



Double Black Alpine

Guest Walkthrough Story

My Trip with Double Black Alpine

This story helps me know what will happen when I travel with **Double Black Alpine**. It will help me feel **calm, prepared, and excited**.


What is Double Black Alpine?

- It's a **transport service** that takes people to places like the **snow, bike trails, and country towns**.
 - The drivers are **friendly, professional, and trained** to support different needs.
-

Booking the Trip

I can do so myself, or someone I trust (like a parent, carer, or support worker) can help book online or by phone:

 Website: www.doubleblackalpine.com.au

 Phone: 1300 322 574

We will choose:

- **Where to be picked up**
- **Where I want to go**
- **What time the trip starts**

We will get a confirmation with all the details.

On the Day of the Trip

The Driver Will:

- ☒ Arrive at the place we agreed on
- ☒ Help with bags or equipment
- ☒ Advise me where to sit
- ☒ Make sure I feel safe and comfortable

Double Black Alpine Quality, Safety and Compliance System			
Document Name:	Guest Walkthrough Story		
Version #:	1.0		
Last Review:	30 June 2025	Next Review:	June 2026
Reviewed by:	DBA Relevant Person		



Inside the Vehicle

- The van or car has **air conditioning, comfortable seats, and seatbelts**
- There will **only be people from your group** in the van ~~may be other people in the van too~~
- I can bring **headphones, a toy, a drink, or a fidget**
- There is space for **wheelchairs, mobility devices, bikes, or skis**







How Long Will It Take?

- It depends on where I'm going
- Sometimes it might take **3 to 4 hours**
- We can stop for a **break** (toilet, snack, or rest)

What If I Feel Overwhelmed?

It's OK to:

-  Ask the driver to turn down music or talk quietly
-  Ask for a break
-  Sit in a different seat
-  Take time to regulate

The drivers understand that everyone is different.

Double Black Alpine Quality, Safety and Compliance System			
Document Name:	Guest Walkthrough Story		
Version #:	1.0		
Last Review:	30 June 2025	Next Review:	June 2026
Reviewed by:	DBA Relevant Person		

They have:

- ✓ First Aid training
- ✓ Working with Children Checks
- ✓ Experience and training supporting people with different needs. This training includes the Hidden Disabilities Sunflower program and Disability Awareness' course.

Arriving at My Destination

When we get there:

- ✓ The driver helps me get out safely
- ✓ They can help with bags
- ✓ I can ask questions if I feel unsure
- ✓ I might feel proud or excited!

Is Double Black Alpine Accessible?

Yes! They support:

- People with **wheelchairs or mobility aids**
- People who need **extra time or quiet**
- **Autistic individuals**
- People with **sensory sensitivities**
- Carers, support workers, and families
- Companion card holders

If I Need Help

I can:

- Talk to the driver
- Take a break
- Use calming strategies
- Let someone know how I'm feeling

There is **no rush**.

Everyone wants me to feel **safe, calm, and supported**.

Double Black Alpine Quality, Safety and Compliance System			
Document Name:	Guest Walkthrough Story		
Version #:	1.0		
Last Review:	30 June 2025	Next Review:	June 2026
Reviewed by:	DBA Relevant Person		


At the End

When I finish the trip:

- I might feel happy or tired
- I can say thank you
- I can rest, explore, or start my adventure!

More Information

 Website: www.doubleblackalpine.com.au

 Phone: 1300 322 574

Thank you to Luke Falzon, Latrobe Community Health Service for assistance in preparing this story.

Double Black Alpine Quality, Safety and Compliance System			
Document Name:	Guest Walkthrough Story		
Version #:	1.0		
Last Review:	30 June 2025	Next Review:	June 2026
Reviewed by:	DBA Relevant Person		