

**Development of the 'Get on Board' Travel Companion service funded by:**



**Public transport travel companion service**



For people who would like to learn how to use the Adelaide Metro public transport system

**'Get on Board'**

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# *'Get on Board' Travel Companion Service*

## **What is 'Get on Board'?**

The public transport system can seem complex if you haven't caught a bus/train/tram for a long time or maybe never. 'Get on Board' is a service that provides a volunteer travel companion to accompany you on a journey or several journeys and explain to you how to use public transport.

## **Why public transport?**

Once you are familiar and confident with the public transport system, you can travel just about anywhere in metropolitan Adelaide.

Public transport in Adelaide is one of the cheapest means of travel, offering concessions to students and pension and health card holders and free travel for seniors between 9.01am and 3.00pm weekdays and all weekend and public holidays.

Nearly all modern buses, trams and trains are accessible with ramps and other features that make it easier to embark and disembark even if you are in a wheelchair or have a gopher.

Public transport is also one of the most environmentally friendly ways to travel.

## **Am I eligible for the Get on Board Travel Companion Service?**

'Get on Board' is for older people or people with a disability and their carers.

'Get on Board' may not be available in all areas. Contact your local council or local community transport service to see if there is a 'Get on Board' travel companion service operating in your local area.

## **How do I arrange a travel companion to assist me?**

Call the service listed on the back of this brochure. The office staff will discuss your needs such as where you would like to go using public transport and what type of assistance you might need.

The office staff will then arrange a suitable time for you and a volunteer to take a journey.

## **Public Transport Kit**

As part of the service you will be provided with a public transport kit including:

- ◆ Client Information Pack—explains how the public transport system works
- ◆ Relevant timetables for your area
- ◆ Relevant pamphlets and information

## **What will the travel companion do?**

The volunteer travel companion will meet you at your home and accompany you to your most convenient bus, tram or train stop. In the course of the trip the travel companion will cover everything you need to know to be able to use public transport with confidence, including:

- ◆ The various types of tickets and when to use them (including concessions available)
- ◆ Where to buy tickets
- ◆ How to board and validate your ticket
- ◆ Disability access features of public transport
- ◆ How to use a timetable and where to get them

## **Is there a cost?**

There is no cost for the 'Get on Board' travel companion service itself. Clients may need to purchase a ticket to travel on the bus/tram/train.

Seniors Card holders travel free on AdelaideMetro public transport services from 9.01am to 3.00pm weekdays and all times on weekends and public holidays.