

## Transportation

Transport Canberra and City Services [13 17 10](tel:131710)  
ACTION has around 300 Easy Access Buses. These buses have no steps, extendable ramps, space to accommodate wheelchairs and prams, and more. If you have a regular requirement for a wheelchair accessible bus on your service contact Transport Canberra. Visit [transport.act.gov.au](http://transport.act.gov.au)

Flexible Bus Service & the Aboriginal and Torres Strait Islander Bus (This is a service of Transport Canberra) [6205 3555 / 13 17 10 and then press 4](tel:62053555)

The Community Transport Coordination Centre is the central point for residents to get information about accessing alternative public transport options, including the flexible bus service. The Flexible Bus Service is available to Canberra residents who have limited access to public transport and is designed specifically for individuals living with a disability, or the elderly. It is a free service, which operates off a basic timetable; picking up residents from their home and taking them to local community services such as shopping centres and hospitals. The fleet of minibuses are all wheelchair accessible. Business hours: Mon-Fri 9am-4:30pm, Bus operation hours: 9:30am-1:30pm.

Wheelchair Accessible Taxi (WAT) Centralised Booking Service  
(for bookings) [13 92 87](tel:139287), (info line) [6280 4123](tel:62804123)

The Wheelchair Accessible Taxi Booking Service is a 24 hour telephone booking service for wheelchair accessible taxis in the Canberra region. Visit [13wats.com.au](http://13wats.com.au)

### Community Transport

The community bus service is for people with barriers who are socially isolated due to a lack of transport. There are eligibility requirements to use the Community Bus Service. For more information, and to become a registered user of the community bus service, contact your local area provider, see contact information below.

- Belconnen Community Service [6278 8124](tel:62788124)  
Mon-Fri 9am-3pm. 26 Chandler Street, Belconnen, ACT 2616.
- Communities@Work Transport Program [6126 9090](tel:61269090)  
Mon-Fri 7am-7pm. Make a booking online at [commsatwork.org/services/community/transport-services/](http://commsatwork.org/services/community/transport-services/) and follow the steps. Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin, ACT, 2912.
- Northside Community Service [6257 2255](tel:62572255)  
Mon-Fri 7am-3:30pm. Majura Community Centre, Rosevear Place, Dickson, ACT 2602.
- Community Services #1 [6126 4780](tel:61264780)  
Mon-Fri 9:30am-3pm. 63 Boolimba Crescent, Narrabundah, ACT 2604.
- Woden Community Transport [6182 2828](tel:61822828)  
Mon-Fri 8:30am-4pm. 26 Corinna Street, Phillip ACT 2606.

## Disability Parking Permits

Parking area	Time limit (on sign)	Time allowed to park
Metered/ ticket area	30 minutes or less	Up to 2 hours
Metered/ ticket area	More than 30 minutes	Unlimited
ACT Government	15 minutes	Up to 2 hours (free of charge)
ACT Government	More than 1 hour	Unlimited (free of charge)

It is important to note:

- Privately owned car parks may charge parking fees. Contact the car park owner to determine whether permit holders need to comply with this.
- If you have an interstate permit follow the ACT guidelines.
- Accessible parking bays have time limits, if so these must be observed.

For more information on disability parking permits, including information on how to apply for a permit and permit conditions, contact Access Canberra.

## Legal Support

ACT Disability, Aged and Carer Advocacy Service (ADACAS) [6242 5060](tel:62425060)

ADACAS is a not-for-profit advocacy organisation. It offers free services to people living with disabilities, older people and carers. Suite 104, Block C, Canberra Technology Park, 49 Phillip Avenue, Watson, ACT 2602. Email [adacas@adacas.org.au](mailto:adacas@adacas.org.au). Visit [adacas.org.au](http://adacas.org.au)

ACT Human Rights Commissioner [6205 2222](tel:62052222)

This body resolves complaints and promotes rights in a range of areas. Relevantly, it includes a Disability and Community Services Commissioner. You may make a complaint to the Commissioner about services for people with a disability and/or their carers. Level 2, 11 Moore Street, Canberra City, ACT 2601.

Visit [hrc.act.gov.au/disability](http://hrc.act.gov.au/disability)

Advocacy for Inclusion [6257 4005](tel:62574005)

Advocacy for Inclusion is an advocacy body for people with a disability. They provide a range of services including the Disability Rights Law Centre and Self-Advocacy Groups. Griffin Centre, Suite 2.02, 20 Genge Street, Canberra City ACT 2601. Visit [advocacyforinclusion.org](http://advocacyforinclusion.org)

Canberra Community Law - Disability Discrimination Law [6218 7918](tel:62187918)

This is a specialist legal service offered by Canberra Community Law. The service provides free, independent and confidential legal assistance in matters relating to disability discrimination. Level 1, 21 Barry Drive, Turner, ACT 2612. Visit [canberracommunitylaw.org.au](http://canberracommunitylaw.org.au)

Legal Aid ACT (General) [\(02\) 6243 3411](tel:0262433411), (Legal Aid Helpline) [1300 654 314](tel:1300654314)

Legal Aid ACT helps people in the ACT with their legal concerns. Legal Aid provides

- Free Legal Helpline: Assists people who want to find out more about what their legal options are. Mon-Fri 8:30am-5pm.
- Free Legal Advice: People can book 30 minute appointments with a solicitor. This appointment is not means tested. Contact Legal Aid to book an appointment.

2 Allsop Street, Canberra City, ACT 2601. Visit [legalaidact.org.au](http://legalaidact.org.au)

The Public Advocate of the ACT 6205 2222

The Public Advocate of the ACT offers an advocacy service for those in the Canberra region who may be unable to advocate for themselves. Please note as of 2016 the Guardian function of the Public Advocate of the ACT is part of the Public Trustee and Guardian of the ACT. Level 2, 11 Moore Street, Canberra City, ACT 2601. Visit [publicadvocate.act.gov.au](http://publicadvocate.act.gov.au)

### Petrol Stations - Driveway Service

See table below for a list of petrol stations in Canberra offering driveway service. It is best to phone ahead of time. Fill up in daylight hours, as it can be difficult if there is only one attendant on duty.

Suburb	Brand	Address	Contact
Braddon	Caltex	Lonsdale Street	6247 2544
Kambah	Caltex	150 O'Halloran Circle	6231 7177
Melba	7/11	2 Chinner Cres	6258 7669
Mitchell	Caltex	116 Lysaght Street	6241 4032
Watson	BP	Cnr Federal Highway & Antill St	6242 7624

### Useful Resources

Access Canberra 13 22 81

Access Canberra aims to connect the Canberra community with ACT Government services. Contact them for all issues involving: disability parking permits, footpath complaints, road closures and more. Shopfronts 9am-5pm.

- Belconnen Swanson Plaza, Swanson Court, Belconnen ACT.
- Gungahlin Winyu House, 125 Gungahlin Place, Gungahlin ACT (note electronic payments only). 8am-6pm. Now doing practical driving tests for Northside.
- Tuggeranong Homeworld Shopping Centre, Scollay Street, Tuggeranong ACT. 8am-5pm. Practical driving tests carried out here.
- Woden Level 3, Cosmopolitan Centre, 21 Bowes Place, Woden ACT.
- Please note: Vehicle Inspection Station has moved to 29 Couranga Crescent, Hume.

ACT Community Directory 6248 7988

The ACT Community Directory is managed by Volunteering and Contact ACT. The Directory helps you find services, community organisations and support groups in the Canberra region. Griffin Centre, 20 Genge Street, Canberra City ACT 2601 .

Visit [actcommunitydirectory.com.au](http://actcommunitydirectory.com.au)

Boundless - The Centenary of Canberra National Playground

Boundless is Canberra's first all abilities playground. Boundless is a free playground that is fun and inclusive of children of all ages and all abilities. Mon-Fri 8am-8pm.

Lake Burley Griffin, Kings Park. Visit [boundlesscanberra.org.au](http://boundlesscanberra.org.au).

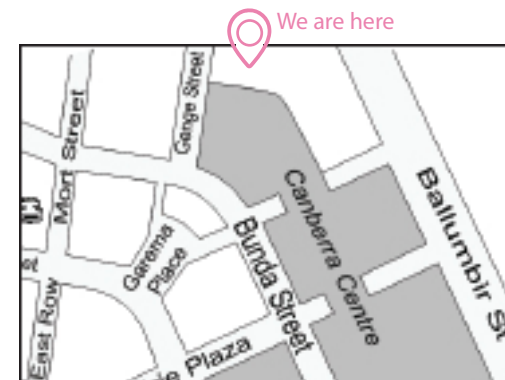
## VOLUNTEERING *and* CONTACT ACT

# Getting Around Canberra - Disability Access

This guide provides helpful information for people with a disability to get around Canberra.

This guide is proudly brought to you by  
Volunteering and Contact ACT.

Visit us at the Contact Office; Canberra's Community Info Hub,  
or visit the website [actcommunitydirectory.com.au](http://actcommunitydirectory.com.au)



Griffin Centre, 20 Genge St, Canberra

Open Monday-Friday, 9am-5pm