

## Disruptions and changes to V/Line services

**This social script will help you  
prepare for service disruptions  
when travelling with V/Line**



## What is a service disruption?

Sometimes V/Line is unable to run services as planned – this is called a service change or service disruption.

There are two types of service disruptions:

- Planned
- Unplanned



Planned disruptions sometimes include level crossing construction work.

## What is a planned disruption?

A planned disruption is when V/Line knows the rail service won't go as planned. Usually this is for important work on the network.

This means that trains will not operate. Some of the following options may be used to get you to your destination:

- Coaches or low floor buses
- V/Line or Metropolitan trains
- Other alternative transport, including a taxi.




# Coaches replace evening trains on the Bendigo Line

Sunday 26 to Wednesday 29 March

Between Southern Cross and Bendigo/Epsom/Eaglehawk

**To Southern Cross Station**

Sunday 26 March  
 From 9.00pm

Monday 27 to Wednesday 29 March  
 From 7.30pm

**From Southern Cross Station**

Sunday 26 March  
 From 8.30pm

Monday 27 to Wednesday 29 March  
 From 8.00pm

Plan ahead at [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007

Authorised by the Department of Transport | Using Street Melbourne

Live updates | Plan trip/buy tickets | Arrivals & departures | Next 5

- Ballarat** [Follow](#)  
Minor Delay
- Bendigo** [Follow](#)  
Coaches replace evening trains on the Bendigo Line
- Geelong** [Follow](#)  
Service Changes
- Gippsland** [Follow](#)  
Coaches replace evening trains on the Gippsland Line
- Seymour** [Follow](#)  
Coaches replace trains on the Shepparton Line

Stay informed




Victoria's Big Build works

# Coaches replace trains on the Gippsland Line

Between Southern Cross, Traralgon and Bairnsdale

Monday 21 August to Sunday 10 September

Allow an extra **90 mins**

Coaches will not stop at Flinders Street, Richmond, Caulfield, Clayton, Dandenong and Berwick stations.

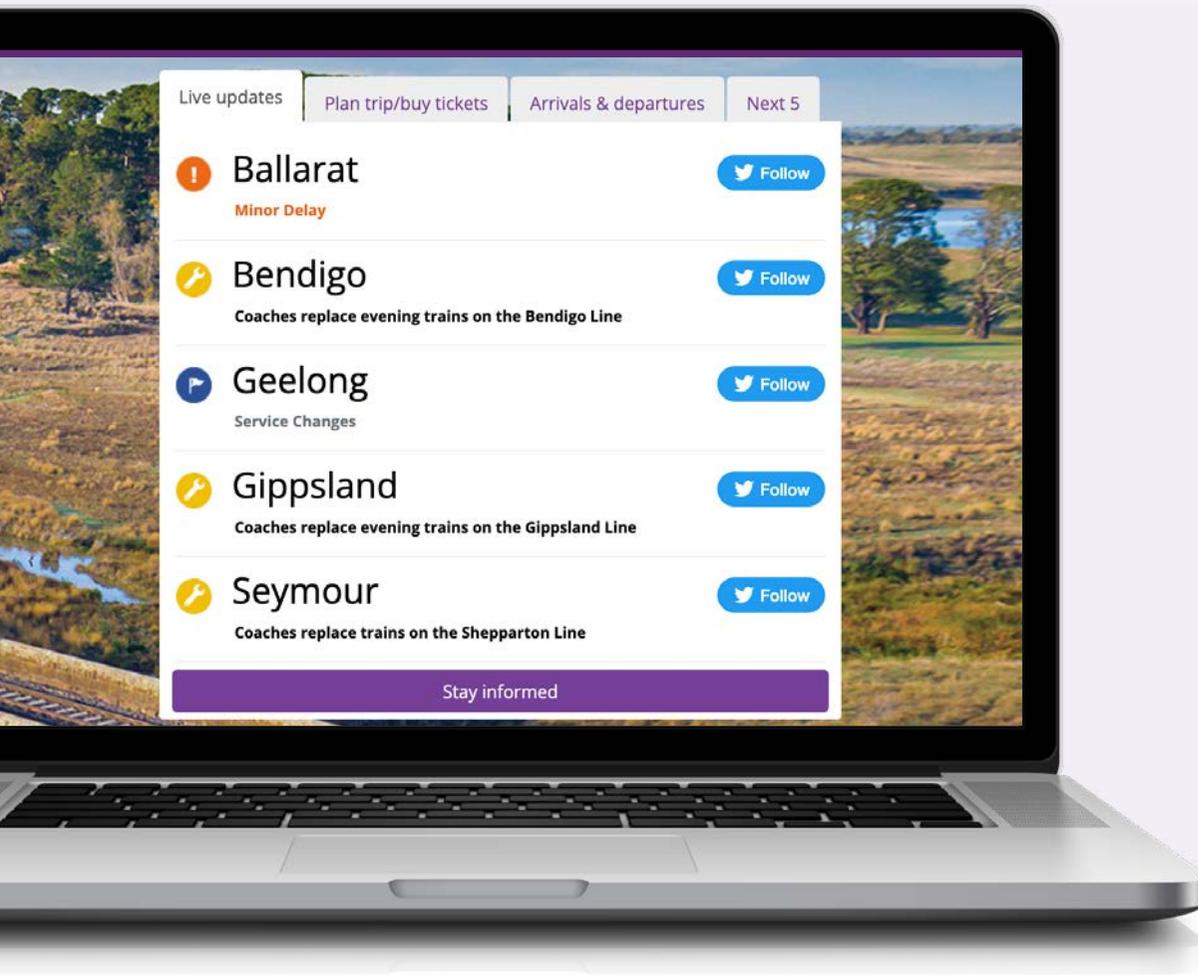
Plan ahead at [ptv.vic.gov.au](http://ptv.vic.gov.au)



In the lead up to a planned disruption, V/Line will let you know there will be a change to your service.

Customers with a disability may be provided with alternative accessible transport.

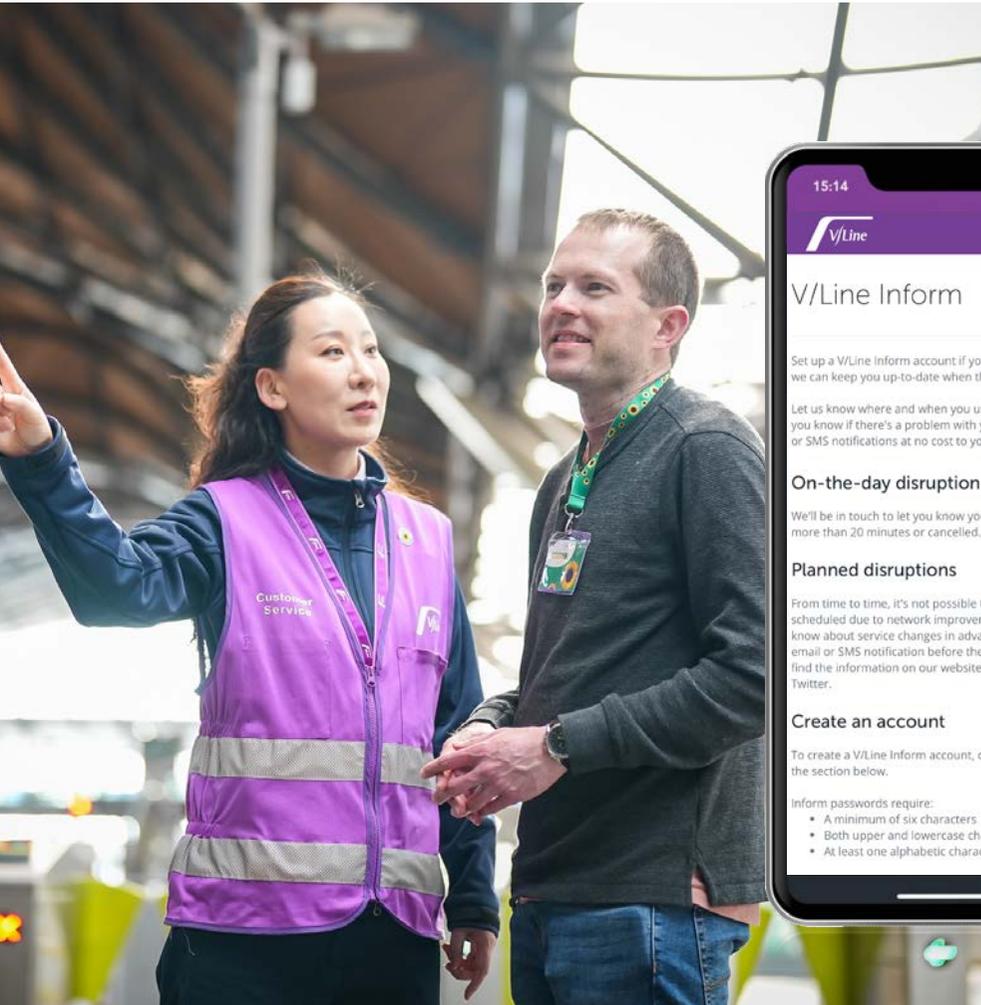
You can let V/Line know if you need accessible transport by making an accessibility booking online or through the call centre on **1800 800 007**.



## How to find out about planned disruptions

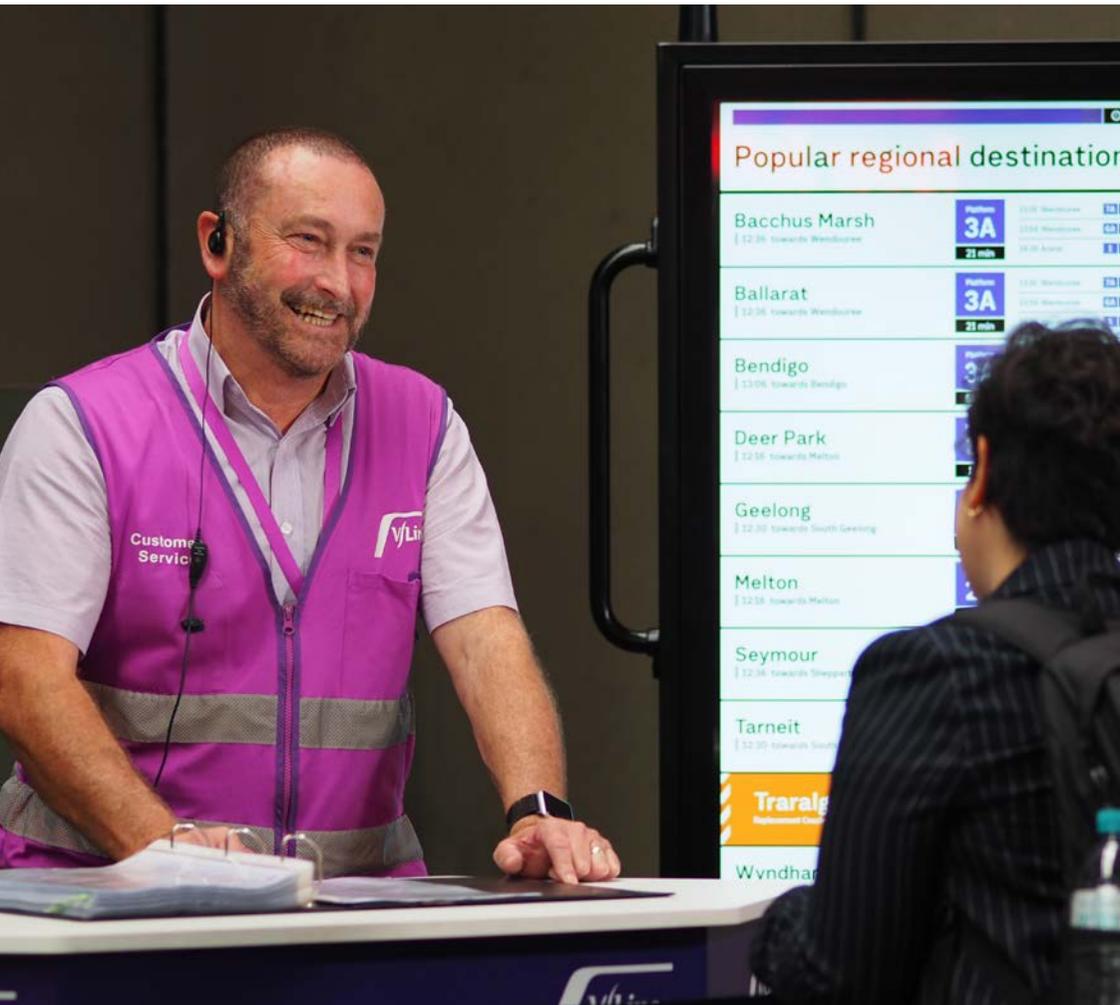
There are a number of ways to find out about planned disruptions. This includes the V/Line website, V/Line app, posters at your local station or on the Public Transport Victoria website.

You can look up your train line on the home page of the V/Line website to get a live update, or visit our 'Service changes' page under the 'Timetables' tab.



You may also like to sign up to V/Line 'Inform' to receive information about your train line.

You can also speak with V/Line staff about the disruption to understand how this will affect your travel.



## During a planned disruption

V/Line staff can help direct you.

There will also be signage at stations.



## What is an unplanned disruption?

An unplanned disruption is when V/Line experiences an unexpected delay or cancellation to train or coach services.

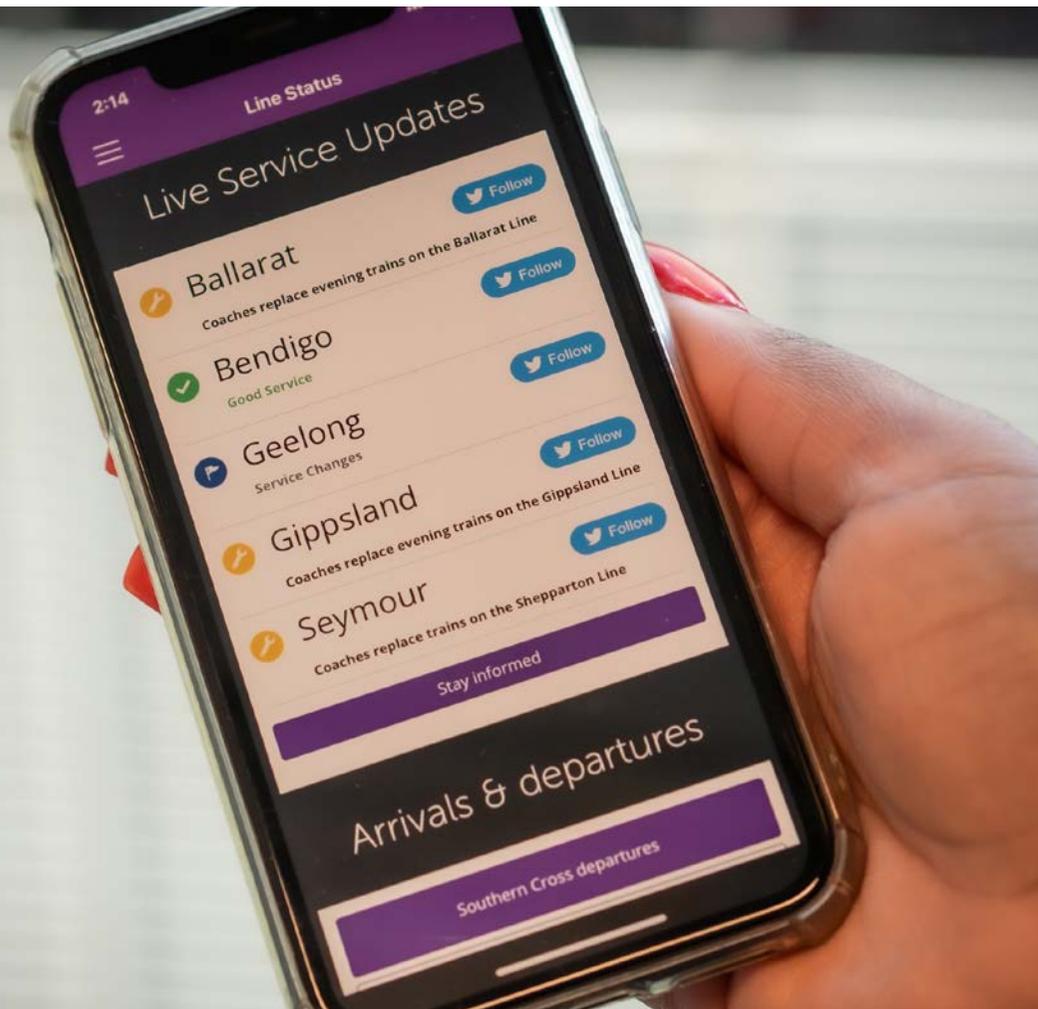
Unplanned disruptions can happen for many reasons.



## What to do during unplanned disruptions

In the event of an unplanned disruption, V/Line staff are here to help.

There will be announcements at stations or on the train to let you know if there are changes to your service.



You may also get a notification on your mobile phone through the V/Line app.

Information about unplanned disruptions can also be found on the V/Line website under 'Live updates'.



Sometimes there will be changes to part of your journey.

This may mean you have to change to a different service to get to your destination.

At the station, there will be announcements to let you know where you need to change.

Some of the following options may be used to get you to your destination:

- Coaches or low floor buses
- V/Line or Metropolitan trains
- Other alternative transport, including a taxi.



When on the train, the conductor will announce where the service will stop. They will tell you how to complete the rest of your journey.

Make sure you listen out for announcements. V/Line staff can help if you need more information.



## Disruptions while you're at Southern Cross Station

At Southern Cross Station, you will see digital screens near the customer information desk.

If there is a disruption to your service, it will be highlighted in orange. In the orange box, there will be a description of the service changes.

For more information, speak with V/Line customer service staff.



If your train is replaced by a coach at Southern Cross, you will need to make your way to V/Line's coach terminal.

If you need additional support, please speak with customer service staff to assist you.



## Replacement coaches

Replacement coaches will be at other stations across the network during a disruption as required.

Listen for announcements or speak to available staff.

You can also see where your rail replacement coach stop will be on the V/Line website.



When travelling on a replacement coach, you must wear the seatbelt. This helps keep you safe.

If you are travelling with luggage, it will be stored underneath the coach.

You are allowed to bring one small bag into the coach.



## Communication tools

If you are unable to verbally communicate with staff, there are communication tools available at V/Line information counters, including picture boards, sentence boards and a spelling board.

V/Line conductors also have communication cards. These pictures can assist you to get help or ask questions. You can get assistance by pointing or gesturing to the blue Communication Access Symbol.



## Travellers Aid

If you are feeling overwhelmed during a disruption and need help at Southern Cross, Flinders Street, Seymour or Ballarat stations, there is a service to help you.

This service is free and available to assist you with your travel needs.



Travellers Aid can provide you with a quiet place to wait if you are feeling overwhelmed, or they can help with your travel connections with a buggy service, wheelchair or by walking with you.

If there is a change in your travel plans, the staff at Travellers Aid can help you with the change.

Alternatively you can also seek help from V/Line staff.



Enjoy your journey with V/Line.

# For more information

## **Tickets**

<https://www.vline.com.au/Plan-trip-buy-tickets>

---

## **Timetables**

<https://www.vline.com.au/Timetables/Train-coach-timetables>

---

## **Luggage, Bikes and Animals**

<https://www.vline.com.au/Fares-general-info/Bikes-Luggage-Animals>

---

## **Travellers Aid**

<https://www.travellersaid.org.au>

---

## **Communication Supports**

<https://www.vline.com.au/Fares-general-info/Accessibility>

---

## **Virtual Fleet Tour**

<https://www.vline.com.au/Fares-general-info/On-board>