

V/Line Accessibility Action Plan

2019 to 2022



Easy English



Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book



This book is written by V/Line.

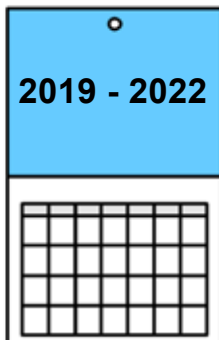


This book is about our **Accessibility Action Plan**.



Our Accessibility Action Plan says how we will make things better for people with disability who use our services.

We will call it the plan.



Our plan is from 2019 to 2022.

This book is a summary of our plan.

You can read the full plan on our website

www.vline.com.au

Our goals

We have 4 main goals in the plan.



1. We will make sure our **passengers** get good services.



Passengers use our trains and coaches.



2. We will find ways to make our services better for everyone.



3. We will look for ways to make our places and spaces **accessible** and **inclusive**.

Accessible means everyone can go to a place.

Inclusive means everyone can use a place.



4. We will make sure our work place is inclusive for passengers and our staff.

Goal 1 - We will make sure our passengers get good services

We will do more work to give better customer service.



We have trained our staff to help people with disability to use our trains and coaches.



We have done the work to earn the **Communication Access Symbol**.



The Communication Access Symbol shows people with communication difficulties are heard and understood by our staff.

We will work with Scope Australia to keep the symbol. For example, staff training.



We will help people who work for us to get the symbol. For example, coach drivers.

We will give our staff more skills to help our passengers.



We will train our staff to know how to best help people with disability who use our services.

We will use people who know about disability or have a disability to help train our staff.



We will make sure people who need help to use our trains and coaches get the right support from our staff.



We will help our passengers to trust our services.

We will give people in the community more information about what we do.

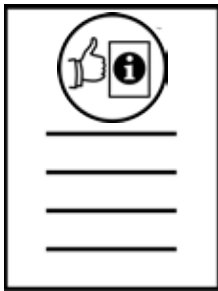


We want people with disability to be confident when they use our services.



When there is a problem with trains or coaches
we will

- give passengers good information
- fix problems quickly.

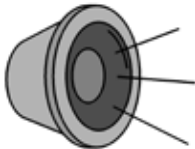


We will make sure we give passengers good
information in ways they need it.

For example

- Easy English

or



- audio.

Goal 2 - We will find ways to make our services better for everyone



We will get ideas about how to make our services better.

We will ask for ideas about how we can make our services and public transport better.



We will ask

- our passengers
- community groups
- the government
- the V/Line Accessibility Reference Group.



We want to find more ways to help people with **sensory disabilities** who use our services.



Sensory disabilities might be autism or a hearing impairment.

Goal 3 - We will look for ways to make our places and spaces accessible and inclusive



We will do work to make our places and spaces accessible.

We will work with the government to make sure our places and spaces are accessible.



Places and spaces might be

- train stations



- coach stops



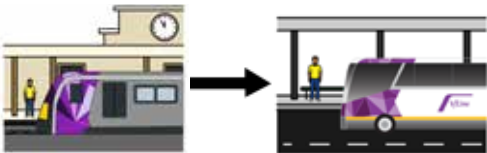
- trains and coaches.

We will find out how we can make our older trains and coaches accessible.



We will find out if there are better ways for our passengers with disability to get on and off our trains and coaches.

We will find more ways for our passengers with disability to move to different transport places.



For example, get from a train station to a coach stop.



This will help people with disability have more ways to travel in regional areas.



Goal 4 - We will make sure our work place is inclusive for passengers and our staff

We will give our staff what they need to support our passengers.

We want our staff to be able to help all passengers with their travel needs.



We will train our staff to help them

- better understand disability

and



- know what to do to help people with disability who use our services.

We want to be a good place for people to work.



We will make sure staff like to work for us.



We will have a work place that is

- inclusive
- respectful
- supportive.





How do we know if the plan works?

We will make reports about our work.

We will check if we meet our goals.



We will find out

- if we have made things better

or



- if we need to do more work to make things better.



We will make a new plan if there is more work to do.



More information

For more information contact V/Line.



Call 1800 800 007



Website www.vline.com.au



Email accessibility@vline.com.au



If you need help to speak or listen

Contact V/Line through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in December, 2019.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact V/Line.

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