



## WYNCabs

“Linking Communities in the West”



A Transport Connections Project  
In partnership with 13CABS



Address correspondence to:

### WYNCabs

PO Box 197 Werribee  
Vic 3030

### WYNCabs

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For information call the  
Transport Connections Coordinator  
Phone: 8734 5430



## WYNCabs



## A shared Transport Service

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### Shared Transport Service

You can regain your independence by using WYNCabs. You no longer have to depend on family and friends to get you around.

WYNCabs will take you to your local shopping centre for just \$2 per person, per trip. It's just another way Wyndham Council is achieving our vision for the city's future.

WYNCabs in partnership with 13CABS is a shared transport service providing subsidised Cab services for residents who face difficulty accessing private or public transport.

### To use WYNCabs you are or have to...

- be 60 years of age or over
- have a mobility impairment
- have a Pension Concession Card
- live in Truganina or Tarneit.

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## How does the WYNCab work?

To use WYNCabs you need to become a registered user of the service. Start by contacting Transport Connections on 8734 5430. The WYNCab Coordinator will take your details and assess your eligibility.

Should you be accepted as a WYNCab user, you will be issued a service registration number, then just follow the easy to use directions below.

### • Book ahead

Simply phone 13CABS on **9921 0257** and ask for a WYNCab, tell the Operator your name and registration number, the day and time you wish to travel, how many people are travelling, is your journey one way or return and if you have a mobility aid, wheelchair, walker or shopping trolley. You must book your seat by 12 noon the day before you travel.

### • Door to door pick up

The WYNCab will pick you up from your house in the morning, an Operator will give you an approximate pick up time, please be ready 30 minutes before your pick up time to take you to Werribee Plaza. If you book a return trip, simply meet the Cab at the drop-off, pick-up point at the agreed return time. The cost is \$2 per trip, per person.

### • Hearing impairment or Translation service

If you have a hearing impairment, you can book through the TTY service on **133 677**. If you need information translated please phone the Translating and Interpreting Service on **131 450** and ask them to contact WYNCabs on **8734 5430**.

### • Wheelchair access

You can request wheelchair access on the vehicle. If required please let the Operator know when you book.

### • Parcels and packages

Shopping is limited to five regular plastic bags or three recycled bags per passenger, it can be a good idea to bring a zippered freezer bag. To ensure your shopping doesn't get mixed up with another passenger's why not bring a zippered luggage bag or tie a coloured ribbon on your bags.

### • Cancelling your booking

If you decide not to travel on the day, please cancel your booking so that someone else can have your seat and to avoid inconvenience to fellow travellers. Call 13CABS on 9921 0257 to cancel.

### • Let us know what you think

WYNCabs are interested to hear your ideas and issues. Your feedback is important. Tell us about your experience with the service to help us improve the transport options in your area. Call 8734 5430.