

# Accessible Public Transport in Victoria Action Plan 2020 to 2024

Department of Transport, Victoria



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

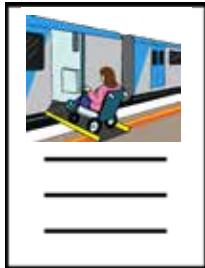
- read this book
- know what this book is about
- find more information.



## About this book



This book is from the Department of Transport, Victoria.

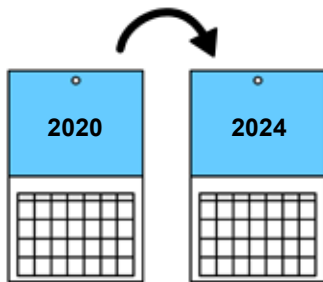


This book is about our **Accessible Public Transport in Victoria Action Plan**.



The Action Plan says what we will do to make public transport better for people with disability.

We call it our plan.



Our plan goes from 2020 to 2024.



You can read our full plan on our website.

## What we have done

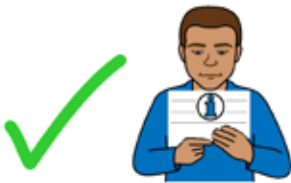
We have



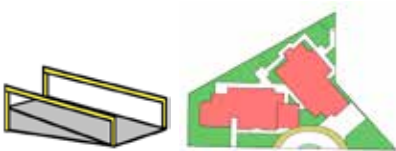
- worked with different groups to make public transport more accessible



- followed access laws



- made our information and displays more accessible



- made access a part of our new building plans and designs
  - for example, wheelchair access for the Level Crossing Removal Project



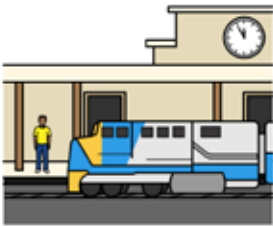
- made the **PTV** phone app more accessible
  - PTV means Public Transport Victoria.

## What we will do

We have 4 goals in our plan.



1. Everyone can use public transport.



2. Everyone can use our stops and stations.



3. We have good customer service.



4. Our workplace is **inclusive**.

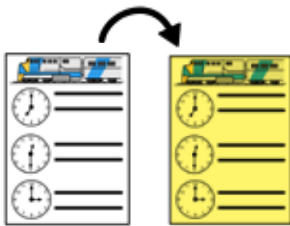
Inclusive means everyone is a part of something.

## Goal 1 - Everyone can use public transport



We will make sure public transport is

- easy to use
- safe
  - for example, make sure there are staff to help you.



We will make sure we tell you about

- changes to your public transport service
- problems that make our services late
- different ways to get to your last stop.



We will have better **technology** at stops and stations to help you use our services.



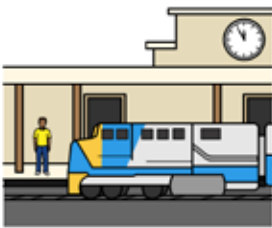
Technology might be screens and speakers to tell you when your next service will be.

## Goal 2 - Everyone can use our stops and stations



We will build better

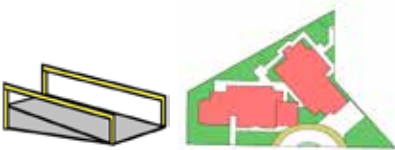
- tram stops



- train stations



- bus stops.



We will make sure access is part of our planning and building projects.



We will make it easy to get to more places.

For example, we will make it easy to use different types of transport on your trip.

## Goal 3 - We have good customer service



Our staff will

- know how to support people with disability



- treat everyone with respect.



We will make it easy to

- ask for help



- plan your trip

- use public transport



- know what to do if there is an **emergency**

- an emergency means something bad happens and you need help quickly.





We will

- make our information easy to understand



- have better technology to help people with disability get around



- make it easy for you to give **feedback**.



Feedback means you tell us

- what you like about our services



- what you do **not** like about our services.



Your feedback makes our services better.

## Goal 4 - Our workplace is inclusive



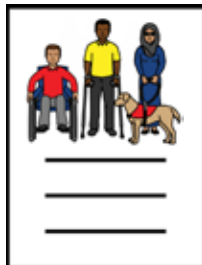
The Department of Transport is a good place for people with disability to work.



We will give more jobs to people with disability.



We will train our staff to know about access and disability inclusion.



We will make access part of our plans and **policies**.

Policies are the rules we set and follow.



## More information

For more information contact the  
Department of Transport Victoria.



Call

03 9655 6666



Website

[www.transport.vic.gov.au/contact-us](http://www.transport.vic.gov.au/contact-us)

**National**  
**Relay**  
**Service**

## If you need help to speak or listen

Contact the Department of Transport 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](http://communications.gov.au/accesshub/nrs)

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