

You can book transport to medical appointments at these locations:

Hospitals:

- Royal Melbourne Hospital (City and Parkville campuses)
- Royal Women's Hospital
- Royal Dental Hospital
- St Vincent's Hospital
- Peter McCallum Cancer Centre
- Broadmeadows Hospital
- Epworth Freemasons East Melbourne
- Northern Hospital
- Austin Hospital
- Heidelberg Repatriation
- Eye and Ear Hospital

Other health centres:

- Dianella Plenty Valley Health (Dianella)
- Broadmeadows Health Service
- Australian College of Optometry
- North West Eye Specialist
- Skin Cancer Foundation
- Victoria Parade Surgery Centre.

Other locations may be considered.

This service is in high demand. Please call to cancel if you no longer need the service.

Emergency contacts

It is important that we have accurate details of your emergency contacts on our file. It will help us to notify them in case of an emergency.

If your emergency contact information changes, please contact the Community Transport Team:

- by calling **9240 2302** or
- by emailing **comtransport@merri-bek.vic.gov.au**

Contact us

Website:

merri-bek.vic.gov.au/communitytransport

Email: comtransport@merri-bek.vic.gov.au

Phone: 9240 2302



Scan the QR code with your phone camera app to read more information about the program on our website.

Merri-bek Council Community Transport Service



Speak with us in your language

For more information visit merri-bek.vic.gov.au/your-language

Per maggiori informazioni nella tua lingua, chiama il numero **9280 1911**

اپنی زبان میں مزید جاننے کے لیے
پر کال کریں۔ **9280 1917**

如需了解更多您语言版本
的信息, 请致电 **9280 0750**

अपनी भाषा में अधिक जानने के
लिए, **9280 1918** पर कॉल करें

Για να μάθετε περισσότερα στη
γλώσσα σας, καλέστε το **9280 1912**

तपाईंको भाषामा थप जान्नुको लागि,
9280 1910 मा कल गर्नुहोस्

Para saber más en tu idioma
llama al **9280 1916**

To speak with us in a
language not listed here,
please call **9280 1919**

لمعرفة المزيد بلغتك، اتصل
9280 1913 بالرقم

Kendi dilinizde daha fazla bilgi
edinmek için **9280 1914**'ü arayın

Để tìm hiểu thêm bằng ngôn
ngữ của bạn, hãy gọi **9280 1915**



Merri-bek City Council's Community Transport Service helps Merri-bek residents stay active, connected and access their community.

We offer an affordable and safe transport service for eligible residents.

The service is shared among different users. Our buses have hoists and safety features for people with walking aids or wheelchairs.

A friendly driver can pick you up from home, take you where you need to go, and bring you back home afterward.

Who is the service for?

- older people
- people with disability
- people who cannot drive
- people who have difficulty using public transport.

How do I access the service?

If you are 65 years or older, please register and get a referral through **MY AGED CARE** by calling **1800 200 422**.

If you are under 65 years of age, talk to our intake team on **9240 2338** to see if you are eligible to access the service.

Where can I go?

- Health care appointments
- Exercise and rehabilitation programs, including allied health services
- Leisure centres and swimming pools
- Shopping
- Visiting friends and family members
- Senior's Clubs

What are the hours of service and cost?

The Community Transport Service operates Monday to Friday, 8:45am to 4.30pm.

There is a small fee for the service, please contact the Transport Team on **9240 2302** for current charges.

Fees will be invoiced to you every 4 weeks.

How often can I use the service?

As this is a shared community service, you can access the service twice a week. For example: in one week you could go shopping and attend a senior's group.

Transport required to medical appointments can be **in addition** to your 2 trips per week.



How many shopping bags can I bring?

For safety purposes, and due to limited storage on the bus people need to limit the size and number of shopping bags to either:

- 2 zipped chill bags, or
- 1 collapsible shopping jeep.

The largest floor space measurement must be no more than 55cm x 45cm.

