

About our tram services

Yarra Trams



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.



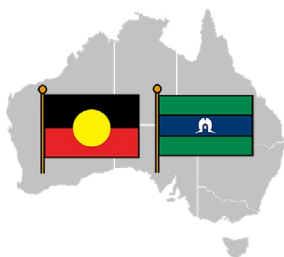
Contact information is at the end of this book.

We acknowledge First Nations people



Acknowledge means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

In Melbourne the First Nations people are called

- Wurundjeri
- Bunurong.

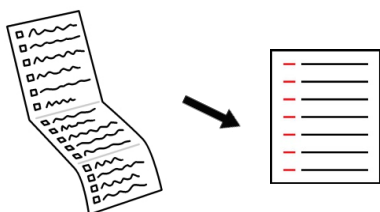
About this book



This book is from Yarra Trams.



We provide tram services in Melbourne.



This book is a **summary**.

Summary means we only include the most important ideas.

This book is about

- what we want to do for you
- information to help you use our tram services.



What we want to do for you

1	_____
2	_____
3	_____
4	_____
5	_____
6	_____

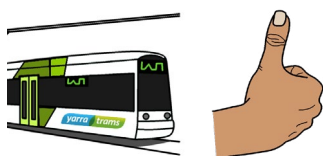
We promise 6 things about our tram services.

1 You will feel safe



We want everyone to feel safe on and around our trams.

2 Our service will be easy to use



We want our services to be easy for everyone to use.



For example, we make sure

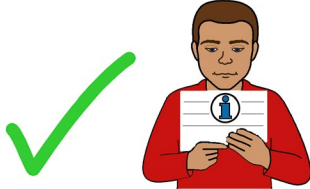
- our information is clear
- you have another travel option to use if our services change.





3 You will get the information you need

We want you to get information when you need it.



We want the information you get to be

- correct



- clear.

4 You will feel included

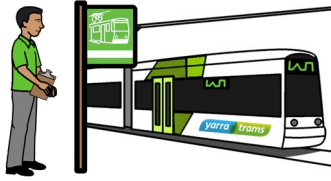


We want everyone to feel welcome and comfortable.

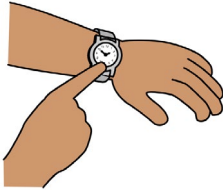


We want everyone to be able to use our services.

5 You will feel confident to use our services



We want our tram services to run.



We want our trams to be on time.



We want there to be enough trams

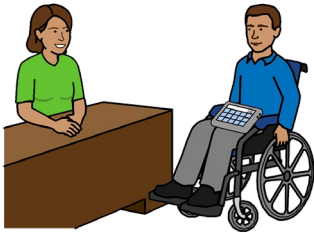
- for everyone
- in all places.

6 You will feel understood



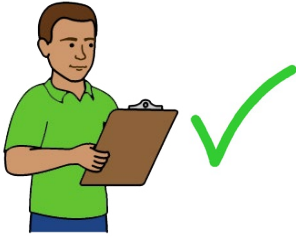
We want our staff to

- be friendly
- give you good customer service.



For example, our staff should ask you how they can help you.

We check how we are going

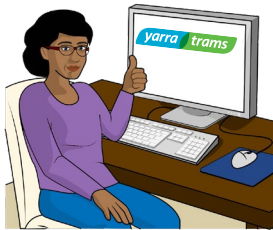


We check to make sure

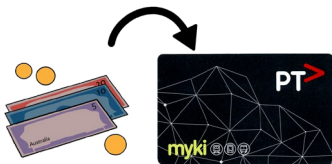
- we keep our promises



- we keep doing better.



Every month we share information on our website about how we are going.



We give **compensation** when some things do **not** go to plan.

Compensation means we put some money back into your **myki** account.

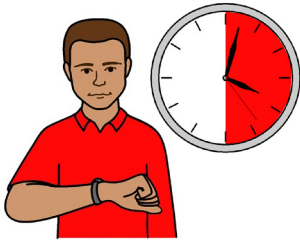


You might be able to get compensation if

- our reports show too many trams have been late



- you used our trams on 10 or more days in the month for the report.



You might also be able to get compensation if

- a problem makes a tram late for more than 30 minutes, like a big car crash

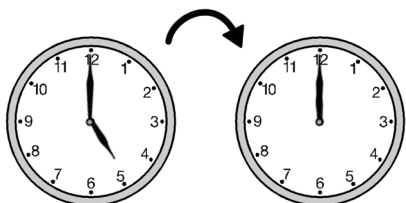


- we did **not** tell you about the problem or give you another way to travel.

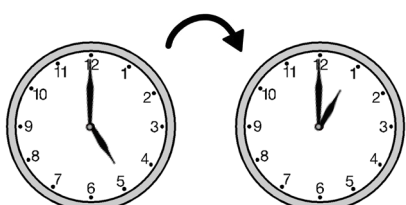


Information to help you use our services

1 Tram services opening hours

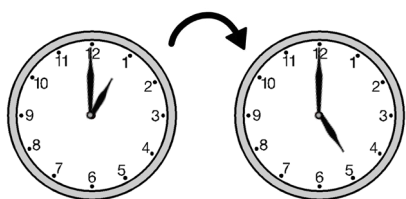


From Monday to Thursday our tram services go from 5 am to midnight.

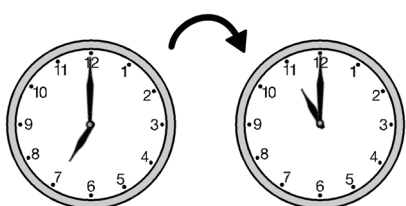


On Friday and Saturday

- our tram services go from 5 am to 1 am



- our **Night Network** tram services for some places go from 1 am to 5 am.



On Sunday our tram services go from 7 am to 11 pm.

2 How to plan your trip

Use Journey Planner



Journey planner is from Public Transport Victoria.

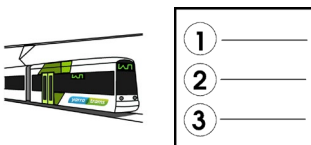


You can get Journey planner from

- the app
- the website.



Website ptv.vic.gov.au/journey



You can use Journey Planner to

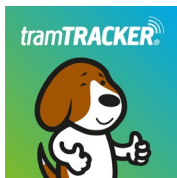
- plan your tram route step by step



- check tram service times



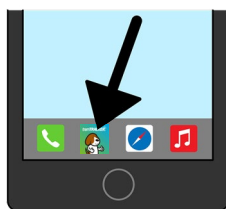
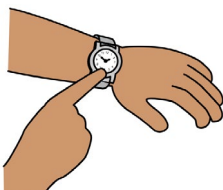
- get information about other transport
 - for example, trains and buses.



Use tramTRACKER

You can use tramTRACKER to check

- tram service times
- any changes to the tram service.



To use tramTRACKER you can

- download the app
- check the information screens at some tram stops
- use the QR code at the tram stop
- go to the tramTRACKER website.



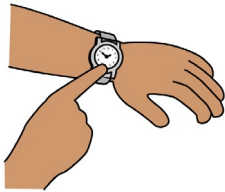
Website tramtracker.com.au

Download the NaviLens app



NaviLens is an app for passengers

- with low vision
- who are blind.

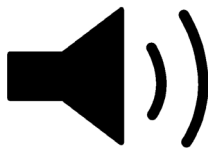


You can use the NaviLens app to get information on your device, like

- tram times



- changes to your tram service.

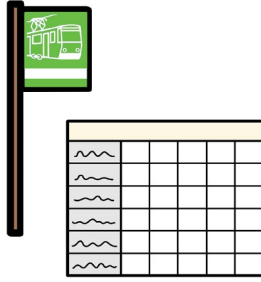


You can get the information in different formats, like

- audio



- plain English
- languages other than English.



Check the tram timetable

To check the tram timetable you can

- check the printed information at the tram stop
- go to the Public Transport Victoria website.

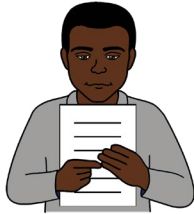


Website ptv.vic.gov.au

Get a tram route guide

We have printed guides of all our tram routes at

- the Public Transport Victoria Hub at
Southern Cross Railway Station



- Melbourne Visitor Centres.



Check online for a list of Melbourne Visitor Centres.



Website [whatson/melbourne.vic.gov.au/
visitor-info/visitor-centres](http://whatson/melbourne.vic.gov.au/visitor-info/visitor-centres)

3 Sometimes there are planned changes to our tram services

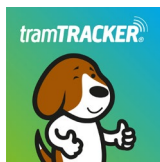
When we know our services will change we will tell you 7 days or more before



- on our website



- on the Public Transport Victoria website



- on the tramTRACKER app



- at tram stops



- on X.



We will tell you 3 days before with a notice on the trams where our services will change.



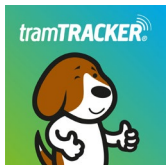
We will

- give information about other ways to travel

- offer you other ways to travel.



- make sure there are staff to help.



You can set up the tramTRACKER app to tell you when our services change on tram routes you use.

4 Lost property



Lost property means things you leave behind

- at the tram stop
- on the tram.



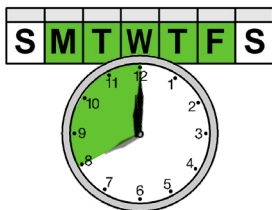
You can contact us to check if we have your things.



Email lostproperty@yarratrams.com.au



Call 0468 574 004



Monday to Friday 8 am to 12 pm.



If you are calling outside of these hours contact
Public Transport Victoria.



Call 1800 800 007

5 You can give us feedback



Feedback is when you say what you think about

- our service

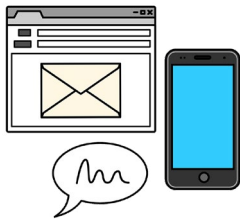


- a staff member.



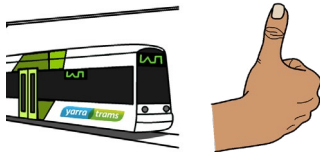
You can tell us

- if you need help to give us feedback



- how you want us to communicate with you.

You could tell us what you like

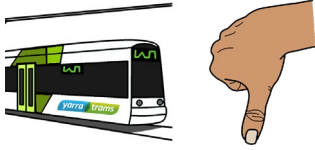


You could tell us what was good about your experience.



You could tell us why you think it was good.

You could make a complaint



A **complaint** is when

- you are not happy with us

and



- you tell us why.

You could give us a suggestion



A **suggestion** is when you tell us your ideas about what we could do better.

6 How to give us feedback



Contact **Public Transport Victoria**.



Call 1800 800 007



Website ptv.vic.gov.au

Send a letter to



Yarra Trams
Passenger Feedback
GPO Box 5231
Melbourne VIC 3001

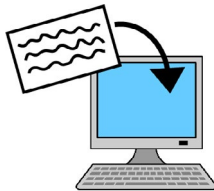


7 If you are not happy with what we or Public Transport Victoria has said about your complaint



You can contact the Public Transport Victoria Customer Relations Team

A different staff member can look at your complaint.



Email customer.relations@ptv.vic.gov.au



Call 1800 800 007



Go online ptv.vic.gov.au



On the online feedback form tick the box that says **escalate my feedback.**

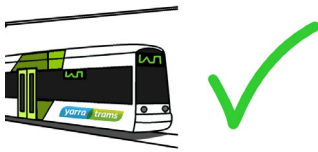
Send a letter to



Customer Relations Team
Public Transport Victoria
PO Box 4724
Melbourne VIC 8007



**You can contact the Public
Transport Ombudsman**



The **Public Transport Ombudsman** aims to fix problems with public transport.



The Public Transport Ombudsman is **not** part of

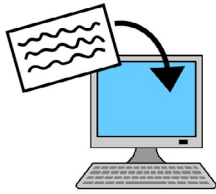
- Public Transport Victoria



- Yarra Trams.



Call 1800 446 865



Email enquiries@ptovic.com.au



Go online ptovic.com.au/complaints

Send a letter to



Public Transport Ombudsman
PO Box 538
Collins Street West
Melbourne VIC 8007

More information



For more information contact
Public Transport Victoria.



Call 1800 800 007

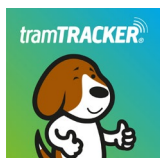


Website ptv.vic.gov.au

Send a letter to

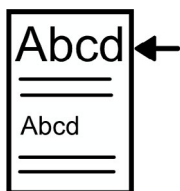


Yarra Trams
Passenger Feedback
GPO Box 5231
Melbourne VIC 3001



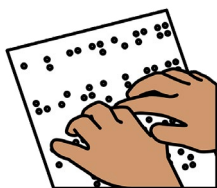
You can also contact us on the
tramTRACKER app.

You can contact Public Transport Victoria to get this charter in a different format.



For example

- large print



- braille



- audio

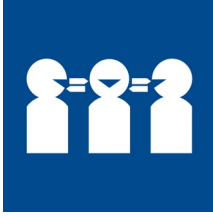


- another language.



Call 1800 800 007

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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