CITY OF BALLARAT

BALLARAT TRANSPORT GUIDE FOR OLDER ADULTS

VERSION 1.1 MARCH 2026

Disclaimer

This Transport Guide (the Guide) contains a summary of programs, services and transport options in Ballarat. This is not an exhaustive list but has been developed to help people explore transport options available across our community.

The information for this Guide has been sourced from various websites and from service providers. Specific webpage references are provided through the guide to encourage readers to seek further information where needed and check online for the most up to date information. Phone numbers have also been included, where relevant, to provide an alternate method of contact.

The Guide is current at March 2026 and will be reviewed periodically to ensure it remains relevant. You can find the most up to date version via the City of Ballarat website ballarat.vic.gov.au/ageing-well-ballarat

If you have feedback or questions or if you need assistance navigating transport options, contact City of Ballarat's Ageing Well Services Team on 5320 5500 or email ageingwell@ballarat.vic.gov.au

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Introduction

This Guide is for City of Ballarat's older residents and visitors who are seeking information on transport options available within our city.

There are a variety of transport options available, including public transport via the local bus service, infrastructure for walking and cycling, and rideshare options.

There are also numerous service providers who can support eligible persons in moving around our city. These services can enhance independence, mobility and access to services and community life.

This Guide aims to provide you with a resource that encourages the use of a range of transport options, allowing you to stay active and connected.

Active Transport: Walking and Riding a Bicycle

Walking in Ballarat

Planning your walk

There are some things you can do to enhance your personal safety and confidence when walking. These include:

- Crossing as few roads as possible.
- Using traffic lights or pedestrian crossings to cross roads, where available.
- Walk at times when there are other pedestrians.
- Wear brightly coloured clothing and suitable footwear for the intended walk.

Further information can be found at transport.vic.gov.au/road-rules-and-safety/pedestrians-and-walking/pedestrians-over-65

Find a walking group

Walking groups are fun, easy and motivational. They are a great way to make new friends and get the exercise we all need to stay healthy.

If you enjoy walking or want to walk more regularly as part of daily life, there are some great walking groups around Ballarat. Information on local walking groups can be found at: ballarat.vic.gov.au/city/parks-and-outdoors/active-ballarat/whats-ballarat or contact City of Ballarat's Ageing Well Services on (03) 5320 5500 for more information.

Walking aids

Mobility aids, such as a walking frame, wheeled walker or walking stick, can assist you in your daily activities and help you to maintain your independence and improve your quality of life.

The use of a walking aid may help you to increase your physical activity and walking ability, reduce pain and fatigue, improve balance, safety and confidence and can be a cost-effective way to assist you in undertaking activities of daily life and remaining connected to your community.

It is important to speak with your doctor or healthcare team to discuss your needs, capabilities and options that are suitable for your individual situation. This might include an assessment by an Occupational Therapist (OT) who can also help you to navigate your eligibility for government funded programs, including subsidies for purchasing equipment.

The State-wide Equipment Program

The State-wide Equipment Program (SWEP) can provide a subsidy towards the cost of assistive technology, including a range of walking and mobility aids. This program aims to improve independence for community members in their home and to support participation and connection in the community.

To check your eligibility, go to: swep.bhs.org.au/check-eligibility.php or call the Customer Service Team on: 1300 747 937.

Further information can be found at: swep.bhs.org.au/ or refer to the Quick Guide Directory at the back of this guide for local mobility aid providers.

Cycling in Ballarat

The Ballarat Bicycle Network provides a network of continuous, safe cycling routes linking key destinations across the city. You can find information on Ballarat's bikepaths and walking connections at: mysay.ballarat.vic.gov.au/bikepaths-and-walking-connections

Whether you are new to cycling, a regular cyclist or somewhere in between, there are many handy tips to help you on your cycling journey. To ensure a safe and comfortable journey, it is useful to plan your route, check the weather and pack for the conditions, maintain your bicycle, be visible and stay hydrated. During your ride, be aware of your surroundings, ride predictably, obey the road rules, take breaks and enjoy the scenery. If you are new to cycling, try to build up your distance and endurance gradually.

To access a local cycling community online or for handy tips for buying a bike, building confidence, bike maintenance or riding in winter, you can sign up to: lovetoride.net/ballarat

Bike parking

There are bicycle parking provisions right across Ballarat.

Need to know where to park your bike when out and about? Visit City of Ballarat's Bike rack map at: data.ballarat.vic.gov.au/explore/dataset/bike-racks/map/ or call City of Ballarat Customer Service on: (03) 5320 5500 to locate bike racks for your ride.

Electric-bikes (E-bikes) and Electric Scooters (E-scooters)

The use of e-bikes and e-scooters can reduce the number of cars on the road, curb traffic congestion and provide many personal and community benefits within a transportation network.

E-bikes are powered by a combination of pedal power and back-up motor. Using an e-bike may encourage you to ride longer distances, more often and provide transportation, increasing your physical activity to boost health and wellness.

If you are considering purchasing a scooter for private use, many also have an option for a detachable seat – aimed to enhance your comfort while riding. For up-to-date information on e-scooter use and rules, go to transport.vic.gov.au/road-and-active-transport/active-transport/e-scooter-road-rules

Find a cycling group

The following groups run bike rides for over 50's and senior riders:

- U3A Ballarat Inc: Ballarat and surrounds Ride, see: onyerbike-u3a.org.au/joining-a-cycling-group or call: 0431 859 315
- Ballarat Scenic Cyclists sceniccyclists.ballarat.vic.au/ or call 0437 874 224

Need a bike?

ReCranked is a Y Ballarat initiative specialising in giving unwanted bikes to new riders. Old or unused bikes are revamped into serious modes of transport for those without wheels and looking for a low-cost option. New bike owners also receive bike care and maintenance education and a new helmet.

Donations to the organisation are welcome to assist with the purchase of bike helmets and locks.

Visit yballarat.org.au/recranked/ for more information.

If you or someone you know could benefit from a bicycle, call (03) 4311 1500 or email recranked@yballarat.org.au

Motorised Mobility Devices

The use of a mobility scooter or motorised wheelchair may help you to stay connected to your community and enable you to carry out your daily living tasks.

- Mobility scooters are good for people who can walk short distances. If you have difficulty walking, then a powered wheelchair may be a better choice for you.
- Mobility scooters are generally designed for use outdoors and for travel on footpaths.
- Under the road rules, you can only use a mobility device if you have a need to use it. That is, if you have difficulty walking, an assessed medical condition, have a disability or are injured.

VicRoads has developed a comprehensive guide for choosing and using mobility scooters and powered wheelchairs. It includes the rules for use, deciding if a device is right for you, safety considerations and using a device on public transport.

To access a copy of this guide, go to: transport.vic.gov.au/road-rules-and-safety/motorised-mobility-devices

You can request a hard copy of the guide, by calling 1300 309 571.

Public Transport

There are several public transport options available across Ballarat, including the local bus network, and regional V/Line trains and coaches that link up to Metropolitan services.

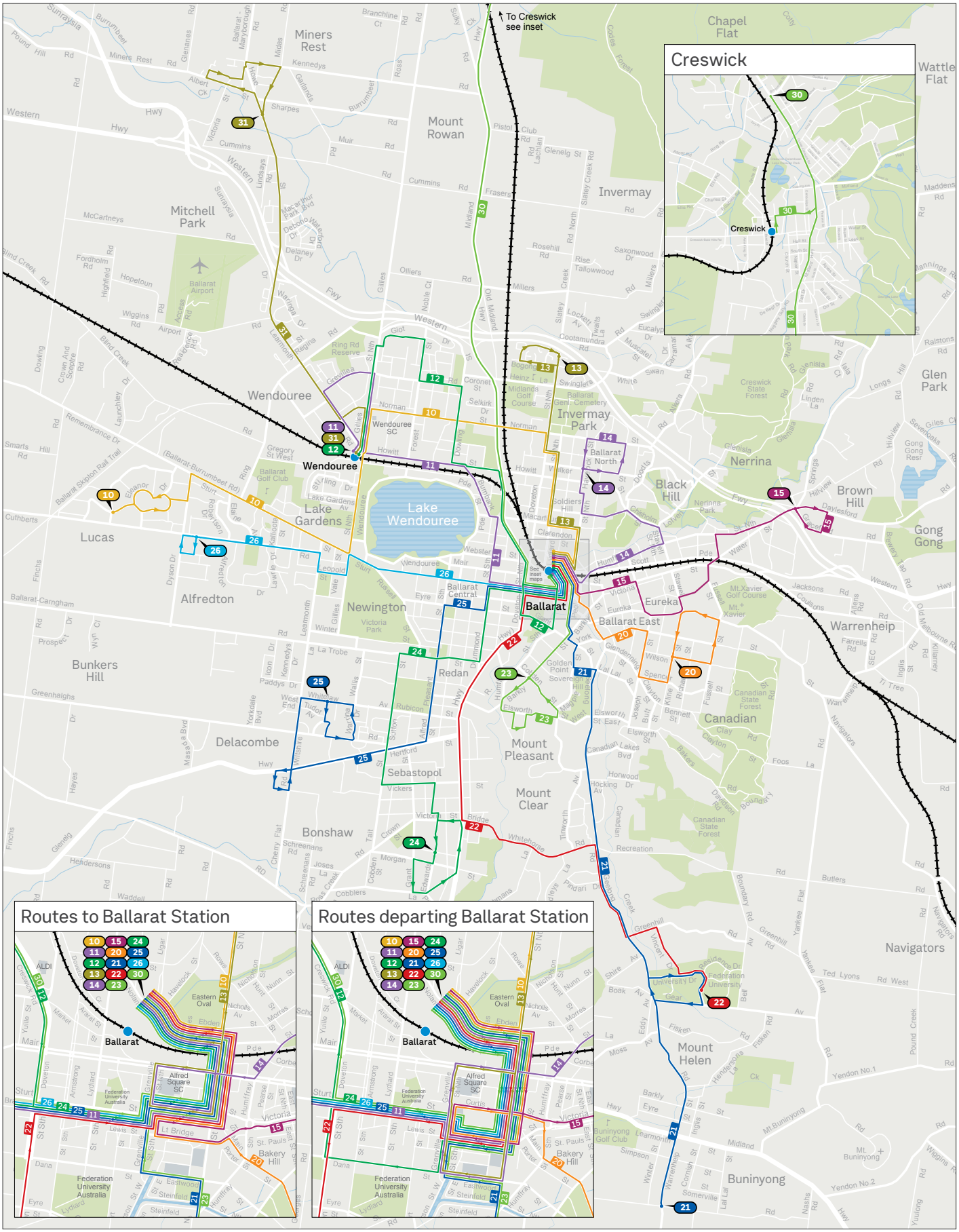
Ballarat's Bus Service

Most of Ballarat's bus services use the central bus interchange, making it safer and easier to connect with trains at Ballarat Station. The bus interchange is located next to the Ballarat Railway Station and passengers can access the interchange from Lydiard Street or Nolan Street (see map, page 11)[1].

There are 15 bus routes across Ballarat and passengers require a myki pass to travel on the bus network. Find more information about myki on page 13. Timetables for each bus route can be found online at: cdcvictoria.com.au/travel-information/timetables-and-maps/ballarat/ . You can pick up timetable hard copies at Ballarat or Wendouree Railway Station or Ballarat Visitor Information centres or request a copy from CDC Bus Depot by calling (03) 5331 7777.

1. Upgrades to Ballarat Railway Station commenced in January 2025. Information on changes to bus services and parking during the upgrade can be found at: bigbuild.vic.gov.au/projects/big-build-rail/ballarat-station-upgrade or by calling: 1800 800 007. You can get further support from Travellers Aid (see page 27 in this guide).

Ballarat Bus Network



Accessibility on buses

Buses in Ballarat are run by a company called CDC Victoria. CDC local buses provide options for a range of mobility needs. Drivers are trained to lower accessibility ramps on-the-spot to allow easier passenger access from the front entrance of the bus. If you would like the bus driver to notify you when you are reaching your stop, simply request this when you board the bus.

Priority seating zones on local buses

Priority seating zones are equipped with flip up seats to allow more room for your mobility aid. These seats are at the front of the bus, located closest to the aisle and doors. There are special buttons to alert the driver when you are approaching your stop or if you need assistance. Bus drivers can support and assist travellers using mobility aids. Simply wait at your closest bus stop and the driver can provide ramp assistance to you for boarding and disembarking. For motorised devices, you will need to ensure your device is the correct size for use on public transport. For further information on accessibility, support or assistance matters, please contact the local CDC depot Service Delivery Manager.

Contact details: cdcvictoria.com.au/contact/head-office-and-depots/ or call the Ballarat Bus Depot on: (03) 5331 7777

V/Line and Metropolitan Services

V/Line is Victoria's largest regional public transport provider, providing train services between Melbourne and numerous regional locations, including Ballarat.

V/Line also run coach services that connect with trains and serve regional Victorian communities where trains don't operate. V/Line services can connect you to Metropolitan services, giving you access to a wide public transport network. Metropolitan services also use the myki system and include an extensive network of trains, trams and buses.

Tickets, fares and passes

myki card

A myki card is a durable and reusable ticket, used to travel on buses, trams and trains (including selected V/Line services). You will require a myki card to travel on Ballarat buses and trains and most V/Line trains and coach services to other towns and cities. You can buy a full-fare or a concession myki.

Buy your myki

- You can buy a physical card at premium station ticket offices (including Ballarat and Wendouree stations), at selected shops, including all 7-Elevens, online, or by calling 1800 800 007 (allowing 7 days for delivery).
- You can buy a pre-loaded myki card from a V/Line conductor if boarding at an unstaffed station (cash only).
- You can buy a digital myki through the Google Wallet app if you have an Android phone - called Mobile myki.

Top up to travel

If you travel occasionally, you can pay as you go with myki Money. You will need to load money onto your card and can do this via:

- Machines provided at stations: place your card onto the machine and follow the instructions to load a monetary value onto it. This can be cash or card.
- In person at a ticket office window at the station when staffed.
- Online at: ptv.vic.gov.au/tickets/myki/
- Via the PTV app on your smart phone or tablet device.

If you travel often, you can buy consecutive days with a myki Pass for 7 days or anywhere between 28 and 365 days.

Registering your myki

If you buy a myki from a retailer, ticket office window or myki machine or buy a Mobile myki, it is unregistered.

Why register? By registering your myki card, you can see the cost of your recent trips and balance, set auto top up, protect your myki balance if it's lost or stolen, receive a new myki smartcard when yours expires, manage another person's myki and view your transaction history.

How to register

- Register your myki online at: ptv.vic.gov.au/tickets/myki/
- Via the PTV app: ptv.vic.gov.au/footer/about-ptv/digital-tools/mobile-apps/, or by calling: 1800 800 007, and registration is instant. You'll need your 15-digit myki number to register.

Touch on and off

When using your myki card, you will need to touch on and off using the myki ticket readers. If you're using a myki card, touch your myki to the centre of the reader (see image above). Hold still and listen for the beep. A green light shows on the reader to show the tap has been successful.

Trains: Touch on before getting on the train. Touch off when you exit the station.

Buses: Touch on as you board and touch off as you disembark.

Paper tickets

V/Line paper tickets must be used on V/Line coach services and long-distance train services to and from: Albury, Ararat, Bairnsdale, Echuca, Maryborough, Shepparton, Swan Hill and Warrnambool.

How do I get a paper ticket?

You can book your travel online using V/Line's plan your journey tool: vline.com.au/Plan-trip-buy-tickets or visit your nearest station or ticket outlet.

If booking online:

- Collect your ticket from a station or agent at least 30 minutes prior to travel or allow 10 business days for postage.
- If you are unable to collect tickets prior to travel, your email confirmation printed or displayed on a mobile device will be accepted until you can collect your paper tickets.

If you're making a return journey or planning to catch a connecting service, you need to collect your paper ticket from a station or V/Line agent.

For more information visit vline.com.au/ticketing

eTicketing (electronic tickets)

V/Line has introduced eTicketing to give passengers more options for receiving long-distance train and scheduled coach tickets.

Passengers who opt for eTicketing when booking their ticket, will be sent a link to their ticket via SMS or email.

eTickets can be displayed on your phone, added to your Apple or Google Wallet, or saved as a PDF and printed at home prior to travel.

Further information on eTicketing can be found at vline.com.au/ticketing or by calling: 1800 800 007.

Travel passes and concessions

If you are a Victorian senior (60+), you may be eligible for a free Seniors myki and 50 per cent discount on travel, as well as other benefits.

A **Seniors myki** gives you:

- A 50 percent discount on trains, trams and buses, including V/Line trains and coaches.
- Free weekend travel in any two consecutive zones on Melbourne Metropolitan public transport and on regional town buses.
- Free travel during the annual Victorian Seniors Festival.
- Access to free travel vouchers.
- **From 2026, Seniors Card holders can access free weekend travel right across Victoria.**

Seniors from other states are not eligible for a Seniors myki but **Pensioner Concession Card** holders from any state or territory can buy concession fares.

For further information on Seniors myki eligibility and benefits, visit: seniorsonline.vic.gov.au/seniors-card/public-transport-benefits or call 1800 800 007.

Victorian Disability Support or Victorian Carer Pension Card holders can apply for free weekend travel.

War Veteran's Travel Pass offers free travel on all public transport to Victorians who have undertaken war or peacekeeping service overseas; have a Department of Veteran's Affairs gold or white card; or have a service injury confirmed by their doctor.

Vision Impaired Travel Pass offers free travel on all public transport to Victorians who are legally blind.

Scooter and Wheelchair Travel Pass offers free travel on all public transport to Victorians who depend on the use of a mobility scooter or wheelchair due to a permanent and severe lifelong disability.

Access Travel Pass offers free travel on all public transport to Victorians who can travel independently but are unable to use the ticketing system due to a mental or physical disability.

Travel passes for Asylum Seekers If you're an asylum seeker, you may be eligible for a PTV Asylum Seeker ID and a Concession myki. This gives you a 50 per cent discount on travel. To check eligibility, or if you would like the application form posted to you or help completing the form, call 1800 800 007.

Victorian Carer Card ('We Care' card) issued by the Department of Families, Fairness and Housing (DFFH), entitles you to a Carer coded myki, which gives you 50 per cent discount on travel and free weekend travel in any two consecutive zones. Cardholders who live in Victoria also have access to two or four free off-peak travel vouchers per year (depending on where you live). For more information visit: ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/carer-card/ and the Carer Card website: carercard.vic.gov.au/

Companion Card allows your carer or companion to travel for free on trains, trams and buses when they travel with you. You still need a valid ticket or free travel pass for your journey. You are eligible for a Companion Card if you need assistance when travelling on public transport. PTV also accept Companion Cards from other states and territories in Australia.

Please note: Public Transport Victoria is trialling and progressively rolling out changes to their ticketing system to offer a range of convenient new ways to pay. This includes tap and go with credit/debit cards, digital watches and digital wallets on all smart phones. Further information on project roll-out can be found at: transport.vic.gov.au/news-and-resources/projects/myki-upgrade

Accessibility

Accessibility on Public Transport Victoria (PTV)

All metropolitan trains are wheelchair accessible and low-floor trams and buses are available on some routes. Most V/Line trains and coaches can be accessed by wheelchairs. Reservations are required for wheelchairs on V/Line coach services. Phone 1800 800 007 at least 24 hours before you travel to reserve a place.

More information on accessible transport is available from PTV on 1800 800 007 or ptv.vic.gov.au.

Travelling with a carer

You and your carer or companion must travel together. You need to show your Companion Card to public transport staff if asked. Your carer or companion must be capable of providing you with all assistance you need.

If you are travelling on a V/Line train or coach, ask for a companion ticket and show staff your Companion Card.

For more information or to apply, visit: ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/companion-card/ or call 1800 650 611 for an application form to be posted to you.

Travel with Assistance Animals and Pets

Some bus passengers may need to travel with an Assistance Animal or a Guide Dog. You can apply for an Assistance Animal Pass if you need your animal to help you while using public transport. Assistance animals include mobility support animals, medical alert animals and psychiatric service animals.

Further information can be found online at: transport.vic.gov.au/tickets-and-myki/other-ticket-types/assistance-animal-pass

There is information about how to apply on the form. If you would like the application form posted to you or need help completing the form, call 1800 800 007.

For information about travelling with your pet, see: ptv.vic.gov.au/more/travelling-on-the-network/animals-on-public-transport/

Information in other languages

Public Transport Victoria provide a range of public transport information in languages other than English. The languages provided are the most spoken in Victoria based on census data.

Information in other languages can be found at: ptv.vic.gov.au/footer/customer-service/information-in-other-languages/ or for a language not listed, call (03) 9321 5450.

For further information on getting around Ballarat: Accessible services and support, go to ballarat.vic.gov.au/community/disability-access-and-inclusion/getting-around-ballarat-accessible-services-and-support

Taxi and Uber Travel

Catching a Taxi

You can catch a taxi via a taxi rank which are located throughout Ballarat.

You can also pre book by calling the taxi company directly, book online or use any of the freely available mobile apps.

Please notify the taxi company when booking if you are using a mobility aid such as an electric scooter or wheelchair; so that a wheelchair accessible taxi can be dispatched.

If you are in the city late at night, use the City Safe taxi rank on Sturt/Lydiard St. Further information can be found at: ballarat.vic.gov.au/taxis or by calling City of Ballarat's Health and Social Planning Team on (03) 5320 5500 during business hours.

There are several taxi companies operating in Ballarat. Please see the Quick Guide Directory at the back of this resource for taxi businesses in Ballarat.

Catching an Uber

An Uber service is like a taxi service, connecting driver and riders on demand. You can use the Uber service through an app loaded to your device, through an online account or requesting a ride over the telephone.

Informal Rideshare and Carpooling

Informal ridesharing can provide opportunities for transportation, socialisation and enhanced wellbeing, whilst reducing the number of cars on the road. If there is a club or group that you are part of, there may be a member who passes by your house each week. You may find a friend or family member who likes to shop on the same day of the week or is willing to organise a regular trip with you. Reaching out to your network and community can provide many benefits and helps to create more connected communities.

Using the Uber app

- Install the Uber app onto your device and register your account.
- Open the app and enter your destination into the 'Where to?' box. Choose the desired option and wait for the pickup to be confirmed.
- You will then be matched with a driver and will be notified when the driver is close by. You can also follow the driver's location and proximity to you on a map.
- The driver picks you up. Remember to verify the drivers name and number plate and destination prior to your trip.

Request an Uber via telephone

Call 13-UBER (13 82 37) to request a ride on demand or in advance.

Request an Uber online

You will need to create an account to register your contact details and your payment method for the ride. Then go to m.uber.com to order the ride. After completing your ride, you will receive an email receipt of your ride.

Uber Assist

Certified drivers give special assistance to passengers who may need extra help.

Drivers can help load and unload assistive devices that can fit in the trunk of a standard sedan once folded or disassembled.

Request your ride through the Uber app, confirm pick up and destination address, select Assist and tap 'Confirm Assist'.

For further information, go to: uber.com/au/en/ride/assist/

Airport Shuttle

The Ballarat Airport Shuttle Bus runs services between Ballarat and Melbourne Airport, with frequent departures seven days a week, every day of the year (except Christmas Day). The service operates from the coach bay area at the Ballarat Railway Station on Lydiard Street, with stops at Ballarat Railway Station (bookings preferred), Bacchus Marsh (bookings essential), Melton (bookings essential), Ballan (bookings essential), and Melbourne Airport (bookings preferred).

Ticketing

You can buy tickets online and either print them out or present the ticket on your smartphone. You can also buy tickets from the office situated inside the Ballarat Railway Station or by phoning the office on 03 5333 4181.

Accessibility

Wheelchair equipped vehicles are available and must be booked at least 48 hours in advance by telephoning the Airport Shuttlebus office. The wheelchair lift is available to/from Ballarat or Melbourne Airport bus stops only.

Passengers need to ensure they can board and disembark the bus with minimal assistance, or alternatively, to travel with a carer/companion. Airport Shuttlebus can issue companion cardholders with a second ticket for their companion to travel at no charge.

For more information about this service, go to airportshuttlebus.com.au or call 03 5333 4181.

Driving in Ballarat

Licensing in Victoria

A driver's license is required to drive on all Victorian roads. Getting older or having medical conditions does not automatically mean you have to stop driving. In Victoria, drivers are not required to pass another licence test when they reach a particular age.

It is important to watch for changes that might affect your ability to drive and discuss this with your doctor. Sometimes you may have conditions put on your licence—such as a requirement for vehicle modifications, limits on distance travelled or use of local roads, or only driving in daylight or off-peak hours. Conversely, you may be required to undergo regular medical or eyesight reviews.

Once you have notified VicRoads of a medical condition or disability, VicRoads will undertake a medical review. If you have a medical condition that could have an impact on your driving, VicRoads may ask you to do a driver assessment with an Occupational Therapy Driver Assessor. You are responsible for the cost associated with this assessment. VicRoads will write to you if you are required to undergo one of these assessments.

VicRoads has a Self-Assessment Guide designed to help you think objectively about your current driving capability. You can find the guide in the 'Am I still fit to drive – Ageing and safe driving' Factsheet online at transport.vic.gov.au/road-rules-and-safety/age-and-driving-safely#h2-3txde or contact your local VicRoads Customer Hub (see the Quick Guide Directory at the back of this guide).

New to Victoria?

If you have an overseas or interstate licence, you will need to convert to a Victorian licence within six months of residing in Victoria. Further information on requirements can be found online at vicroads.vic.gov.au/licences/new-to-victoria or by contacting VicRoads Customer Hub (see the Quick Guide Directory at the back of this guide).

Vehicle Registration

To drive a vehicle on public roads in Victoria, it must be registered. Information on registration services and requirements can be found online at vicroads.vic.gov.au/registration or by contacting VicRoads Customer Hub (see the Quick Guide Directory at the back of this guide).

Registration Concessions

You can apply for a registration concession with a valid concession, including: a **Pensioner Concession Card, Health Care Card or Veterans Gold Card** (varying concessions).

Further information can be found online at: vicroads.vic.gov.au/registration/registration-fees/concessions-and-discounts/registration-concessions or by calling VicRoads on 13 11 71

Apply for a registration concession:

You can apply for registration concession at your nearest VicRoads Customer Service Centre or an Australia Post outlet (if the concession rate entitlement is printed on your renewal notice).

Parking in Ballarat

There is a variety of on-street parking available in central Ballarat. This includes short, medium and long-term free and paid parking.

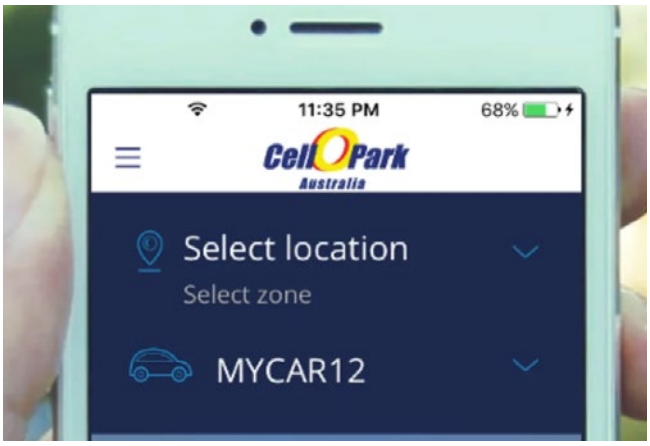
If you park between two signs with the word ‘meter’, you must pay for parking or claim a free hour of parking. If the sign does not have the word ‘meter’, you do not have to pay.

Pay attention to the timing restrictions of all parking spaces. If you stay parked in a space longer than allowed, you may receive a fine.

Smarter Parking

Smarter Parking is in operation in the Ballarat Central Business District. Once parked, follow the signs on the ground to find the nearest parking meter. The first hour of parking is free when you put your registration number into the Smarter Parking meter or the CellOPark app.

Further information on parking in Ballarat can be found at ballarat.vic.gov.au/smartpark. You can also drop in to The Phoenix at 25 Armstrong Street South, Ballarat or by calling: 5320 5500



CelloPark App

The CellOPark app provides a convenient way to pay for parking without needing coins, meters or tickets. You can install the app on your device, register online site.cellopark.com.au/how-it-works/ or call 1300 235 567 275 (1300 CellOPark) to register.

Once registered, park your car, select the zone you have parked in, select the correct car and press 'Start'. When you want to leave, press 'Stop' or dial the local CellOPark number. All payments are debited from your account based on the selected payment method.

Useful tip: set a reminder on your phone to press 'Stop' or call the CelloPark number at the end of your parking time.

Accessible Parking Permits

Victoria's Accessible Parking Permit (APP) Scheme is an online system administered by VicRoads. Residents and organisations who need a new permit, or to renew or replace a permit, will need to apply online. To apply for or renew a permit:

- Start your application at accessibleparking.vic.gov.au/permits/
- You will receive an application reference number via SMS.
- Take your reference number to your Doctor or Occupational Therapist. They will complete an online assessment and submit your application.
- Your application will be assessed by VicRoads to determine if you qualify for a permit.
- If your application is successful, City of Ballarat will finalise your application and you will receive your permit in the mail.

Blue Permit – Australian Disability Parking Permit

- You can park in any all-day metered car park (including off-street car parks) for free.
- You can park in time-restricted parking spots for twice as long as the signs indicate, for free.
- Time restrictions still apply to the blue disability parking bays.
- You do not need to add your rego into a parking meter, but it is appreciated if it is convenient.

Green Permit – Victorian Double Time Permit

- You get your first hour of parking free, then can stay for double the time you pay for. You must add your car registration into a parking meter.
- Parking officers will still be on-foot checking for your permit.

For up-to-date parking information, visit ballarat.vic.gov.au/city/parking or pick up an information brochure from City of Ballarat Customer Service at The Phoenix, 25 Armstrong Street South, Ballarat.

If you need assistance, Ph: 5320 5500.

Journey Planning

There are several online resources that can make planning your journey easier. By entering your starting point, destination and/or required stopping points, journey planners can assist you in finding direct routes, safer routes and estimate the amount of time the journey may take.

Travel Apps – what are they?

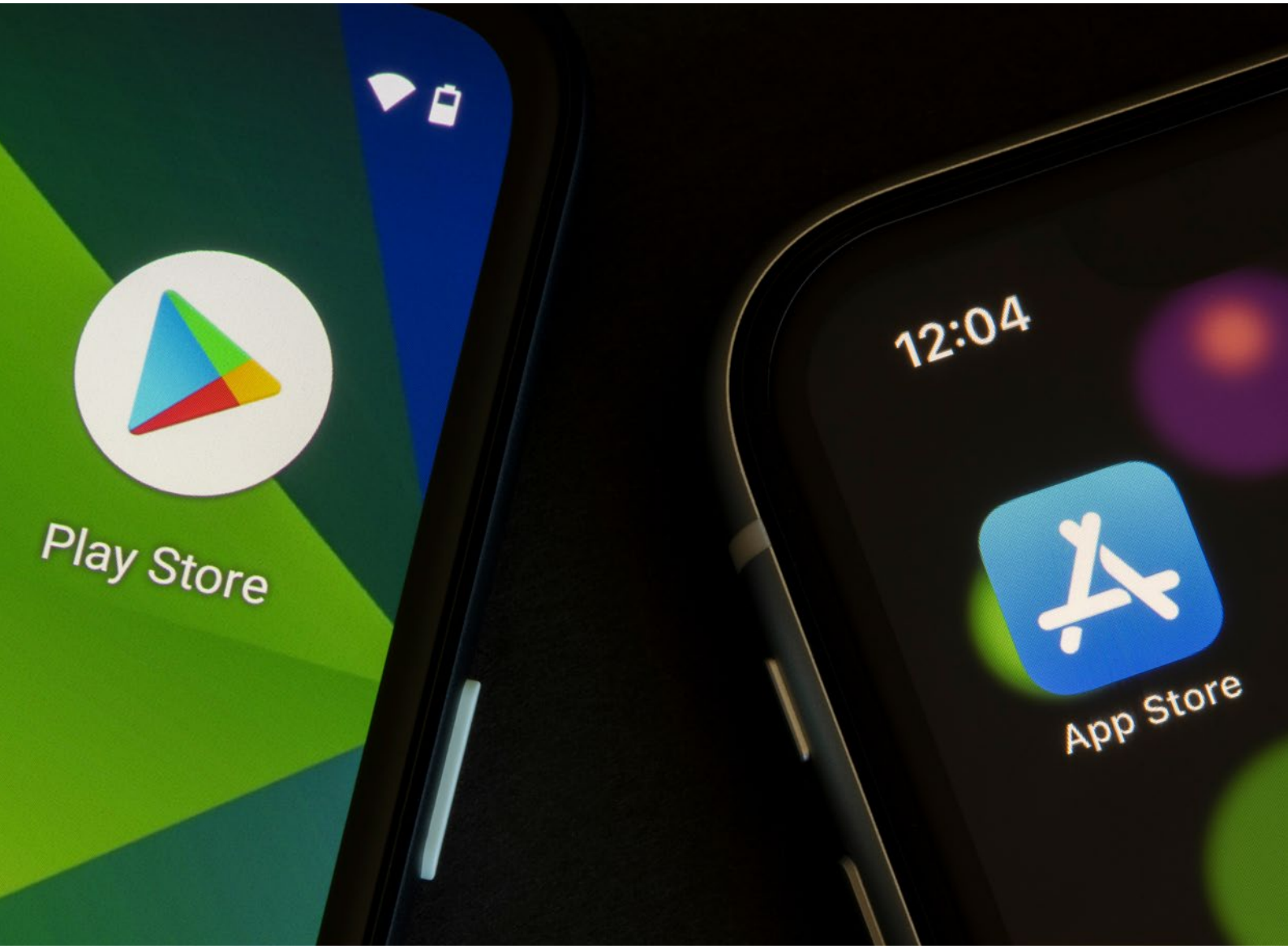
A travel app can be installed on your device – smart phone, tablet or desktop computer. They allow users to plan journeys ahead of time or on-the-go and can provide up-to-date information on public transport timetables and routes, and maps and directions for varying modes of transport.

Google Maps

Google Maps offers real-time traffic conditions and route planning for traveling by foot, car, bike, and public transport. Use Google Maps on your device or at: google.com.au/maps/about/#!/

PTV App

You can use the fully accessible PTV App, which includes text to voice capability and large font options. You can manage your myki card, get real-time travel alerts and plan your journey via public transport. You can find further information about the app at: ptv.vic.gov.au/footer/about-ptv/digital-tools/mobile-apps/



Arevo App – RACV

RACV's Arevo App is a free downloadable app that personalises bike routes, provides information on car parks, petrol prices and live public transport information. You can find more information at: arevo.com.au/

Journey Planner – PTV

Public Transport Victoria's online Journey Planner helps you find the quickest route for your public transport journey. Simply enter a starting point and destination on ptv.vic.gov.au/journey . For further information or help with journey planning, call1800 800 007 and select Option 1.

If you need assistance with technology, you could ask friends or family to help you or visit your local library. To request further assistance, phone (03) 5320 5500 to speak with a staff member from City of Ballarat's Ageing Well Services.

The Road Ahead: Exploring Your Options

If you have decided to reduce your driving or are considering your options for the future, there are many modes of transport that can help to keep you independent, mobile and connected. It is a good idea, where possible, to try out other forms of transport before you stop driving. This will make the transition from driving much smoother, and ensure you stay active and connected to your local community.

Fit to drive

All drivers, no matter what age, should routinely consider 'am I still fit to drive?'

It is important that you continue to assess your driving skills and be aware of early warning signs and any physical or mental changes. It is important to continue to communicate with your health practitioners about your health, medications and their potential effects on driving.

Senior Road Users Hub

Further information and checklists on staying safe, medications and driving can be found on the TAC website at tac.vic.gov.au/road-safety/road-users or by calling 1300 654 329 (local call) or 1800 332 556 (toll-free). Keep up to date with TAC's Senior Road Users Hub by visiting seniorroadusers.vic.gov.au/.

Reducing driving over time

Aiming to reduce your driving over time is a good way to gradually retire from driving. This might start with not driving at night or avoiding scenarios many drivers find stressful— such as driving on busy freeways or in unfamiliar areas.

Driving alternatives

There are lots of alternatives to driving, including taxis, rideshare services, public transport, travelling with friends or family, home delivery, and for those still physically active, walking or riding a bicycle.

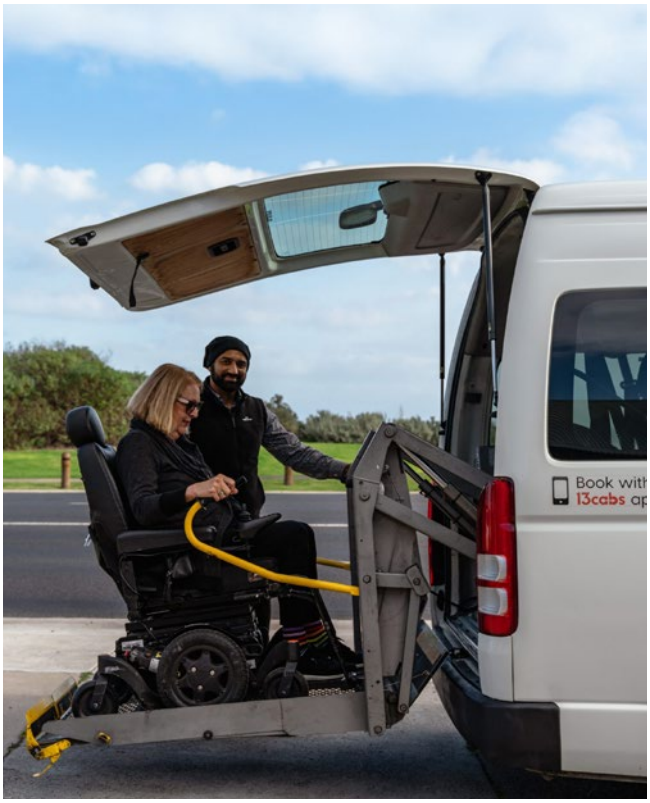
Courses and Information Sessions

City of Ballarat's Ageing Well Services team provides various courses and information sessions throughout the year to help you to explore alternatives to driving, ways to ensure you stay safe on the road and opportunities to keep you connected and engaged in community life.

Stay up to date on upcoming courses by contacting City of Ballarat's Ageing Well Services team on 5320 5500 or visit our Facebook or Humanitix pages (see Ageing Well Services details in the Quick Guide Directory at the back of this guide).

Transport Support Services

There are various transport support services available to assist you in continuing your daily activities and participating in community life. Many of these services include specific eligibility criteria.



Multi-Purpose Taxi Program (MPTP)

The MPTP supports people with limited mobility by offering subsidised taxi and uber fares. It pays half the cost of each taxi trip taken by its users, up to $60 with some restrictions.

Eligibility criteria for this program includes having a severe or permanent disability and a demonstration of financial hardship.

To apply for this program, the first step is to visit your doctor to complete a medical assessment to commence the application process.

For further information, online application and eligibility criteria, visit: safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program/mptp-members/ or you can call 1800 638 802 for further information.

Travellers Aid

Travellers Aid is an organisation that provides support and advice to public transport users. Travellers Aid volunteers can help passengers between platforms, coach/bus bays, the taxi rank and car park drop off zones at Ballarat Railway Station. Volunteers can assist in numerous ways, providing:

- A friendly companion to assist passengers with vision impairments.
- A helpful hand for passengers with luggage.
- Wheelchair assistance for passengers with limited mobility or temporary injuries, to move around the station.

Connection assistance bookings must be made 24 hours in advance to ensure you are met from your car, train, bus, airport transfer or taxi. Bookings can be made online at: travellersaid.org.au/book-a-service/connection-assistance-booking/ or by calling 0491 767 177.

The Ballarat Travellers Aid service operates from Monday to Friday, 7.30am-3.30pm. You can call 0491 767 177 or email ballarat@travellersaid.org.au for more information or to make a booking.

There are four service sites - Southern Cross and Flinders Street Stations (Melbourne), Ballarat Station and Seymour Station (regional Victoria). Further information can be found online at travellersaid.org.au/service-hubs/ballarat-station/

There are more extensive Travellers Aid services available from the Public Transport Hubs in Melbourne, including a companion service, personal care, connection assistance (buggy/wheelchair), mobility equipment hire, and crisis travel assistance. Call 0491 767 177 for more information on these services.

Community Transport

There are various community transport options available across the municipality. Funding pathways and programs are accessed through Aged Care programs (My Aged Care) or the National Disability Insurance Scheme (NDIS).

To determine eligibility for these programs, individuals are required to go through an assessment to determine need. For questions about accessing aged care programs, contact the My Aged Care contact centre on 1800 200 422 or visit myagedcare.gov.au/. To access the National Disability Insurance Scheme (NDIS) call 1800 800 110 or visit ndis.gov.au/applying-access-ndis

If you need support navigating these programs, contact City of Ballarat's Community Connectors on 03 5320 5500.

Transport Services Available

If eligible for community transport programs you can seek help with transport to maintain your engagement in community life and activities of daily living. These services could help by arranging a driver service, providing transport vouchers and subsidies or assistance with shopping, attending health appointments or social activities.

Commonwealth Home Support Program (CHSP)

Transport can be accessed through the Commonwealth Home Support Program, if eligible. This program helps older Australians access entry-level support services to live independently and safely at home.

Eligibility for this program is based on your support needs and age. To be eligible, you must be aged 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), or 50 years or older and on a low income and homeless, or at risk of being homeless (45 years or older for Aboriginal and Torres Strait Islander people).

An aged care assessment will determine your eligibility for the CHSP, including specific services. To check your eligibility, go to: myagedcare.gov.au/am-i-eligible or call the My Aged Care contact centre on 1800 200 422.

The CHSP will transition across to the Support at Home Program in 2027.

Support at Home Program

The Support at Home program is a new government initiative providing coordinated aged care services to older people living at home with more complex needs. It replaces the previous Home Care Packages and Short-Term Restorative Care programs. Accessing the program requires an aged care assessment, and once approved, individuals can choose a provider to deliver services required, such as transport support.

Community Transport Providers

In Ballarat we have the following Community Transport providers:

Community Accessability Inc

Funding options can be accessed through the Commonwealth Home Support Program (CHSP). A low-cost self-funded option is available for older adults who are experiencing limitations to transport access due to financial challenges.

For further information or to register for this service, phone 1300 704 530 or Email: intake@communityaccessability.org.au

Uniting AgeWell

Community transport services are offered to clients who are unable to access public transport. The service includes transport to medical appointments, the hairdresser, local shops, community groups and more.

Funding options for these transport services can be accessed through the Commonwealth Home Support Programme (CHSP) or Support at Home Program, if eligible.

For further information on referrals and eligibility, phone (03) 5326 0701 or email TransportGrampians@unitingagewell.org

Mecwacare

This service provider can coordinate transport to and from social outings, shops, medical practitioners and community events. It can also organise support and access to programs and therapies.

Partially subsidised transport may also be provided for eligible people under 65 years through the Home and Community Care Program for Younger People (HACC-PYP).

For funding options, eligibility or further information, call: 03 5333 0900 or email intake@mecwacare.org.au

Driving Miss Daisy

Driving Miss Daisy is a companion driving service, that operates from door-to-door and can assist you in getting where you need to go. Services can be accessed through NDIS funding, Aged Care Funding or via direct Fee-for-Service payment. Further information and rates can be found at: drivingmissdaisy.com.au/

For further information Ph: 0475 879 256 or email: ballarat@drivingmissdaisy.com.au

Community transport services may change from time to time. To check current providers, visit myagedcare.gov.au/find-a-provider or call My Aged Care on 1800 200 422.

Non-emergency Patient Transport

Red Cross

Red Cross provides door-to-door transport to assist you to attend non-emergency medical appointments if you have no other transport options. This transportation service is for older people or people with a disability. A Red Cross volunteer driver will collect you from your home and drive you to your appointment.

Eligible clients must be:

- Referred by a medical practitioner.
- Unable to access other means of transport.
- Able to walk unassisted, or negotiate at least two steps with a walking stick or frame.
- Able to manage their own entry and exit into and out of a domestic passenger vehicle.
- Able to sit comfortably for an extended period in a domestic passenger vehicle with other passengers.

The program supports access to essential medical appointments only.

Clients requiring intravenous therapy, oxygen or monitoring during transit are not eligible.

For further information on eligibility, referrals and service hours, go to redcross.org.au/patient-transport-vic/ or call: 03 8327 7868 or email victransport@redcross.org.au

Patient Transport – Long Distance

Victorian Patient Transport Assistance Scheme (VPTAS)

This scheme provides financial assistance to eligible Victorians who must travel a long way for specialist medical treatment. To be eligible, patients must live in a designated rural area and travel 100km one way or 500km per week to see a medical specialist.

For further information, go to health.vic.gov.au/rural-health/victorian-patient-transport-assistance-scheme-vptas or call 1300 737 073.

Further Information

Transport Victoria

Transport Victoria provides key information to help you get around Victoria's Road Network. You can find important information on road rules and safety, registration and licensing, planning your journey and useful links via their website: transport.vic.gov.au/.

You can subscribe to Transport Victoria at: transport.vic.gov.au/contact-us. Further contact details can be found in the Quick Guide Directory at the back of this guide.

City of Ballarat - Ageing Well Services

The Ageing Well Services team is available to support our older residents to navigate transport options in Ballarat.

For up-to-date information on news, events, courses and to contact the team, go to:

Phone: Customer Service (03) 5320 5500

Website: ballarat.vic.gov.au/ageing-well-ballarat

Facebook: facebook.com/ageingwellballarat/

Humanitix: events.humanitix.com/host/ageing-well-ballarat

Email: ageingwell@ballarat.vic.gov.au

Quick Guide Directory

Ageing Well Services (City of Ballarat)

Ph: (03) 5320 5500
Email: ageingwell@ballarat.vic.gov.au
Website: ballarat.vic.gov.au/ageing-well-ballarat
Facebook: facebook.com/ageingwellballarat/
Humanitix: events.humanitix.com/host/ageing-well-ballarat

Ballarat Airport Shuttle Bus

Ballarat Railway Station
Lydiard Street North, Ballarat Central
Ph: 03 5333 4181
Email: info@airportshuttlebus.com.au
Website: airportshuttlebus.com.au/

Ballarat Railway Station

Lydiard Street North, Ballarat Central
Ph: (03) 5337 8609
Website: ptv.vic.gov.au/

Ballarat Scenic Cyclists

Ph: 0437 874 224
Website: sceniccyclists.ballarat.vic.au/

CDC Ballarat Bus Depot

Ph: (03) 5331 7777
Website: cdcvictoria.com.au/contact/head-office-and-depots/

CellOPark Australia

Ph: (03) 9111 1799 (Victoria)
Or 1300CellOPark (1300 235 567 275)
Website: site.cellopark.com.au/

City of Ballarat

Customer Service - The Phoenix
25 Armstrong Street South, Ballarat
Ph: 5320 5500
Website: ballarat.vic.gov.au/contact

City of Ballarat Community Connectors

Ageing Well Services – The Phoenix
25 Armstrong Street South, Ballarat
Ph: 03 5320 5500
Email: ageingwell@ballarat.vic.gov.au
Website: ballarat.vic.gov.au/ageing-well-ballarat

Community Accessability Inc

Ph: 1300 704 530
Email: intake@communityaccessability.org.au
Website: communityaccessability.com.au/

Driving Miss Daisy

Ph: 0475 879 256
Email: ballarat@drivingmissdaisy.com.au
Website: drivingmissdaisy.com.au/

Mecwacare

10 Drummond Street North, Ballarat Central

Ph: (03) 5333 0900

Website: mecwacare.org.au/our-services/home-care-services/

Metro Notify and V/Line Metro Notify

Website: metrotrains.com.au/metronotify/

App: vline.com.au/app

Mobility Aid Providers

Astec Equipment Services Ballarat

612 Skipton Street, Redan

Ph: (03) 5336 3900

Website: astecservices.net.au/

Independent Living Specialists (ILS) Ballarat

206 Creswick Road, Ballarat VIC, 3350

Ph: (03) 5333 4006

Website: ilsau.com.au/store/independent-living-specialists-ballarat-mobility-specialist-store/

Oscar Care Ballarat

203 Burnbank Street, Wendouree

Ph: (03) 5330 2121

Website: oscarcare.com.au/locations/

Multi-Purpose Taxi Program (MPTP)

Safe Transport Victoria

Ph: 1800 638 802

Website: safetransport.vic.gov.au/on-the-road/multi-purpose-taxi-program/

My Aged Care

Ph: 1800 200 422

Website: myagedcare.gov.au/

Myki

Ph: 1800 800 007

Website: ptv.vic.gov.au/tickets/myki

National Disability Insurance Scheme (NDIS)

National Contact Centre:

Ph: 1800 800 110

Email: enquiries@ndis.gov.au

Website: ndis.gov.au/contact

PTV Victoria (Public Transport Victoria)

Ph (Trip Planning): 1800 800 007 and select option 1

Trip Planning Website: ptv.vic.gov.au/journey

PTV App: ptv.vic.gov.au/footer/about-ptv/digital-tools/mobile-apps/

RACV

Ph: 1300 668 015

Website: racv.com.au/royalauto/transport/cars/safe-driving-tips-for-seniors.html

ReCranked

Wendouree Community Centre

16 Holly Grove, Wendouree

Ph: 03 4311 1500

Email: recranked@yballarat.org.au

Website: yballarat.org.au/recranked/

Red Cross Non-Emergency Patient Transport

Ph: 03 8327 7868

Email: victransport@redcross.org.au

Website: redcross.org.au/patient-transport-vic/

Southern Cross Station

Ph (General Information): 1800 800 007

Website: transport.vic.gov.au/plan-a-journey/maps/southern-cross-station-map-and-travel-information

State-wide Equipment Program

Ph: or 03 5333 8100 or

Ph: 1300 PH SWEP (1300 747 937)

Email: swep@gh.org.au

Website: swep.bhs.org.au/

Taxi Services Ballarat

Silver Top Taxis Ph: 13 50 00

Eureka Taxis Ph: 1300 183 360

Crown Cabs Ballarat Ph: 1300 121 314

Ballarat Taxis Ph: (03) 5329 0000 / 131 008

13Cabs Ballarat Ph: 13 22 27

Transport Accident Commission (TAC)

Ph: 1300 654 329 (local call)

Ph: 1800 332 556 (toll-free)

Email: info@tac.vic.gov.au

Website: tac.vic.gov.au/

Senior Road Users Hub: seniorroadusers.vic.gov.au/

Transport Victoria

Ph (General enquiries): 133 778

Ph (Road and traffic enquiries): 133 778

Ph (Report an urgent road hazard): 131 170

Website: transport.vic.gov.au/

Travellers Aid Companion Service

Ph (Ballarat): 0491 767 177

Website: travellersaid.org.au

Bookings: travellersaid.org.au/book-a-service/connection-assistance-booking/

Uber

Ph: 13-UBER (13 82 37)

Website: uber.com/au/en/ride/assist/

Online booking: m.uber.com

Uniting AgeWell

Ph: (03) 5326 0701

Email: TransportGrampians@unitingagewell.org

Website: unitingagewell.org/location/grampians-community-transport/

U3A Ballarat Inc Cyclists

Ph: 0431 859 315

Email: info@u3aballarat.org.au

Website: u3aballarat.org.au

VicRoads - Ballarat Customer Hub

101 Armstrong Street North, Ballarat Central

Ph: 13 11 71

Website: vicroads.vic.gov.au

Victoria Walks

Ph: 03 9662 3975

Email: info@victoriawalks.org.au

Website: victoriawalks.org.au/

Victorian Patient Transport Assistance Scheme (VPTAS)

Ph: 1300 737 073

Website: health.vic.gov.au/rural-health/victorian-patient-transport-assistance-scheme-vptas

V/Line

Ph: 1800 800 007

Website: vline.com.au/

V/Line App: vline.com.au/app

Wendouree Railway Station

Gillies Street North, Wendouree

Ph: (03) 5337 8557

Website: ptv.vic.gov.au/

References

The information in this Guide is sourced from the following websites:

Accessible Parking Permits
accessibleparking.vic.gov.au/permits/

Airport Shuttle Bus
airportshuttlebus.com.au/

Arevo RACV
arevo.com.au/

Ballarat Scenic Cyclists
http://sceniccyclists.ballarat.vic.au/

Carer Card
carercard.vic.gov.au/

CDC Victoria
cdcvictoria.com.au/accessibility/

CelloPark
site.cellopark.com.au/

City of Ballarat
ballarat.vic.gov.au/

Community Accessability Inc.
communityaccessability.com.au/

Department of Health
health.vic.gov.au/

Driving Miss Daisy
drivingmissdaisy.com.au/

electrek
electrek.co/2024/02/20/why-electric-bikes-give-more-exercise/

iMove
imoveaustralia.com/topics/micromobility/

Love to Ride Ballarat
lovetoride.net/ballarat

Mecwacare
mecwacare.org.au/

Metro Trains
metrotrains.com.au/

My Aged Care
myagedcare.gov.au/

NDIS
ndis.gov.au/

PTV
ptv.vic.gov.au

ReCranked
yballarat.org.au/recranked/

Red Cross Patient Transport
redcross.org.au/patient-transport-vic/

Safe Transport Victoria
safetransport.vic.gov.au/

Seniors Online
seniorsonline.vic.gov.au/

State-wide equipment program
swep.bhs.org.au/

TAC
tac.vic.gov.au/

Transport Victoria
transport.vic.gov.au/

Travellers Aid
travellersaid.org.au/

Uber
uber.com/au/en/

Uniting AgeWell
unitingagewell.org/

U3A Ballarat
onyerbike-u3a.org.au/joining-a-cycling-group

VicRoads
vicroads.vic.gov.au/

Victoria Walks
victoriawalks.org.au/

Visit Victoria
visitvictoria.com/

V/Line
vline.com.au/

CITY OF BALLARAT

Customer Service
Monday to Friday, 8.30am–5pm

Phone
5320 5500

Email
info@ballarat.vic.gov.au

Postal Address
PO Box 655
Ballarat, VIC 3353

Website
ballarat.vic.gov.au

NRS-Friendly Hearing or Speech Impaired?
Call via the National Relay Service on 133 677

Translating and Interpreting Services
Call 131 450 for immediate phone interpreting (available 24 hours)
Visit **tisnational.gov.au** for online service

@BallaratCityCouncil

cityofballarat

ballarat-city-council

All information correct at time of publication.

Have we missed something?

If you have feedback or feel that we should include something extra in this guide, please let us know.

Call **5320 5500** and ask for the Ageing Well team or email **ageingwell@ballarat.vic.gov.au**