



# v/Line Accessibility Action Plan

2025 to 2028



“

V/Line is committed to connecting Victorians through safe, reliable and accessible transport.

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## A message from Warwick Horsley



V/Line is committed to connecting Victorians through safe, reliable and accessible transport. The accessibility of our services continues to be a key focus of that vision. Our Accessibility Action Plan 2025 to 2028 outlines how we will continue to improve the accessibility of our network and the four key priority areas that will guide our efforts.

### **Our passengers**

V/Line will work to facilitate accessible passenger journeys and strive to continuously improve the passenger experience. We are committed to providing safe, reliable and accessible services to passengers.

### **Our people**

V/Line will empower our staff to provide empathetic, attentive and informed customer service to our passengers through the provision of training and resources. We will continue to foster an equitable and inclusive culture.

### **Our network**

V/Line will continue to improve the accessibility and compliance of our assets. We will further embed accessibility into our project systems, processes and develop innovative solutions.

### **Our community**

V/Line will connect with community through the delivery of events, programs and partnerships. We will continue to create meaningful engagement opportunities to ensure we're supporting our passengers.



# Background and context

## Who we are

V/Line is an operating agency as part of the Department of Transport and Planning, delivering services under an agreement with The Head, Transport for Victoria.

V/Line has provided public transport services to regional Victoria for more than 40 years since being established in 1983.

Each week, V/Line schedules more than 2340 train services between Melbourne and:

- Geelong and Warrnambool
- Ballarat, Maryborough and Ararat
- Bendigo, Swan Hill and Echuca
- Seymour, Shepparton and Albury
- Traralgon, Sale and Bairnsdale.

More than 1,520 V/Line coach services connect with the rail network and serve regional Victorian communities. Some of our coach services also link Victoria with South Australia, New South Wales and the Australian Capital Territory.

Private sector operators provide all V/Line-branded coach services under the management of V/Line. As well as being a public transport operator, V/Line also leases, provides access to and maintains more than 3,500 kilometres of rail track used by passengers and freight rail operators.

V/Line is a major employer with a workforce of more than 2,400 staff, including many who live and work in regional Victoria.

The introduction of the Victorian Government’s regional fare cap in March 2023, which capped the price of a regional fare to the price of a metropolitan fare, has seen patronage on V/Line services continue to grow.

V/Line is continuing to evolve and modernise the network to provide the best possible service to our passengers.

## Our legal requirements

V/Line acknowledges its statutory obligations to provide safe and accessible public transport. These obligations are broadly set out in:

- The Disability Discrimination Act 1992 (Cth) (DDA).
- The Disability Standards for Accessible Public Transport 2002 (Cth) (DSAPT).
- The Australian Standards as referenced by DSAPT and AS1428 Design for Access and Mobility.
- The Equal Opportunity Act 2010 (Vic).

## How we made this plan

To develop our Accessibility Action Plan 2025 to 2028, we have:

- Reviewed our feedback cases to understand the improvements requested by our passengers to allow for better access to V/Line services.
- Consulted with our staff across the organisation to gather insights and initiatives.
- Consulted with our Accessibility Reference Group to ensure the plan meets the needs of our passengers.

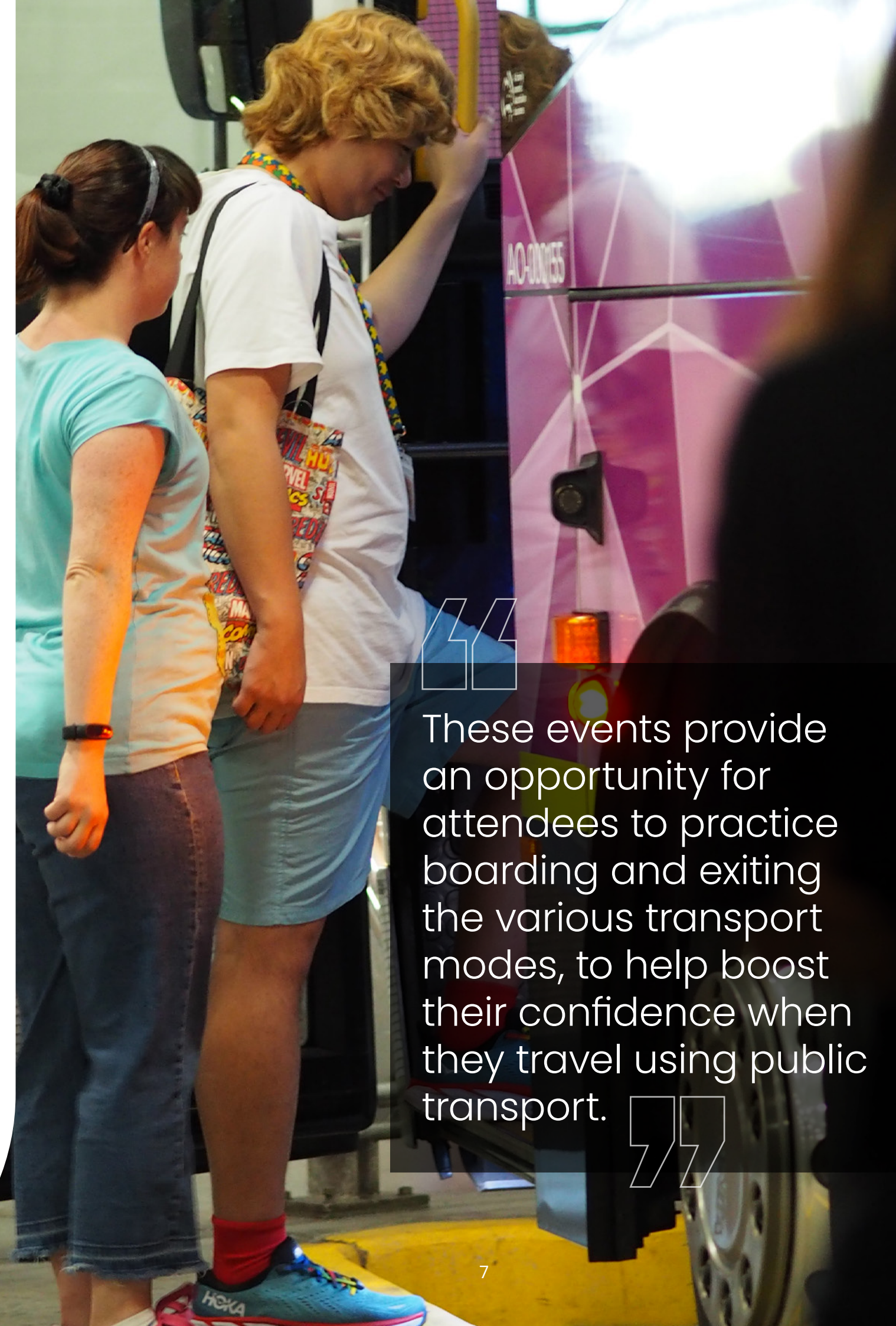




## Past achievements

V/Line's Accessibility Action Plan 2022 to 2025 saw the delivery of many positive passenger outcomes, including:

- Launch of a Travellers Aid service at Ballarat Station to provide additional and accessible support to passengers. This has resulted in an improved experience for passengers with accessibility requirements.
- Launch of the Hidden Disabilities Sunflower program to better support passengers with hidden and invisible disabilities across the V/Line network. All frontline staff received training and sunflower lanyards are available at key locations across the network for passengers who would like them.
- Delivery of accessible space reservations, meaning passengers using mobility aids are now able to reserve an accessible space on long-distance reserved services to provide confidence and certainty when travelling.
- Launch of the 'Your accessible journey with V/Line' videos. The videos highlight the accessible services, facilities and support available and assist passengers to plan their journey, and build their confidence and independence to use V/Line train and coach services.
- Launch of a set of social scripts to assist passengers with accessibility requirements prepare for their journey and better understand the experiences and environments they may encounter on the V/Line network.
- Delivery of a trial to utilise minibuses operated by Authorised Officers to provide alternative accessible transport. Select managers have now also been trained to operate the minibuses.
- Accessibility upgrades delivered across the network including Deer Park, Warrnambool, Little River, Drouin, Shepparton, Castlemaine, Caroline Springs, and Kyneton stations.
- Commitment to further accessibility improvements announced including Ballarat, Benalla, Euroa, and Melton stations.
- Consultation with the Accessibility Reference Group (ARG) on key project designs and upgrades to the V/Line digital suite.
- Delivery of Try Before You Ride events across the network, including at Southern Cross, Bendigo, Shepparton and Geelong stations. These events provide an opportunity for attendees to practice boarding and exiting the various transport modes, to help boost their confidence when they travel using public transport.
- Ongoing delivery of a package of works to upgrade accessibility across the network, including improvements to bathrooms, tactiles, ticket counters, handrails and signage.
- DSAPT audit of all stations on the V/Line network to support the identification of future upgrade works.



“These events provide an opportunity for attendees to practice boarding and exiting the various transport modes, to help boost their confidence when they travel using public transport.”



# Priorities and actions

V/Line’s 2025 to 2028 Accessibility Action Plan aims to support the Victorian Government’s Transport Accessibility Strategic Framework. To achieve this, V/Line has developed a framework of Key Priority Areas and Strategic Directions to determine our objectives for the next three years.



## Strategic directions

			
Journeys	Organisational culture and public behaviour	Information and innovation	Assets

Key priority areas	Objectives			
Our passengers	Facilitate accessible passenger journeys	Deliver excellent passenger service that is empathetic, attentive and informed	Continuously improve passenger experience and access to information	Maintain safety and accessibility during daily operations
Our people	Empower our staff to provide empathetic, attentive and informed service to passengers	Engage with staff across the organisation to promote accessibility and build an equitable and inclusive culture	Develop and improve resources for staff to deliver excellent passenger service	Develop our workplace environment and systems to foster diversity and inclusion
Our network	Continue to develop procedures that support access for passengers	Embed accessibility into project systems and processes	Develop innovative solutions to improve the accessibility of our network	Further improve the accessibility and compliance of our assets
Our community	Deliver community facing events, programs and partnerships	Be responsible for the accessibility of our assets and their utilisation.	Strengthen our community engagement	Collaborate with the Department of Transport and Planning and other operators on accessibility improvements



# Priority 1: Our Passengers

V/Line strives to deliver excellence in passenger service by considering the whole of journey experience holistically. We recognise the important role our staff play in facilitating accessible journeys and the need to continuously improve our services.






## Objective 1: *Facilitate accessible passenger journeys*

We will continue to strive to provide an accessible experience at every stage of the journey, including during disruptions.



Action	Measure	Outcome	Accountability	Timeframe
Maintain partnership with Travellers Aid	Travellers Aid services will be maintained at Southern Cross Station, Seymour Station and Ballarat Station	Passengers are provided with additional accessibility support at key locations	Customer Services and Accessibility	Ongoing
Engage Travellers Aid to support planned disruptions and network change events where required	Travellers Aid provide support where planned disruptions or network change events have a complex accessibility experience	Passengers receive accessibility support during planned disruptions and network change events	Customer Services and Accessibility	Ongoing
Embed accessibility as part of passenger readiness for all network change events	Accessibility is included in all customer readiness planning	Passengers experience improved accessibility during network change events	Customer Services and Accessibility	Ongoing
Develop a procedure outlining accessibility supports required for planned disruptions	Guideline is developed	Accessibility is maintained during planned disruptions	Customer Services and Accessibility	Q2 2025










Action	Measure	Outcome	Accountability	Timeframe
Set and communicate expectations of coach operators to ensure coach lifts are well-maintained and fit for service prior to delivering services for V/Line	Communication provided to operators	Coach operators, provide V/Line with regular vehicle maintenance updates, including lift capability, and timely reporting of faulty lifts or vehicles that are not-fit-for accessibility support needs	Coach Services	Q4 2025
Deliver staff communications on accessible transport options during planned disruptions	Staff are provided with accessible transport options relevant to each planned disruption	Staff are empowered to be responsive to the needs of passengers with accessibility requirements during planned disruptions and make informed decisions	Customer Services and Accessibility	Q4 2025
Develop guideline for new and upgraded station openings and include accessibility requirements	Guideline is developed	Accessibility and compliance continues to be addressed during future network upgrades	Project Delivery	Q4 2026
Expand Travellers Aid services	Travellers Aid services are launched at additional locations across the V/Line network	Passengers with accessibility requirements are provided with excellent passenger service that meets their needs	Customer Services and Accessibility	Q2 2028

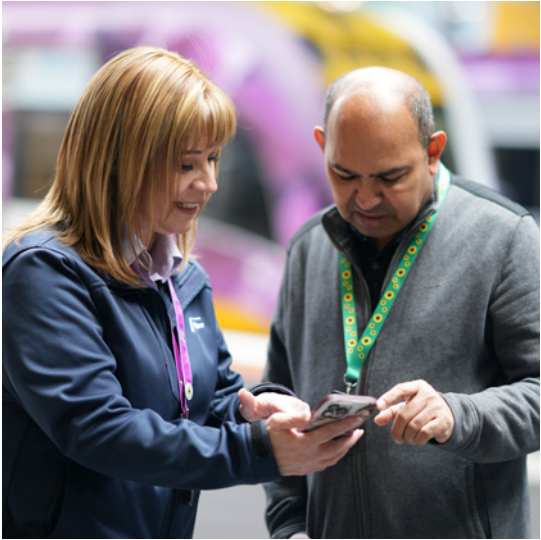
## Objective 2:

*Deliver excellent passenger service that is empathetic, attentive and informed*

We deliver an experience where staff are respectful, approachable, helpful and knowledgeable.



Action	Measure	Outcome	Accountability	Timeframe
Maintain Communication Access Symbol accreditation	Communication Access Symbol accreditation is maintained	Passengers with communication difficulties are provided with passenger excellent service	Customer Services and Accessibility	Ongoing
Maintain the Hidden Disabilities Sunflower program	Hidden Disabilities Sunflower membership is maintained	Passengers with hidden disabilities are provided with excellent passenger service	Customer Services and Accessibility	Ongoing





**Objective 3:**  
*Continuously improve passenger experience and access to information*

We continue to make improvements wherever passengers interface with our service and provide timely, appropriate and accessible information.



Action	Measure	Outcome	Accountability	Timeframe
Continue to produce virtual station tours	Virtual station tours are produced and uploaded to the V/Line website	Passengers are able to prepare adequately for their journey on the V/Line network	Customer Services and Accessibility	Ongoing
Review feedback cases on a monthly basis and identify opportunities for efficient implementation	Feedback is reviewed monthly	V/Line is able to implement positive changes in response to feedback	Customer Services and Accessibility	Ongoing
Continuously improve passenger information	Continuously review and update passenger information to improve accessibility	Passengers have access to accessible travel and journey information	Customer Services and Accessibility	Ongoing
Ensure disruption alerts are provided in an accessible format	Alert format is reviewed for accessibility and updated	Passengers can access information about disruptions	Network Control	Q2 2026

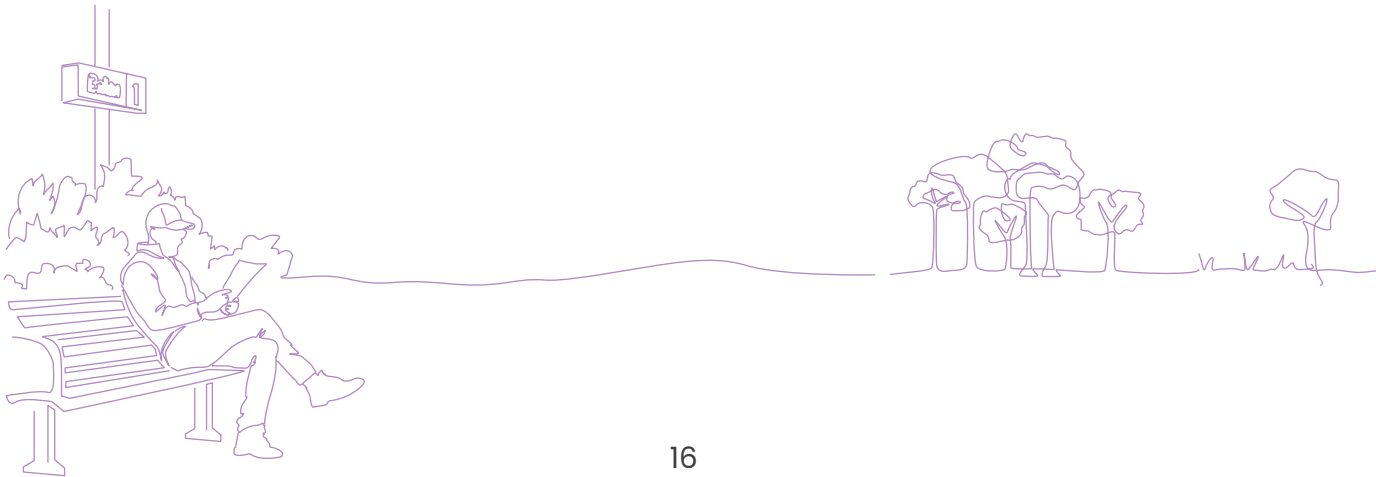


Action	Measure	Outcome	Accountability	Timeframe
Deliver a Travel Training Package that details the accessibility tools, facilities, and supports available on a V/Line journey	Travel Training Package is developed and published	Passengers, service providers, educators and community groups have the resources available to support travel training and travel preparation	Customer Services and Accessibility	Q2 2026
Review and update Journey Cards to reflect the current accessibility facilities available on the V/Line network	Journey Cards are updated and published	Passengers have access to a quick snapshot of the accessibility of each station	Customer Services and Accessibility	Q4 2026
Review the accessibility of website content	Website content is reviewed and updated as relevant	The V/Line website is easy to use and accessible	Customer Services and Accessibility	Q4 2026





Action	Measure	Outcome	Accountability	Timeframe
Deliver accessible space reservations for coaches	Accessible space reservations for coaches are available in the booking system	Passengers who use mobility aids can book accessible spaces on select coach services and have greater certainty of travel	Customer Services and Accessibility	Q1 2027
Deliver GoodMaps pilot at three trial stations and monitor success	GoodMaps launched at three stations and app usage and feedback monitored to assess value	To ensure our passengers who are blind or have low vision, require step free access, or have other accessibility requirements, are able to navigate station precincts	Customer Services and Accessibility	Q4 2027
Onboard priority seat signage updated to include the sunflower symbol	Signage is updated and installed	Passengers with hidden or invisible disabilities are better supported to access a priority seat	Customer Services and Accessibility	Q2 2028
Ensure WCAG 2.2 AA compliance of the V/Line website	Website achieves 90 per cent compliance or higher	The V/Line website is easy to use and accessible	Customer Services and Accessibility	Q2 2028
Upgrade the V/Line app to include accessibility features	V/Line app updated	Improved accessibility of the V/Line app	Customer Services and Accessibility	Q2 2028



### Objective 4:

*Maintain safety and accessibility during daily operations*

We will strive to provide a safe, reliable, comfortable and accessible journey.

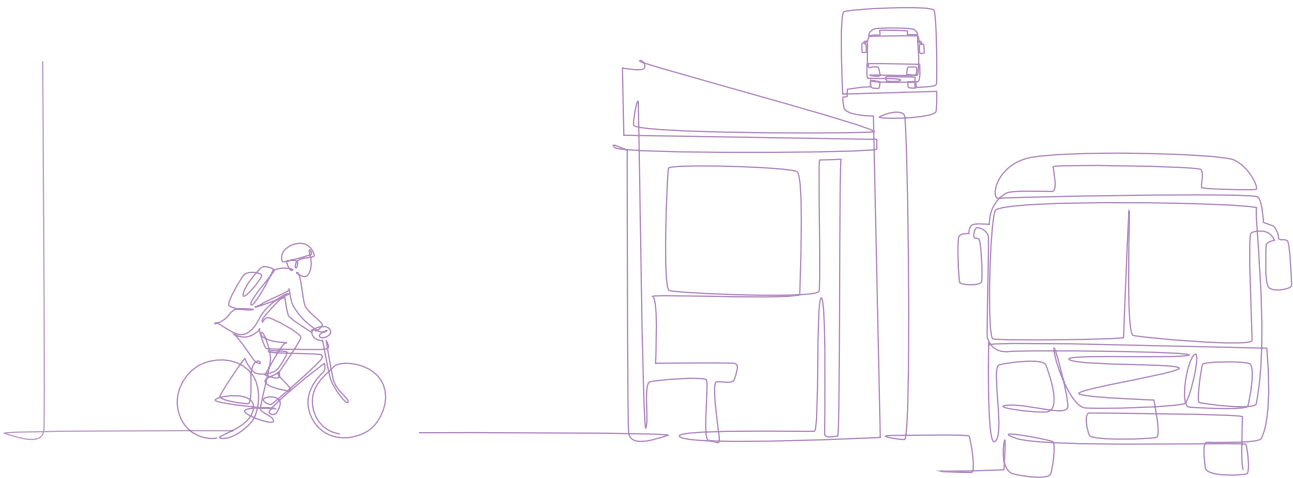


Action	Measure	Outcome	Accountability	Timeframe
Update maintenance procedure to embed accessibility into checks	Procedure is updated	Critical accessibility features are reviewed as part of maintenance checks	Facilities Maintenance	Q2 2025
Review and update stranded passenger procedure to ensure passengers with accessibility requirements are supported	Procedure is reviewed and updated	Network Control staff are supported in their decision making to ensure the best outcome for passengers with accessibility requirements	Network Control	Q3 2025
Review and update work instructions to ensure accessibility requirements are considered when managing increased patronage at stations and on trains	Work instruction updated and released	Staff understand how to best support passengers with accessibility requirements at busy times	Customer Services and Accessibility	Q3 2025





Action	Measure	Outcome	Accountability	Timeframe
Review and update 'active platform management' guideline to include accessibility requirements	Guideline updated and released	Staff understand how to best support passengers with accessibility requirements during their active platform management duties	Customer Services and Accessibility	Q3 2025
Provide communications to frontline staff on managing bicycles in the accessible space	Staff are provided with communications that clarifies the expectations of managing bicycles in the accessible space	Staff are informed and understand how to manage bicycles in accessible spaces	Customer Services and Accessibility	Q4 2025



## Priority 2: Our People

V/Line will empower our staff to deliver excellence in passenger service by providing the training and resources required. We will actively engage with staff across the organisation to foster an equitable, inclusive and diverse culture.



Objective 1:

Empower our staff to provide empathetic, attentive and informed service to passengers

We provide appropriate training so staff can deliver excellent passenger service.



Action	Measure	Outcome	Accountability	Timeframe
All frontline staff receive disability awareness and communication access training upon induction	All new frontline staff receive training upon induction	Staff are empowered to provide excellent service to passengers with accessibility requirements	Training	Ongoing
Support coach operators to access disability awareness training	All scheduled coach operators have training available for frontline staff	Scheduled coach staff are empowered to provide empathetic and informed service to passengers with accessibility requirements	Coach Services	Ongoing
All frontline staff receive annual accessibility training	All frontline staff receive annual accessibility training	Staff are empowered to provide excellent service to passengers with accessibility requirements	Customer Services and Accessibility	Annually



Action	Measure	Outcome	Accountability	Timeframe
Review training for network control staff on supporting passengers with accessibility requirements during disruptions	Training is reviewed and updated	Network Control staff are supported in their decision making to ensure the best outcome for passengers	Network Control	Q4 2025
Provide education to ticketing agents to better meet the needs of passengers with accessibility requirements	Ticketing agents receive education	Ticketing agents understand how to capture accessibility requirements when completing bookings and frontline staff are empowered to provide excellent passenger service	Customer Services and Accessibility	Q1 2026
Provide Travelling in the Shoes of Others training to On the Job Trainers	All On the Job Trainers receive training	Staff have a better understanding of passengers with lived experience of disability on the V/Line network	Customer Services and Accessibility	Q4 2026





Objective 2:

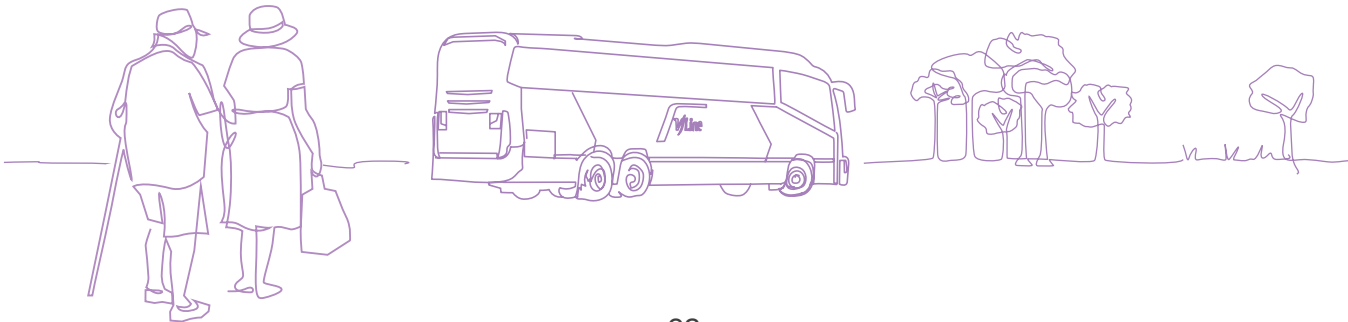
Engage with staff across the organisation to promote accessibility and build an equitable and inclusive culture

We actively engage with staff across the organisation to celebrate and build awareness of accessibility.



Action	Measure	Outcome	Accountability	Timeframe
Continue to foster awareness and engagement through the staff Accessibility Champions Network	Accessibility Champions meetings held quarterly	Staff awareness of and engagement about accessibility opportunities and challenges are increased across the organisation	Customer Services and Accessibility	Ongoing
Engage with supplementary coach operators through an accessibility article in the monthly newsletter	Newsletter article is provided monthly	Coach operators are informed on important accessibility topics and feedback trends	Customer Services and Accessibility	Ongoing
Inclusion and diversity training provided at induction for all staff	Provide training to all staff at induction	Staff understand the value of inclusion and diversity and a workplace culture of safety, support and acceptance is created	Culture and Engagement	Ongoing

Action	Measure	Outcome	Accountability	Timeframe
Continue the People With Disability Working Group	Working Group meetings held quarterly	Staff are engaged in and advocate for improvements to the employment experience of people with disability	Culture and Engagement	Ongoing
Annual staff education session on International Day of People with Disability	Annual education session provided	Staff are better educated on challenges impacting people with disability	Culture and Engagement	Annually





Objective 3:

Develop and improve resources for staff to deliver excellent passenger service

We support staff with resources to improve the passenger experience.



Action	Measure	Outcome	Accountability	Timeframe
Develop resources to further assist staff in supporting passengers with accessibility requirements	Resources, communications and tools provided to staff	Staff will be empowered to support passengers with accessibility requirements	Customer Services and Accessibility	Ongoing
Provide resources to coach operators on the management of priority seats	Resources provided to coach operators on priority seat management	Staff understand the purpose of priority seats and how they should be used creating a more consistent and accessible passenger experience	Customer Services and Accessibility	Q1 2026
Review and update announcement scripts to incorporate accessibility awareness	Announcement scripts reviewed and updated	Passengers are better informed of the accessible features onboard and their purpose	Training	Q2 2026
Provide inclusive language guidance to network control staff	Network control staff have access to information about inclusive language	Network control staff use inclusive language in their communications	Customer Services and Accessibility	Q3 2026

Objective 4:

Develop our workplace environment and systems to foster diversity and inclusion

We ensure our workplace recruitment and retention processes deliver an accessible experience for staff.



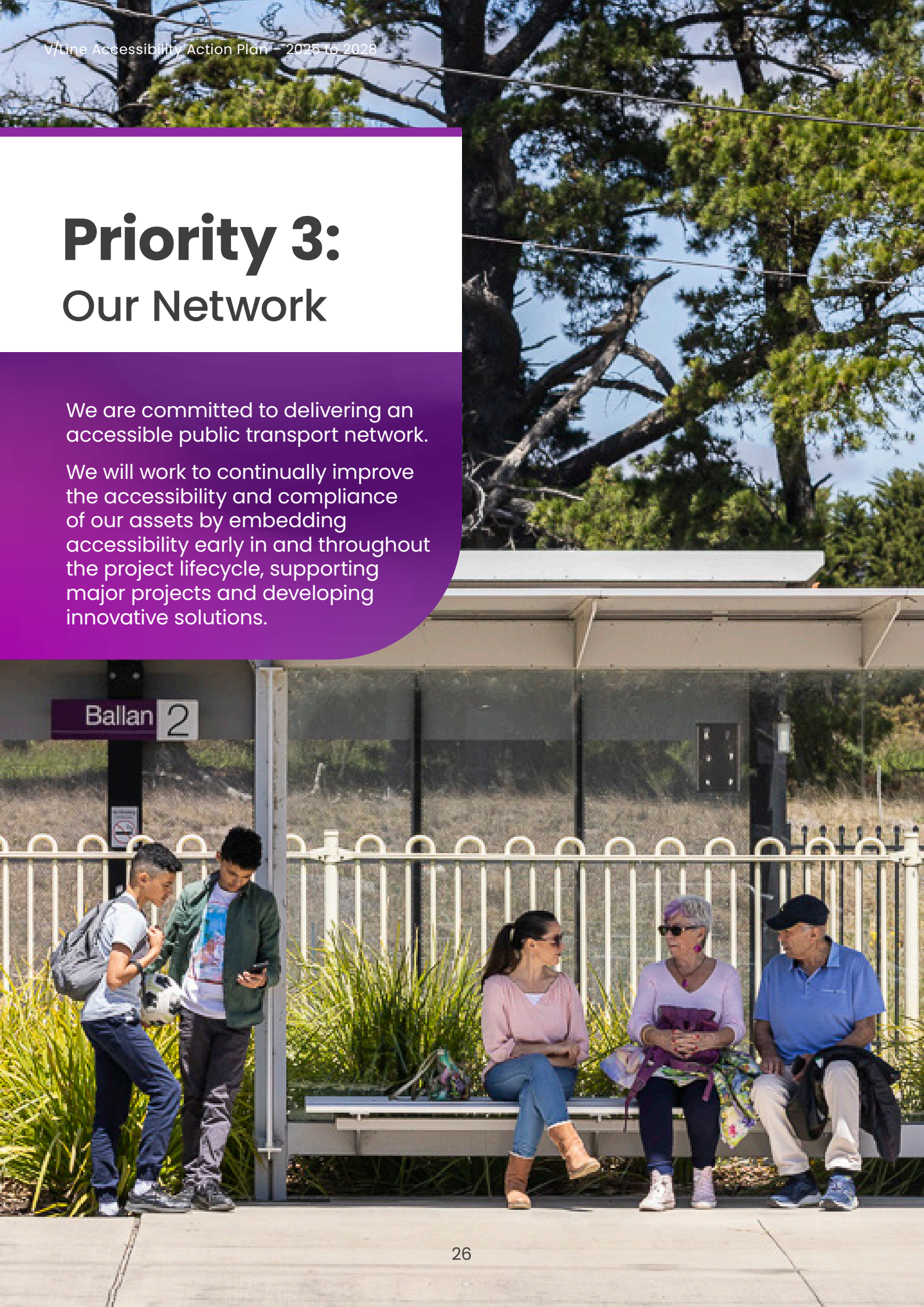
Action	Measure	Outcome	Accountability	Timeframe
Deliver Early Career and Junior Intern programs	Programs delivered	Provide professional experience to people with a variety of backgrounds, including those with disability	Capability	Ongoing
Update recruitment and selection procedure to incorporate inclusive practices	Policy is updated annually in line with best practice	The organisation is equipped to recruit and retain staff with lived experience of disability	Talent	Annually
Develop and release a new workplace adjustment procedure	Release procedure	Staff have access to the adjustments required to be successful in their role, improving access to employment	Culture and Engagement	Q3 2025
Disability Confident Recruiter accreditation	Accreditation achieved	The organisation is equipped to recruit and retain staff with lived experience of disability	Talent	Q4 2025
Release the new Disability Action Plan	The Disability Action Plan is released	The organisation has a strategic direction on how to further support staff with lived experience of disability	Culture and Engagement	Q4 2025



# Priority 3: Our Network

We are committed to delivering an accessible public transport network.

We will work to continually improve the accessibility and compliance of our assets by embedding accessibility early in and throughout the project lifecycle, supporting major projects and developing innovative solutions.



## Objective 1:

*Continue to develop procedures that support access for passengers*

We ensure our internal documentation supports the furtherment of the accessibility of our network.



Action	Measure	Outcome	Accountability	Timeframe
Operational procedures reviewed and updated	Operational procedures reviewed and updated as appropriate	Accessibility is considered as part of any operational procedures that have a passenger impact	Customer Services and Accessibility	Ongoing
Develop a procedure to formalise the requirement and frequency for DSAPT audits	Procedure is developed	Currency of compliance data is maintained sustainably	Asset Management and Performance	Q1 2026
Update V/Line's Station Standard to align with the legislation and best practice	Standard is updated	Accessibility and compliance continues to be comprehensively addressed as part of future network upgrades	Office of the Chief Engineer	Q2 2027



Objective 2:

Embed accessibility into project systems and processes

We consider accessibility at all stages of the project lifecycle to improve delivery.



Action	Measure	Outcome	Accountability	Timeframe
Develop a guideline for projects to consider accessibility requirements	Guideline is developed	Accessibility and compliance is better addressed by projects	Project Readiness	Q4 2025
Deliver an accessibility workshop as part of the project lifecycle	Workshops are delivered for each project	Accessibility and compliance is better addressed by projects	Project Readiness	Q2 2026
Update handback requirement from projects to include manuals, procedures, and training for new assets	Requirement is updated	Staff understand how to maintain the safety and accessibility of new assets	Operational Integration	Q3 2026
Provide DSAPT and associated standards training to members of the projects and maintenance team	Training sessions are provided	Staff across the business have a better understanding of accessibility and compliance	Project Readiness	Q4 2027
Accessibility Compliance Assessment document released	Document is released	Accessibility and compliance is better addressed by projects	Project Readiness	Q2 2028

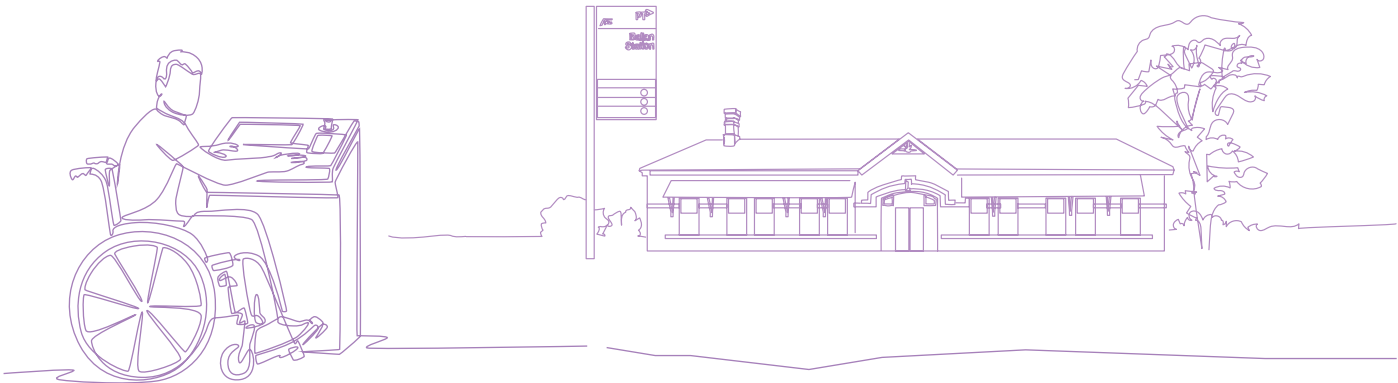
Objective 3:

Develop innovative solutions to improve the accessibility of our network

We seek opportunities to think creatively to make further accessibility improvements for the benefits of passengers.



Action	Measure	Outcome	Accountability	Timeframe
Identify further opportunities to improve DSAPT compliance and accessibility	Business cases for funding for accessibility improvements submitted to the Department of Transport and Planning	Funding opportunities are sought to further improve accessibility	Strategy and Development	Annually
Advocate for coach stop accessibility upgrades and produce scoping documents for future funding opportunities	Scoping documents are produced and provided to the Department of Transport and Planning	Coach stops are prioritised for upgrade where accessibility improvements are required	Coach Services	Q1 2026





Objective 4:

Further improve the accessibility and compliance of our assets

We support projects that improve the accessibility of our network.



Action	Measure	Outcome	Accountability	Timeframe
Installation of Tactile Ground Surface Indicators (TGSIs) as part of renewal works	TGSIs are upgraded and installed as required	Station compliance and accessibility across the network is further improved	Asset Lifecycle Planning	Ongoing
Upgrade of accessible bathroom facilities	Accessible bathrooms are upgraded as required	Station compliance across the network and accessibility is further improved	Asset Lifecycle Planning	Ongoing
Installation of priority seating signage onboard scheduled coaches is completed	Signage is installed onboard scheduled coaches	Priority seats are clearly identified for passengers and more consistently managed by scheduled coach operators	Coach Services	Q4 2025
Review and update the position of Boarding Assistance Zones across the network	Review the location of Boarding Assistance Zones and update the associated stencil and signage as required	Passengers can clearly identify where to wait for boarding assistance from our staff	Operational Integration	Q2 2028



Priority 4:  
Our Community

V/Line is committed to supporting the communities that we serve. We will continue to engage with communities and work closely with the Department of Transport (DTP), as well as our Accessibility Reference Group, partner organisations, advocacy groups and service providers to deliver positive accessibility outcomes.



Objective 1:

Deliver community facing events, programs and partnerships

We build community confidence and knowledge of our network through events and initiatives.



Action	Measure	Outcome	Accountability	Timeframe
Deliver regular Try Before You Ride events	Events delivered annually at key stations across our network	Passengers are given the opportunity to try using V/Line services in a low-pressure environment, fostering confidence and independence to travel	Customer Services and Accessibility	Annually
Deliver an annual cross-operator Accessibility Reference Group event	Event delivered annually	The contributions of the Group are celebrated, and industry collaboration is fostered	Customer Services and Accessibility	Annually
Deliver an engagement activity during Disability Pride Month	Activity delivered annually	V/Line celebrates Disability Pride Month promoting understanding and awareness	Customer Services and Accessibility	Annually

Objective 2:

Be responsible for the accessibility of our assets and their utilisation

We report on our work to key stakeholders and engage with our community.



Action	Measure	Outcome	Accountability	Timeframe
Ensure station accessibility data is captured appropriately and maintained in a timely manner	Ensure accessibility audits are completed	V/Line maintains an understanding of DSAPT compliance on the network and can scope works accordingly	Office of the Chief Engineer	Ongoing
Develop and maintain an Accessibility Initiatives Tracker	Produce tracker and update quarterly	V/Line remains accountable to the timeframes associated with actions in the Accessibility Action Plan	Customer Services and Accessibility	Q3 2025 / Ongoing
Complete an Annual Accessibility Report	Report delivered annually	V/Line reports on the progress of Accessibility Action Plan actions	Customer Services and Accessibility	Annually
Complete an Annual Accessibility Feedback Report	Report delivered annually	V/Line understands passenger feedback regarding accessibility and can make changes in response to trends	Customer Services and Accessibility	Annually



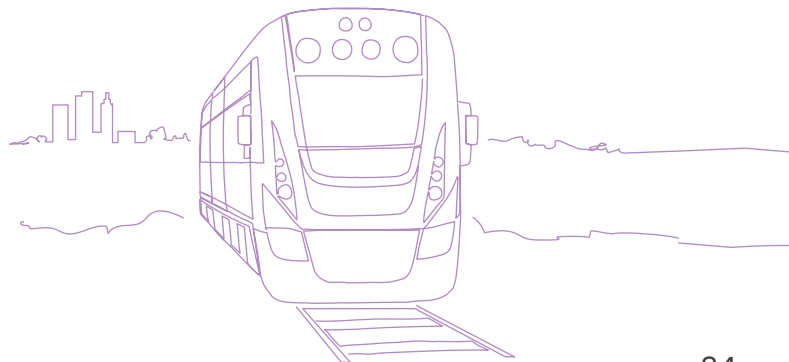
Objective 3:

Strengthen our community engagement

We have strong community relationships and embed consultation early in the project lifecycle.



Action	Measure	Outcome	Accountability	Timeframe
Continue bi-monthly Accessibility Reference Group meetings	Meetings held bi-monthly	V/Line is guided on issues, solutions and priorities by people with lived experience of disability, as part of the Accessibility Reference Group	Customer Services and Accessibility	Ongoing
Continue to foster awareness and engagement through the external Accessibility Newsletter	Newsletter published quarterly	The community is provided with relevant information regarding accessibility opportunities and improvements	Customer Services and Accessibility	Ongoing



Objective 4:

Collaborate with the Department of Transport and Planning and other operators on accessibility improvements

We engage with our community to develop innovative solutions, take learnings from best-practice and share the work we do.



Action	Measure	Outcome	Accountability	Timeframe
Participate in the Accessible Public Transport Operators Committee	V/Line representative attends all meetings and support initiatives	Collaboration with the Department of Transport and Planning (DTP), other transport agencies and operators on accessibility improvements	Customer Services and Accessibility	Ongoing
Participate in the Australasian Railway Association's Accessibility Working Group	V/Line representative attends all meetings and support initiatives	The accessibility of Victoria's regional rail network and the needs of V/Line passengers are considered in strategies and submissions	Customer Services and Accessibility	Ongoing

