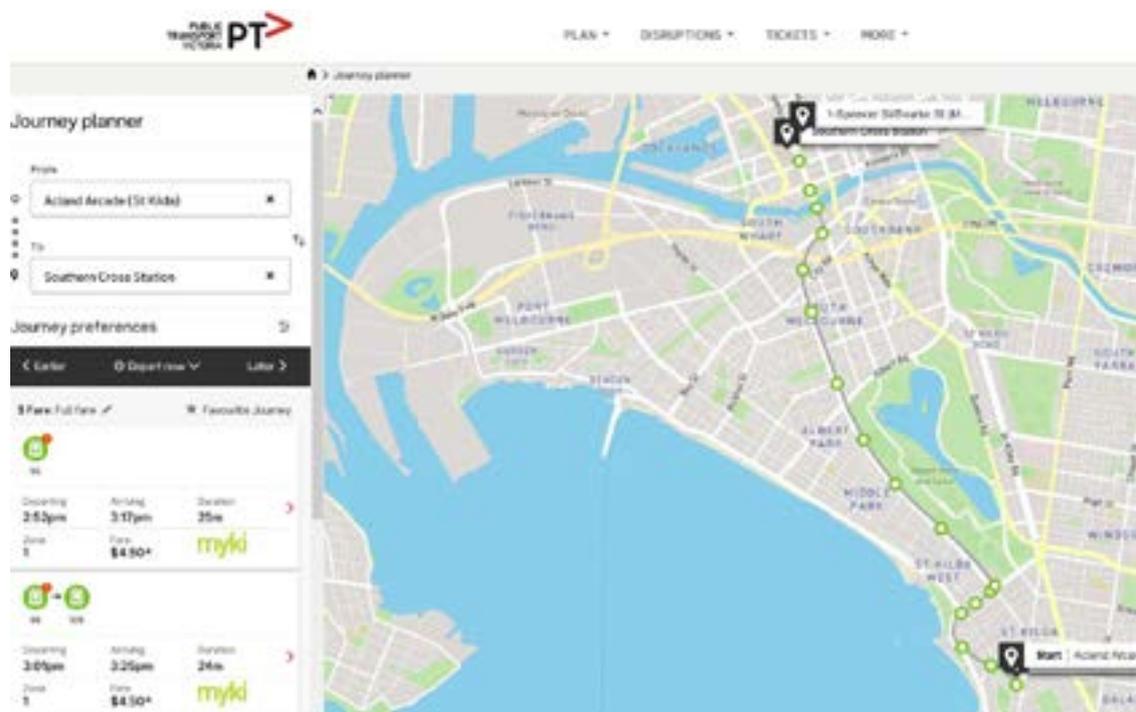
If I need help to plan my trip, I could call Public Transport Victoria (PTV). The number to call is 1800 800 007. I could use the National Relay Service to call.



I could visit the PTV Hub at Southern Cross Station. This is an office with PTV staff who can help me to plan my journey.



I may also need to take a bus or train. The PTV app is an app that can help. I could use the app by going to ptv.vic.gov.au/journey



Planning my tram journey on the Yarra Trams website is a good way to help me feel prepared and safe to travel.





Produced by Scope's Communication & Inclusion Resource Centre

1300 4 72673 www.scopeaust.org.au circ@scopeaust.org.au

This social story was created by Scope Australia in conjunction with Yarra Trams. Images within this social story are of people with lived experience of Autism and people with other disability. This social story was created with reference to the Social Story™ guidelines by Carol Gray (2018).

Scope (Aust) Ltd (Scope) provides the services and products on an "as is" basis on the information provided by the individual. Scope does not provide any representations, recommendations or endorsements of any kind. Except to the extent permitted by law, Scope makes no warranties as to the accuracy, reliability or guarantee merchantability of the products provided. Scope accepts no responsibility or liability for any loss or damage resulting from use and reliance of the services or products. The individual using the services and products is responsible for seeking independent advice to ensure that the services and products are fit for their intended use.



Yarra Trams
Level 3, 555 Bourke Street
Melbourne, VIC 3000

yarratrams.com.au