



WE MOVE

MELBOURNE



A word on the artwork

Metro Trains Melbourne introduced its first disability employee network, Unique, in 2025. The name Unique was chosen by a small internal working group to signify that every disability is as unique as a fingerprint. To mark the launch of Unique, a logo was designed symbolising a fingerprint with connected dots to show the connection between the network members.



Acknowledgement

Metro acknowledges the Traditional Owners of the lands on which our rail network operates; the Wurundjeri Woi Wurrung and Bunurong peoples of the Kulin Nation. We pay our respects to their Elders past and present and honour their enduring cultural and spiritual connections to Country and Waters.

As we act as One Team to move Melbourne, we recognise that our trains traverse landscapes that have been cared for by First Peoples for thousands of generations. These lands and waters hold the footprints and stories of countless generations, and we

are committed to preserving and respecting this rich heritage.

In shaping our future to be a world-class railway for Melbourne and a sustainable railway long-term, we acknowledge the profound significance of Songlines, integral to First Peoples culture, as traditional routes that connected communities across the nation. We recognise that some of our current rail networks align with these ancient paths, underscoring the deep connections between our operations and the cultural landscapes of the First Peoples of Victoria.



A message from the Chief Executive Officer

I am proud to introduce Metro's latest Accessibility Action Plan (the Plan).

Metro's people work to deliver safe, reliable train services, and an exceptional passenger experience for all Victorians and visitors to Melbourne. I want that experience to be inclusive, bringing independence and choice to everyone.

The Plan sits at the core of working towards that goal. The Plan contains actions to make our workplaces more accessible and inclusive. Both Metro and our passengers gain from our business reflecting the community we serve. It is important we break down barriers to ensure people with disability have equitable access to opportunities at Metro.

Over the life of this plan Metro will focus on four key areas: improvements to information and assistance that support safe and confident travel, building disability inclusion in our workplace, strengthening connections to the communities in which we operate and working with the State Government to ensure we are building a network that responds to passenger needs.

I know that public transport networks can present significant barriers to many people. Through our previous Accessibility Action Plan, we implemented a range of meaningful changes to improve access across the network.

We joined the Hidden Disabilities Sunflower program, training over 2000 frontline employees in supporting people with invisible disabilities and distributing thousands of sunflower products to passengers. We also enhanced our community education program, delivering confidence-building information and travel training sessions to disability groups. In addition, we upgraded infrastructure and fleet to improve accessibility across the network.

Through this time Metro has supported significant project works and improved the way we support our passengers through periods of disruption. The Level Crossing Removal Project delivered 11 upgraded stations with two new stations. We have continued to partner with the Big Build towards the opening of the five new Metro tunnel stations later in 2025.

While Melbourne's transport network has become far more accessible in recent years, there is still much to be done. The Metro Accessibility Action Plan 2025-2027 is our commitment to prioritise and advocate for changes that are meaningful for people with disability.

Thank you to all the organisations and people involved in the development of this plan, including Metro's Accessibility Reference Group. I look forward to working together with my colleagues, and our stakeholders and partners, to deliver these actions.

Raymond O'Flaherty



A message from Chair, Metro Accessibility Reference Group

In early 2017, the Metro Trains Melbourne Accessibility Reference Group (ARG) was formed. The primary purpose was 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.

A valuable element 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 Metro initiatives.

The work of the Metro ARG is diverse. We provide feedback on upgrades to stations and trains, as well as customer service related activities, like the fine tuning of employee training programs. Most recently, our work has centred on areas including, passenger communication with drivers, support for passengers during planned and unplanned disruptions, and dialogue with the Metro Tunnel Project Office over the accessibility of the Metro Tunnel.

Although network accessibility has progressed over the years, there is always more to be done. We continually strive to meet the vision for the passenger experience of those represented on the ARG to be as safe, comfortable and convenient as for all others who use the network.

I welcome the introduction of this Accessibility Action Plan which follows the previous plan adopted in 2022. It provides the opportunity to collaborate in order to reach the shared goal of making Melbourne more inclusive for all. I congratulate Metro on the insightful, responsive and meticulous development of the plan.

Stephen Jolley



About Metro

Metro Trains Melbourne (Metro) operates and maintains the metropolitan rail service in Melbourne.

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, a division of UGL Pty Ltd.

We commenced operating the rail network in 2009. The franchise awarded in 2017 has been extended another three years to 2027.

Operating more than 269 trains across nearly 1,000 kilometres of track, Metro works as One Team to deliver safe, reliable train services, and an exceptional passenger experience for all Victorians and visitors to Melbourne.

With 16 lines and 222 stations, Metro delivers thousands of services seven days a week and moves hundreds of thousands of passengers every day. From train drivers and station employees, to engineers, signallers and network controllers, Metro employs more than 7,000 people from diverse backgrounds and fields of expertise.

As the Accredited Rail Operator, Metro is a key partner in the safe and successful delivery of Victorian Government's transformative rail infrastructure projects. 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 and the Level Crossing Removal Project.

7,000
Metro employees

1,000
Kilometres of track





Our language

Metro commits to working with people with disability to understand community preferences and good practice in the language used to describe disability. We understand that this commitment is ongoing as language continues to change and evolve over time.

While we have chosen person-first language in the Plan, for example 'people with disability', we recognise that this language may not represent the preference of the whole community and others may prefer to use 'identity-first' language.

The Plan uses the United Nations Convention on the Rights of Persons with Disabilities definition of disability, which describes people with disability as people who have long-term physical, mental, intellectual, or sensory differences that, when interacting with inaccessible communities and environments, prevent full and equal community participation. This is often called the social model of disability. Under this approach, communities, services, and spaces that are not accessible or inclusive cause disability.

We also recognise that disability is diverse and includes both visible and non-visible disability.

**“I THINK IT'S
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UP THAT THEY HAVE A
DISABILITY.”**

(ARG WORKSHOP PARTICIPANT)



Relationship with legislation, policies and plans

The Plan was developed to communicate Metro's commitment to improving the accessibility of our network with tangible actions and accountability. Underpinning this work are a series of legislative instruments including the Equal Opportunity Act 2010 (Vic) and the Disability Discrimination Act 1992 (Cth) (DDA). These Acts set out that it is unlawful to discriminate on the basis of disability when providing goods and services and in relation to the access or use of public premises.

As a public transport operator, Metro is also obligated to the Disability Standards for Accessible Public Transport 2002 (DSAPT) and Disability (Access to Premises – Buildings) Standards 2010.

We recognise that minimum legislative requirements do not address the diverse experiences of all people with disability. We aim to go above and beyond the minimum by identifying areas of continuous improvement in consultation with people with disability.

Within the context of Victoria, the Plan has been developed to align with Inclusive Victoria: State Disability Plan and the Transport Accessibility Strategic Framework.

It was developed using the recommendations of the Australian Human Rights Commission's Disability Action Plan Guide (2021). A copy of this plan will be submitted to the Australian Human Rights Commission.



Development of this plan

The Plan was developed in consultation with Metro's Accessibility Reference Group and disability advocates.

The plan builds on progress made under our Accessibility Action Plan 2022-2024. Based on guidance from the Accessibility Reference Group, it focuses on similar priorities and objectives.

People from across Metro provided feedback in relation to the priorities of the Plan, and took part in a workshop which formulated actions to meet our goals. We then consulted a range of external stakeholders, including disability advocates, and validated our areas of focus with the Accessibility Reference Group. Our Plan has also been informed by passenger feedback.

The success of the Plan requires commitment across Metro. We will communicate the launch of the Plan to our people. We will also make it available on our intranet and external website.

Actions will be delivered between July 2025 and November 2027. Each year, we will define specific initiatives against each action within the Accessibility Implementation Plan.

Measuring the plan

We will monitor and evaluate our progress in relation to the actions of the Plan.

We will prepare an internal implementation plan for each year. Those implementation plans will set specific tasks we propose to undertake in relation to each action. We will measure our success by reviewing whether we have completed those implementation tasks, and by considering any additional initiatives and achievements that have contributed to meeting the actions in this Plan, and its overarching priorities and objectives.

We will provide annual progress reports to the Department of Transport and Planning. Those reports will also be shared with Metro's Executive Team.

We will also provide quarterly progress reports to Metro's Accessibility Reference Group. We will seek the group's feedback on Metro's progress in relation to the goals of this plan, and to the promotion of accessibility and inclusion on our network and in our workplaces.



**IT'S NOT ENOUGH TO
JUST BE AWARE AND
HAVE KNOWLEDGE AND
SKILLS, WE NEED TO BE
EMPOWERING STAFF TO
SUPPORT OTHER STAFF
AND PASSENGERS.**

(EXTERNAL WORKSHOP PARTICIPANT)

Priorities



PRIORITY ONE: SAFE AND CONFIDENT PASSENGERS

Passengers feel safe and confident when they travel. They know what to expect before leaving home. There is choice in the way they plan their journey and receive information in a way that works for them.

When things don't go to plan, the information or assistance they need is there. Passengers can travel with independence but have confidence that our people are trained with the skills and empathy to assist when needed.



PRIORITY THREE: CONNECTED TO COMMUNITY

We strengthen partnerships that help us shape a network that is representative of the communities we serve. We collaborate with our stakeholders, and they are included in decision-making. We influence community awareness through targeted engagement.



PRIORITY TWO: OUR PEOPLE

Our people understand how their decisions can positively or negatively affect network and workplace inclusion. We break down barriers to ensure people with disability have equitable access to opportunities and we work to continuously increase inclusion.



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, timely improvements and innovations to the experiences of our passengers.

Our partners understand our commitment to accessibility, and we inspire them to match it.



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Action	Accountable	Measurement
Action 1: We will review formats, consistency and channels to improve accessibility of journey information.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Review of channels completed and number of improvements implemented
Action 2: We will improve the accessibility of announcements.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Number and nature of changes made to announcements
Action 3: Metro's digital channels and apps will meet Web Content Accessibility Guidelines (WCAG) 2.0.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Verified compliance with (WCAG) 2.0
Action 4: We will consider opportunities to improve sensory experience on our network for passengers who are neurodiverse.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Investigative work undertaken, including reviewing passenger feedback for potential opportunities
Action 5: We will improve the experience of passengers with disability during disruptions. This will include improving the accessibility of information and customer service support.	General Manager Passenger Information and Community Relations / Head of Projects Disruptions Services	<ul style="list-style-type: none">Feedback from ARG members and passenger indicates improvement
Action 6: We will continue to strengthen the disability confidence and capabilities of station staff, drivers, and Authorised Officers to enhance proactive passenger assistance.	General Manager Learning and Development	<ul style="list-style-type: none">Feedback from ARG members and passengers indicates improvement in supportFrontline teams indicate increased confidence
Action 7: Metro will retain Communication Access Symbol accreditation.	General Manager Passenger Services / General Manager Operations/ General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Accreditation by Scope
Action 8: We will support the delivery of confidence building sessions and tools for the Metro Tunnel	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">Delivery of confidence-building sessions and/or tools



PRIORITY TWO: OUR PEOPLE

Our people understand how their decisions can positively or negatively affect network and workplace inclusion. We break down barriers to ensure people with disability have equitable access to opportunities and we work to continuously increase inclusion.

Action	Accountable	Measurement
Action 1: We will promote disability awareness and confidence for employees across Metro.	General Manager Passenger Information and Community Relations/General Manager People Experience	<ul style="list-style-type: none"> Feedback from employees indicate improved awareness and confidence Number of sessions/activities delivered
Action 2: We will continue to support Metro's Disability Employee Network, Unique.	General Manager People Experience	<ul style="list-style-type: none"> Evidence of support provided and feedback from Unique
Action 3: We will review and improve the accessibility of staff facilities, and when designing new workspaces we will apply universal design principles.	General Manager People Experience / General Manager Passenger Information and Community Relations	<ul style="list-style-type: none"> Reviews undertaken Number of improvements implemented All new workspaces are reviewed and accessible
Action 4: We will improve understanding of workplace adjustments.	General Manager People Experience	<ul style="list-style-type: none"> Employees indicate increased understanding of workplace adjustments
Action 5: We will continuously improve the accessibility of our recruitment processes, including reviewing position descriptions and job requirements to identify barriers to employment of people with disability.	General Manager People Experience	<ul style="list-style-type: none"> Number and type of improvements made Feedback from candidates
Action 6: We will review and strengthen our engagement with organisations that promote employment of people with disability.	General Manager People Experience	<ul style="list-style-type: none"> Increased engagement with organisations that promote employment of people with disability
Action 7: We will consider accessibility when reviewing and drafting people-related policies and procedures.	General Manager People Experience	<ul style="list-style-type: none"> Accessibility embedded in process
Action 8: We will support the mental health and wellbeing of our people by delivering the Mental Health and Wellbeing Strategy.	General Manager People Experience	<ul style="list-style-type: none"> Actions within the Mental Health and Wellbeing Strategy delivered
Action 9: We will improve processes for measuring the number of people with disability we recruit and retain.	General Manager People Experience	<ul style="list-style-type: none"> Process reviewed and embedded



PRIORITY THREE: CONNECTED TO COMMUNITY

We strengthen partnerships that help us shape a network that is representative of the communities we serve. We collaborate with our stakeholders, and they are included in decision-making. We influence community awareness through targeted engagement.

Action	Accountable	Measurement
Action 1: Metro's Accessibility Reference Group will continue to meet regularly to provide strategic direction and feedback.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Number of meetings• Evidence of ARG input into Metro's work
Action 2: We will offer engagement sessions to build travel confidence.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Number of sessions delivered and feedback from attendees
Action 3: We will broaden engagement with Travellers Aid to better serve our passengers.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Number and type of new activities and initiatives undertaken with Travellers Aid
Action 4: We will seek opportunities to engage people with disability who have intersectional experiences, such as First Peoples, LGBTQIA+ and/or people who are culturally and racially marginalised.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Engagement with intersectional passengers increased
Action 5: We will use procurement to support employment and business opportunities for people with disability.	Chief Procurement Officer	<ul style="list-style-type: none">• Increase of spend with organisations that support employment and business for people with disability
Action 6: We will strengthen our connection to local communities to improve accessibility outcomes.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Relationships with local stakeholders increased• Localised areas for improvement identified



PRIORITY FOUR: A NETWORK BUILT FOR EVERYONE

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Action	Accountable	Measurement
Action 1: We will use co-design principles when developing Metro standards and upgrading infrastructure and assets.	Chief Engineer	<ul style="list-style-type: none">• All standards reviewed with accessibility lens using feedback from users to inform
Action 2: When developing project requirements with delivery agents, we will aim to exceed minimum statutory standards.	General Manager Planning and Integration	<ul style="list-style-type: none">• Evidence of project requirements and/or delivery which exceed statutory standards
Action 3: We will use data to prioritise and influence change.	General Manager Planning and Integration	<ul style="list-style-type: none">• Evidence of data informing network changes
Action 4: Metro will investigate opportunities to improve accessibility through technological innovation.	Head of Innovation	<ul style="list-style-type: none">• Evidence of potential opportunities investigated and actioned
Action 5: A dedicated accessibility specialist will support Metro teams when they develop and deliver projects.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Ongoing specialist employed as part of Network Inclusion team
Action 6: Metro will regularly engage with other transport operators to seek opportunities for collaboration and consistency between transport modes.	General Manager Passenger Information and Community Relations	<ul style="list-style-type: none">• Number and type of collaboration meetings and activities
Action 7: We will proactively seek opportunities to include accessibility upgrades in the scope of Maintenance and Renewal works.	General Manager Infrastructure	<ul style="list-style-type: none">• Number of opportunities identified



**METRO TRAINS
MELBOURNE**

GPO BOX 1880
Melbourne VIC
Australia 3001

