



Telling Yarra Trams about my trip



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

Yarra Trams likes to know about people's tram trips.



People might tell them when something good has happened.



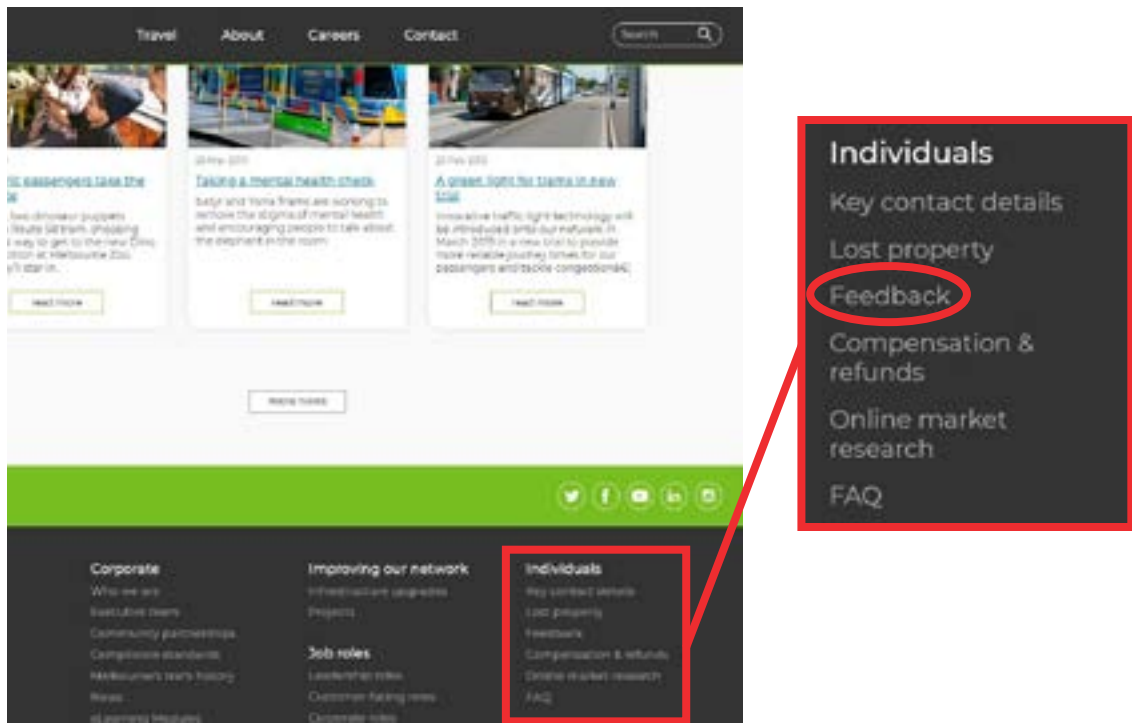
People might also tell them when something bad has happened. This helps Yarra Trams fix problems.



Telling Yarra Trams about a journey is called **feedback**. People give feedback to Yarra Trams in different ways.



They could go to the Yarra Trams website, scroll to the bottom of the page and click on **feedback**.



This will open a form called **Submit your feedback**. I could type into the form and click on **Send Feedback**. This will send the feedback to Yarra Trams.

A screenshot of the 'Submit your feedback' form. The form is titled 'Submit your feedback' and includes social media icons for Facebook, Twitter, and a plus sign. Below the title, there is introductory text: 'You can lodge feedback online using the form below.' and 'If you wish to lodge feedback over the phone, you can call 1800 300 007 between 9am and midnight daily (all night Friday & Saturday)'. A link 'Read about how we make your feedback' is provided. The form itself asks for contact details: 'Please fill in the form below. All fields with an asterisk are mandatory.' The fields include: 'Type of Feedback' (dropdown menu), 'Title' (dropdown menu), 'First Name', 'Last Name', 'Address Line 1', 'Address Line 2', 'Suburb', 'State' (dropdown menu), 'Post Code', 'Country' (dropdown menu), 'Day Time Phone Number', 'Mobile Phone Number', and 'Email'. There are also radio button options for 'Would you like a response?' (Yes, I'd like a response; No, but I would like my comments acted upon; No, I'm only forwarding you my comments for your information) and 'Preferred Method of Contact' (Phone, Email, Letter).

People could also call Public Transport Victoria (PTV) on 1800 800 007 to give feedback.



They could call this number directly or use the National Relay Service by calling 1300 555 727.



Sometimes people want to give feedback by talking to someone at a PTV Hub. In Melbourne, there is a PTV Hub at Southern Cross train station.



They might also talk to someone at the Travellers Aid office. Travellers Aid could help people to give feedback. The Travellers Aid offices are at Southern Cross and Flinders Street train stations.



Yarra Trams is always interested in feedback. I can choose the way I want to give feedback. Feedback helps Yarra Trams to make the service better for me and other passengers.





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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