

Metro Trains Melbourne

Accessibility Action Plan 2025 to 2027

Easy Read version



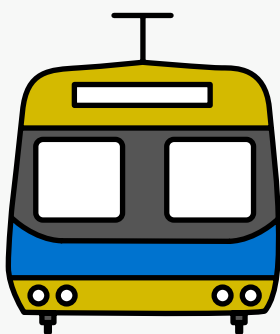
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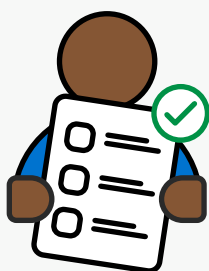
About this plan



This plan is from Metro Trains Melbourne.
We run the train services in Melbourne.



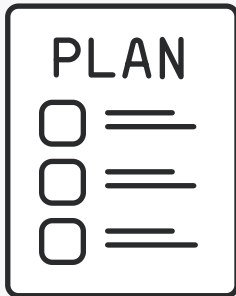
We wrote this plan to tell you about
how we want to make our services and
workplaces better from 2025 to 2027.



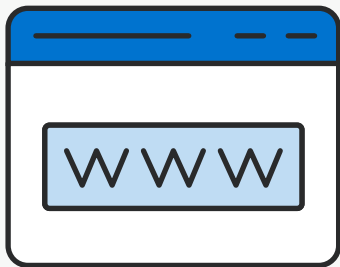
This plan is an Easy Read summary of our
Accessibility Action Plan 2025 to 2027.



Summary means we only include our most important ideas.



When we write plan, we mean our Accessibility Action Plan 2025 to 2027.

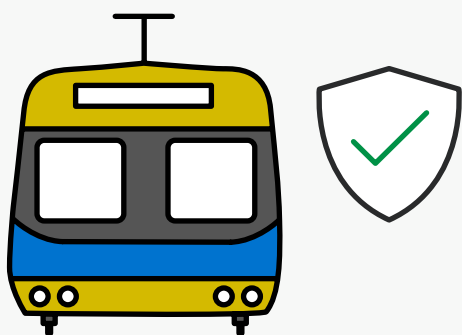


You can read the [full version of this plan](#) on our website.



You can find our contact information on page 20 at the end of this guide.

What is in this plan

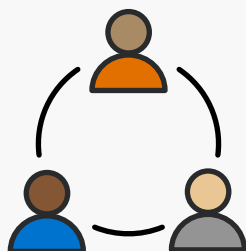


This plan says what we want to do to:

- help passengers feel safe and confident



- make our workplaces more inclusive



- connect with the community



- make our services and spaces more accessible



These points are called our priorities for this plan.

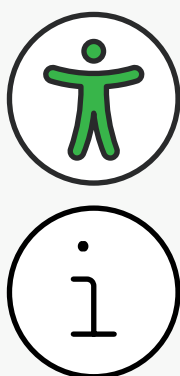


Priorities are the things that we think are important to do.

What we will do to help passengers feel safe and confident



We want people who travel on our trains to feel safe, know how to travel, and be able to choose how they travel.

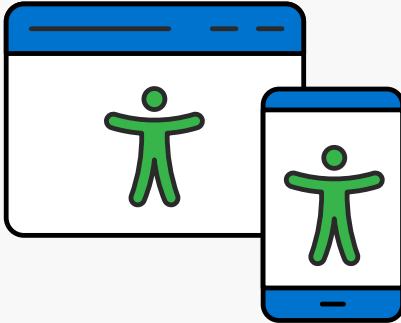


To do this, we will:

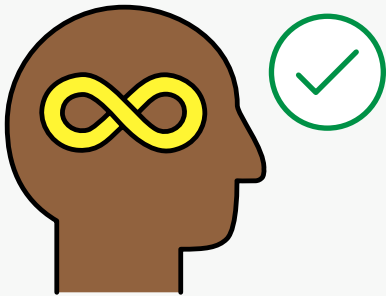
- make information about our services more accessible



- help our staff give better support to people with disability while they travel



- make sure our website and phone apps meet the proper accessibility standards



- see if we can make our services more comfortable for people who are neurodiverse.

What we will do to make our workplaces more inclusive



We want our staff to be more aware of disability and know more about how to make our workplace more inclusive and accessible.



We also want to make sure our workplaces are more accessible for people with disability.

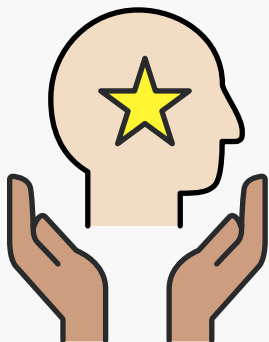


To do this, we will:

- make sure the places where our staff work are designed to be accessible

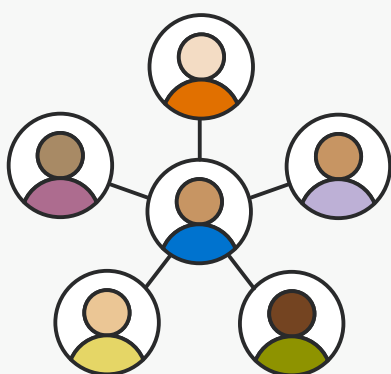


- improve the way we recruit staff so there are less barriers for people with disability to be employed



- connect and support employees with lived experience.

What we will do to connect with the community

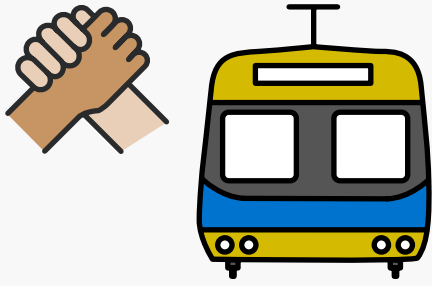


We want to work with groups and connect with people in the community to improve how accessible and inclusive our services are, and the company is.

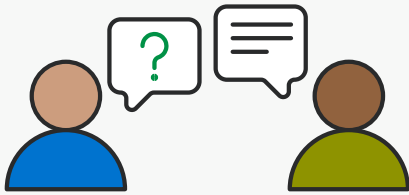


To do this, we will:

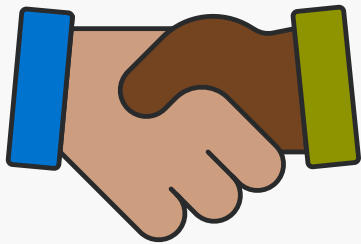
- have sessions that help people learn about travelling on trains



- work with groups that can help people travel on trains



- talk to people with disability in the community about their needs

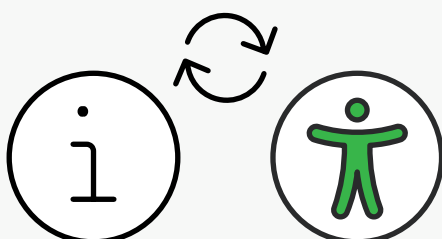


- support businesses that are owned or run by people with disability.

What we will do to make our stations and trains more accessible

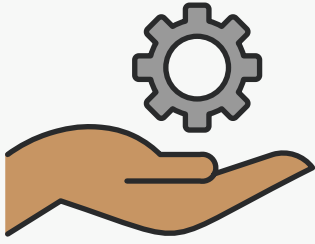


We want to make our services and spaces, like our stations and trains, more accessible to everyone.



To do this, we will:

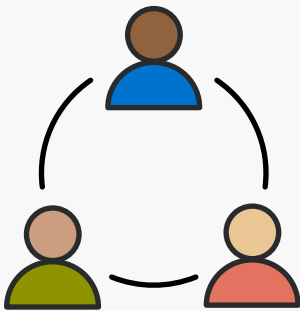
- use the information we collect about accessibility to make changes



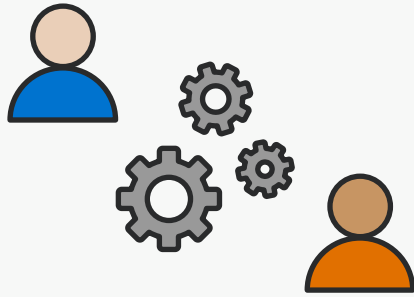
- check if we can use technology to improve accessibility



- keep working with accessibility experts on our projects



- work with other public transport services in Victoria

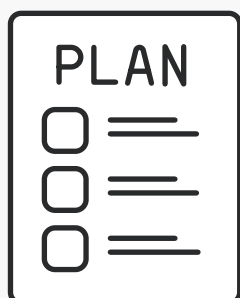


- use co-design when we build or upgrade things, like stations.



Co-design is when we work with people with different lived experiences to get their ideas about how things should work. For example, we will work with people with disability to make decisions.

How we made this plan



We looked at what worked well in our other plan to help us know what to focus on in this plan.

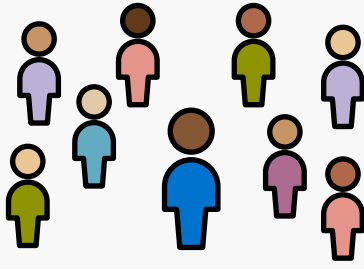


To help us know what to put in this plan, we:

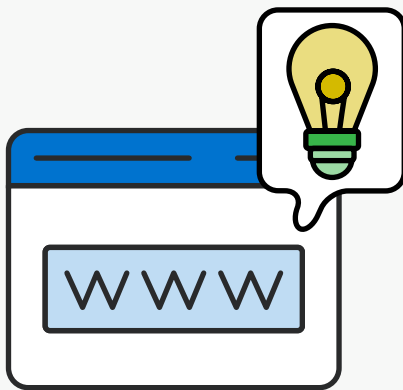
- got feedback from people who work with us and people in the community



- talked to advocates, our Accessibility Reference Group and other groups. The Metro Accessibility Reference Group have lived experience with disability. They give advice and feedback to help us improve accessibility.



We had a workshop with people who work with us to figure out how we are going to meet the goals in this plan.

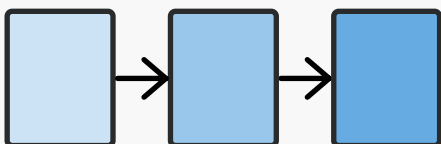


We will make sure the people we work with know about this plan, and that people in the community can see our plan on the internet.

How we will know if the plan is working

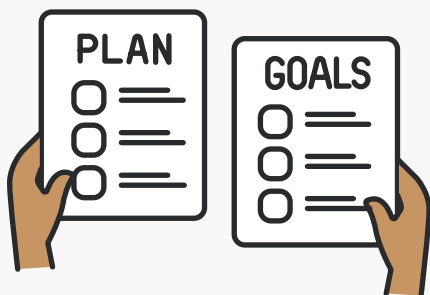


We will check the progress of the plan as we do the things in the plan.



We will make smaller plans each year to help us:

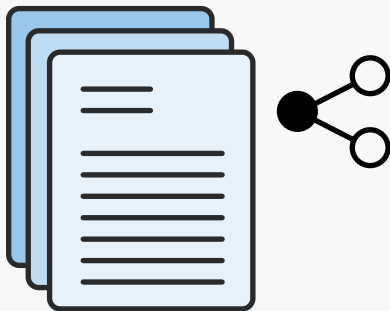
- manage each task in this plan



- know if we need to add any more tasks to this plan or change our goals



- check if we have done the tasks in this plan.

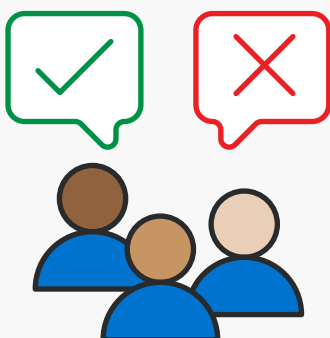


We will make reports about how this plan is going and give the reports to the Department of Transport and Planning in the Victorian government.



We will also give a report to our Accessibility Reference Group so they can:

- check the progress of this plan

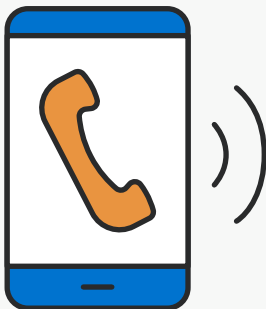


- give us feedback about accessibility and inclusion in our services and workplaces.

Contact us

There are many ways to contact us.

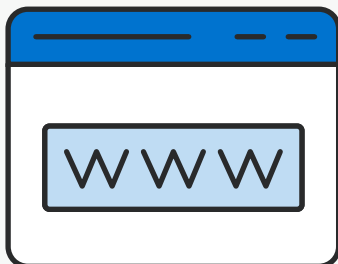
Call us



Transport Victoria looks after information for public transport in Victoria.

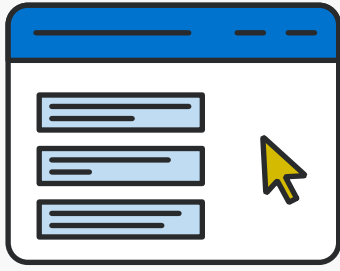
Transport Victoria will answer the phone between 6:00am and midnight local time, and all night on Fridays and Saturdays.

1800 800 007



Visit our website

metrotrains.com.au



Use our online form

metrotrains.com.au/customer-feedback



Use the Victorian Interpreting and Translating Services (VITS)

Call (03) 9280 0783 between 8:30am and 5:00pm, Monday to Friday. Ask to speak to Transport Victoria on 1800 800 007.



Use the National Relay Service (NRS)

Visit the [National Relay Service](https://www.nrs.gov.au) website. Ask to speak to Transport Victoria on 1800 800 007.

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