



Easy English

V/Line Accessibility Action Plan

2022 to 2025



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.

We will write contact information at the end of this book.

About this book



This book is from V/Line.

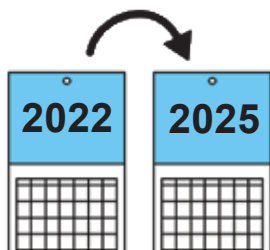


This book is about our **Accessibility Action Plan**.

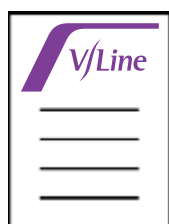


Our Accessibility Action Plan says how we will make things better for people with disability.

We will call it **the plan**.



The plan is from 2022 to 2025.



This book is a summary of the plan.



You can read the full plan on our website.

The link is at the end of this book.

How we made the plan



To make the plan we asked people what we can do better.



We asked our

- staff



- customers

- **Accessibility Reference Group.**



Our Accessibility Reference Group helps us make decisions about how we can be more

- **accessible**

- **inclusive.**



Accessible means easy to get to and use.

Inclusive means everyone is welcome.

Our goals

1	_____
2	_____
3	_____
4	_____

We have 4 main goals in the plan.

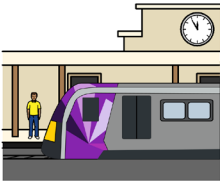


Our goals are to make things better

1. for our customers



2. for our staff

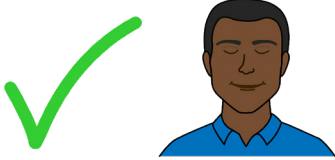


3. at our places



4. for our community.

Goal 1 – We will make things better for our customers

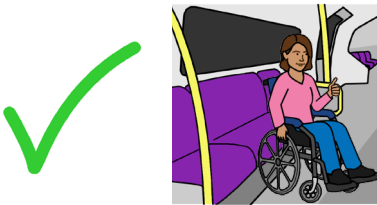


We will make our services

- safe

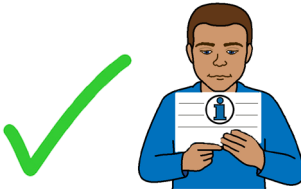


- accessible.



We will give our customers

- good service



- good information.



We will make more things easier for our customers to use.

For example, ways to book your trip.

Goal 2 – We will make things better for our staff



We will make the place we work more inclusive.



We will

- train our staff to give good service



- give our staff the right tools to give good service



- talk to our staff about accessibility.

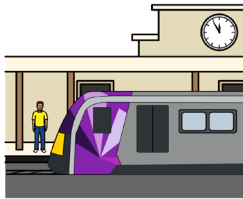
Goal 3 – We will make things better at our places

We will make our places more accessible.

For example



- our trains



- our stations.



We will

- make sure the way we do things is accessible



- think about accessibility when we do new projects



- think of new ways to make accessibility better.

Goal 4 – We will make things better for our community



We will

- do what we say we will



- have events for our community



- work with the community



- work with the government.

More information



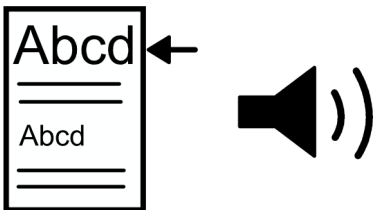
For more information contact V/Line.



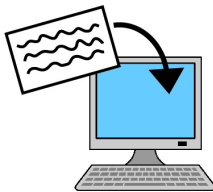
Call 1800 800 007



You can get the full information on our website
vline.com.au/Fares-general-info/Accessibility

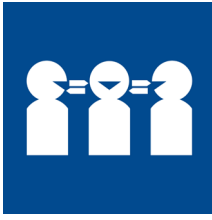


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or audio



Email accessibility@vline.com.au

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Call 131 450

Ask the TIS to call the number you want to call.



If you need help to speak or listen use the National Relay Service.



Call 1800 555 660



Website

communications.gov.au/accesshub/nrs



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