

First Stop Transport

Guide to making your trip easier



First Stop Transport

Document Version

Table of Contents

First Stop Transport	0
Table of Contents	1
Guide to making your trip easier	3
Planning your trip.....	4
Ticketing options.....	7
Timetables and maps	9
Services and facilities	10
Getting to and from public transport.....	12
Accessibility.....	13
Safety.....	18
Keep updated	22
Contact information	24
Transport checklists	25
Test your knowledge of public transport services.....	27
Other transport options	38
Helping you help others	40
What is travel training?	42
Who is travel training for?	43
Trainers' roles and responsibilities	48
The travel training pathway	50
Travel training resources	58
Travel training quiz.....	59
Before providing travel training	62
First Stop Transport eLearning	63
Contacts for travel training	64
Answers to test your knowledge – Using public transport.....	66
Answers to test your knowledge – Transport training	70

How to read this document

This document is a static, printable version of the First Stop Transport online resource. First Stop Transport is a collection of transport resources designed to make using public transport easier. The online version of the resource can be accessed from transportnsw.info/firststop.

While this document may assist with planning public transport trips, the most up-to-date information will be available on transportnsw.info/firststop.

In this document, words that appear underlined are hyperlinks to websites. If you view this document as a PDF on a computer screen, you can click these hyperlinks to be taken to the relevant website location for more information. Note that you will need Internet access for the hyperlinks to work.



Guide to making your trip easier

Getting around NSW by public transport has never been easier.

Public transport services and facilities are continually improving, making it easier for everyone to get around.

You can use this First Stop document to get tips for making your trip as smooth as possible, to access transport resources, and to locate further information. The self-assessment sections will help you to check your understanding of how it all works.

Whether you're looking to catch the bus to Bourke, or the train to Town Hall, First Stop Transport has something for you!



Planning your trip

Using public transport can be a convenient and enjoyable way to travel. The key is to plan ahead to make your trip as smooth as possible.

The place to go to get all the information you will need to plan your trips on public transport is transportnsw.info.

This section of First Stop Transport provides a quick overview of the steps to consider in planning your trip and the type of information available at transportnsw.info.

Using the Trip Planner or timetables

You should plan your trip to make sure you don't miss your service.

Plan to arrive at the station, stop or wharf 5 minutes before the scheduled departure time of your service. For buses you should also check that the service is not deviating from its regular route.

You can use the [Trip Planner](#) to help plan your full trip from A to B, including an estimated cost, or use [Next departures](#) to see all the services from a particular stop, station or wharf.

[Look up a particular route](#) to see the full timetables and map for that service.

Finding the right station, stop or wharf



To identify the right location, look for the simplified letters, colours and codes, which are used for each type of transport to help you better navigate from one transport mode to another. The codes are M for Metro, T for train, B for bus, F for ferry and L for light rail. Train and ferry lines also have codes for each line (for example T1, T2, F1, F2) you can look up these codes on the [key to icons and line codes page](#).

However, getting on and off your train, bus, ferry or light rail service is only part of your trip.

It's also important to consider how you will get to and from your public transport service.

Stations, stops and wharves may also have a range of services and facilities to help you on your trip.

Visit the [ways to get around page](#) and choose a travel mode (e.g. Metro, Train, Bus etc.) for more details.

When travelling by bus you must signal the driver for the bus to stop at the designated bus stop.

Ticketing options

To travel on public transport, you'll need a [valid ticket or pass](#).

There are a range of fare options for travel on public transport available depending on who you are, where you are, how far you travel and how often you travel. For some services you may need to pre-purchase a ticket.

Sydney and surrounding regions

An [Opal card](#) makes travelling on trains, buses, most ferries and light rail easy and convenient across Sydney, Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. Opal cards are smartcard tickets that you keep, top up and reuse to pay for travel. You only need to get an Opal card once by going directly to one of the thousands of Opal card retailers. You will need to add value or top up your card balance and then you're ready to travel.

You can also go to the [Opal website](#) or call 13 67 25 (13 OPAL) to obtain an Opal card and have it mailed to you.

Alternatively, if you have a [contactless enabled credit or debit card](#) (or linked device) you can tap on and tap off with contactless payments and will pay an [Adult fare](#). When you use the **same** credit card, debit card or linked device for all your travel, **all week** you will receive the [same travel benefits](#) of an Adult Opal card.

If you don't have an Opal card or contactless payment method, then as a last resort you can purchase Opal single trip tickets from machines located at selected train and Metro stations, ferry wharves and light rail stops. [Look up your stop, station or wharf](#) to check if there is an Opal single ticket machine available at that location when planning your trip.

You can no longer buy a ticket on board most Sydney bus services, you will need to have an Opal card or contactless payment card before you board.

If you are eligible, you can apply for a [concession Opal card](#).

Learn more about [Opal, travel benefits and topping up your Opal card](#).

Getting to and from public transport

When you're planning your trips on public transport, you should consider the whole trip - all the way from door to door. Getting to and from public transport is an important part of a trip. Depending on where you live, this may involve anything from a few steps to a few kilometres.

The [Centre for Road Safety website](#) contains useful information to help you make it to and from public transport safely including:

- [Pedestrian crossings](#)
- [Motorised wheelchairs](#)
- [Vulnerable pedestrians](#)
- [Tips for pedestrians](#)

[Google maps](#) is another handy tool for preparing for your trip. The Street View function allows you to see a photographic view of the area you will be visiting. This can be helpful if you want to see if you will have to climb stairs, cross a busy road, or find other details specific to your journey.

Note: Google Maps is regularly updated, but not all information and images are guaranteed to be current.

Service disruptions

Although most services operate consistently, there may be times when services are running out of order, or not running at all.

Check in advance to see if the service you want is operating normally by checking [trackwork and travel alerts](#), [planning your trip](#) or using [transport apps](#).

Note: [Ferries at low tides](#) may not operate to schedule. Buses replace ferries between Parramatta and Rydalmere when tides are low.

Interchanges

Some trips may involve catching more than one train, bus, ferry or light rail service, or a combination of modes.

The [Trip Planner](#) can tell you if you need to change between services, the distance between them, the right platform or stand to use, and how long you may need to wait.

Services and facilities

The services and facilities available on your trip depend on the mode of transport and the particular stations, stops or wharves you will be using.

Stops, stations and wharves

Some train stations, ferry wharves and bus or light rail stops will have extensive services and facilities available, whereas others may not have any.

You can [look up stops and stations](#) to check the facilities at any you are planning to use.

Onboard facilities

To check what features and facilities are available on board services you can check the [Train](#), [Bus](#), [Ferry](#) or [Light rail](#) pages or for [Regional Train and Coach services](#).

Safety and security on public transport

For more information about safety and security onboard public transport services, at stops, stations or wharves, what to do if you feel unwell, information on how to use emergency help points, visit our [safety and security pages](#).

Accessible travel

Improvements to services and facilities mean that public transport is now easier for everyone to use.

You can use the Trip Planner to help plan an accessible trip and depending on your eligibility, there are a range of concession tickets available to make travelling easier.

If you travel with a mobility aid you can check what is allowed on board, or whether you can travel with an assistance animal.

Not sure what time your service will arrive?

Not sure which service you need to catch?

Timetables and maps are available to help you get to the right place at the right time. You can also use the Trip Planner on transportnsw.info to help you plan your trip.



Services and facilities

The services and facilities available on your trip depend on the stations or stops you will be using.

Services and facilities may include:

- Wheelchair access
- Mobility parking
- Taxi ranks nearby
- Commuter car parks nearby
- Ticket office hearing loops
- Accessible toilets
- Emergency help points
- Tactile tiles.



Metro, Train and Light Rail

Some train stations and light rail stops will have extensive services and facilities available, whereas others may not have any.

Use the [search function](#) on [transportnsw.info](#) to find the facilities at the stations and stops you're planning to use.

Bus

The [search function](#) on [transportnsw.info](#) can tell you what services and facilities are available at metropolitan bus interchanges.

For rural and regional buses, and bus stops other than interchanges, [the operator](#) may be able to advise which services and facilities will be available at the stops you will be using.

Ferry

Use the [search function](#) on [transportnsw.info](#) to find out about the facilities at Sydney Ferries and Newcastle Ferries wharves.

To find out which services and facilities will be available at private ferry wharves, [contact the operator](#).



Getting to and from public transport

When you're planning your trips on public transport, you should consider the whole trip – all the way from door to door. Getting to and from public transport is an important part of a trip. Depending on where you live, this may involve anything from a few steps to a few kilometres.

The [Centre for Road Safety website](#) contains useful information to help you make it to and from public transport safely, including:

- [Pedestrian crossings](#)
- [Motorised wheelchairs](#)
- [Vulnerable pedestrians](#)
- [Tips for pedestrians.](#)

[Google Maps](#) is another handy tool for preparing for your trip. The Street View function allows you to see a realistic view of the area you will be visiting. This can be helpful if you want to see if you will have to climb stairs, cross a busy road, or find other details specific to your journey.

Note: Google Maps is regularly updated, but not all information and images are guaranteed to be current.



Accessibility

Improvements to services and facilities are mean that public transport is now easier for everyone to use. The [Trip Planner](#) on [transportnsw.info](#) can be used to select an accessible service or to limit the amount of walking you will need to do.

Trip planner
Next departures
[Text only version](#)

From

To

I'd like to leave after on

Last trips

More options

☒ Train ☒ Bus ☒ Ferry ☒ Light Rail ☐ School bus

Trip preferences:
☒ Fastest trips
 ☐ Fewest changes
 ☐ Least Walking

To and from transport:
☐ Taxi / Drive
 ☒ Walk, up to mins

Mobility options:
☐ Accessible services only

Go

Train

Metro and Train services are now easier for everyone to use. All new stations and trains are accessible, and access to services, facilities and information is getting better all the time.

Metro and new Sydney and Intercity trains include accessible facilities such as:

- Priority seating (in the vestibule area at platform level)
- Wheelchair spaces
- Audio and visual destination information.

Regional trains have limited wheelchair access to the seating area.

If you have a wheelchair, pram or heavy luggage, you can request a portable ramp to make boarding and departing easier and safer. If you need help to board the train, contact your departure station and let staff know your needs and travel plans so they are ready to assist you. Arrive at the station well before your train is due and make yourself known to staff.

Station staff cannot:

- Operate your mobility aid
- Lift or carry you or your mobility aids
- Attend to your personal care.

Please travel with a friend or carer if you need this kind of help while travelling.

Stations marked as wheelchair accessible have level, ramp or lift access to all platforms. Wheelchair accessible stations also have a step-free path to all platforms and to essential station facilities. However, not every entrance at every accessible station is wheelchair accessible.

If you have a disability and want to use public transport, you may be eligible for free or discounted transport, and eligible to travel with an assistance animal or attendant for no extra cost.

More information

[Accessible train services](#)[Accessible stations](#)[NSW TrainLink services](#)[Using mobility aids](#)[Concessions for people with disabilities](#)[Travelling with animals](#)[Vision impairment](#)[Travelling with an attendant](#)

Bus

Improvements to buses and bus stop facilities mean that buses are now easier for everyone to use. [Accessible services](#) make travelling on buses easier for everyone, particularly if you have limited mobility or are travelling with a pram or assistance animal.

[Accessible services](#) are widely available across NSW and have:

- No steps and lower floors
- Wide doors and aisles
- An area with folded seats that can accommodate two mobility aids.

Accessible bus trips are indicated by the wheelchair symbol on [timetables](#), and the [Trip Planner](#) shows accessible services under the trip notes. You can search for accessible services by clicking the 'Easy access/wheelchair accessible' checkbox.

These buses have a 'kneeling' function which means the bus driver can lower the bus for easier boarding. Please ask the driver if you require the bus to be lowered as you enter or leave the bus.

Bus drivers may not be able to help you board the bus, but they are encouraged to make your trip as comfortable as possible. Please let them know if you require help at any stage and they will do their best to assist you. Make sure you sit somewhere where you can see and hear the driver during the trip.

Note: You can travel on any bus if you are able to get on and off the bus with or without the help of a companion. If you are in a wheelchair on a non-accessible bus, you will need to fold your wheelchair to keep aisles clear and allow other customers to enter and leave the bus. Some motorised scooters cannot be used on buses due to their size.

If you have a disability and want to use public transport, you may be eligible for free or discounted transport, and eligible to travel with an assistance animal or attendant for no extra cost.

More information

[Accessible bus services](#)

[Using mobility aids](#)

[Concessions for people with disabilities](#)

[Travelling with animals](#)

[Vision impairment](#)

[Travelling with an attendant](#)

Ferry

All Sydney Ferries vessels are accessible, but several older-style wharves have steps that prevent access. Wheelchair-accessible wharves are indicated on the Sydney Ferries Network map.

People with disabilities and their carers are given priority boarding by Sydney Ferries. Make yourself known to a staff member on the wharf. If your wharf is unstaffed, please wait for your service in a safe place away from the wharf edge. You need to be able to board the ferry independently, or with the assistance of a friend or carer. Sydney Ferries staff cannot operate mobility aids, or lift or carry customers or their mobility aids.

Newcastle and Stockton have floating wharves, making them accessible at all times.

Contact private ferry operators to find out about the accessibility of wharves and vessels.

If you have a disability and want to use public transport, you may be eligible for free or discounted transport, and eligible to travel with an animal or attendant for no extra cost.

More information

[Accessible ferries and wharves](#)

[Concessions for people with disabilities](#)

[Travelling with animals](#)

[Vision impairment](#)

[Travelling with an attendant](#)

Light Rail

All light rail services are [accessible](#), as doors on all services are at platform height.

There is a dedicated area on board each vehicle for a wheelchair, pram or other mobility device. Please arrive at the stop ahead of time and check for the wheelchair icon on the platform. This indicates the correct area for safely boarding the vehicle and to access the dedicated area.

If you have a disability and want to use public transport, you may be eligible for [free or discounted transport](#), and eligible to travel with an animal or attendant for no extra cost.

More information

[Accessible light rail services](#)

[Customers with special needs](#)

[Concessions for people with disabilities](#)

[Travelling with animals](#)

[Vision impairment](#)

[Travelling with an attendant](#)



Safety

Catching public transport can be a safe, comfortable experience. Improving train services and facilities mean that travelling on public transport is getting safer all the time.



Metro and Train

To catch the metro or train safely:

- Wait behind the yellow line on the platform, and don't cross it until the train stops
- Use the handrails on either side of the train doors to get on and off
- Watch the gap between the platform and the train
- Never try to board the train once the departure whistle has blown, when the 'door closing' alarm starts, or when you hear the 'closing doors' announcement
- Hold onto something stable when moving through the train, or when travelling standing up.

Trains and train stations have security equipment and facilities to also keep you safe:

- CCTV network
- Emergency Help Points
- Additional police officers on Friday and Saturday nights.

More information

[Safety tips](#)

[Security](#)

Bus

To be safe when catching buses you should:

- Stand back from the kerb when waiting for the bus
- Stay clear of the doors when they are opening or closing
- Watch your step when you get on and off
- Keep hold of a handrail at all times
- If you are concerned about your mobility, look out for the specifically designated seats (often marked with a sign or upholstered in red) at the front of the bus
- Press the 'Stop' button well before your stop
- Wait until the bus has completely stopped before getting up from your seat.

Let the driver know if you require help at any stage of your trip and they will do their best to assist you. Make sure you sit somewhere where you can see and hear the driver during your trip.

More information

[Safety tips](#)

[Security](#)

Ferry

To be safe when travelling by ferry it is important to:

- Remain behind any yellow and black striped areas on the wharf
- Hold onto the handrail and watch your footing as you walk over the gangway
- Remain seated during your journey – the vessel can move and sway if water conditions change
- Stay in well-lit areas in sight of incoming vessels if you are travelling at night.

More information

[Safe travel on ferries](#)

Light Rail

Use these tips to stay safe when you travel on light rail:

- Obey all signs and signals
- Stand behind the yellow caution strip while the light rail vehicle approaches
- Wait for the vehicle to come a complete stop before climbing aboard
- Use the handrails to steady yourself when the light rail vehicle is moving
- Make sure you wait for the light rail vehicle to leave the stop before attempting to cross a level crossing
- Treat overhead wires with extreme caution.

More information

[Safety and security tips for light rail](#)



Keep updated

When it comes to transport information, there's no time like real-time. Real-time information lets you know what's happening with transport services at this very moment.

There is a range of ways to keep updated about services, including a number of real-time apps that you can use to track services on your mobile device. These apps are quick and easy to use, allowing you to find information about Sydney and greater metropolitan services when you need it.

Metro Extension Work

There are some significant changes happening with the construction of the Chatswood to CBD, CBD to Sydenham and Sydenham to Bankstown Metro.

Work is due to be completed in 2024.

Information on upcoming changes can be found by visiting

[About Sydney Metro City & Southwest](#) or [My Sydney](#)

Parramatta

Construction has begun on a light rail network in Westmead, west of Sydney.

Stage 1 will connect Westmead to Carlingford via the Parramatta CBD and Camellia.

Stage 2 will connect Stage 1 and the Parramatta CBD to Ermington, Melrose Park, Wentworth Point and Sydney Olympic.

Information on upcoming changes can be found by visiting [Parramatta Light Rail](#).



Other transport options

Sometimes you will need to consider transport options other than public transport. There are other ways to make either all, or part, of your trip.

For example, you may decide to catch public transport to the shopping centre, and take a taxi back home with your grocery bags. Or if you're travelling to a busy event, you may want to drive for part of the trip so you can park easily, and catch public transport from there.

Effective trip planning includes giving yourself as many transport options as possible.

On Demand Public Transport

On Demand is a flexible public transport service designed to improve connections to transport hubs and popular destinations like shopping centres or hospitals.

There are On Demand services operating around NSW as part of a trial.

On Demand services can pick you up from home or an easy to access location, and take you where you need to go. Whether it's a bus, ferry or a bike, you can book an On Demand service for your next trip.

Driving

Driving can be a good option when there are limited public transport options available, or if you need to travel to get to public transport.

Everything you need to know about using NSW roads, including trip planning information is available [here](#).

The Centre for Road Safety website has information and resources to help you arrive safely at your destination.

Taxi and hire cars

In NSW, you can either catch a taxi at designated taxi ranks (such as at shopping centres) or hail them in the street. A taxi is available if the sign on its roof has the light on.

There is a range of information about using taxis and hire cars in NSW, including:

- Fares and charges
- Wheelchair accessible taxis

The Taxi Transport Subsidy Scheme offers reduced fares to residents of NSW who are unable to use public transport because of a severe and permanent disability.

Community transport

Community transport is a government funded program available to people including:

- Frail older people
- People considered transport disadvantaged who did not have access to public transport services due to location, time of travel, personal circumstances or affordability

To find community transport services in your area, see community transport service operators.



Contact information

- For general contact information you can check our [contact us page](#).
- If you have any feedback, questions or complaints use our [feedback forms](#).
- Check how you can find [lost property](#).
- Look up a [Transport Operators](#) contact details.
- Ask questions to our [Transport Bot](#).
- [Visit us](#) in person.



Transport checklists

Use this checklist to make sure you are fully prepared before you travel.

Public transport travel checklist

Before taking my trip, I have:

- Planned my trip online and noted the departure times
 - Checked that you know the right station, stop or wharf and service to catch for my trip and how to get there
 - Identified the accessible services available (if needed)
 - Planned for any transfer between services required (such as a transfer from a bus to a train)
 - Made sure you have a valid payment method and/or concession pass to pay for my fare
 - Checked for any service disruptions on the day I'm travelling.
-

Test your knowledge of public transport services



Question 1

What is the best way to find ticketing information for Regional train services?

There may be more than one correct answer.

ANSWER OPTION	✓ ✕
Ask the train driver	
Visit transportnsw.info	
Visit the NSW TrainLink website	



Question 2

How can you identify an accessible bus?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Look for the wheelchair accessible symbol on the bus		
Look for the wheelchair accessible symbol or notation on the timetable		
Look for the wheelchair symbol at the bus stop		
Look for the wheelchair symbol on the route map		



Question 3

Which of the following statements about ferries are correct?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Ferries only operate in the Sydney metropolitan area		
Ferry information is not included in real-time transport apps		
Ferry services can be affected by tides		



Question 4

Which popular Sydney attractions can be reached by light rail?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Chinatown, The Fish Markets, The Star		
Central Station, Darling Harbour		
Chinatown, Circular Quay and Darling Harbour		
Central Station, Circular Quay and The Rocks		



Question 5

Where is the best place to sit on a train if you have limited mobility?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Nowhere – train services are not accessible		
In the vestibule area		
On the lower level		
In the priority seating area		



Question 6

How can you ensure that you board a bus going to your destination?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Make sure you're at the correct bus stop		
Look at the service name displayed on the bus		
Check with the bus driver when you are boarding		
Look at the service number displayed on the bus		



Question 7

How can you tell which stations the train will stop at?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Check the train timetable		
Check the service indicators at the station or in the carriage		
Ask the train driver		
Listen for the 'next stop' announcements		



Question 8

How can you tell if a ferry wharf is accessible?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Check transportnsw.info		
Check the network map		
Contact the ferry operator		
All wharves are accessible		



Question 9

During peak times, how can you tell when a light rail service will be running?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Light rail is a turn-up-and-go service – you don't need to know exact times		
Check the timetable on a real-time app for accurate service times		
Preplan a trip on trip planner for accurate service times		
Check the passenger information display for accurate service times		



Question 10

Which of these options can you enter into a search when planning a train trip using the Trip Planner?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Leave after 9:30AM		
Leave before 7:30AM		
Arrive before 7:00PM		
Destination: Central Station		



Question 11

How can you tell when to get off the bus?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Wait until the bus terminates and the driver asks you to get off		
Look for landmarks during your trip so you know where you are		
Tell the driver where you're getting off when you board		
Check a route map to see where your stop is		



Other transport options

Sometimes you will need to consider transport options other than public transport. There are other ways to make either all, or part, of your trip.

For example, you may decide to catch public transport to the shopping centre, and take a taxi back home with your grocery bags. Or if you're travelling to a busy event, you may want to drive for part of the trip so you can park easily, and catch public transport from there.

Effective trip planning includes giving yourself as many transport options as possible.

On Demand Public Transport

On Demand is a flexible public transport service designed to improve connections to transport hubs and popular destinations like shopping centres or hospitals.

There are [On Demand services operating around NSW as part of a trial](#).

On Demand services can pick you up from home or an easy to access location, and take you where you need to go. Whether it's a bus, ferry or a bike, you can book an On Demand service for your next trip.

Driving

Driving can be a good option when there are limited public transport options available, or if you need to travel to get to public transport.

Everything you need to know about using NSW roads, including trip planning information is [available here](#).

The [Centre for Road Safety website](#) has information and resources to help you arrive safely at your destination.

Taxis and hire cars

In NSW, you can either catch a taxi at designated taxi ranks (such as at shopping centres) or hail them in the street. A taxi is available if the sign on its roof has the light on.

There is a range of information about catching taxis in NSW on [transportnsw.info](#), including:

- [Fares and charges](#)
- [Wheelchair-accessible taxis](#)

The [Taxi Transport Subsidy Scheme](#) offers reduced fares to residents of NSW who are unable to use public transport because of a severe and permanent disability.

Community transport

[Community transport](#) is a government-funded program available to people including:

- Frail older people
- People considered transport disadvantaged who do not have access to public transport services due to location, time of travel, personal circumstances or affordability

To find community transport services in your area, see [community transport service operators](#).



Helping you help others

Public transport in NSW is easier to use than ever. However, there are still times when some people may need assistance to travel safely and independently.

First Stop Transport is a guide for everyone who is capable of using public transport. This section of First Stop Transport has information and resources to help you help others. It addresses many of the concerns people may feel about using public transport.

Travel training promotes the independent and safe use of public transport. Training can be provided to individuals or groups. It can involve anything from information sessions to activities or simulations, to real practise using the NSW public transport network.

Who are these resources for?

You don't have to be a professional to provide travel training. These resources can be used by anyone wanting to help other people (such as family members or friends) use public transport. Whether you're an experienced trainer, or just starting out, there is something here for you.



What is travel training?

Travel training is an important service. It increases people's transport options – giving them greater independence, and the opportunity to participate in the community.

Travel training is a learner centred training process with the goal of promoting independent and safe use of public transport. Training is flexible, but it follows a pathway based on the learner's objectives, wants and needs, and the barriers they experience to accessing public transport.

Travel training is **not** a transport assistance program, but rather a process to help learners gain the information, confidence and capability to make trips independently. Through this process, travel training recognises and reinforces the philosophy that activeness and independence are vital to an individual's health and wellbeing. It also promotes independent and safe travel across the entire community.

- ✓ Increases the independent and safe use of public transport
- ✓ Promotes activeness and independence
- ✓ Addresses the barriers to accessing public transport



Who is travel training for?

Everyone is different, and we all have different levels of ability, experience and confidence with using public transport. Because of this, travel training is a service that people use for many reasons.

Travel training is **learner centred**. That means, as a trainer, you need to provide a service that includes considering the learner's strengths and needs. Some common types of learners are described over the next four pages.

Note: These examples are not exhaustive. You need to consult with your learner to find out their specific needs. Travel training may not be suitable for learners who cannot be reasonably expected to travel safely and independently after completing training.



Older learners

Our population is ageing, and there are increasing numbers of older people using public transport.

Older people may want travel training because they have:

- Anxiety or uncertainty about using public transport
 - Physical or cognitive impairments
 - Lack of recent experience using public transport (particularly if they are used to travelling by car).
-



Learners with disabilities

Public transport services and facilities are continually improving. They are designed for everyone to be able to get around.

Learners with physical and/or cognitive disabilities may want travel training to:

- Build their confidence with using public transport
 - Familiarise themselves with the services and facilities available
 - Develop strategies to use during their trip.
-



Learners with limited mobility

Most public transport services now have accessibility features that cater for people with limited mobility.

Learners with limited mobility may want travel training to:

- Increase their confidence
 - Practise using the accessible services and facilities available
 - Work out the best routes to take on their trip.
-



Learners from CALD backgrounds

A great part of living in NSW is the multicultural population.

Culturally and linguistically diverse (CALD) learners may want travel training because they:

- Are unfamiliar with local transport options
 - Are used to different customs and protocols when travelling
 - Find communication difficult during travel.
-



Trainers' roles and responsibilities

As a travel trainer, you may be providing training as a paid service or you may just be doing it as a favour for someone you know.

Regardless of your reason for providing training, there are roles and responsibilities you need to be aware of so that learners get the most from the sessions.

You can explore travel training scenarios showcasing the roles and responsibilities of travel trainers in [First Stop Transport](#).

Your role

Your role when providing travel training is to:

- Centre the training on the learner
 - Assist the learner in achieving their transport objectives, wants and needs
 - Address and remove the barriers the learner experiences to accessing public transport
 - Promote independence in using public transport.
-

Your responsibilities

Your responsibilities when providing travel training are to:

- Discover the needs of the learner, including their:
 - transport objectives, wants and needs
 - barriers to access
 - current abilities and capabilities
 - learning capabilities
 - local transport options

Your responsibilities are then to:

- Plan and carry out information sessions with the learner
- Plan trips to facilitate transport training sessions
- Provide the learner with access to tools, resources and information to facilitate their own learning and trip planning
- Provide the learner with opportunities to practise using public transport
- Assist the learner to develop coping strategies in case of unexpected events.



The travel training pathway

Transport training has a general pathway that you can follow. The three broad steps in the pathway are:

1. Prepare to facilitate access to transport
2. Provide information sessions
3. Provide opportunities to practise using public transport.

As the pathway will depend on the learner's needs, the steps won't be the same for every learner. Below is a description of some of the critical parts of the pathway.



Customer referral

If you are a travel trainer with an organisation, you will receive customer referrals. Customers may contact you directly. Others may be referred through an aged care or other organisation, or your own organisation may refer the customer.

If you are providing travel training for a loved one or another person in your care, it may be because they asked for your help or because you identified their need to be more independent.

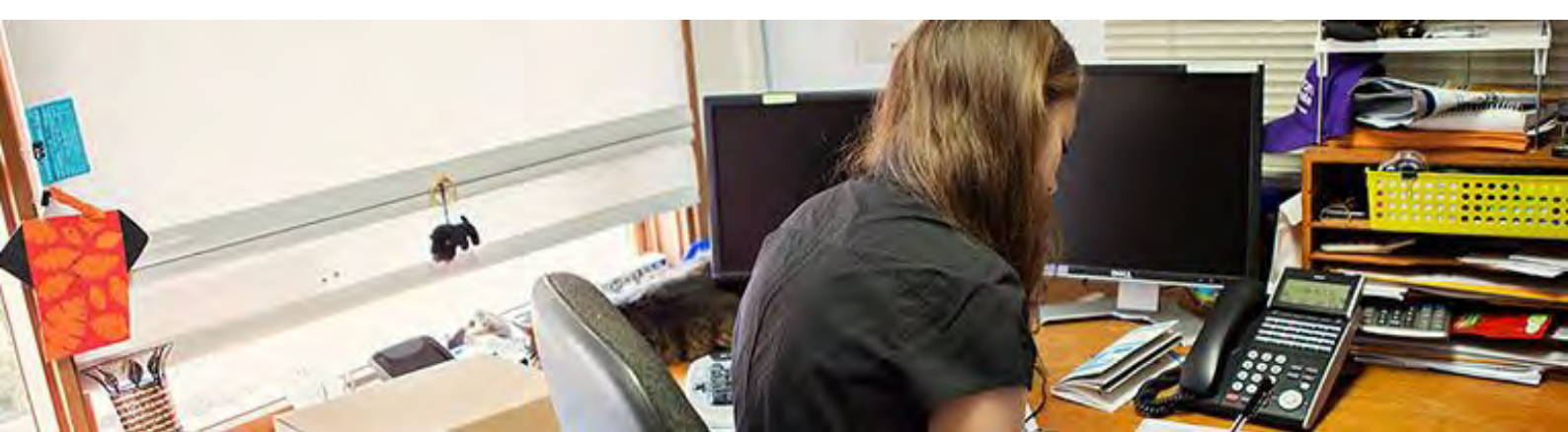
Either way, at this stage you need to determine their eligibility for training. Some people may not be eligible for training, as they may not have the capability to travel independently. You will make this determination through an initial discussion with the customer and/or their carer. You may be able to refer them to an alternate service more appropriate to their needs, such as community transport.



Determine needs

Your first meeting with the learner is a vital opportunity for you to determine their needs. This will determine the way you deliver the rest of the training.

What trips does the learner want, or need, to make? What barriers are in the way? What does independent travel look like for the learner? What experience and information does the learner already have? What level of capability do they have? What are their learning capabilities? What do they want to learn?



Plan the learning opportunity

Now you can plan the training to meet the needs of the learner. It may simply be an information session. You will probably also provide an opportunity for the learner to practise using public transport. Whatever the learning, it needs to be aimed at the learner's specific requirements.

For example, depending on their learning capabilities, you may need to be prescriptive in taking the learner through timetables and other information, or you may only facilitate the learner in navigating this information themselves.

Or, depending on the learner's circumstances and transport needs, you may investigate a single route, or you may need to cover a wider segment of the transport network.



Investigate the trip

If the training involves particular trips, you will need to investigate those trips. Make sure you have all the information before you actually provide the training.

For this, you will need to take into account where the learner would like to go, and the local transport options. You will also need to take into account the types of transport that the learner is comfortable with, or would like to use, or is accessible for any barriers they experience. By either using maps or physically visiting the area, you will need to investigate any local issues, such as busy roads. You may also wish to consult local transport operators to confirm the information you have is accurate.



Take the learner through the trip and/or information

You have already planned for this step – now you just have to provide the training. This step involves providing information to meet the learner's needs.

You may only need to point them towards resources. Or you may need to plan the trip for them. You may need to develop tools to use to overcome barriers or cope with unexpected events. For example, some learners may require **reminder cards**.

If you're taking the learner through a trip, you must focus on the whole trip.



Practise the trip

Next, you action the plan and give the learner the opportunity to practise using public transport. As with providing information, this will depend on the learner's level of need.

You will probably need to accompany them on their first practise. You may even need to take the lead, such as letting them know that their stop is next.



Review the trip

During and after the practise session you should review the training with the learner.

How comfortable were they with the trip? Were they able to demonstrate independence, such as knowing where and when to board or alight on the trip? Would they like further practise, and how could it be different?

Any planning or reshaping of future practise sessions will come down to what the learner wants and needs out of the training. But it will also come down to your assessment of their progress.



Travel training resources

Just as with transport itself, the key to successful travel training is to plan in advance.

Transport for NSW has developed [First Stop Transport](#) specifically for travel trainers.

It is an interactive learning experience, bringing the travel training process to life through scenarios and practical activities.

The resource is free, and takes around 50 minutes to complete.



Travel training quiz

Question 1

Which of the following people may use travel training?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Older people		
People with disabilities		
People with limited mobility		
People from culturally and linguistically diverse (CALD) backgrounds		



Question 2

What are the three broad steps in the travel training pathway?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
Prepare to facilitate access to transport		
Provide information sessions		
Observe the learner using transport		
Provide opportunities to practise using public transport		



Question 3

Which of the following statements are correct?

There may be more than one correct answer.

ANSWER OPTION	✓	✗
You should conduct ongoing reviews of your travel training		
Learners' eligibility must be established before training		
Travel training should only be conducted as one-off sessions		
Multiple training sessions may be required for some learners		



Before providing travel training

Before providing travel training, I have:

- Established the learner's eligibility
- Determined the learner's needs
- Planned the learning opportunity (including researching and investigating the trip)
- Provided information about the trip to the learner.

For further information and activities about travelling on public transport in NSW, check out [First Stop Transport](#).



First Stop Transport eLearning

If you want to know more about how to provide travel training you may find [First Stop Transport](#) helpful resource.

It is a learning activity designed for people who wish to provide travel training, whether they are providing training as part of their profession or providing training to a loved one or someone in their care.

Through it you will learn about the travel training pathway. You will also see some realistic depictions of travel training. It presents four different stories, showing learners with a variety of barriers to accessing transport. By exploring these stories, you will see how travel training can be tailored to meet the needs of different learners, to promote safe independent travel in the community.



C

Answers to test your knowledge – Using public transport

Question 1

<p>Correct answer feedback:</p>	<p>The place to go for ticketing information, including Regional train services is transportnsw.info.</p> <p>Regional train services are operated by NSW TrainLink. You can get information about services by visiting the NSW TrainLink page, or by calling 13 22 32.</p>
--	--

Question 2

<p>Correct answer feedback:</p>	<p>The wheelchair symbol indicates accessible bus services. The symbol is displayed on bus timetables, and on the bus itself.</p> <p>Visit transportnsw.info for more information about travel on accessible buses.</p>
--	---

Question 3

<p>Correct answer feedback:</p>	<p>Ferries operate in Sydney, Newcastle and the Central Coast. Check the timetables and maps for ferry services on transportnsw.info.</p> <p>Real-time information about ferries is included in real-time transport apps. Buses may replace ferries between Parramatta and Rydalmere when tides are low.</p>
--	--

Question 4

**Correct answer
feedback:**

Popular locations on the light rail include Central Station, Chinatown, Sydney Fish Market, The Star, and Darling Harbour, as well as suburbs of Glebe, Rozelle, Lilyfield and Dulwich Hill.

Question 5

**Correct answer
feedback:**

The best place to sit if you have limited mobility is in the vestibule area – which is at platform level. Vestibule areas include priority seating areas for customers with limited mobility or using mobility devices.

Question 6

**Correct answer
feedback:**

There are many ways to check that you're getting on the right bus, including:

- Checking the service name displayed on the bus
- Looking at the service number displayed on the bus
- Checking with the bus driver when you are boarding.

It's important to make sure that you're at the right bus stop. However, the buses stopping there may take multiple routes, and they may not all go to your destination

Question 7

<p>Correct answer feedback:</p>	<p>You can tell which stations a train service will stop at by:</p> <ul style="list-style-type: none"> • Checking the train timetable • Checking the service indicators at the station or in the carriage • Listening for the 'next stop' announcements. <p>You generally won't be able to communicate directly with the train driver while the service is running.</p>
--	--

Question 8

<p>Correct answer feedback:</p>	<p>Several older-style wharves have steps that prevent access.</p> <p>If you need to use an accessible wharf, check the Sydney Ferries Network map, or contact the private ferry operator before your trip.</p> <p>Note: Newcastle and Stockton wharves are accessible at all times.</p>
--	---

Question 9

<p>Correct answer feedback:</p>	<p>With services operating so frequently, just turn up and go!</p> <ul style="list-style-type: none"> • During peak: every 10 minutes from 7am to 10am and 3pm to 6pm • Outside peak: around every 15 minutes from 10am to 3pm and after 6pm • 24 hours a day: between Central Station and The Star
--	---

Question 10

**Correct answer
feedback:**

You can specify various aspects of your train journey when using the trip planner, including:

- The station you would like to depart from
- Your destination station
- The time after which you'd like to leave
- The time before which you'd like to arrive.

Question 11

**Correct answer
feedback:**

The ways you can tell when to get off the bus include:

- Check a route map to see where your stop is
- Look for landmarks during your trip so you know where you are. This will help you identify when you're getting close to your stop.
- Tell the driver where you're getting off when you board. You can ask them to tell you when you arrive.

Answers to test your knowledge – Transport training

Question 1

<p>Correct answer feedback:</p>	<p>All of these people may benefit from transport training. Transport training may be useful for people for a variety of reasons, including:</p> <ul style="list-style-type: none"> • Building confidence • Providing extra transport options • Developing strategies and plans for using public transport.
--	--

Question 2

<p>Correct answer feedback:</p>	<p>The three broad steps in the transport training pathway are:</p> <ul style="list-style-type: none"> • Prepare to facilitate access to transport • Provide information sessions • Provide opportunities to practise using public transport.
--	--

Question 3

<p>Correct answer feedback:</p>	<p>Eligibility should be established before a training session. Transport training may not be suitable for learners who cannot be reasonably expected to travel safely and independently after completing training.</p> <p>During and after the practise session, you should review the training with the learner. How comfortable were they during the trip? Were they able to demonstrate independence, such as knowing where and when to board or alight? If you don't think the learner has demonstrated a capacity to travel independently and safely, you may need to conduct another training session.</p>
--	---