

# Accessibility Reference Group Terms of Reference

## Background

V/Line wants to make sure that it works with customers to improve all areas of V/Line services. The Accessibility Reference Group (ARG) helps customers and V/Line work together on accessibility issues. It will help V/Line to finalise and achieve the actions in its Accessibility Action Plan 2019-2022 (AAP).

## Purpose

V/Line has set up an ARG for customers to have a say in how V/Line can improve accessibility.

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.
- The progress of the V/Line AAP.
- V/Line customer service plans.

## Who will be in the ARG?

There will be six to eight V/Line customers and some staff from V/Line.

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

## **1. Roles and responsibilities**

The ARG will meet every three months to discuss issues with the V/Line AAP.

V/Line customers who are members of the ARG must:

- 1.1. Represent customers with accessibility difficulties.
- 1.2. Prepare for and attend ARG meetings every three months.
- 1.3. Provide useful advice on known accessibility issues.
- 1.4. Provide advice using their disability experience.
- 1.5. Give useful comments on public transport projects V/Line has done.
- 1.6. Provide a customer perspective about the improvements to accessibility on the V/Line network.
- 1.7. Give their ideas in meetings.
- 1.8. Talk about V/Line to people outside the ARG.
- 1.9. Engage and influence stakeholders and others in a constructive and positive manner.
- 1.10. Help decide what the ARG wants to achieve.
- 1.11. NOT share confidential information.
- 1.12. Follow the rules in this Terms of Reference.

## **2. Day to day running of the group**

- 2.1. Meetings will be held every three months and will run for approximately two hours.
- 2.2. Meetings will be held at the V/Line head office, 750 Collins Street, Docklands. V/Line will tell members if there is any change. Members may attend via digital methods as arranged prior to the meeting.
- 2.3. Customers must be able to apply to be a member of the ARG:
  - in 2 years, or
  - when a member leaves the ARG.
- 2.4. The chairperson will be a V/Line staff member. They will run the meetings and make sure that all members do the role described in the 'Roles and responsibilities' section.
- 2.5. The chairperson will decide what issues will be discussed.
- 2.6. V/Line will advise members before meetings what issues will be discussed.
- 2.7. V/Line will send out agendas, take minutes and provide updates.

### 3. Who can be a member of the group?

- 3.1. People need to send V/Line an application to be considered for membership of the ARG.
- 3.2. Members are to represent customers in general. They are not to represent organisations.
- 3.3. Members must be able commit to being an ARG member for a minimum of two years.
- 3.4. Members must be able to attend at least 75 per cent of ARG meetings.
- 3.5. V/Line needs at least one person from each region of its network.
- 3.6. A person must meet six criteria to be in the ARG:
  - Use V/Line services at least 12 times a year.
  - 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
  - Be able to talk about current and future accessibility issues.
  - Be able to work as part of a team.
  - Give useful advice to V/Line.
  - Know about V/Line accessibility issues in their region of Victoria.

### 4. Pay and expenses

Participation in the ARG is voluntary.

V/Line will pay for public transport to and from meetings. Members who travel long distances to Melbourne can talk to V/Line about other expenses.

### 5. Agreement to abide by and commit to the Terms of Reference

Member's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_