



Getting my tram ticket



Images taken before the COVID-19 pandemic, you must wear a face mask while travelling on public transport.

Many people use trams to travel in Melbourne.
I might take a tram to go somewhere.



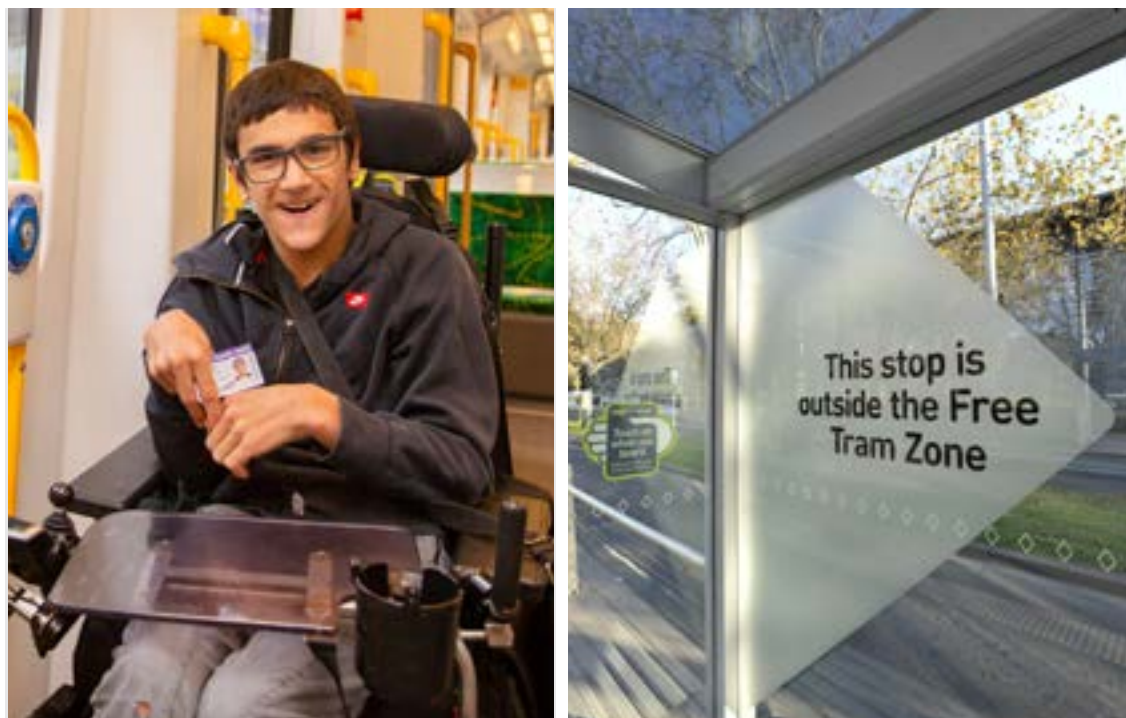
Some tram stops in Melbourne's city centre are in an area called the **Free Tram Zone**. People do not need a ticket to travel between tram stops in this area.



People know which stops are in the Free Tram Zone by looking at the route maps, looking at the signs at the stop or by asking Yarra Trams staff.



Outside of the Free Tram Zone, it's important that everyone has a ticket to travel on the tram.



There are several types of tickets. Before I catch the tram, I choose the right type of ticket for me.



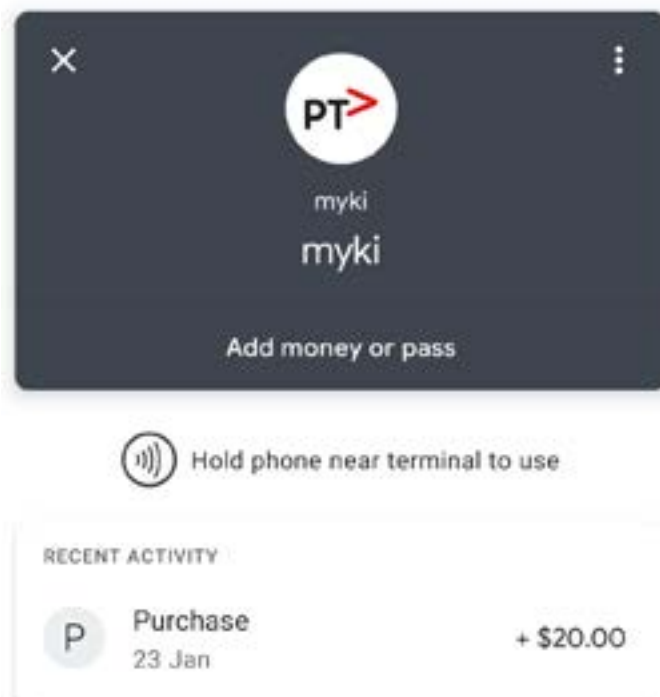
Most people use a ticket called a myki.



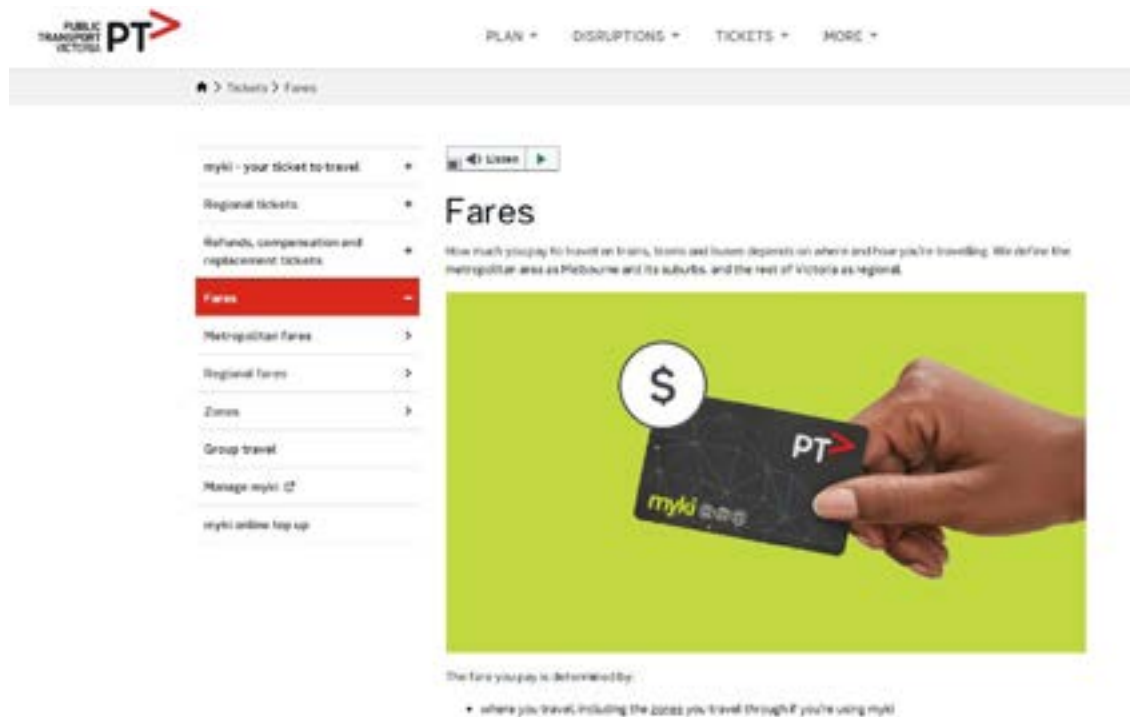
mykis can be bought from Public Transport Victoria (PTV) Hubs and some myki machines. People also buy them at some shops like 7-Eleven.



mykis can also be used on an android phone. This is called **Mobile myki**.



The cost of travel on my myki is called the **fare**.
I can check the fares on the PTV website.



I need to put money onto a myki to travel on the tram. This is called **topping up** my myki. I could do this at a myki machine, PTV Hub or online at ptv.vic.gov.au.



Trams have a myki reader near each door. They can look different depending on the tram.



If I am traveling from or to a tram stop outside of the Free Tram Zone, I need to touch my myki on the reader to pay for my trip. This is called **touching on**. It's important to do this when I get on the tram.



The myki reader may make a sound and change colour when I touch on. The screen will show me how much money is left on my myki.



Some people do not need a myki and can travel on the tram using a ticket called a **pass** or **card**.



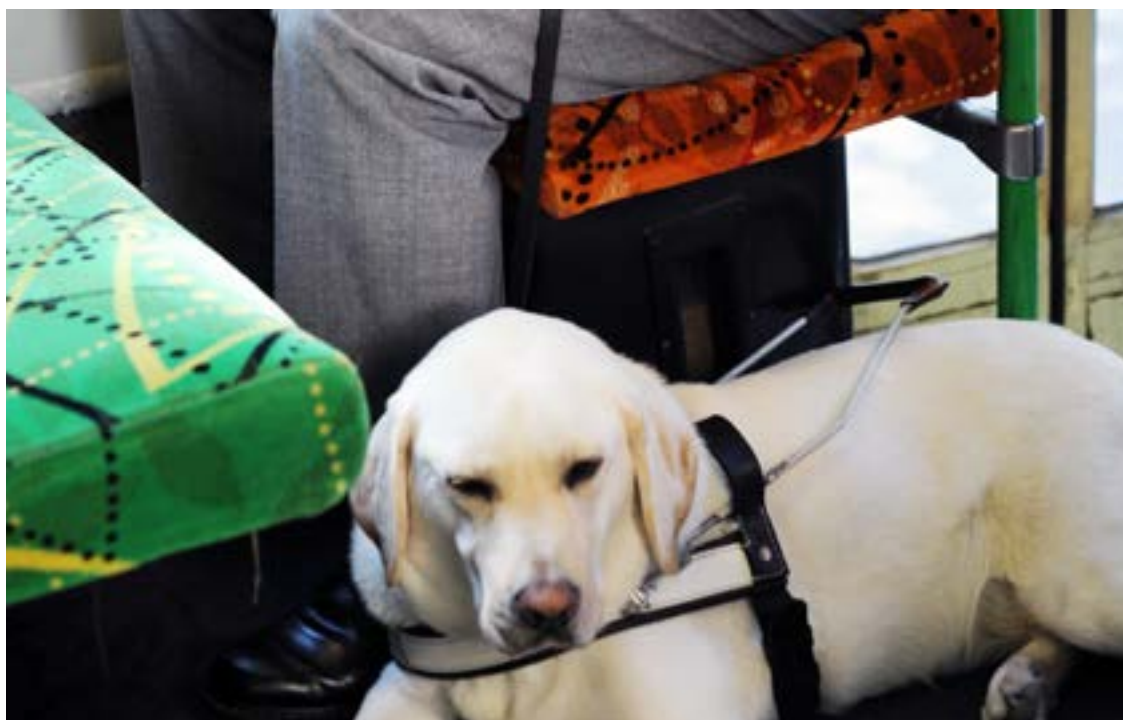
One type of pass is called an **Access Travel Pass**. I could apply for an Access Travel Pass if I have a disability that means I can not use a myki.



If I travel with a support person, I might apply for a ticket called a **Companion Card**. This lets my support person travel for free with me.



Guide dogs and Hearing dogs do not need a pass but other assistance animals will need an **Assistance Animal Pass**.



Yarra Trams have staff called **Authorised Tram Officers**. Authorised Officers help to keep trams services safe, and talk to people about tickets.



Authorised Officers may ask to see my ticket. I may be fined if I don't have a valid ticket.



If I need to find out more about the different tickets, I could call PTV. The number to call is 1800 800 007. If I need, I could use the National Relay Service to call.



I could also visit the PTV Hub to talk about tickets.
In Melbourne, the PTV Hub is at Southern
Cross Station.



Having the right ticket is important for travelling on
the tram.





Produced by Scope's Communication & Inclusion Resource Centre

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This social story was created by Scope Australia in conjunction with Yarra Trams. Images within this social story are of people with lived experience of Autism and people with other disability. This social story was created with reference to the Social Story™ guidelines by Carol Gray (2018).

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