

## Application for the V/Line Accessibility Reference Group

### Are you interested in being in the V/Line Accessibility Reference Group?

V/Line established an Accessibility Reference Group (ARG) in 2016 to enable customers to have a say on how V/Line can improve accessibility.

As the first Terms of Reference come to an end, applications for 2019-2022 membership are now open.

The group will consist of a minimum of six members.

The ARG will give V/Line ideas and thoughts that customers have on:

- Accessibility issues with customer service.
- Accessibility issues with trains and train stations.
- Support writing and delivery of the V/Line Accessibility Action Plan 2019-2022 (AAP).
- V/Line customer service plans.

Members of the ARG must know about or experience the difficulties with public transport accessibility faced by:

- People with disability
- People with communication difficulty
- People with mobility issues
- People at risk
- Seniors
- Any subgroups of the above

## **Who can be a member of the ARG?**

V/Line needs at least one person from each region of its network.

A person must meet six criteria to be in the ARG:

1. Use V/Line services at least 12 times a year.
2. Know about or experience the difficulties with public transport accessibility faced by:
  - People with disability
  - People with communication difficulty
  - People with mobility issues
  - People at risk
  - Seniors
  - Any subgroups of the above
3. Be able to talk about current and future accessibility issues.
4. Be able to work as part of a team.
5. Give useful advice to V/Line.
6. Know about V/Line accessibility issues in their region of Victoria.

## **How do you apply?**

Write a one-page cover letter.

In your letter, tell us how you meet each of the six criteria to be in the ARG.

Send your resume with your cover letter.

Give the name and contact details for two referees in your resume.

## **Where do you send your application?**

Email or post your application to Laura Hunt, Accessibility Adviser, V/Line.

Email: [accessibility@vline.com.au](mailto:accessibility@vline.com.au)

Post: GPO Box 5343, Melbourne VIC 3001

Call 03 9619 5900 if you cannot send us your application or you need help to complete your application.

**When happens next?**

We will first contact the people who we want to interview.

If we contact you for an interview, we will need to do background checks on you. You will need to fill in some forms including:

- Consent to use personal information.
- National Police Record check (consent to check and release).

If we decide not to interview you, we will contact you after applications close.

**When do applications close?**

Applications close at 5:00pm, Friday 1 February 2019.

V/Line encourages people with disability and their carers to apply.

Please share this with people you know who might be interested in the ARG.

## Checklist – Application to Accessibility Reference Group

Please make sure that you include all the documents listed below in your application.

- ☐ Cover letter
- ☐ Resume to include:
  - ☐ Your full name and address
  - ☐ Phone number/email address
  - ☐ Employment/Volunteer history; month and year of employment including your position and what your responsibilities involved
  - ☐ Education
  - ☐ Past and current membership of Commonwealth/Victorian Government public entities, statutory bodies/advisory committees; include commencement month and year of membership
  - ☐ Past and current membership of any non-government bodies (i.e. board memberships, committees, council memberships/community groups; include commencement month and year of membership
- ☐ Key Selection Criteria as outlined in the Terms and References
- ☐ Contact details for two referees.