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V/Line Accessibility Update

December 2024

Holiday season is here

Hi all,

Welcome to the final Accessibility Update for 2024.

Our team is dedicated to enhancing the network and ensuring we provide inclusive and accessible journeys for all passengers.

As always, if you would like to contribute to a future accessibility update or have any questions about anything included in this one, please send me an email to accessibility@vline.com.au¹

Happy reading,

An Chang

Accessibility Officer

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Bendigo and Geelong host Try Before You Ride

We recently hosted three Try Before You Ride events at key locations across regional Victoria, which were attended by more than 40 participants keen to explore accessible transport options on our network.

One event was held at Geelong Station on 28 November, with 15 participants learning how to use a VLocity train, along with a coach, accessible taxi and local CDC Victoria bus.

This followed two events at Bendigo Station in late October, where we partnered with the City of Greater Bendigo and Travellers Aid to host the sessions, with around 30 participants coming along.

V/Line staff were on hand at each of the events to provide guidance on accessibility features and journey planning, ensuring participants were equipped to travel with ease.

It was great to have Chief Accessibility Advocate Tricia Malowney from the Department of Transport and Planning attend all three events to offer her support and engage with participants.

One participant commented on how the relaxed environment of these events helped them comfortably try different transport options without feeling rushed.

These sessions demonstrate V/Line's dedication to fostering an inclusive and accessible transport network across the regions.

VLocity trains arrive on the Warrnambool Line

In November, we marked a new chapter in modern, reliable and accessible transport for south-west Victoria when the Warrnambool Line welcomed its first VLocity train service.

From the start of December, three daily return services are now operating as VLocity trains on the Warrnambool Line and a fourth return service was also introduced to the Warrnambool Line on weekends as part of a new timetable.

We hosted a community event to welcome the first weekend VLocity train into Warrnambool Station on 1 December, giving the community an opportunity to check out the features of these more modern, reliable and accessible trains – as well as the upgraded facilities inside the station, including accessible bathrooms and new vending machines.

Representatives from the Warrnambool City Council, South West Advocacy Association and All Abilities Advocacy Group were among the guests on the day.

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V/Line Accessible Videos

This year, V/Line released a series of videos designed to improve accessibility for passengers needing additional support.

The videos, developed with Scope and our Accessibility Reference Group, offer a detailed look at the accessibility features on V/Line trains and stations, including allocated spaces, priority seating, hearing loops and accessible toilets.

Passengers can also learn about the boarding assistance zone at stations, where they can wait for conductors to help them board.

For more information and to watch the videos, please visit the [accessibility section](#) of the V/Line website.

[At the Station](#)

[Onboard the Train](#)

International Day of People with Disability

In early December, we celebrated International Day of People with Disability (IDPwD) – a day to promote community awareness, understanding and acceptance of people with disability.

This year's theme focused on how leaders with disabilities are shaping a fairer, more accessible world.

At V/Line, we celebrated IDPwD reflecting on how accessibility enables more diverse leadership.

Leaders with disabilities inspire change and also help design systems that work for everyone – ensuring public transport plays its part in creating an inclusive future.

While proud of the steps we are taking to improve the accessibility of the network, we recognise this will be a continued area of focus for V/Line in the years ahead.

Joint Accessibility Reference Group Meeting

On 29 November, we joined with representatives from Metro Trains, Yarra Trams, Kinetic, and the Department of Transport and Planning for the annual joint Accessibility Reference Group meeting.

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This year, the event welcomed Minister for Public and Active Transport Gabreille Williams as special guest.

The meeting featured a presentation by the DTP's Chief Accessibility Advocate Tricia Malowney on "Learnings from Churchill Fellowship – End to end Journeys for People with Disabilities".

Tricia shared insights from her experience across six countries, focusing on public transport accessibility for people with disabilities. Tricia's role has also been extended for another three years, which was announced at the meeting by DTP's Director of Transport Accessibility and Inclusion David Simmonds.

V/Line's ARG member Daniel Giles presented an overview of the group's achievements over the past 12 months, highlighting milestones and contributions towards improving the accessibility of the V/Line network.

The event continued its tradition of showcasing achievements and fostering collaboration, while providing a platform to discuss strategies for enhancing Victoria's public transport network.

Meet our Accessibility Reference Group members

As part of our ongoing efforts to foster a stronger sense of community and collaboration with the ARG, we are pleased to profile an ARG member in each newsletter.

This month, we highlight Robert Kuebler, a retired architect, who has been an active member of V/Line's Accessibility Reference Group for around a decade.

Robert brings his extensive understanding of the disability sector to the role. He lives in Geelong and is actively involved in local and regional accessibility initiatives, including his work with the City of Greater Geelong Accessibility and Inclusion Advisory Committee.

Robert says his favourite part being an ARG member is evaluating proposals for station redevelopments and seeing how these plans improve accessibility.

Among Robert's highlights include visiting the newly built Caroline Springs Station on the Ballarat Line and the Alstom factory in Dandenong, where he had an opportunity to provide feedback on the proposed layout of new train carriages.

Robert encourages everyone to support people with disabilities by respectfully offering assistance if and when needed.

ARG update

The V/Line Accessibility Reference Group (ARG) conducted meetings in February April, June, August and October in 2024.

Over the past few months, the ARG has provided feedback on:

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- Annual joint ARG meeting
- Tactile layouts
- Melton Level Crossing Removal Project
- Ballarat Station overpass
- V/Line Accessibility Action Plan 2025-2028

Live service updates

You can get live V/Line service updates on your computer, tablet or smartphone.

- Visit [the V/Line website](#)² for live line status updates and planned service changes.
- Download the V/Line App on your smart device for:
 - live service updates
 - timetables
 - planning your journey.
- Follow us on Twitter for:
 - live service updates
 - alerts and advice about disruptions
 - V/Line's Twitter handles are:
 - @vline
 - @vline_ballarat
 - @vline_bendigo
 - @vline_geelong
 - @vline_gippsland
 - @vline_seymour

Passengers can also call [1800 800 007](tel:1800800007) or speak with a staff member at a station for travel information.

Tell us what you think

Your feedback is important to us. Please get in touch if you would like to have your say about our services.

You can contact us:

- in writing to, V/Line Customer Relations, Reply Paid 5343, Melbourne VIC 3001
- [online](#)²
- over the phone on 1800 800 007 (TTY 9619 2727).

If you are deaf, hard of hearing or have difficulty communicating, you can contact us through the [National Relay Service](#)³ and request to call 1800 800 007.

[View V/Line's Privacy Policy](#)⁴

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