



# Changes to my tram journey

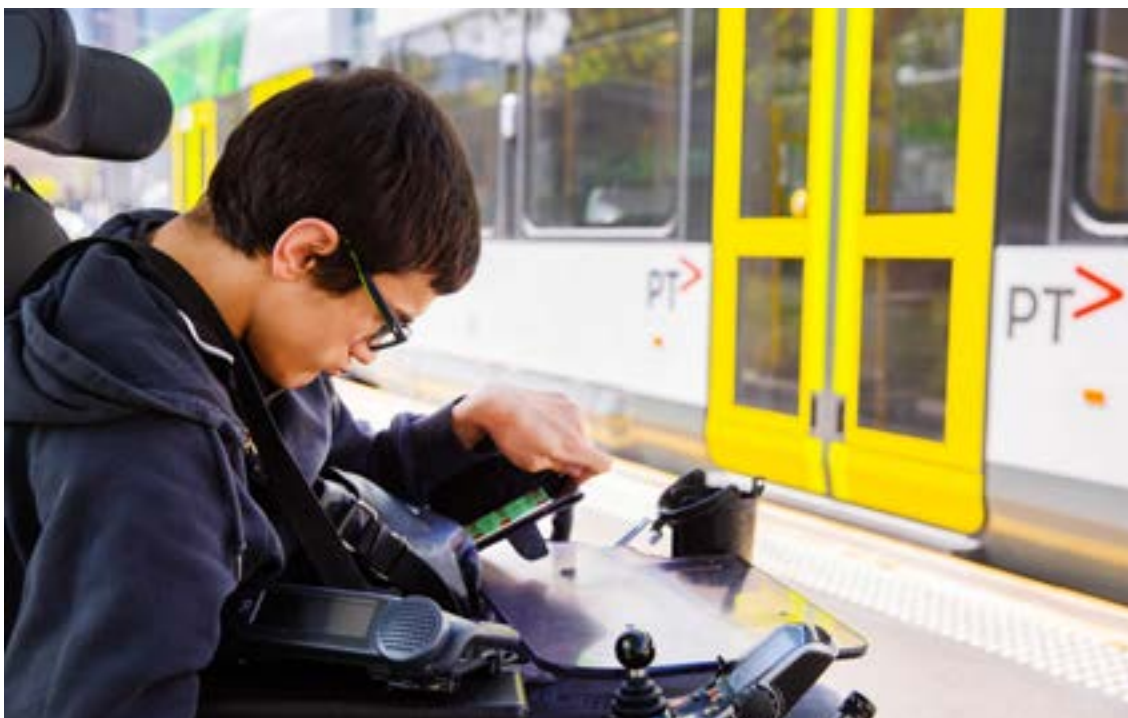


Images taken before the COVID-19 pandemic, you must wear a face mask while travelling on public transport.

Trams usually run on time. Sometimes there may be changes. These changes are called **disruptions**.



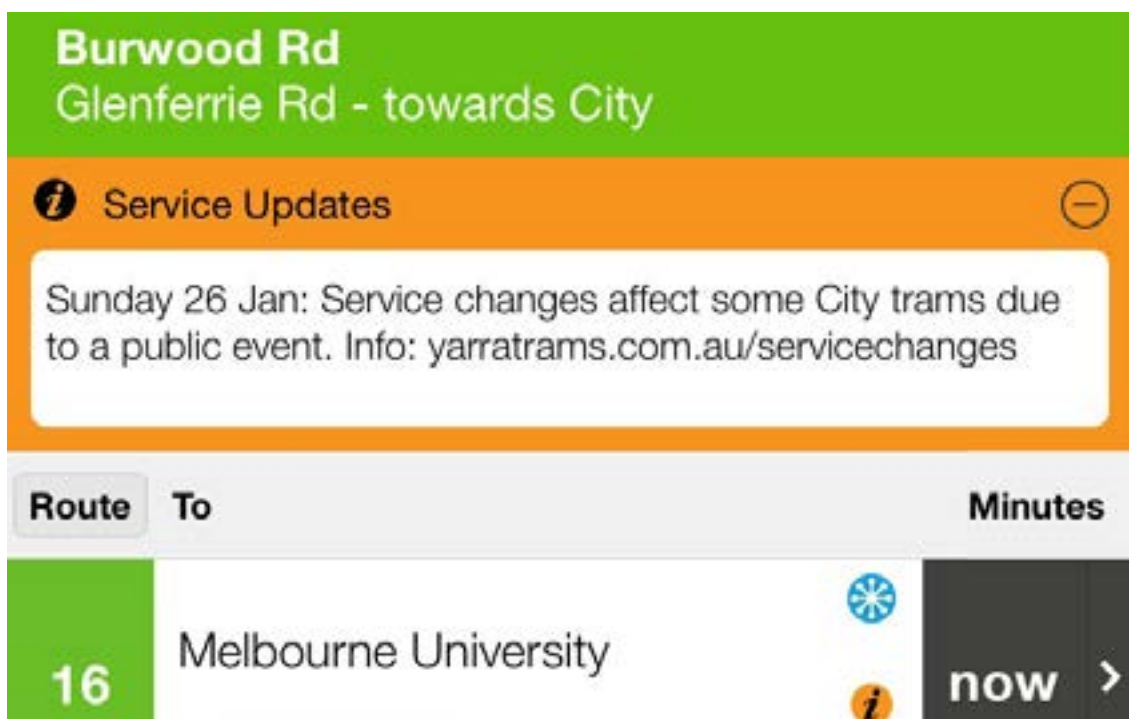
Disruptions mean that the tram is running late, the tram is not coming to the stop or the route has changed.



Sometimes disruptions are planned. A planned disruption might happen because of an event, like a sporting event or a festival.



Information about planned disruptions will be on the Yarra Trams website or on the tramTRACKER app. This can help people plan for their journey.



Sometimes disruptions are unplanned, like when a tram breaks down or there is an accident.



When there is a disruption to my tram, I might look for Yarra Trams staff to help me.



On the tram, the driver might come and speak to people or make an announcement.



The driver might give information to help me with my journey.



I might need to take another tram, a train or a bus.  
I could also walk or take a taxi to my destination.



There might also be staff at the tram stop. I could  
ask them if I need more help to plan my trip.



There may be a sign at the stop with information about the changes. Information might also be on the screens at the stop.



It's ok if there are disruptions to my tram. I could get more information by speaking to Yarra Trams staff, checking the tramTRACKER app or calling Public Transport Victoria (PTV) on 1800 800 007.







Produced by Scope's Communication & Inclusion Resource Centre

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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).

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