



**Metro Trains Melbourne**

# Accessibility Action Plan 2022/2024





# Acknowledgement

Metro acknowledges the Victorian Traditional Owners of the land on which our rail network operates, the Wurundjeri Woi Wurrung and Bunurong peoples of the Kulin Nation. We pay respect to Elders, past, present and emerging and to their cultural and spiritual connections to Country and Waters. We recognise that our trains move people every day through a landscape that holds the footprints and stories of thousands of generations of Aboriginal Victorian communities.





# Chief Executive Officer

## Foreword



Metro plays a vital role in connecting people and places in Melbourne and this connection is for everyone.. We strive to deliver passengers to their destinations safely and seamlessly every time. We believe that rail should be all inclusive, bringing independence and choice. While Melbourne's transport network continues to receive investment well into the future, we see these changes bringing new opportunities and challenges for our passengers. We know that there is strength

in partnership, and we will continue to work with the State Government, transport authorities and our passengers for a network that is safe and accessible.

We want a network that is **easy to use**, where our passengers feel **confident** and **respected**. To achieve this, we will focus on four key areas; improvements that bring confidence through information and assistance, building the capacity of our people on the network and in the workplace, connecting to the communities in which we operate, and working with State Government to ensure we are building a network that responds to passenger needs.

The Metro Accessibility Action Plan 2022 to 2024 highlights our commitment to bringing meaningful and collaborative improvements to our passengers. As the plan evolves, we will be transparent in our successes and challenges.

To complement the Metro Accessibility Action Plan 2022 to 2024, we will also develop an Accessibility Implementation Plan to detail the specifics of how we will deliver on our actions.

Thank you to all the organisations and individuals involved in the development of this plan, including Metro's Accessibility Reference Group. Consultation will remain our priority to ensure we deliver a service for our passengers, with our passengers.

**Raymond O'Flaherty**



# Message from the Chair

## Metro Accessibility Reference Group

In early 2017, the first Metro Accessibility Reference Group (ARG) was formed. We had a very specific purpose; to provide advice and guidance to Metro with the aim of improving the accessibility of the metropolitan rail network.

The Metro ARG brings together individuals with disability, and others with life experience that equips them with insights into the various accessibility needs of users of the network.

The work of the Metro ARG is diverse. We provide feedback on upgrades to stations and trains, as well as customer service approaches, like the fine tuning of employee training programs. Most recently, our work centered on the development of this Accessibility Action Plan.

A valuable component of meetings is the opportunity to share dialogue with

influential members of the Metro team from right across the business. This has allowed the experiences and insights from members to significantly assist Metro in planning initiatives and refining services from many areas.

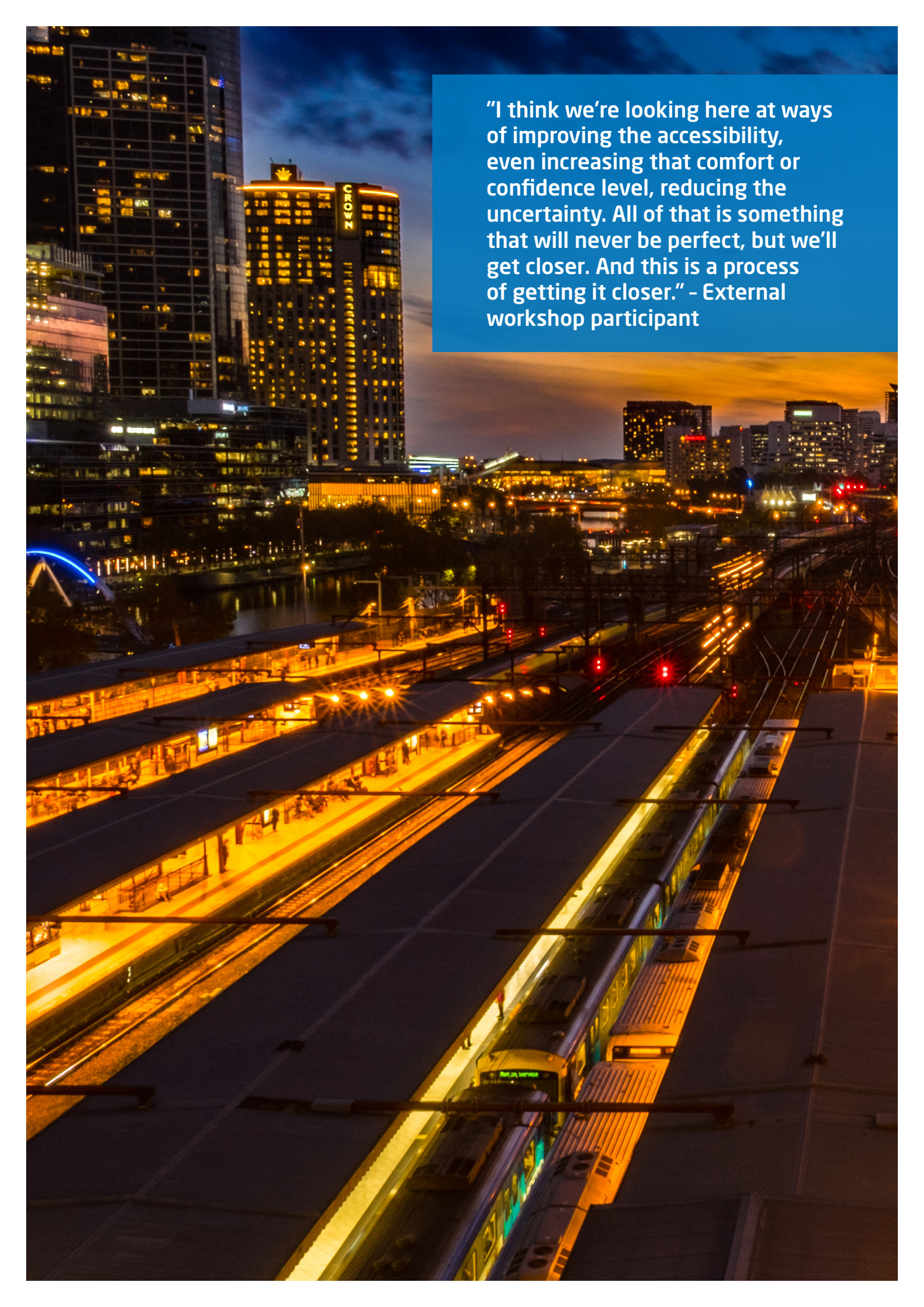
The effectiveness of the Metro ARG is two-way. Metro can draw upon lived experience to improve their services, and members can be equipped with useful information to take to their community networks to enhance awareness of initiatives.

Although network accessibility has increased over the years, together, there is always more to be done.

I welcome the introduction of the Accessibility Action Plan and the opportunity to collaborate to reach a shared goal of making Melbourne more inclusive for all.

**Stephen Jolley**



A nighttime photograph of a cityscape. In the foreground, a train station platform is visible with a train stopped. The platform is illuminated by warm yellow lights. To the left, a river flows, and a bridge with blue lights is visible in the background. The city skyline is lit up with various lights, and a large building with a crown on top is prominent. The sky is dark blue with some clouds.

"I think we're looking here at ways of improving the accessibility, even increasing that comfort or confidence level, reducing the uncertainty. All of that is something that will never be perfect, but we'll get closer. And this is a process of getting it closer." - External workshop participant



# Who we are

Metro Trains Melbourne (Metro) operates and maintains the metropolitan rail network in Melbourne, typically moving up to 800,000 passengers each day. In recent times, the impacts of COVID-19 in Melbourne have led to a significant drop in passenger numbers as people heed public health advice. However, as we move through 2022, passenger numbers are rebuilding.

Metro is a consortium of rail and construction businesses that operates the metropolitan rail service on behalf of the State Government of Victoria. Our shareholders are MTR Corporation, John Holland Group and UGL Rail. We commenced operating the rail network in 2009 and in 2017 were awarded a new franchise to continue until 2024.

Operating more than 230 six-carriage trains across more than 1,000 kilometres of track, we aim to support the liveability of Melbourne by providing seamless transport to keep people connected. With 16 lines

and 222 stations, we deliver our services seven days a week. From train drivers and station employees, to engineers, signallers and network controllers – Metro employs more than 6,600 people from diverse backgrounds and fields of expertise. We do not currently know how many Aboriginal and/or Torres Strait Islander employees are amongst our team.

As the Accredited Rail Operator, Metro is a key partner in the safe and successful delivery of transformative rail infrastructure projects. The Victorian Government is making an unprecedented investment to transform Melbourne's metropolitan rail network. This includes delivering new infrastructure and assets, like new trains and stations, to enhance safety, increase passenger capacity and improve the reliability of services. Metro works with multiple partners to support the delivery of key projects such as the Metro Tunnel Project and the Level Crossing Removal Project.







"We've got to engage with people to gauge their feedback on either what's worked well, what hasn't, how can we do better. Let's go to the people who know better than us and engage them." - Metro workshop participant



# Background

The Accessibility Action Plan (the Plan) was developed to communicate a program of priorities which aim to improve access for people with accessibility needs, as well as support the objectives of the Disability Discrimination Act 1992, the *Disability Standards for Accessible Public Transport (DSAPT)* and the *Equal Opportunity Act 2010*.

The Plan incorporates the voice and needs of the passenger in prioritisation and decision-making, as well as the role of employees in creating an accessible public transport system.

The Plan was developed to align with Inclusive Victoria: State Disability Plan and Accessible Public Transport in Victoria 2020-2024, as well as the recommendations from the Australian Human Rights Commission's Disability Action Plan Guide (2021).

## Development of this plan

This plan was developed in consultation with Metro's Accessibility Reference Group and disability advocates.

Following an internal Metro review of previous plans, passenger feedback and other associated documents, the Metro Accessibility Reference Group joined a dedicated workshop to identify the key themes and priorities impacting Metro accessibility over the next three years.

These themes and priorities were workshopped internally to assign meaningful actions against the deliverables. The actions were then validated by a further discussion with the Metro Accessibility Reference Group, and a workshop with disability advocates.





# Achievements

## 2019-2022

260

Mystery evaluations  
carried out

83

Stations now have  
unassisted boarding on  
platforms

2500

Station staff, Authorised  
Officers and Drivers trained  
in communication access

23

Fully upgraded  
stations

3400

Attendees to Community  
Education sessions relating  
to accessibility

22

Sessions with Metro's  
Accessibility Reference  
Group



Metro accredited with  
Scope's Communication  
Access Symbol



Four stations fitted with  
contactless lift technology,  
allowing touch free travel  
in lifts



Five Assistance Animal Relief  
Areas installed, making it easier  
for passengers travelling with  
assistance animals



Eight virtual tours of  
key locations to assist in  
navigating complex stations



Seven wheelchair movers  
to assist passengers on  
steep ramps



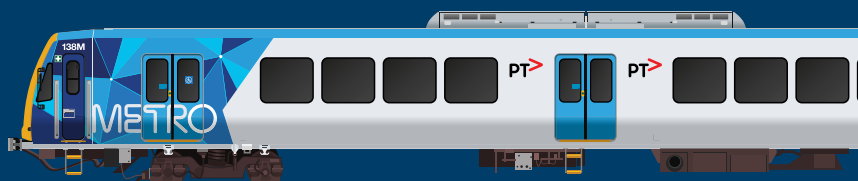
Accessibility feature  
information for all 222  
stations now available online



70 trains upgraded to improve  
announcements, information  
screens and high contrast  
priority seating



259 attendees at Try Before  
You Ride in 2018-2019





# Priorities

Following consultation, Metro has developed four new priority areas. These priorities aim to take a holistic approach to accessibility.



## Priority One: **Confident and informed passengers**

Passengers know what to expect before leaving home. There is choice in the way they plan their journey and receive information. When things don't go to plan, they know how to seek out the information or assistance they need.



## Priority Two: **Our people**

People with disability have access to opportunities within Metro and our people are empowered to support an inclusive workplace. Our team understand how their role at Metro can impact accessibility and are equipped with the right knowledge, in the right format.



## Priority Three: **Connected to community**

We build partnerships that help us shape a network that is representative of the communities we serve. Our stakeholders are consulted and included. We influence community awareness and empathy through targeted engagement.



## Priority Four: **A network built for everyone**

Our stations and trains are for everyone. We consider the needs of all passengers and work with the State to get the best outcomes. We bring continuous improvement and innovation to the experiences of our passengers.

# Actions

Actions developed represent the steps Metro will take to ensure the four priority areas are addressed. This includes short- and longer-term actions, dependent on the level of priority and realistic timelines.

# Evaluation of progress

Metro recognises that it is important to evaluate and measure the achievement of actions in the Plan. This includes finding ways to determine social impact of the actions taken. In year one, Metro will develop a methodology to gather baseline data to help ensure valid evaluation. We will repeat this methodology in year three so that we are able to measure change across the life of the Plan.





## Confident and informed passengers

### What does success look like?

Passengers know what to expect before leaving home. There is choice in the way they plan their journey and receive information. When things don't go to plan, they know how to seek out the information or assistance they need.

Action	Measure	Accountability holder	Timeline
Resources will be developed to support passengers to access existing information sources, including information in multiple formats	<ul style="list-style-type: none"> <li>Resources developed in multiple formats</li> <li>Increase in app downloads and views of online resources following resource development</li> <li>Decrease in passenger feedback relating to accuracy and reliability of information</li> </ul>	General Manager, Corporate Responsibility	Year Two
Metro will retain an accreditation with the Communication Access Symbol	<ul style="list-style-type: none"> <li>Accreditation with Communication Access Symbol successfully retained with mystery evaluation phase received 90% pass rate or higher</li> </ul>	General Manager, Corporate Responsibility	Ongoing
Online information will be improved with the introduction of new technology and alignment across multiple sources	<ul style="list-style-type: none"> <li>Decrease in passenger feedback relating to accuracy and reliability of online information</li> </ul>	Senior Manager Digital Marketing	Ongoing
Metro will share data with Department of Transport (DoT) to enable personalised journey planning options based on station accessibility criteria	<ul style="list-style-type: none"> <li>Metro to provide station accessibility data for 100% of stations to DoT</li> </ul>	General Manager, Corporate Responsibility	Year Two
The capability of third-party customer service staff to assist passengers will be increased through staff briefings and the development of resources	<ul style="list-style-type: none"> <li>Standardised materials and briefings with key accessibility information provided across all projects</li> <li>Decrease in negative accessibility feedback relating to third-party staff</li> </ul>	Passenger Experience and Occupation Program Manager	Ongoing
Metro will support the DoT in the development and delivery of intuitive and informing wayfinding solutions	<ul style="list-style-type: none"> <li>Metro will provide DoT with passenger insights and identify opportunities for continuous improvement</li> </ul>	Senior Marketing Manager	Ongoing
Onboard train announcements and information screens will be upgraded to improve reliability and clarity	<ul style="list-style-type: none"> <li>Upgrades delivered. Decrease in passenger feedback relating to onboard information</li> </ul>	General Manager, Rollingstock	Year Two
Passengers impacted by works will be engaged to provide travel solutions and support during network changes	<ul style="list-style-type: none"> <li>Increase in overall satisfaction with communications during works</li> </ul>	General Manager, Project Communications	Ongoing
Passenger feedback will consistently be reviewed to identify and resolve issues to support accessibility innovation and improvements	<ul style="list-style-type: none"> <li>Increase in number of continuous improvements relating to accessibility</li> </ul>	General Manager, Passenger Experience	Ongoing





## Our People

### What does success look like?

People with disability have access to opportunities within Metro and our people are empowered to support an inclusive workplace. Our people understand how their role at Metro can impact accessibility and teams are equipped with the right knowledge, in the right format.

Action	Measure	Accountability holder	Timeline
Current recruitment processes will be reviewed to remove unintentional barriers	<ul style="list-style-type: none"> <li>Review complete</li> <li>Baseline data established. Increased satisfaction related to experience identified through candidate surveys over time</li> </ul>	General Manager, Talent and Development	Year One
Internal documentation will be introduced to support employees seeking adjustments in the workplace as well as their managers	<ul style="list-style-type: none"> <li>Policy developed and endorsed by the Diversity and Inclusion Steering Committee</li> <li>Policy communicated to all employees</li> </ul>	General Manager, Talent and Development	Year One
The Social Inclusion Working Group will bring together key internal stakeholders to develop a plan to embed lived experience in internal decision-making, including processes around recruitment, onboarding, retention and development	<ul style="list-style-type: none"> <li>Plan developed in consultation with employees with lived experience</li> </ul>	General Manager, Talent and Development	Year Two
Internal engagement activities will be developed to build awareness and disability confidence across all areas of the business, including opportunities for employees with disability to share experiences	<ul style="list-style-type: none"> <li>Engagement activities implemented and feedback mechanism developed to assess effectiveness</li> </ul>	General Manager, Corporate Responsibility	Ongoing
Diversity and Inclusion training will be rolled out to support diversity in employment	<ul style="list-style-type: none"> <li>Percentage of employees who have completed module</li> </ul>	General Manager, Talent and Development	Year One
The Diversity and Inclusion Steering Committee will advocate and endorse recommendations for improving disability and inclusion in the workplace	<ul style="list-style-type: none"> <li>Recommendations completed to agreed timelines</li> </ul>	General Manager, Talent and Development	Ongoing
Staff training will consistently equip employees in passenger facing roles with the skills and tools to assist passengers with various accessibility needs, including a program aimed at supporting people with hidden disability	<ul style="list-style-type: none"> <li>Frontline teams to receive training related to accessibility a minimum of once every two years</li> </ul>	Head of Metro Academy	Ongoing
We will build partnerships with organisations, such as Jobs Victoria, and embed a framework for the business to increase the talent pool of people with disability	<ul style="list-style-type: none"> <li>Documented process embedded</li> <li>Increased number of people with disability placed in roles</li> </ul>	General Manager, Talent and Development	Ongoing





## Connected to Community

### What does success look like?

We build partnerships that help us shape a network that is representative of the communities we serve. Our stakeholders are consulted and included. We influence community awareness and empathy through targeted engagement.

Action	Measure	Accountability holder	Timeline
Metro will develop a methodology to gather baseline data related to the objectives of the Plan. This will be repeated towards the end of the Plan to measure impact.	<ul style="list-style-type: none"><li>• Methodology developed and baseline data gathered</li><li>• Methodology repeated with data showing a positive impact to passenger experience</li></ul>	General Manager, Corporate Responsibility	Year One  Year Three
Metro's Accessibility Reference Group (ARG) will meet regularly to provide strategic direction and feedback	<ul style="list-style-type: none"><li>• Minimum of four engagement sessions per year</li></ul>	General Manager, Corporate Responsibility	Ongoing
Metro's Community Education team will increase engagement sessions with people with accessibility needs	<ul style="list-style-type: none"><li>• 25% of engagement sessions in year one to be tailored to disability groups, older people or culturally and linguistically diverse, increasing year-on-year</li></ul>	General Manager, Corporate Responsibility	Ongoing
The Community Education team will engage with the ARG to ensure external engagement sessions align with emerging risks and opportunities	<ul style="list-style-type: none"><li>• Community Education to present to the ARG a minimum of once per year</li></ul>	General Manager, Corporate Responsibility	Ongoing
External communications will aim to change community attitudes by identifying opportunities which highlight the experiences of people with disability	<ul style="list-style-type: none"><li>• Annual communication plans embed strategies for helping to change community attitudes</li></ul>	General Manager, Corporate Responsibility	Ongoing
Community activities will prioritise initiatives which support the inclusion of people with disability	<ul style="list-style-type: none"><li>• Increase in number of organisations engaged</li></ul>	General Manager, Corporate Responsibility	Ongoing
Metro will seek opportunities for engagement activities that include people with disability who are LGBTQ+, Aboriginal and/or from multicultural and multifaith communities.	<ul style="list-style-type: none"><li>• Potential partnerships identified and embedded in community engagement plans</li></ul>	General Manager, Corporate Responsibility	Year One
We will hold confidence building engagement sessions, such as Try Before You Ride	<ul style="list-style-type: none"><li>• Sessions delivered and feedback from attendees identifies increased confidence</li></ul>	General Manager, Corporate Responsibility	Ongoing
Metro will continue to partner with Travellers Aid Australia and seek new ways of expanding the partnership	<ul style="list-style-type: none"><li>• Opportunities for collaboration identified through regular engagement</li></ul>	General Manager, Corporate Responsibility	Ongoing
Metro's social procurement framework will support opportunities for Victorians with disability	<ul style="list-style-type: none"><li>• Social Procurement Framework launched</li><li>• Increased spend with social enterprises led by a mission to support, including by employment, people with disability.</li></ul>	General Manager, Procurement and Supply Chain	Year One  Year Three





## A network built for everyone

### What does success look like?

Our stations and trains are for everyone. We consider the needs of all passengers and work with the State to get the best outcomes. We bring continuous improvement and innovation to the experiences of our passengers.

Action	Measure	Accountability holder	Timeline
Metro will embed co-design principles in the development of Metro standards	<ul style="list-style-type: none"> <li>Changes to standards are informed by user experience</li> </ul>	Chief Engineer	Ongoing
Project requirements developed in consultation with delivery agents will aim to exceed the minimum standards outlined in legislation	<ul style="list-style-type: none"> <li>Increased positive feedback from user groups relating to new infrastructure</li> </ul>	General Manager, Project Development and Integration	Ongoing
Metro will leverage existing governance processes to introduce best practice guidance materials to projects	<ul style="list-style-type: none"> <li>Guidance material developed and socialised within forums</li> </ul>	General Manager, Project Development and Integration	Ongoing
Metro will support the Department of Transport in its delivery of the Transport Accessibility Strategy	<ul style="list-style-type: none"> <li>Established as ongoing agenda item within collaborative governance meetings</li> </ul>	General Manager, Corporate Responsibility	Ongoing
A dedicated accessibility specialist will be embedded to support Metro teams developing and delivering projects	<ul style="list-style-type: none"> <li>Specialist embedded in internal processes and opportunities for knowledge sharing identified</li> </ul>	General Manager, Corporate Responsibility	Ongoing
Metro's innovation framework will drive the harvesting of accessibility improvement ideas from internal stakeholders, as well as seek opportunities to learn from best practice both nationally and internationally	<ul style="list-style-type: none"> <li>Increased number of innovations relating to accessibility</li> </ul>	General Manager, Innovation	Ongoing
Metro will regularly engage with other transport operators to seek opportunities for collaboration and consistency between transport modes	<ul style="list-style-type: none"> <li>Regular collaboration meetings held through the Accessible Public Transport Operations Committee as well as opportunities identified via operators' Accessibility Reference Groups</li> </ul>	General Manager, Corporate Responsibility	Ongoing



Term/abbreviation	What it means in the plan
Accessibility Reference Group	Metro's Accessibility Reference Group are passengers with lived experience with disability, or their representatives, who consult with Metro regularly to provide strategic advice
Australian Network on Disability	The Australian Network on Disability is a national not-for-profit that helps organisations engage with people with disability within the workplace
Disability Standards for Accessible Public Transport	Commonwealth Standards which establish minimum accessibility requirements to be met by providers and operators of public
Diversity and Inclusion Steerco (steering committee)	Executives and senior leaders who are responsible for steering the strategic direction of diversity and inclusion at Metro
DoT	Department of Transport
Social Inclusion Working Group	The Social Inclusion Working Group brings key internal stakeholders together to collaborate and plan ways of making Metro more inclusive.
Third-party customer service staff	Contracted short-term employees used in passenger-facing roles during network changes to provide wayfinding, assistance with bussing or other tasks outside of the normal train operations







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