



Metro Trains Melbourne

Accessibility Action Plan 2022-2024

Easy Read version



How to use this plan



Metro Trains Melbourne (Metro) wrote this plan.
When you see the word 'we', it means Metro.



We wrote this plan in an easy to read way.
We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.
This means the letters are thicker and darker.



We explain what these bold words mean.
There is a list of these words on page 31.



This Easy Read plan is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

www.metrotrains.com.au/accessibility



You can ask for help to read this plan.
A friend, family member or support person may be able to help you.



We recognise First Nations peoples as the traditional owners of our land.

They are the Wurundjeri Woi Wurrung and Bunurong peoples of the Kulin Nation.

They were the first people to live on and use the:



- land



- rivers



- seas.

What's in this plan?

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About us

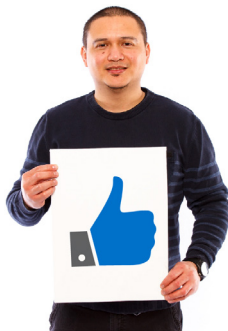


We look after the train services in Melbourne.

Our services include:



- running trains and train stations



- making sure they work well.



Every day, we help connect people and places all over Melbourne.

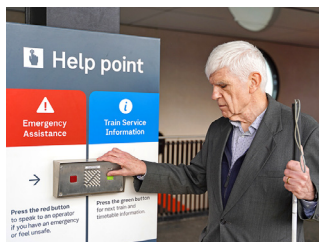
Our vision for Metro Trains Melbourne



Our **vision** is what we want our services to be in the future.



We want to make our services **accessible**.



When something is accessible, it is easy to:

- find
- use.

This includes:



- transport



- a service



- information.



We also want to make our services **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.

We want to keep working with others to make sure our services are:



- safe

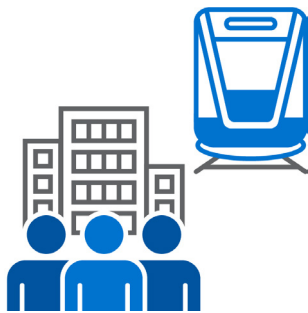


- accessible.

When we say 'others', we mean:



- the Victorian Government



- transport organisations



- our passengers.

We want all passengers to:



- find our services easy to use



- feel **confident** when they use them



- be treated with respect when they use them.



When you are confident, you:

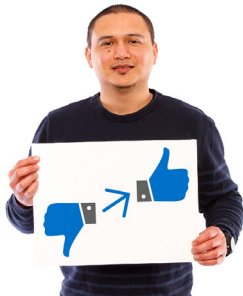
- believe in yourself
- know what you can do
- can try new things.

Who worked with us?



We worked with the Metro Accessibility Reference Group (ARG) to make our plan.

This is a group of people who give us advice about how we can make our train services:



- better



- more accessible.

The people in Metro ARG are passengers, including:



- people with **lived experience of disability**



- people who support them.

If you have lived experience of disability, you:



- have a disability



- know what life can be like for people with disability



- can tell your story to help others.



We also worked with **advocates** to make our plan.

Advocates are people who speak up for people with disability.



We reviewed:

- our other plans and documents
- what our passengers told us.



When you review something, you check to see what:

- works well
- needs to be better.



Then Metro ARG took part in a workshop.

They shared ideas about how to make our services more accessible.



We wrote a draft of our plan.

And had a meeting with Metro ARG about it.



We also held a workshop with advocates to make sure they liked the ideas in our plan.

Our Accessibility Action Plan

Our plan talks about what we will do over the next 3 years to make Metro more:



- accessible



- inclusive.

Our plan has 4 main areas:



1. Confident passengers



2. An inclusive workplace



3. Working with the community



4. Services for everyone.



Each of these areas has a list of what we need to do to reach our goals.



We talk about each theme in more detail on the following pages.

1. Confident passengers



When a passenger is confident, they know what to expect before they leave home.

They can choose what they need when they:



- plan where they are going



- use information about our services.



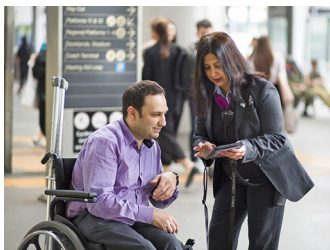
When things don't go to plan, a confident passenger knows how to:

- get the information they need
- ask for help.

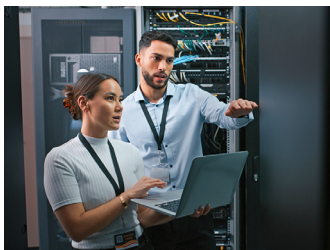
What we will do



We will share information to support passengers in different ways.



We will make sure we can communicate well with passengers.



We will use new technology to make our information better.



We will share our information about train stations with the Department of Transport (DoT).



This information will help passengers plan an accessible journey.



We will support customer service workers to help our passengers.

This includes sharing information and tools.



We will support DoT to make it easier for passengers to find and use our services.



We will update our:

- train messages
- information screens.

This will help passengers understand our services better.



Sometimes we need to fix or change parts of our services.

When this happens, we will work with our passengers to support them.

We will review what our passengers tell us to:



- make our services better



- fix problems.

2. An inclusive workplace



A **workplace** is any place you work, such as:

- an office
- a factory
- a shop.



We want to support people with disability to apply for jobs with us.



We want our staff to know how their role at Metro can affect accessibility.

And we want our teams to know how they can support a workplace that is:



- accessible



- inclusive.

What we will do

We will ask the Australian Network on Disability to review:



- how we hire new people



- what we should change.



We will develop a plan.

It will explain how we can change our workplace to support workers with disability.



We will develop another plan.

This plan will help us think about people with lived experience of disability when we make decisions.



We will find new ways to support our staff with lived experience of disability.

For example, we will run activities to build our staff's confidence.



We will plan training for our staff to make sure everyone is included in our workplace.

Our **committee** will tell us how we can make our workplace more:



- accessible



- inclusive.



A committee is a group of people who work together:

- on a project
- to reach a goal.



We will plan accessibility training for our staff.

This training will help our staff support our passengers with their accessibility needs.



We will work with organisations to hire more people with disability at Metro.

For example, we will work with Jobs Victoria.

3. Working with the community



We want to build relationships that help us make our services accessible and inclusive.

This includes building good relationships with:



- passengers



- staff



- organisations we work with.



We want to make a difference to the community.

This includes sharing how to be accessible and inclusive.

What we will do



We will collect information about how the goals in our plan are going.

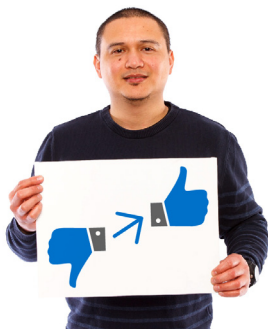


Metro ARG will meet at least 4 times each year.

They will talk about what:



- works well



- needs to be better.



We have a team that works with the community so people know about our services.



Our team will run more sessions with people who need accessible services.



They will also work with Metro ARG to make sure these sessions work well.



When we share information, we will include the experiences people with disability have.



This will help the community be more inclusive of people with disability.



When we run community activities, we will make sure they include people with disability.

This includes people with disability from different groups and backgrounds.



We will also run sessions to help people feel more confident when they use our services.

For example, Try Before You Ride.



We will keep working with Travellers Aid Australia.

And we will find new ways to do more activities with them.



We will buy products and services from organisations who support people with disability.

4. Services for everyone



We want our services to be for everyone.

To get the best results for passengers, we want to:



- work with the Victorian Government



- find new ways to make their experiences better.

What we will do



Co-design is when people work together to plan something new.



To make our services more accessible, we will use co-design to develop our own rules about how to do things well.

We will follow our rules when we update our services.

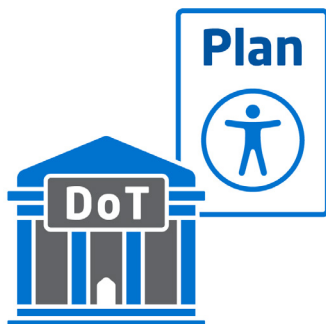


When we run projects to build new services, we will try to make them more accessible than what the law says we should do.



We will tell project workers the best way to make these new services more accessible.

And an accessibility expert will support them to do this.



We will support DoT to follow their transport accessibility plan.

We will keep finding new ways to make our services:



- accessible



- inclusive.

To find the best way to do things, we will learn from services in:



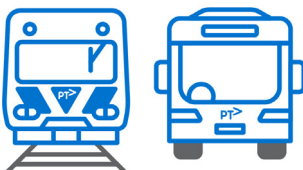
- Australia



- other countries.



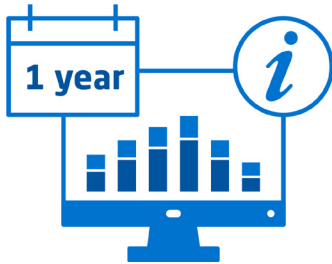
We will also connect with other public transport services to find ways we can make our services work together.



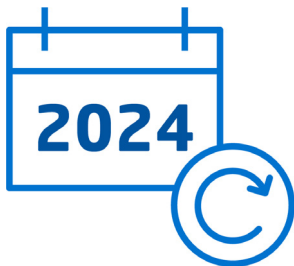
Making sure our plan works



We know it's important to make sure our plan is working well.



In the first year of our plan, we will collect information about how accessible our services are.

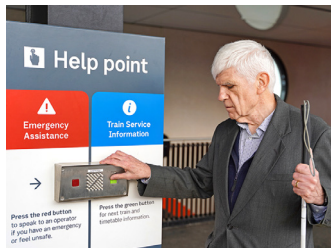


In 2024, we will do this again.

It will help us work out if our plan worked well.

Word list

This list explains what the **bold** words in this document mean.



Accessible

When something is accessible, it is easy to:

- find
- use.

This includes:



- transport



- a service



- information.



Advocate

Advocates are people who speak up for people with disability.



Co-design

Co-design is when people work together to plan something new.



Committee

A committee is a group of people who work together:

- on a project
- to reach a goal.



Confident

When you are confident, you:

- believe in yourself
- know what you can do
- can try new things.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Lived experience of disability

If you have lived experience of disability, you:

- have a disability
- know what life can be like for people with disability
- can tell your story to help others.



Review

When you review something, you check to see what:

- works well
- needs to be better.



Vision

Our vision is what we want our services to be in the future.



Workplace

A workplace is any place you work, such as:

- an office
- a factory
- a shop.

Contact us



You can call us.

1800 800 007



You can send us an email.

customerfeedback@metrotrains.com.au



You can write to us.

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You can visit our website.

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