



## Communication Access on V/Line trains



Easy English 2014

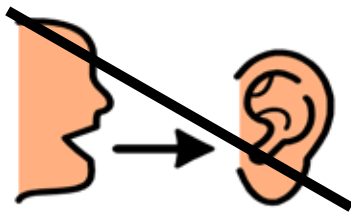




V/Line run trains and buses in Victoria.



This report is about V/Line trains.



V/Line knows that some people with a disability find it hard to

- talk
- understand
- hear
- see
- read.



V/Line wants it to be easy for you to

- know how to get trains
- know about changes to trains
- get help
- get your message across.



This is called communication access.

This is the Communication Access Symbol.

V/Line is working with



- Scope

and



- La Trobe University.



We talked to 21 people in Victoria with a disability. Some people had

- cerebral palsy
- autism
- a stroke
- a brain injury
- deafness
- deaf-blindness.



We also talked to lots of V/Line train drivers and other staff.



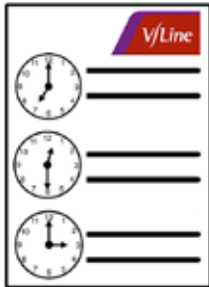
This report is about what people said V/Line could do better.



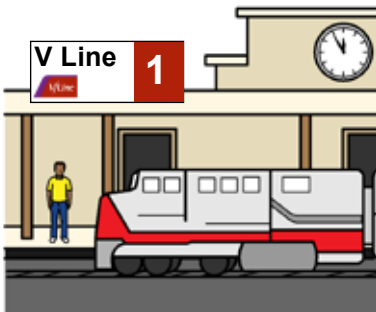
## What people with a disability said



V/Line needs to help you



- get ready for your train ride. For example,
  - get timetables
  - get tickets



- find the right platform and train
- know the right stop to get off the train



- get on and off the train. For example, you might need a ramp.



To help you V/Line need to do lots of things.

V/Line staff need to

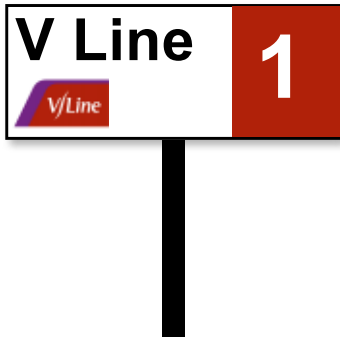
- be nice
- know about disability
- ask you if you want help.



V/Line staff should know how to give you information. For example,

- use a picture communication board
- write things down for you.

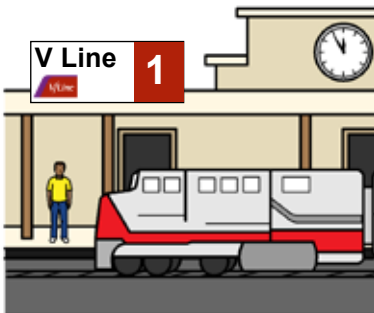




Signs need to be

- easy to read. For example, have
  - clear writing
  - pictures
  - the train platform number

**and**



- on the train platform

**and**



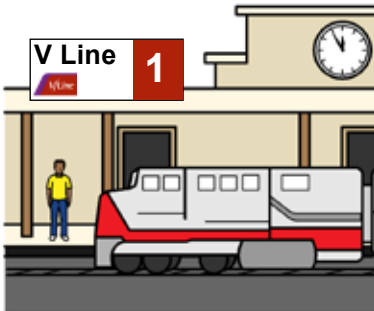
- in the train.



Information on the loud speaker needs to be

- clear

and

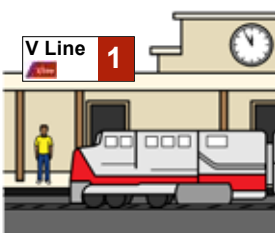


- on the train platform

and



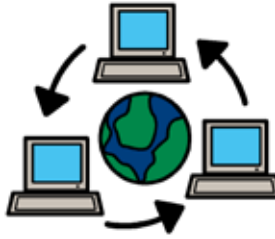
- in the train.



You need to know what platform to go to.

This is hard if the platform changes.

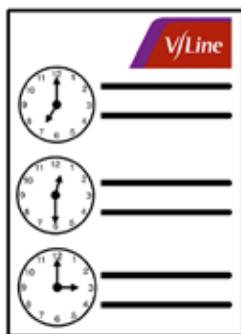
It is easy if trains always leave from the same platform.



A lot of people find the V/Line website helpful.



Some people like getting mobile phone text messages about train changes.



People with an intellectual disability still need printed timetables and information that is easy to read.

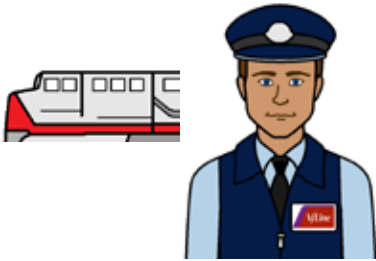


Some people want to make a complaint.

Making a complaint is hard.

V/Line need to make it easy to do this.





## What V/Line staff said



People do not always know

- if you have a disability
- how to talk to you
- if you want help
- how to help you.



Disability and communication training can help people know how to do these things.



V/Line needs to give disability and communication training to V/Line staff.



V/Line needs to give disability and communication training to the public.



V/Line needs to give training about V/Line services to

- staff who work at your house
- staff who work at your day service.

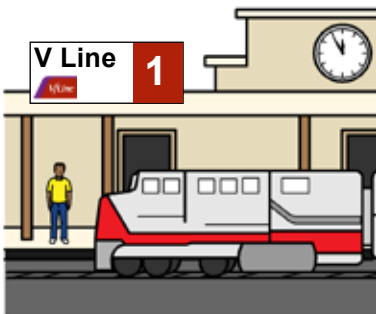


Have an introduction card on you that shows the staff

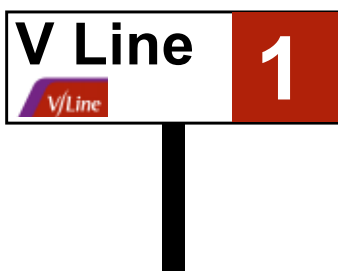
- if you want help
- how to help you.



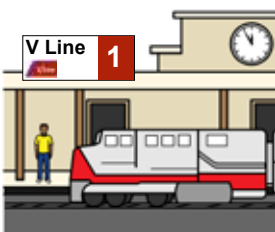
Staff should have communication aids on iPads or computers.



V/Line needs to have a place on the train platform where you can always get help.



Signs need to be easy to read.



It is easy if trains always leave from the same platform.



## What V/Line should do



Have communication aids for staff and people with a disability.

The communication aids should be

- on paper
- on the V/Line website
- on iPads or computers.



Give disability and communication training to

- V/Line staff
- the public

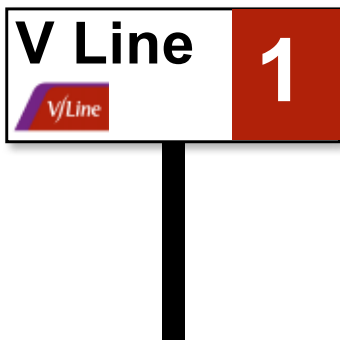
Tell you important information about trains with



- the loud speaker

and

- easy to read information. For example,



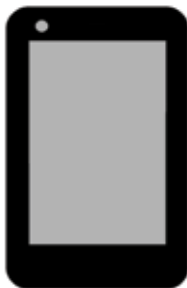
- signs on the platform

- signs in the train



- brochures

- information on the V/Line website



- mobile phone text messages.



## What V/Line plans next



V/Line will work on the ideas in this report.

V/Line wants to get the Communication Access Symbol.

Scope's Communication Resource Centre wrote the Easy English.

March 2014. [www.scopevic.org.au](http://www.scopevic.org.au)

Mayer-Johnson LLC says we can use the Picture

Communication Symbols

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