

V/Line Accessibility Update

March 2018

Introducing V/Line's Accessibility Adviser – Laura Hunt

Hello and happy new year to all our customers and readers of this accessibility update. I am very pleased to have joined the V/Line team in January and am looking forward to getting to know everyone soon.

My role at V/Line will be to work with our customers, advocacy groups and the V/Line team to ensure that accessibility is a primary focus for us. I have 10 years' experience working in the disability sector at Guide Dogs Victoria and I'm looking forward to promoting inclusion in a new setting.

If you would like to contact me, please call 03 9619 5900 and ask for Laura Hunt or [email accessibility@vline.com.au](mailto:accessibility@vline.com.au)¹.

New hand rail for buffet carriages

V/Line is trialling a new handrail next to the buffet counter in our long-distance locomotive-hauled trains to improve accessibility for customers. The handrail was a suggestion that came from our Accessibility Reference Group.

The rail has been installed in one of our trains and will be trialled over the coming months.

Consultation sessions

V/Line's Accessibility Reference Group met in December and was updated on the Gippsland Station upgrades as well as the Bendigo and Eaglehawk upgrades. This provided the group valuable insight into the design concepts of the stations and ensured accessibility was being addressed.

V/Line also presented on how it has addressed and improved accessibility across the network to the Public Transport Access Committee.

Celebrating people with a disability

V/Line competed in a wheelchair basketball tournament against Public Transport Victoria (PTV), Metro Trains and Traveller's Aid to help celebrate International Day of People with a Disability in December.

Parallel Sports provided the wheelchairs and gave a brief lesson on the rules of the game and how to use the wheelchair.

After drawing 1-1 against Metro, V/Line had to compete again to make the final against PTV. Despite the talent in the V/Line team, Metro won 3-2, placing them in the final against PTV which Metro lost 1-0.

It was an exciting morning, providing a brief insight into the skill and stamina of professional athletes in a wheelchair.

International Day of People with a Disability is celebrated on 3 December to increase public awareness, understanding and acceptance of people with disability and celebrate the achievements and contributions of people with disability.

Try Before You Ride

Around 150 people attended the annual multi-modal Try Before You Ride event at Box Hill in October 2017.

This is the third year the PTV led event has been held at the Box Hill interchange. It gives people the opportunity to familiarise themselves with different modes of public transport.

V/Line provided a coach for the event and was joined by Metro Trains, Yarra Trams, Bus Association Victoria, Transdev, Taxi Services Commission and Travellers Aid Australia.

Those that came along had the opportunity to practice boarding and departing a low-floor tram, low-floor bus, train, coach and accessible taxi.

This year's event attracted its biggest crowd as attendance continues to grow each year.

V/Line will be hosting a number of regionally based Try Before You Ride events across 2018. Keep an eye on the [V/Line website](#)² for dates and locations near you.

If you would like more information about familiarising yourself with V/Line services, please [email accessibility@vline.com.au](mailto:accessibility@vline.com.au)³.

V/Line station upgrades

VicTrack is delivering the \$20 million Station Car Park Upgrades Program including upgrades to Castlemaine, Deer Park, Gisborne, Kilmore East, Kyneton, Melton and Wallan stations.

VicTrack has also commenced the Gippsland Rail Corridor Station Upgrade Program which will improve accessibility, safety and convenience at Traralgon, Moe, Trafalgar and Morwell stations.

Traralgon Station will receive 90 new parking spaces, coach and bus interchange improvements and a new platform access point.

Morwell Station will receive more than 50 car parking spaces, an extra access point to the platform improving connection to underpass and improvements to the station building.

Moe Station will receive an additional platform access point, a new *kiss and ride* parking bay and improvements to the coach and bus interchange.

Trafalgar Station will be upgraded with a new platform shelter, an extra access point to the platform and improvements to the coach and bus interchange.

For information on the improvements to stations and bus stops on the Gippsland line visit [the VicTrack website](#)⁴.

Easy ways to get service updates

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

- Visit [the V/Line website](#)⁵ 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.

Tell us what you think

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

You can contact us:

- in writing to V/Line Customer Relations, Reply Paid 5343, Melbourne VIC 3001
- [contact V/Line online](#)⁶
- over the phone on 1800 800 007 (TTY 9619 2727).

[View V/Line's Privacy Policy](#)⁷.

[Unsubscribe from this newsletter](#)⁸.

Footnotes

1. accessibility@vline.com.au
2. <https://www.vline.com.au/Fares-general-info/Accessibility>
3. accessibility@vline.com.au
4. <https://www.victrack.com.au/projects/key-projects/gippsland-rail-corridor-station-upgrade-program>
5. <http://www.vline.com.au/>
6. www.vline.com.au/Contact-us
7. <https://www.vline.com.au/Privacy-policy>
8. <http://email.theorchardagency.com.au/t/r-u-vildttt-l-y/>