

Accessibility Action Plan 2025–2029

How we will make transport and
planning more accessible in Victoria

Easy Read version



VICTORIA
State
Government

Department
of Transport
and Planning

How to use this plan



We are the Victorian Department of Transport and Planning.

We wrote this plan.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **29**.



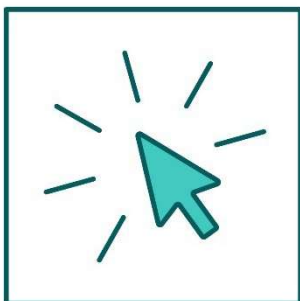
You can ask someone you trust for support to:

- read this plan
- find more information.



This is an Easy Read summary
of another plan.

It only includes the most important ideas.



You can find the other plan on our website.

**[www.vic.gov.au/dtp-accessibility-action-
plan-2025-2029](http://www.vic.gov.au/dtp-accessibility-action-plan-2025-2029)**

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About our plan



Our Accessibility Action Plan 2025–2029 explains how we want to make our community more **accessible** in Victoria.

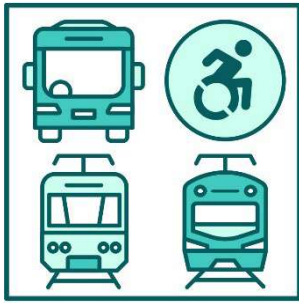


We call it our plan.



When the community is accessible, it's easy to:

- find and use services
- move around.



This includes transport.

For example:



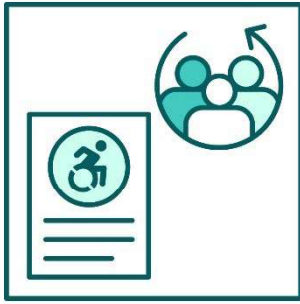
- trains



- trams



- buses.



Our plan also explains how we want to make our community more **inclusive**.



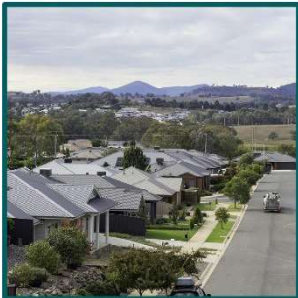
When something is inclusive, everyone:

- can take part
- feels like they belong.

This includes:



- public places, like buildings



- areas that need more homes



- rules about how land is used.

The laws that apply



We have a law in Victoria called the Disability Act 2006.

We call it the act.



The act explains the rules about how to treat people with disability fairly in Victoria.



The act says we must have a new disability action plan every 4 years.



Our plan also helps us protect the **rights** of people with disability.



Rights are rules about how everyone must treat you:

- fairly
- equally.

How we made our plan



We worked with the community to make our plan.

We heard ideas from:



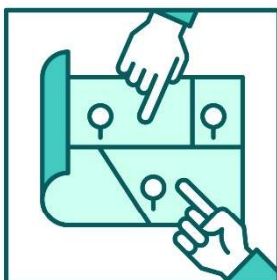
- people with disability



- groups who speak up about accessible transport



- public transport organisations, like Metro Trains and V/Line



- transport and planning partners, like Travellers Aid.

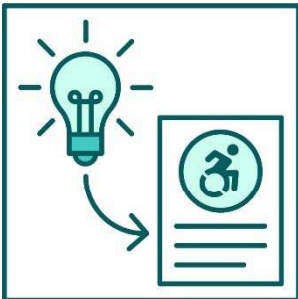


Travellers Aid provide accessible services to people at different transport stations in the community.

For example, buggy services.



We shared the ideas from the community in our Transport Accessibility Strategic Framework.



These ideas helped us create our plan.



You can visit our website for Easy Read information about our Transport Accessibility Strategic Framework.

www.vic.gov.au/transport-accessibility-strategic-framework

What we want for our community

We want a community that:



- makes all people feel safe



- is easy to move around



- respects the different experiences of all people.

We also want people in Victoria to be able to:



- find and use information about our community
- get information in ways that work for them.

Our actions



Our actions focus on 4 areas.

We explain these actions on the following pages.

Assets



Assets are parts of our community for everyone to use.

Assets include:



- public transport – like buses, trains and trams



- transport stations and stops



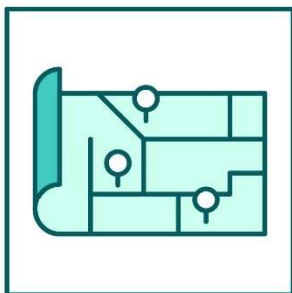
- places where people live or visit.



We will upgrade public transport assets to be safer and more accessible.

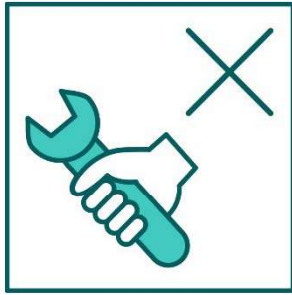


This includes building new accessible trams.

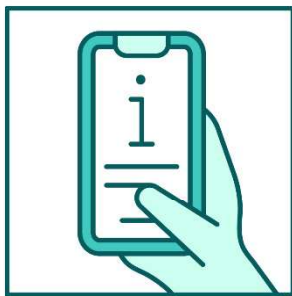


This also includes how we plan new transport and assets in:

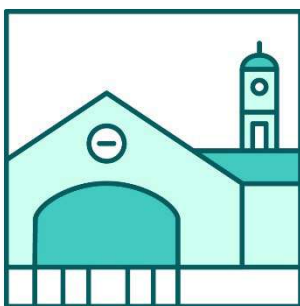
- Albion
- Arden
- Sunshine.



There are some transport assets that we can't upgrade.



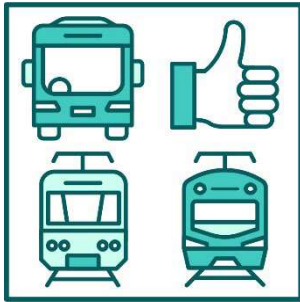
We will share better information about how to use these transport assets.



We will create information to make older transport stations more accessible for people with disability.

For example, Ballarat Station.

Journeys and services



We will think of new ways to make transport services work better together.

We will make it easier for people to get between:



- bus stops

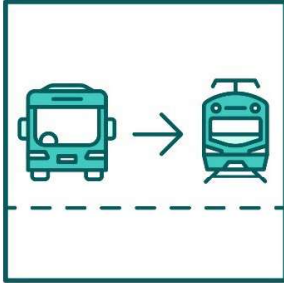


- tram stops



- train stations.

We will make sure people can use different transport services:



- as part of the same journey



- without having to wait a long time.



We will make transport services work well for people with disability.

This might include:



- more services for people with disability at busy transport stops



- more support for people with disability when their transport stops working.

For example, when a train line is getting fixed and you need to take a bus instead.



We will make sure people who use **assistance animals** are welcome in public spaces.



Assistance animals are trained to support people with disability in different ways.

For example, a guide dog.



We will make it easier for everyone to buy and use tickets for public transport.



We will make sure digital information we share is accessible.

For example, the Transport Victoria website.



We will think of better ways to make housing accessible for people with disability.

Attitudes



Your **attitude** is what you think, feel and believe.



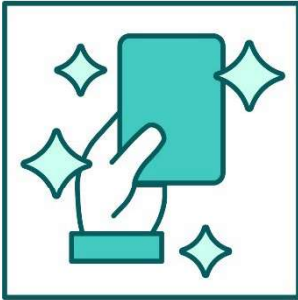
We will train our staff to learn about disability.

This includes the best ways to support people to use different services in our community.



We will work closely with people with disability when we make decisions about our community.

This includes:



- a new way for transport tickets to work

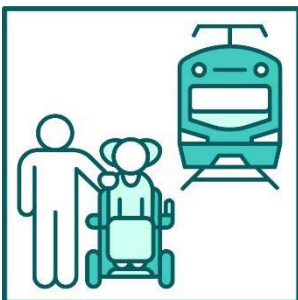


- how we can give people a better experience on transport services.



We will work with transport organisations to hire more staff who have disability.

For example, Yarra Trams.



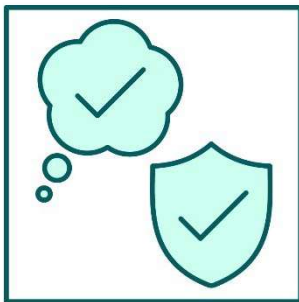
We will support the community to be more inclusive of people with disability when they use public transport.



We will support public transport workers to run the Try Before You Ride program.



The Try Before You Ride program lets people try public transport services for free.



This helps people:

- understand what they need to do on their journey
- feel safe using public transport.

Information and new ways of doing things

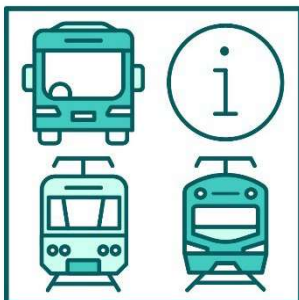


We will make sure people have accessible information to plan their journeys.

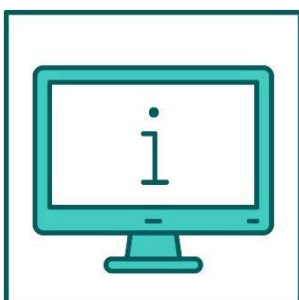
This includes information:



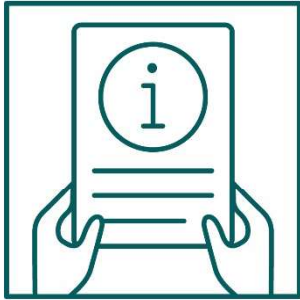
- on signs



- on buses, trams and trains



- online.



For example, we will keep collecting and sharing information to support journeys for people with disability.



We will keep using our prioritisation tool.



We created this tool with people with disability to help us decide what changes we need to make first to keep our community:

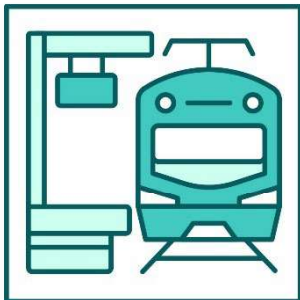
- safe
- accessible.



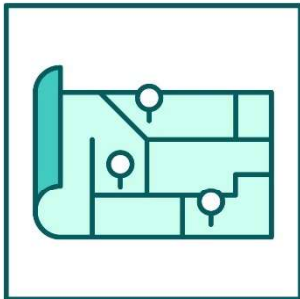
We will share information about the new way tickets will work in languages other than English.



We will work with people with disability to create information about new underground stations.



The metro stations are **5 new stations** opening in the city so more people can travel.



The new metro stations will be on the:

- Cranbourne line
- Pakenham line
- Sunbury line.



We want to make sure all digital tools are accessible.

For example, the Public Transport Victoria app.

How we will check our plan works well



We will write a report about how the plan is working every year.

We will talk to the disability community to find out:



- what is working well



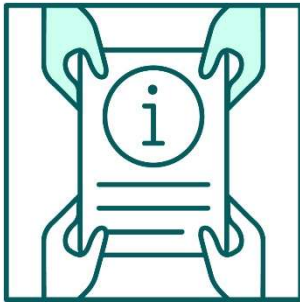
- what we need to do better



- how we can improve.



We will use what we learn to check how the plan is working after **2 years**.



We will share information about what work we did over the **4 years** of this plan.

Word list

This list explains what the **bold** words in this plan mean.

Accessible



When the community is accessible, it's easy to:

- find and use services
- move around.



Assets

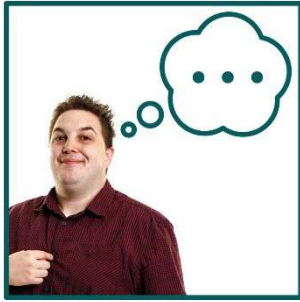
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Inclusive

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Rights

Rights are rules about how everyone must treat you:

- fairly
- equally.

Contact us



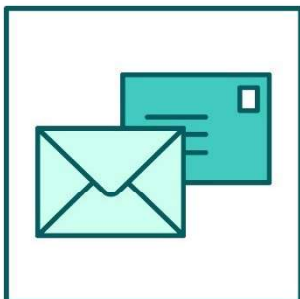
You can call us.

(03) 9655 6666



You can send us an email.

transport.accessibility@ptv.vic.gov.au

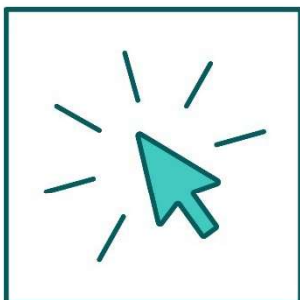


You can write to us.

1 Spring Street

Melbourne

Victoria 3000



You can visit our website.

transport.vic.gov.au



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