

Video title: Help when I am travelling

Link to video: <https://www.youtube.com/watch?v=faHPYNbycIE>

Video description: An introduction to the different types of people working in Victorian public transport who can help passengers with their journeys. Video designed for the culturally and linguistically diverse (CALD) community. People are shown using public transport at different times of day and night, and receiving helpful advice from staff.

[Music]

Help when I am travelling

[Authorised Officers and Protective Service Officers in uniform stand together with people including an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. Transport for Victoria [TFV] and Public Transport Victoria [PTV] brandmarks.]

>>Voiceover: Help when I am travelling

[Sound of crowd chattering. Public-address announcement in background [unintelligible.]]

[Daytime. Two people wearing high-visibility vests stand at entrance to railway station platform. A sign displays 'FOOTY FEVER: EXTRA TRAIN SERVICES.' A woman wearing a beanie and scarf walks on to the platform, as the people in high-visibility vests smile and gesture towards a myki touch-on machine. In background a train arrives and stops at the station platform.]

>>Voiceover: We have many public transport employees who can help you before, during and after your journey.

[Train interior. Woman in beanie stands speaking with two Authorised Officers in uniform.]

[Night time. Train stopped at station platform. Woman in beanie walks out from open carriage door on to station platform. Two Protective Services Officers are standing on platform and greet her.]

[Sound of crowd chattering. Public-address announcement in background – unintelligible.]

>>Voiceover: Staff at stations, stops, and PTV Hubs, drivers, Authorised Officers, conductors and Protective Services Officers.

[Woman walks towards V/Line ticket counter and stops. Sign above counter displays 'BALLARAT TRAIN STATION.' Man is behind counter wearing suit and name badge. Sign alongside counter displays 'Timetables'. Man behind counter greets woman.]

[Tram in foreground drives away from accessible platform stop. Man in background wheels luggage along platform. Tram stop shelter displays sign 'Spencer Street'. Man in high-visibility vest stands beneath pole displaying tram stop information. He gestures and talks to man with luggage.]

[Sound of tram driving.]

[Young man wearing headphones walks towards counter. Signage above counter displays 'Public Transport Victoria Hub' with PTV brandmark. Woman behind counter. Alongside counter is map of regional train and coach network, and sign displaying 'myki – Buy and top up here'.]

[Bus interior. Elderly man stands, supported by a walking stick. Bus driver looks towards man and the two speak.]

[Exterior daytime. Elderly man with walking stick stands on footpath near stopped bus. Driver inside bus waves towards him.]

[Train interior. Woman in beanie stands speaking with two Authorised Officers in uniform.]

>>Male Authorised Officer [agreeing]: Mmm.

[Interior regional train. Woman displays ticket to V/Line conductor. Conductor holds out hand.]

>>Conductor [acknowledging]: Mmm.

[Night time. Train stopped at station platform. Woman in beanie walks out from open carriage door on to station platform. Two Protective Services Officers are standing on platform and greet her.]

>>Voiceover: At the train station, you can press the green button for travel information.

[Woman stands at railway station platform. On wall of station building is assistance panel with 'i' symbol for information. Signage on panel displays: 'Press green button on the right for next train and timetable information. Emergency Assistance: In an emergency, press red button on the left to speak to operator.']

[Woman presses green button. Sound of button clicking. Sound waves appear from speaker on panel.]

>>Voice from speaker: Good afternoon passengers [following unintelligible].

[Boy wearing backpack is standing near woman and assistance panel. He looks at watch. Thought bubble appears near woman's head. Bubble shows train at platform with a series of times: 5:00PM, 5:20PM, 5:40PM]

>>Voiceover: Or the red button for help.

[Elderly man with walking stick stands at railway station platform. He presses red button on assistance panel. A small girl stands nearby, crying. Thought bubble appears near girl's head. Bubble shows girl being held by mother. Sound waves appear from speaker on panel.]

[Sound of girl crying and nearby traffic.]

[Daytime exterior. Woman stands on station platform holding phone. She presses buttons on keypad.]

[Sound of phone keys typing.]

>>Voiceover: If you speak English, you can call us on 1800 800 007.

1800 800 007

[Sound of office chatter and telephone ringing.]

[Call centre operator wearing telephone headset, PTV uniform and name badge sits at desk with keyboard. She is talking. Behind her the window shows daylight.]

[Call centre operator wearing telephone headset, PTV uniform and name badge sits at desk with keyboard. He is talking. Behind him the window shows the night sky.]

>>Voiceover: If you speak another language, check our website to find the right phone number for your language.

[Desktop computer monitor shows PTV website with page heading: 'Information in other languages.' Below this page heading is a partial list of languages and phone numbers. A mouse cursor hovers over the webpage. The page scrolls down to reveal more content. The mouse highlights one language with phone number.]

[Sound of chattering crowd and public announcements over loudspeaker.]

>>Voiceover: Travellers Aid can provide help if you need it.

[Interior with three people near signage displaying PTV brandmark, Travellers Aid brandmark and network maps. Man wheeling luggage looks at PTV brochure. Man sitting in mobility scooter waves and speaks to woman who wears name badge and Travellers Aid uniform. An empty mobility scooter is nearby.]

[Nearby, a man loads luggage on to vehicle marked 'Travellers Aid FREE BUGGY SERVICE'.]

[Music]

[A group of people stands together, including Authorised Officers and Protective Service Officers in uniform, including an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. TFV and PTV brandmarks.]

Visit ptv.vic.gov.au to find out more.

Authorised by Transport for Victoria, 1 Spring Street, Melbourne