



Who is V/Line

**This social script will help you
understand V/Line services
and how you can travel in
regional Victoria**



V/Line has provided public transport services to regional Victoria for more than 40 years.

Each week, V/Line schedules more than 2,200 rail services between Melbourne and regional centres.

V/Line also provides coach services across regional Victoria and interstate connections.



All scheduled V/Line trains start or finish their journey at Southern Cross Station.

Trains on the Gippsland Line also stop at Flinders Street Station.



V/Line has three different types of trains:

- VLocity trains
- Sprinter trains
- Locomotive-hauled trains

You can take a virtual tour of the different trains on the V/Line **website**.



On V/Line you are able to travel with luggage. Your luggage must meet the following dimensions:

- Luggage cannot weigh more than 32 kilograms.
- You may carry two items of luggage, with no one item weighing more than 16 kilograms,
- As well as one piece of hand luggage.

No additional luggage allowance is available for purchase.

If you are travelling with a pram, the pram must be collapsible.



V/Line scheduled coaches travel across all parts of regional Victoria.

Coaches also provide interstate connections to South Australia, New South Wales and the Australian Capital Territory.

When travelling on V/Line coach services, all luggage must be stored in the luggage compartment, with the exception of one small bag.

Most scheduled coaches also include a wheelchair lift for passengers in mobility aids.



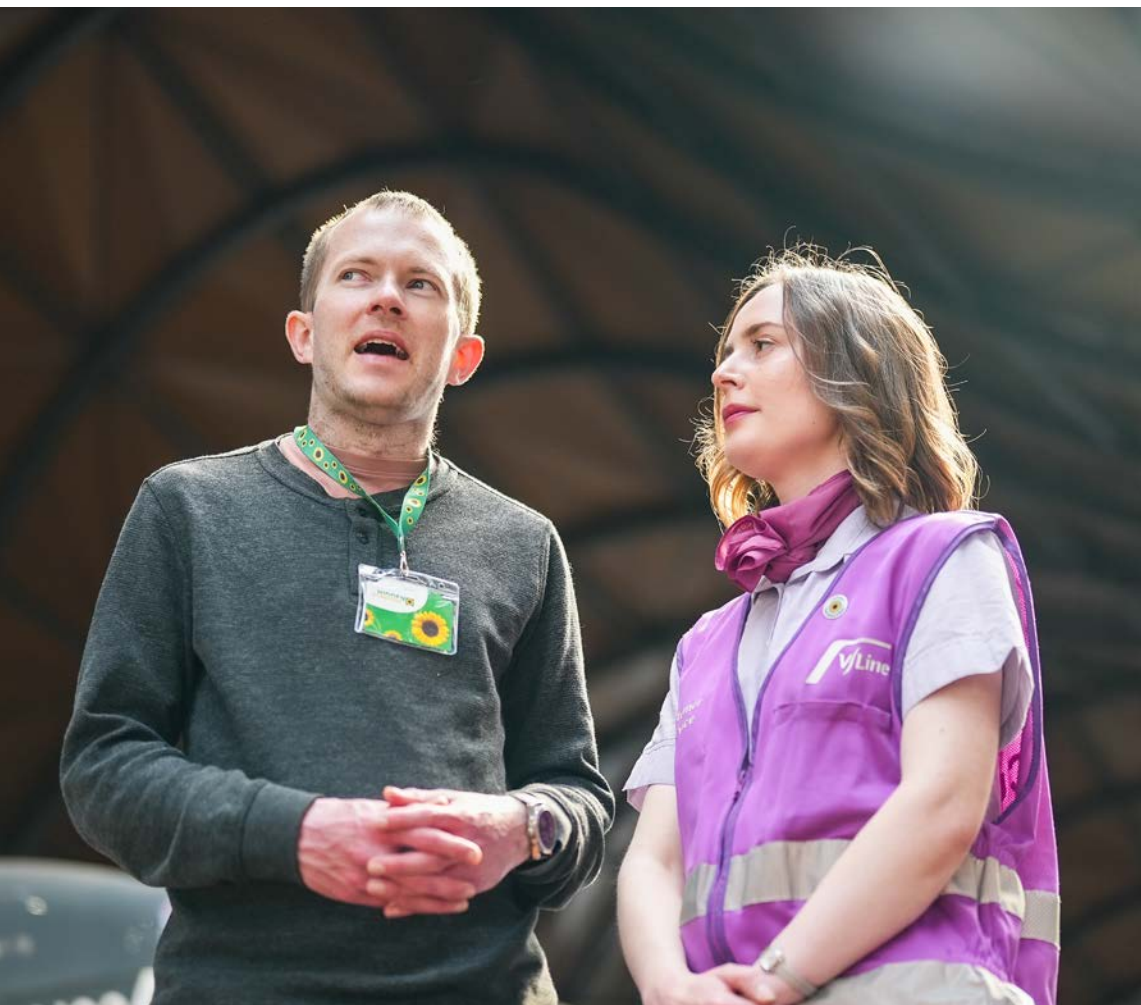
When travelling on V/Line coaches, you are welcome to bring cold packaged foods onboard and all drink containers must have a secure lid.

For the comfort and safety of everyone on board, hot food or drink are not allowed on V/Line coach services.



In Melbourne, coaches arrive and depart from the Southern Cross Station Coach Terminal.

In the coach terminal, destinations are displayed at each coach stop to help you find the right service.



V/Line staff are available at most stations to help you and answer your questions.

V/Line staff will be wearing a purple vest when on the platform.

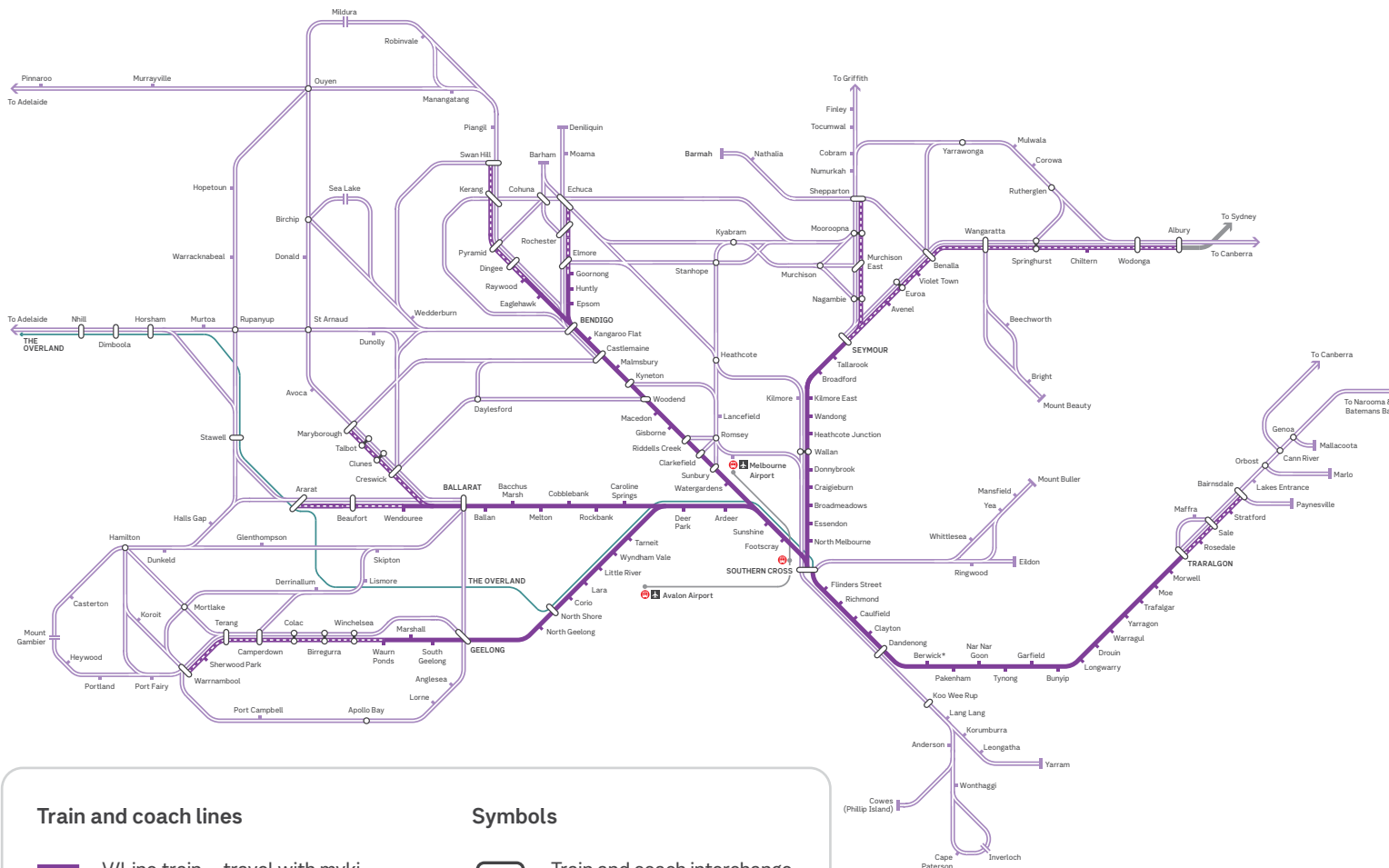
You can also call **1800 800 007** for travel information.



V/Line conductors are onboard every train service.

Conductors can help you with your travel needs and answer your questions.

Passengers needing help getting on and off a train, are encouraged to speak with a staff member.



Train and coach lines

- V/Line train – travel with myki
- V/Line train – paper ticket required
- V/Line coach – paper ticket required

* Limited services at Berwick Station

Symbols

- Train and coach interchange
- Coach interchange
- +
 Train Station and coach stop (without interchange)
- Train Station
- Coach stop
- End of line

Depending on where you are travelling, you may need a myki card or a paper ticket. This map shows you what type of ticket you need:

- Solid purple line – myki card for train services
- Purple dotted line – paper ticket for long-distance train services
- Double purple lines – paper ticket for coach services.



When you travel on a service in the myki zone, you can purchase a myki card or top up your myki at:

- V/Line staffed stations between Melbourne and Geelong, Ballarat, Bendigo, Traralgon and Seymour.
- myki machines at some V/Line stations.
- Staffed Metro stations.
- Online at the PTV **website**, calling **1800 800 007** or the PTV Hub at Southern Cross Station.
- People with a disability may be eligible for a free travel pass. These tickets are able to be used across the network.



There are a number of places you can buy a V/Line paper ticket:

- All V/Line staffed stations, at an unstaffed station, you can purchase your ticket from the conductor onboard.
- On V/Line's **website**. You can then pick up your ticket at the station, ticket agent or have it posted to you.
- If you have an access travel pass, you are still able to make your booking online.
- Some Metro stations.
- Some ticket agents within regional Victoria, which may include local milk bars and news agencies. You can find out where these agents are located on V/Line's **website**.
- On scheduled coach services, you can buy a coach ticket direct from the coach driver.



V/Line has tools to help you communicate with staff called the 'Talking to V/Line Toolkit'.

At stations, staff have picture and sentence boards to help communicate with you if you need.

Conductors can also use these on their phones and have individual communication cards they carry with them.

You can download 'community request cards' and 'V/Line reminder cards' to assist with asking questions, and telling a conductor which stop you need to get off the train.



The Travellers Aid service provides support and assistance to passengers, including people with a disability.

They can help you with accessing different parts of a station.

If you need this type of assistance, please speak with a V/Line staff member or you can contact Travellers Aid before you travel to make a booking.

The Traveller Aid service is available at:

- Southern Cross and Flinders Street stations
- Seymour and Ballarat stations



Try before You Ride event at Bendigo 2023

V/Line has an Accessibility Action Plan.

Our Accessibility Action Plan outlines how we are working to improve the network for people with a disability.

You can read the full plan on the V/Line **website**.

V/Line holds events each year called 'Try Before You Ride'. These events are for people with a disability to practise using public transport, including V/Line trains and coaches.

To register your interest, please email **accessibility@vline.com.au**



You can find out more about
V/Line from your local station,
or on the V/Line **website**.

Thanks for travelling with V/Line.

Enjoy your journey.

For more information

Tickets

<https://www.vline.com.au/Plan-trip-buy-tickets>

Timetables

<https://www.vline.com.au/Timetables/Train-coach-timetables>

Luggage, Bikes and Animals

<https://www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals>

Travellers Aid

<https://www.travellersaid.org.au>

Communication Supports

<https://www.vline.com.au/Fares-general-info/Accessibility>

Virtual Fleet Tour

<https://www.vline.com.au/Fares-general-info/On-board>