

The background of the lower section is a blue-tinted photograph of a railway station. It shows a large, arched stone structure with a grid of windows. People are walking on a platform in the foreground, and a train is partially visible on the right. A horizontal yellow and blue gradient bar is positioned above the text.

Management Plan Melbourne Metropolitan Railway Network

7 September 2022

Metro Trains Melbourne Pty Ltd ABN 43 136 429 948



Background

On 9 June 2022, the Australian Human Rights Commission (**Commission**) granted relevant members of the Australasian Railway Association (**ARA**), which included Metro Trains Melbourne Pty Ltd (**Metro**), temporary exemptions from the operation of certain provisions of the *Disability Standards for Accessible Public Transport 2002* (Cth) (**Transport Standards**), *Disability (Access to Premises – Building) Standards 2010* (Cth) (**Premises Standards**) and *Disability Discrimination Act 1992* (Cth) (**DDA**) (**Decision**).

The Decision included temporary exemptions in relation to each of sections 2.6 ‘Access paths – conveyances’ and 2.8 ‘Extent of path’ of the Transport Standards (set out in Annexure 1), which each relevantly contained the following condition:

For a period of 5 years, an access path is only required at a single door of existing rail conveyances, subject to the following conditions:

...

4. *within 3 months of the grant of this exemption, the ARA member utilising this exemption provides a management plan to the Commission detailing:*
 - (a) *the management controls set out by the ARA member on how staff manage passengers with disability who require an alternative boarding point*
 - (b) *the methods used to educate passengers on the availability of the alternative boarding point and staff assistance, and*
 - (c) *the safety procedures and staff training in place for the safe and timely evacuation of people with disability who require assisted access from conveyances in the event that evacuation is required, including in the event of an emergency.*

This Management Plan details the above matters.

Management Controls set out by Metro on how staff manage passengers with disability who require an alternative boarding point

Metro train drivers provide direct assistance to passengers who require boarding assistance. In some cases, station staff provide this assistance, and conductors on the Stony Point fulfill this role.

It is noted that Metro currently has four different train types, each with a different configuration.

The primary boarding point is in the same location for all train types, being the first set of passenger doors on the front carriage of the train.

If an alternative boarding point is required - for example, because all wheelchair accessible spaces adjacent to the first door are already in use - the Metro staff member will greet the passenger at the primary boarding point, and assist them to the alternative boarding point. The Metro staff member will then provide direct assistance at that door, which may include deploying a boarding ramp. The location of the alternative boarding door differs depending on train type.

Methods used to educate passengers on the availability of the alternative boarding point and staff assistance

Metro has consulted passengers in relation to the information they need to assist them with boarding different train types. Passengers requested that, at first instance, information be provided in relation to the location of the primary boarding point. As noted above, if an alternative boarding point is required for a particular service, a staff member will greet the passenger at the primary point, and provide information about the alternative boarding point.

The nominated platform boarding point is identified at most stations by a floor decal showing the International Symbol for Access. Floor decals at the entrance of most platforms direct passengers to the nominated primary boarding point.



Decal directing passengers to the primary boarding point



Decal identifying the primary boarding point

Station staff are available at some locations to answer passenger queries. Each platform is fitted with a passenger intercom button to the closest control centre. Any passenger who may be unsure of boarding processes can speak to a staff member at any time, including at unstaffed locations.

Passengers can also obtain boarding information from other sources including:

- Metro's website (see <http://www.metrotrains.com.au/accessibility/boarding>);
- Travellers Aid Centres;
- education sessions conducted by Metro's Community Education Unit; and
- education/confidence-building events like Try Before You Ride.

Safety procedures and staff training in place for the safe and timely evacuation of people with disability who require assisted access from trains in the event that evacuation is required, including in event of an emergency

Evacuations are rare, and the specific circumstances of an incident will guide the staff response and interaction with emergency services. Emergency management procedures support staff decisions.

In limited circumstances, Metro or emergency services may decide to evacuate passengers at a non-platform location. Decisions to detain passengers require a careful assessment of the specific



circumstances of an incident, and consideration of the assistance required by all impacted passengers. In a non-emergency situation, Metro will firstly prioritise moving the train to a platform to enable alighting. If the train is unable to be moved, Metro will wait for assistance from emergency services before detraining non-ambulant passengers.

When detraining takes place at a station platform, Metro staff members can provide direct assistance in a manner similar to a normal station stop, provided doors are operational. If doors are not operational, the consideration will be similar to non-platform incidents, and emergency services may assist.

Frontline staff are trained in detraining and emergency response as applicable to their roles.



Annexure 1: sections 2.6 and 2.8 of the Transport Standards

2.6 Access paths — conveyances

- (1) Subject to subsection (3) and section 2.7, an access path that allows continuous and unhindered passage must be provided with a minimum width of at least 850 mm.
- (2) Subsection (1) applies to doorways and stairs, and between entrances, exits, allocated spaces and other essential facilities for passengers using wheelchairs and other mobility aids.
- (3) If the conveyance exists or is ordered before the commencement of this section, the minimum width may be reduced to 800 mm at any doorway restriction.

Conveyances

- Buses
- Ferries
- Trains
- Trams
- Light rail

2.8 Extent of path

- (1) An access path must extend from the entrance of a conveyance to the facilities or designated spaces provided for passengers with disabilities.
- (2) Up to 50 mm of an adjacent allocated space may be used as part of the access path.
- (3) If an access path cannot be provided, the operator must provide equivalent access by direct assistance.

Conveyances

- Buses
- Ferries
- Trains
- Trams
- Light rail