

# Metro Trains Melbourne Pty Ltd (Metro) Accessibility Reference Group (ARG) Terms of Reference

## Purpose

The ARG will provide advice and guidance to Metro with the aim of improving the accessibility of the metropolitan rail network (**Network**).

The ARG will:

- identify current, emerging, and/or potential accessibility issues on the Network;
- provide advice on possible solutions to accessibility barriers;
- provide guidance on projects with accessibility impacts to stations, trains, and customer service; and
- use insights from broader community to inform feedback relating to the Network.

## ARG members

ARG membership will be for a term of two years. Metro may choose to appoint or replace exiting members at any time.

The number of ARG members will be decided by Metro.

## ARG meetings

Metro will hold ARG meetings at least four times a year.

Unless otherwise agreed, meetings will be held at Metro's offices at 700 Collins Street, Docklands, with a video and phone option available.

## Responsibilities and duties of ARG members

Members will aim to provide strategic feedback and advice to help Metro identify and address issues that impact on Metro's passengers and the community.

Members are appointed as individuals and not as representatives of specific organisations, but members will use their community ties to gain broader understanding of various accessibility issues.

Unless agreed with Metro, members are required to attend at least 75 per cent of meetings.

Members will prepare for and participate in meetings. ARG members will contribute to discussion constructive and in a solution-focused way.

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METRO TRAINS MELBOURNE  
Network Inclusion team  
Level 16, 700 Collins Street  
Melbourne VIC Australia 3008

ARG members will behave in a respectful manner, and use inclusive language especially relating to social identities such as race, gender, sexuality, and socioeconomic status.

At least a week before each meeting, members will inform Metro whether they will attend the meeting in-person or online.

From time to time, members may be asked to provide feedback and advice outside of formal meetings. For example, members may be invited to provide further comments regarding a meeting topic, or to review and consider a document after a meeting. Members will give reasonable consideration to these requests.

In addition to regular ARG meetings, members may be invited to provide input to initiatives, projects and consultations relating to accessibility.

## ARG Chair

Metro will appoint one member of the ARG to chair the group (**Chair**).

A Chair will be appointed at the start of each year, for a term of one year. The Chair may be reappointed for additional terms.

At Metro's discretion, the Chair may be replaced during the year.

The Chair will:

- lead and moderate discussions at ARG meetings, ensuring meetings run in an effective and timely manner;
- consult regularly with Metro's Network Inclusion Team to identify opportunities to better engage the ARG; and
- suggest and approve agenda items for future meetings.

If the Chair is unable to attend a meeting, Metro's Head of Network Inclusion, or delegate, will act as the Chair.

Metro may invite the immediate past Chair to fill the position of ARG Past Chair for a term of one year.

## Secretariat support by Metro

Metro will provide secretariat services to the ARG. This will include:

- scheduling meetings;
- preparing meeting agendas in consultation with the Chair;
- taking minutes of meetings;
- providing agendas and meeting minutes to members;
- identifying and inviting guest presenters to attend ARG meetings; and
- organising accessibility support for meetings as required, for example Auslan interpreters.

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## Confidentiality

ARG members will have access to information about initiatives and projects relating to Metro and the Network. ARG members must keep this information confidential unless authorised by Metro to share it, or it is already in the public domain.

## Pay and expenses

Metro will provide members with an incentive for their time.

On request, Metro will pay for reasonable transport costs to and from meetings. Members may be required to provide supporting documentation.

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