

Yarra Trams Accessibility Action Plan

December 2024 – December 2027



Contents

Acknowledgement of Traditional Custodians	3
About this plan	4
Message from CEO	5
Operator of Yarra Trams: Yarra Journey Makers	6
About disability	7
Supporting the social model of disability	8
Intersectionality of disability	8
Strategic alignment	9
Legal requirements	10
Key pillars of inclusion	11
Discovery and methodology	12
Key outcomes from 2022 – 2024 Accessibility	14
Availability of our Accessibility Action Plan	16
Actions, measures and timeline for our key pillars of inclusion	17
Governance structure	30

Acknowledgement of Traditional Custodians

Yarra Trams acknowledges the Wurundjeri Woi Wurrung and the Bunurong people of the Kulin Nation as the Traditional Custodians of country on which the tram network is located. We pay our respects to their Elders past and present.



About this plan

Yarra Trams is committed to improving public transport accessibility and delivering better journeys for all by ensuring that everyone can operate and navigate our services safely, easily and comfortably.

This plan has been developed on the understanding that the Victorian State Government, through the Department of Transport and Planning (DTP), is responsible for providing the strategy and funding for upgrading stops and purchasing new trams as part of the Transport Accessibility Strategic Framework.

Under the MR5 Tram Franchise, Yarra Trams is accountable for providing the agreed transport services – including managing all tram operations, running and maintaining the trams, training our employees, and providing the best possible experience for our customers. Yarra Trams is also expected to advise DTP on planned upgrades and routes for improved accessibility outcomes.

MR5 Tram Franchise objectives focus on enhancing customer experience and accessibility outcomes throughout the Franchise Period, with improvements in information delivery for all, including people with particular needs, as well as culturally and linguistically diverse (CALD) passengers. Technology and data upgrades will empower customers to make more informed and effective travel choices and reduce wait and travel times. With real-time service information at their fingertips and enhanced training, staff will be better equipped to support customers – improving service outcomes and increasing patronage.

In line with the requirements of Section 11 in the Tram Passenger Experience Module of the Franchise Agreement, the Yarra Trams 2024–2027 Accessibility Action Plan (AAP) outlines a roadmap for how the organisation will achieve this vision. It also aims to increase employment and participation opportunities for people with disability, supporting our commitment to remove barriers and ensure full participation in all aspects of community life. The initiatives in this plan are designed to empower our people, strengthen collaborative partnerships and improve systems and processes – ensuring our services continue to meet or exceed accessibility standards requirements.



Message from CEO

As the new operator of Yarra Trams, Yarra Journey Makers is in the privileged position of being able to leverage the incredible work that DTP and the passionate Yarra Trams workforce have already done in the accessibility space, while bringing fresh energy and ideas for the new Franchise Period.

With over one in five Melburnians living with a disability and 46% speaking a language other than English at home, it is essential that our services, vehicles, and employment practices are designed to be accessible to everyone.

We can achieve this by taking a holistic approach to accessibility and inclusion, and deeply embedding it in our culture and ways of working. Our 2024–2027 Accessibility Action Plan (AAP) reflects this dedication to inclusivity by fostering equity, opportunity and respect in the workplace, while also implementing partnerships and initiatives that improve accessibility for customers and promote positive social and economic outcomes for the community.

I am excited to see key initiatives from this plan come to life over the next three years, making a tangible difference to the lives of our employees, customers and community members. These include TramTracker improvements, Disability Confident Recruiter accreditation, Hidden Disabilities Sunflower program extension and events such as Try Before you Ride and Get Back on Board.

By placing accessibility at the core of our operations, and working closely with those with lived experience, including the Accessibility Reference Group (ARG) and other key partners, I am confident we will deliver better journeys for all, and support DTP's vision to create thriving places and connected communities.



Vincent Destot

Chief Executive Officer – Yarra Trams



Operator of Yarra Trams: Yarra Journey Makers

Yarra Journey Makers (YJM) operates and maintains Melbourne's iconic Yarra Trams network as the Franchisee under the MR5 Tram Franchise Agreement (commencing 1 December 2024). The system, which includes 24 routes, 250km of track, more than 500 trams, and over 1,600 stops, currently delivers over 147 million passenger trips each year.

YJM brings significant public transport experience through Transdev – a multi-modal operator in Australia and New Zealand – and John Holland, a leading building, infrastructure and end-to-end rail and transport company.

Transdev and John Holland are contracted to operate 20 light rail networks globally, including four Australian light rail networks in Sydney, Parramatta, Canberra and Adelaide. John Holland is also part of the consortium responsible for running Melbourne's metropolitan rail network.

As joint venture Transdev John Holland, we run the largest bus contract in Australia in Sydney's Eastern Suburbs, providing 49 million passengers trips with more than 1.4m scheduled route services in 2023.

At YJM, our purpose is to create great journeys that connect people and communities across Melbourne:

We Care: about our people, customers, assets and the environment

We focus on the safety and satisfaction of everyone, including people living with disabilities, that interacts with the network. We make Yarra Trams a great place to work by supporting every employee's journey and increase accessibility awareness and empathy across our diverse cohorts of employees.

We Connect: customers and communities across Melbourne

We work in partnership with other stakeholders such as other operators or our Accessibility Reference Group to improve the accessibility across Melbourne. We are united as we connect people and communities.

We Create: great journeys for all

We advocate for progress and use innovation and technology to drive continuous improvement. We draw on data analysis and best practice from around the world to enhance our operations and improve the network's accessibility. We support and deliver projects that create a more integrated, inclusive and sustainable network.

We're all Journey Makers



**We
Care**



**We
Connect**



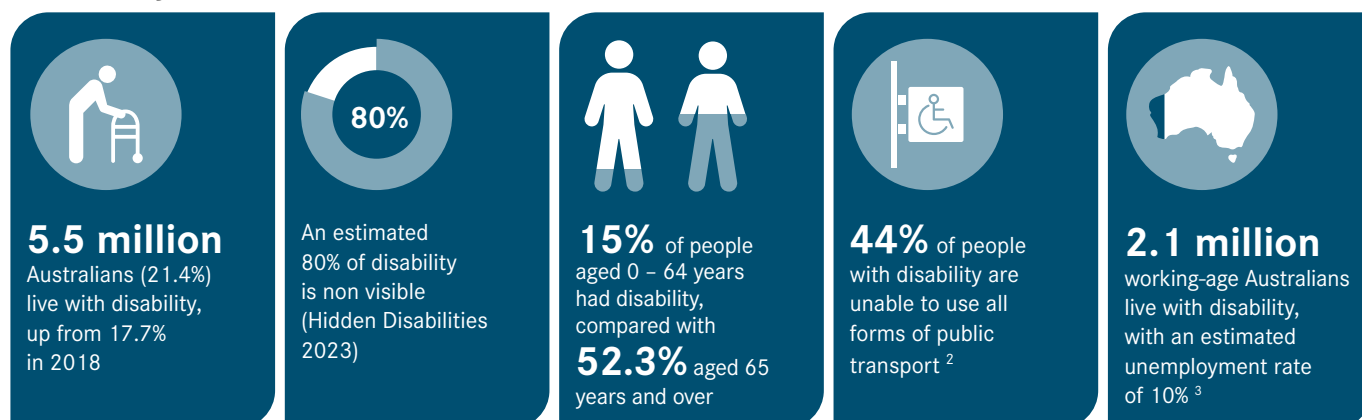
**We
Create**

SAFETY FIRST!

About disability

The definition of disability for the purpose of this plan is derived by the United Nations (UN) Convention on the Rights of Persons with Disabilities. This states that people with disability experience physical, mental, intellectual or sensory differences that, when interacting with an inaccessible society, prevent full and equal participation.¹

In Australia, from the most recent Disability, Ageing and Carers, Australia: Summary of Findings released by the Australian Bureau of statistics in 2024:



In Victoria, from the Australia Institute of Health and Welfare 2020 and the Australian Bureau of Statistics 2018: In 2021:



We recognise that not all disabilities are visible and many people in our communities have varying access needs. This includes those with prams, older adults with access requirements and people with temporary disabilities such as broken limbs.

¹ [United Nations Convention on the Rights of Persons with Disabilities](#)

² Public transport usability – Inclusive homes and communities – Australian Institute of Health and Welfare ([aihw.gov.au](#))

³ Australian Institute of Health and Welfare 2022 ([aihw.gov.au](#))

⁴ People with a disability in Victoria ([vic.gov.au](#))

Supporting the social model of disability

YJM supports the social model of disability, which says that challenges for people with disability come from environmental and social barriers, not from the disability itself. By removing these barriers, we support people with disability to fully participate in the community with dignity and respect.

This approach shifts the focus from individual limitations to broader social and environmental factors, creating a more inclusive and fair society.

Our work, based on the four key pillars detailed on page 11, aims to drive the reforms outlined in this plan. These efforts focus on improving outcomes and inclusion for people with disability, and further support the Social Model of Disability.

Intersectionality of disability

Disability intersectionality recognises that disability does not exist in isolation, but intersects with various social identities and factors such as race, age, gender, sexuality, socioeconomic status, and more. It acknowledges that people with disability may face unique forms of discrimination and barriers arising from the combination of these identities.

Given Victoria's diverse population, it is crucial to understand and address the intricate ways in which different forms of discrimination and disadvantage intersect, shaping the experiences of people with disability.



Strategic alignment

Australia's Disability Strategy 2021–2031 serves as a national roadmap for promoting inclusivity and accessibility, enabling all Australians with disability to participate to their full potential as equal members of the community. This strategy is based on the UN Convention on the Rights of Persons with Disability, which encourages UN member countries to collaborate in promoting, protecting and ensuring collective achievement of the equal and human rights of people with disability. It calls upon all Australians, businesses, and organisations to ensure that people with disability can participate equally. At its heart, it is a commitment to create an inclusive society. By developing an AAP, we can demonstrate our commitment to supporting the government's vision and aligning with Australia's Disability Strategy.

The Victorian Disability Act 2006 provides a legal framework for the Victorian government, its departments, and the community to work together to support the rights and needs of people with disability. Its purpose is to provide a strength-based legislative framework to ensure policies, laws and decisions promote the rights and equality of people with disability.

Many barriers still exist for people with disability to navigate, experience and participate equally in their communities. The Victorian Disability Act 2006 ensures that a person with disability cannot be discriminated against or treated unfairly because of their disability.⁵ The Act encourages a whole-of-community approach to achieving better access and inclusion for people with disability. We commit to this important change by working toward the actions identified in the Act, and making our services more accessible and inclusive, to ensure an equitable experience for all.

We have also used the current Inclusive Victoria: State Disability Plan (2022–26)⁶ to inform actions and outcomes as indicated in this plan, ensuring all decisions relating to accessibility and inclusion are in line with current standards.

⁵ [Disability Act 2006](#)

⁶ [Inclusive Victoria: State Disability Plan \(2022-2026\)](#)



Legal requirements

Our AAP is guided by state and Commonwealth legislation and policies. We are committed to complying with these requirements to improve outcomes for our employees, passengers and the broader community of people with disability. Along with the Australian Disability Discrimination Act 1992, the following legislation and framework applies:

- United Nations Convention on the Rights of Persons with Disabilities (2006)
- Australia's Disability Strategy 2021–2031
- Inclusive Victoria: State Disability Plan (2022–2026)
- Disability Standards for Accessible Public Transport, 2002 (DSAPT)
- Standards 2010 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth).



Key pillars of inclusion

Our AAP is structured around four key pillars which represent barriers and opportunities for people with disability. By focusing on these, we can identify ways to remove obstacles and foster greater inclusion. These four pillars form the foundation of our efforts to create a more inclusive environment – one that celebrates diversity and empowers people with disability to fully participate and thrive in all aspects of our business.

Customer and community engagement



Aims to foster an environment where people with disability feel welcomed, respected, and supported both as employees and as passengers. By promoting diversity and understanding throughout our services, we strive to ensure that everyone, regardless of ability, feels valued and empowered to fully participate in and enjoy their journey with us.

Inclusive employment and culture



Emphasises the importance of offering equal employment opportunities for people with disability. It includes actively recruiting, supporting, and retaining employees with disability, ensuring they have the necessary accommodations and opportunities to succeed. Additionally, it aims to cultivate a diverse, inclusive, and respectful workplace that reflects the communities we serve.

Physical and digital environment



Addresses the need to ensure that both physical and digital environments are accessible. This includes making modifications to buildings, transport systems, and digital platforms to remove barriers and allow people with disability to fully participate.

Systems and processes



Involves reviewing and updating systems and processes to be more inclusive and accessible. This includes developing policies, procedures, and practices that remove barriers and ensure that people with disability can access the services and opportunities they need.

Objectives and actions associated with these pillars are described on page 17.

Discovery and methodology

This AAP 2024–2027 was developed following a discovery process, including a comprehensive desktop review. This enabled us to assess previous work, policies, processes, resources and the website from the perspective of a person with disability.

Consultants with lived experience of disability reviewed Yarra Trams network processes and experiences, providing feedback based on their journeys and barriers they faced. Through the desktop review and these lived experiences, we identified opportunities for actions that will support Yarra Trams to deliver tangible change to improve the experience of people with disability.

In addition, plan development involved extensive collaboration with key stakeholders in the Melbourne public transport network – including Kinetic, Metro Trains and V/Line – to gain insights into their accessibility initiatives and challenges. We also engaged with the Accessibility Team and Working Group from DTP, who provided strategic input and guidance. These discussions ensured that this plan aligns with broader accessibility efforts across the city, creating a more integrated, inclusive experience for passengers with disabilities. The insights from these partnerships were instrumental in identifying best practice and improvement opportunities for Yarra Trams – enabling us to deliver more equitable and accessible journeys for all users.



Ongoing consultation, review and monitoring

To ensure the success of this AAP, we will review and monitor actions throughout its duration by:

- Seeking ongoing feedback from our employees, communities and relevant stakeholders to assess the effectiveness current and future actions. Stakeholders will include:
 - All Aboard Network
 - Blind Citizens Australia
 - Vision Australia
 - Autism Spectrum Australia
 - Council on the Ageing
 - Yooralla
 - DTP
 - PTV
 - Travellers Aid
 - Metro Trains
 - V/Line
 - Kinetic
- Consulting and engaging with the Yarra Trams ARG
- Participating in regular accessibility programs for stakeholder groups as reasonably requested by Head, TfV from time to time, including the 'Try Before You Ride' program
- Including a progress update in the Annual Report.

Measurement of progress

Our AAP's success will be assessed against the following measures:

- Actions successfully implemented over the life of this plan
- Within three months after the end of each financial year during the Franchise Period, Yarra Trams will provide a report to Head, TfV outlining the progress made in the previous 12 months in implementing the Accessibility Implementation Plan, as well as any complaints received regarding the compliance of the Franchisee and the Franchise Employees with the Disability Discrimination Act, Transport Standards, AAP and Accessibility Implementation Plan
- Pulse survey from employees
- Updates and progress on the actions of the AAP to the Executive Team and the CEO
- Achievements noted in the Annual Report
- Customer feedback
- Key Performance Indicators as Customer Experience Index (CXI) results.



Key outcomes from 2022 – 2024 Accessibility

The purpose of the AAP 2022–2024 was to build the capacity of the Yarra Trams workforce to deliver accessible services, improve assets and systems, and position Yarra Trams as an employer of choice for people with disability.

Key achievements for improving accessibility on the network include:

NaviLens deployment

NaviLens was launched by the Minister for Public Transport, Hon. Ben Carroll in August 2023. First, Yarra Trams introduced a trial of NaviLens' digital signage functionality for audible and plain-text replication of real-time tram journey information provided by the TramTracker system. Following the success of the trial, the initiative was rolled out across the network, with QR codes on the fleet and the stops providing real-time information for people with vision impairment and CALD customers in 34 languages. Since its introduction, users average daily scans of NaviLens has been increasing.

Depot roadshows

Representatives and volunteers from Assistance Dogs Australia and from Vision Australia and Seeing Eye Dogs Australia attended roadshows at all 10 depots in 2023 and 2024 respectively. These events were open to all depot staff, providing an opportunity to learn from people with lived experience about how assistance animals support participation in day-to-day activities, particularly for those with hidden disabilities. The roadshows also sparked broader conversations about accessibility and included opportunities to foster assistance dogs during their training – increasing depot staff engagement and promoting accessibility opportunities.

Maintaining Disability Confident Recruiter Status

Yarra Trams is now the first public transport provider in Australia to receive this accreditation, providing people with disability confidence that they are welcomed and supported throughout their career at Yarra Trams.

Internal accessibility news articles

On average, 21 accessibility-related articles are published per year on the Yarra Trams employee app and 18 are shared on the Yarra Trams LinkedIn page, promoting accessibility achievements for the community and team members.

Hidden Disability Sunflower

Yarra Trams became a member of this program in 2022, and since then, the partnership with Autism Spectrum Australia and Bayley House has progressed. These partners have provided bespoke training to frontline employees – including Authorised Officers and Customer Service Reception, Passenger Feedback and Lost Property teams – to improve the experience for people with hidden disabilities across the network. This training was delivered by people with lived experience, who provided tools and skills to identify and support people travelling with a hidden disability. The training was also offered to supporting managers and corporate teams, with over 50 people across the organisation participating.



Yarra Trams ARG

ARG meetings are held quarterly and include opportunities for collaboration on initiatives in development to improve accessibility of tram travel. Through this forum, Yarra Trams actively seeks guidance and feedback on initiatives for accessibility improvement. For example, the Next Generation Tram (NGT) consultation featured discussions about the accessibility features in the tram's saloon. Valuable feedback was used to inform design changes.

International Day of People with Disability (IDPwD)

Yarra Trams continues to annually acknowledge the IDPwD on 3 December to reinforce our commitment to access and inclusion. Every year, between 250 and 300 Yarra Trams team members attend in person or on-line. An expert panel of guest speakers share experiences and opportunities for people with disability when travelling by tram and working at Yarra Trams. Yarra Trams also participates in a multi-operator event, gathering with fellow ARG members from Metro Trains, V/Line and DTP.

Travellers Aid partnership

This partnership enhances support for passengers with accessibility needs during special events and planned disruptions – especially for targeted events such as the Australian Open, Australia Grand Prix and ANZAC Day Dawn Service and march. Travellers Aid provides 'seat to seat' chaperoning and accessible transfers from the tram services to the event location.

Get Back on Board

Yarra Trams continues to actively promote Get Back on Board sessions which are run on request by rehabilitation centres and organisations that represent people with disability, in our depots. More sessions are scheduled for the end of 2024 and 2025.

Try Before You Ride

Yarra Trams continues to participate in this annual, multi-modal event – a collaboration between Victorian public transport operators and DTP – held at Southern Cross Station. Yarra Trams' Accessibility and Customer Service Team members guided more than 80 people on tram tours and a tram ride, as well as talking with other attendees about the accessibility features at tram stops, on trams, and other initiatives introduced to assist passengers when travelling by tram. In 2023, Yarra Trams held a Try Before You Ride at St Kilda in Acland Street. This was a collaboration between Yarra Trams, City of Port Phillip, and the AFL. It attracted more than 60 attendees including individuals and groups from disability and accessibility advocacy and community organisations. In a relaxed and interactive environment, attendees took time to explore the saloon of an E Class tram and speak with representatives of frontline teams and the Accessibility Team. With demonstrations of wheelchair football and blind football, people also enjoyed activities like throwing a 'blind-footy' through a goal.

Yarra Trams website and app audit

During 2023–2024 an audit was conducted of Yarra Trams' corporate website, careers website pages and TramTracker interfaces for Android and iOS. It identified improvements needed to meet the accreditation requirements for Disability Confident Recruiter status and increase accessibility of information for our passengers. Remediation and maintenance of these websites and tools for accessibility has commenced and is continuing. This will drive our AAP 2024–2027 commitment to have our website and TramTracker WCAG level A compliant.

Availability of our Accessibility Action Plan

The AAP is available digitally [via the Yarra Trams website](#).



Actions, measures and timeline for our key pillars of inclusion

Customer and community engagement

Foster an environment where people with disability feel welcomed, respected, and supported as employees and as passengers. By promoting diversity and understanding throughout our services, we strive to ensure that everyone, regardless of ability, feels valued and empowered to fully participate in and enjoy their journey with us.

Action	Outcome	Measure	Timelines
Objective: Build the capability and confidence of all Yarra Trams staff to better understand disability access and improve interactions between customers and frontline staff			
Provide disability capability and confidence training: Customer at Heart and Accessibility and Inclusion modules	All staff equipped with the knowledge, skills, and confidence to understand the needs of people with disability Decrease number of accessibility/disability-related incidents or complaints	100% of selected non-frontline employees and 100% of frontline staff complete the training, at induction and in their refresher training	Q1 2025/ Ongoing
Continue Communication Access Symbol (CAS) training (included in the Accessibility and Inclusion module) to ensure staff can communicate efficiently with all customers, regardless of how they communicate	Increase communication opportunities for people with disability and our employees.	Retain our CAS accreditation through Scope Australia	Q4 2025/ Ongoing
Provide drivers with specialised training with the Australian Film, Television and Radio School (AFTRS) to improve the frequency, consistency and clarity of onboard announcements	Drivers deliver clear, consistent, timely onboard announcements, ensuring that all passengers, including those with disability (e.g., hearing, vision or cognitive disability), receive accessible and accurate information, particularly during service disruptions	100% of frontline staff complete the training, at induction and in their refresher training Analyse training feedback form from participants on the effectiveness of the training in addressing CALD and neurodiversity needs	Q3 2025/ Ongoing

Action	Outcome	Measure	Timelines
Objective: Build the capability and confidence of all Yarra Trams staff to better understand disability access and improve interactions between customers and frontline staff			
Support Yarra Trams employees to gain basic Auslan proficiency and respectful way to communicate with the Deaf community (included in our Accessibility and Inclusion module)	Increase communication skills and cultural understanding among Yarra Trams employees when interacting with the Deaf community	Track the number of Yarra Trams employees who complete Auslan proficiency training Conduct a focus group with Deaf community members and colleagues on the effectiveness of staff Auslan skills and communication	Q1 2025/ Ongoing
Provide accessorised uniforms with name tags, language pins, and badges indicating communication accessibility (CAS)	Increase visibility and accessibility for Yarra Trams employees, particularly for people with disability and those from CALD backgrounds	Provide accessorised uniforms to all staff	Q1 2025
Objective: Continue the delivery of the Hidden Disability Sunflower Program			
Continue Hidden Disability Sunflower program membership and use their resources to educate Yarra Trams employees on hidden disability	Hidden Disabilities Sunflower Project implemented across Yarra Trams to support people with non-visible disability across all service environments	Annual membership renewed	Q1 2025/ Ongoing
Continue delivery of the Hidden Disabilities Sunflower Project in collaboration with Autism Spectrum Australia and Bailey House	Staff trained to recognise and appropriately assist people wearing the sunflower symbol, leading to improved inclusivity and customer service for those with invisible disabilities such as autism, cognitive disability, and mental health conditions	100% of frontline staff complete the training, at induction and in their refresher training	Q1 2025/ Ongoing

Action	Outcome	Measure	Timelines
Objective: Develop Accessibility Depot Roadshows to increase awareness and engagement			
Deliver Depot Roadshows to provide insight to staff on daily barriers faced by people with disability, and how they can use this insight to provide more accessible tram services	Increase disability awareness and frontline staff impact on the life of people living with disability	Accessibility Depot Roadshows are delivered with a calendar of events established	Q1 2025/ Ongoing
Objective: Engage people with lived disability experience, ensuring consideration of access and inclusion when developing products/services and making decisions impacting disability community			
Consult with Yarra Trams ARG to provide feedback and guidance throughout the life of this plan	Yarra Trams ARG offers continuous, expert guidance to ensure the AAP remains relevant, effective and aligned with the needs of people with disability	Progress reports developed and reviewed biannually, evaluating the impact of the working group's recommendations on overall AAP outcomes	Q3 2025/ Ongoing
Objective: Build partnerships with disability aligned organisations and businesses			
Partner with disability aligned organisations to ensure people with disability have enhanced opportunity to participate in events, be alerted on reduced disruption during planned tram works, and are provided additional exposure to Yarra Trams' accessibility initiatives	Increase participation and awareness of Yarra Trams' accessibility initiatives among the disability community	Organisations that represent people with disability and disability service providers notified prior planned disruptions	Q1 2025/ Ongoing
Objective: Promote Yarra Trams Customer Charter to all Yarra Trams employees to achieve the six service promises			
Share the Customer Charter across all internal communication	Increase awareness and understanding of the Customer Charter among Yarra Trams employees	Customer Charter shared via internal communication channels	Q1 2025/ Ongoing
Identify ways to communicate the six service promises across Yarra Trams to support a whole of organisation approach	Increase awareness and understanding of the six service promises across all Yarra Trams sectors	Conduct survey, and ensure the inclusion of people living with disability, to measure staff knowledge and understanding of the six service promises	Q1 2025/ Ongoing

Inclusive employment and culture

Emphasises the importance of offering equal employment opportunities for people with disability. This includes actively recruiting, supporting, and retaining employees with disabilities, as well as ensuring they have the necessary accommodations and opportunities to succeed. It also cultivates a diverse, inclusive, respectful workplace which reflects the communities we serve.

Action	Outcome	Measure	Timelines
Objective: Increase the percentage of new hires being people with disability			
Participate in career expos and disability employment forums targeted towards people with disability	Yarra Trams identified as an inclusive employer for people with disability	Attend at least one event per year	Q1 2025/ Ongoing
Engage with service providers to discuss best approach employment opportunities for people with disability	Develop effective partnerships with service providers to enhance Yarra Trams' ability to recruit, hire and retain people with disability	Partnerships developed with service providers	Q3 2025/ Ongoing
Investigate opportunities within Yarra Trams to offer internships, graduate, traineeship and work experience opportunities for people with disability	Establish internship, graduate, trainee, and work experience programs that provide meaningful opportunities for people with disability	Numbers of new opportunities identified for people with disability per year	Q1 2025/ Ongoing
Objective: Celebrate and share stories of people with disability to increase empathy and understanding among Yarra Trams employees			
In collaboration with John Holland Ability Group, develop a disability and inclusion calendar of events that goes beyond International Day of People with Disability, and promote these across the whole organisation	Increase awareness and understanding of disability inclusion at Yarra Trams	Calendar developed and published	Q1 2025/ Ongoing

Action	Outcome	Measure	Timelines
Launch the All Walks of Life Program, with quarterly emails sharing stories of customers with accessibility needs. These highlight daily challenges they face and how Yarra Trams employees can make a positive impact	Increase understanding and empathy among employees regarding the experiences and challenges faced by customers with disability and access needs and fostering a deeper connection between staff and the diverse customer base they serve	All Walks of Life Program successfully launched, and quarterly emails sent to employees	Q3 2025/ Ongoing
Increase representation of people with disability on the website, social media channels and on internal systems	Improve representation and visibility of people with disability across Yarra Trams	Annual review of the diversity of individuals featured in images and videos on the website, social media, and internal systems	Q1 2025/ Ongoing
Objective: Internally promote accessibility and inclusion to increase awareness and foster an inclusive workplace			
Promote accessibility news on Yarra Trams website	Increase awareness and understanding of accessibility and inclusion initiatives and best practices among external stakeholders	Publish ten articles annually relating to accessibility and inclusion over a period of twelve months	Q3 2025/ Ongoing
Promote our commitment to delivering the AAP	Increase awareness and understanding of Yarra Trams' commitment to accessibility and inclusion among both internal and external stakeholders	Publish an annual update on AAP progress on our website	Q3 2025/ Ongoing
Objective: Include and bring a focus on disability in the mentoring program to support career growth and development for people with disability			
Identify Yarra Trams leaders to mentor employees with disabilities to support career growth	Establish effective relationships between Yarra Trams leaders and employees with disabilities	Number of Yarra Trams leaders, Internal Accessibility Committee for Trams (IACT) and members of JH Ability who volunteered to be mentors Successful matching of mentors and mentees based on shared interests, skills, or experiences	Q1 2026

Action	Outcome	Measure	Timelines
Provide disability awareness training to mentors, set clear career growth goals for mentees, and facilitate regular check-ins between mentors and mentees	Effective mentorship relationships that support the career growth of mentees with disability	Develop clear and achievable career goals for mentees with disability	Q1 2026
Gather feedback for continuous improvement, and celebrate success stories, to promote the program and encourage participation	Continuous improvement of the disability inclusion program and increased participation among employees with disabilities	Analyse feedback to identify areas for improvement and make necessary adjustments to the program	Q1 2027
Objective: Provide employees with disabilities access to equitable leadership, learning and development opportunities			
Ensure all new and updated e-learning and training tools are developed in accordance with accessibility standards, and people with disability are consulted to provide feedback	Accessible and inclusive e-learning and training tools can be effectively used by people with disability	All new and updated e-learning and training tools evaluated against recognised accessibility standards, such as Web Content Accessibility Guidelines (WCAG) level A, as a minimum	Q4 2025
Identify opportunities for career progression for employees with disabilities	Increase representation of individuals with disabilities in leadership positions across Yarra Trams	Focus on employees with disabilities during performance evaluation reviews and succession planning activities	Q4 2026

Physical and digital environment

Addresses the need to ensure that both physical and digital environments are accessible. This includes making modifications to buildings, transport systems and digital platforms to remove barriers and enable people with disability to fully participate.

Action	Outcome	Measure	Timelines
Objective: Provide opportunities for people with disability to gain experience and confidence in using tram systems			
Continue holding at least one annual Try Before You Ride event to promote access, and inclusion and continue to foster confidence within the disability community	Increase participation and confidence within the disability community in relation to using tram services	One Try Before You Ride event held annually	Q4 2025/ Annual
Continue Get Back on Board Program and leverage Transdev Sydney Light Rail experience in its Have a Go Program	Increase participation and confidence within the disability community in relation to using tram service	Ten Get Back on Board sessions annually Get Back on Board included in our accessibility newsletter once a year and in at least two social media posts	Q4 2025/ Ongoing
Update online resources that inform people with disability about how to be a confident tram user, including easy English versions, and social stories Continue development of tram class virtual tours	Increase confidence and knowledge among people with disability regarding tram usage	Selected accessibility resources on website updated Other tram class virtual tours developed	Q4 2026
Objective: Develop Universal Design Guidelines which consider the accessibility of Yarra Trams			
Review new DSAPT requirements to build a gap analysis between previous audit and new requirements	Identify accessibility barriers and opportunities to enhance travel experience for people with disability	Prioritisation of identified gaps and their related accessibility issues based on their severity and impact on the travel experience Analysis of the differences and communication to each workstream	Q4 2026

Action	Outcome	Measure	Timelines
Develop accessibility checklist to include universal design principles, and ensure guidelines recommend consultation with people with disability at the design phase of all developments	Accessible and inclusive design of new developments, incorporating universal design principles and considering needs of people with disability	Development of a comprehensive accessibility checklist that includes universal design principles and guidelines	Q2 2027
Objective: Investigate opportunities to improve accessibility for people with disability in depots prior to depot facilities upgrades			
Review current office spaces in depots and identify opportunities to improve access from both a physical and non-visible disability perspective	Identify accessibility barriers and opportunities to improve the physical and non-visible accessibility of Yarra Trams office spaces	Prioritisation of identified accessibility issues based on their severity and impact on the workplace experience Involvement of people with disability in the review process to provide valuable insights and perspectives	Q3 2027
Use the Universal Design principles when designing or redeveloping any office space	Office spaces accommodate needs of people with disability	Adherence to universal design principles in all new or renovated office spaces, as evidenced by compliance with relevant accessibility standards	Q3 2027
Objective: Partner with DTP in the network's infrastructure improvements			
Introduce new low-floor trams on routes 57, 59 and 82	Improve accessibility of routes 57, 59 and 82 for passengers with accessibility needs and increase percentage of low-floor trams compared to high-floor	Successful introduction of the Next Generation Tram (NGT) Collect feedback from users about the NGT's accessibility Monitor engagement with content related to the new trams on social media	Q1 2026 (subject to NGT delivery and testing)
Collaborative partnership with DTP on its program to deliver new tram stop upgrades	Improve infrastructure accessibility on the network for passengers with accessibility needs	Support DTP on its program to deliver new tram stop upgrades	Q1 2025/ Ongoing

Action	Outcome	Measure	Timelines
Objective: Continue upgrades of older trams, to improve accessibility for people with disability			
Continuous access review of high-floor trams to improve accessibility for people with disability and access requirements	Improve accessibility of high-floor trams for people with disability	Accessibility review of high-floor trams conducted Identification and prioritisation of accessibility issues identified through the reviews Creation of business cases and program to roll out accessibility improvements	Q2 2027
Rollout of new sticker for priority seatings to include sunflowers logo	Improve public knowledge on hidden disability	100% of fleet have the sticker including sunflower logo on hidden disability	Q2 2026
Objective: Provide support to people with disability through Yarra Trams Rapid Response Unit			
Provide Rapid Response Unit (RRU), with three dedicated, fully accessible vehicles at strategically positioned depots for maximum coverage, assisting with: • Alternative journey planning • Crowd control and customer movement activities • Installation of temporary signage for alternative journeys • Personal assistance of customers with accessibility barriers	Improved response times and accessibility of RRU for people with disability	Involvement of an accessibility focus group to ensure the initiative meets the expectations of people living with disabilities Consultation and presentation of a mock testing of the RRU vehicles with members of the ARG Implementation of three dedicated, fully accessible RRU vehicles Reduced response times to emergency calls involving people with disability	Q4 2025
RRU accessible vehicles drive passengers with limited mobility to their destination when an unplanned disruption occurs on the network and no accessible alternative journey options exist	Improve accessibility and support for customers, particularly those with disabilities, during disruptions or emergencies	Number of passengers with limited mobility transported to their destinations using RRU accessible vehicles during unplanned disruptions Reduced wait times for passengers with limited mobility during disruptions	Q2 2026

Action	Outcome	Measure	Timelines
Objective: Ensure accessible information and assistive technology is available to all passengers			
Continue education of NaviLens Accessible Wayfinding and Passenger Information initiative to support people who are blind or have low vision, and the CALD communities	Increase independence and accessibility for people who are blind or have low vision, as well as for CALD communities, in using public transportation	NaviLens promoted to website, social media, Get Back on Board, Try Before You Ride and corporate partners	Q1 2025/ Ongoing
Rollout 88 new Solar E-paper units to improve accessibility of information on the network, especially real-time information for tram arrival and disruptions	Improve access to information for all passengers and provide real-time information on next tram arrival and potential disruptions	All 88 new Solar E-paper units installed on network	Q4 2025
Objective: Provide online accessibility by ensuring Yarra Trams content aligns with current WCAG standards, level A as a minimum (WCAG 2.2)			
Develop a guideline for WCAG compliance from audit results	Empower website content creator to develop content material compliant with WCAG Level A	Website upgraded to WCAG Level A	Q3 2025
Develop mechanism for maintaining website compliant to WCAG Level A	Website maintains compliance with WCAG Level A	Mechanism to maintain WCAG compliance developed	Q4 2025
Review and upgrade TramTracker to provide large text and speech, involving users with disability in the process to ensure app meets their specific needs	TramTracker accessible to people who require large text or text to speech	TramTracker available to convert into large text or from text to speech	Q4 2026

Systems and processes

Involves reviewing and updating systems and processes to be more inclusive and accessible. This includes developing policies, procedures and practices that remove barriers and ensure that people with disability can access the services and opportunities they need.

Action	Outcome	Measure	Timelines
Objective: Provide mechanism for people with disability to provide feedback on their tram journey experience			
On-the-Go feedback (Vocads) trial: A feature enabling customers, including those who are low vision or hard of hearing, to submit real-time feedback in both verbal and written formats	Customers with accessibility barriers can give feedback on tram services	Successful implementation of the feature within TramTracker	Q4 2027
Objective: Continue development of TramTracker app and include new features supporting passengers with disabilities			
Improve real-time disruption alerts	Customers receive real-time alerts during disruptions and have more confidence for the rest of their trip	Successful implementation of the feature within TramTracker	Q4 2025
Advanced tram fleet information: Include vehicle accessibility information, available at least 24 hours prior to service running	Customers with accessibility needs are aware of the type of tram, helping them plan their trip	Successful implementation of the feature within TramTracker	Q4 2027
Objective: Ensure the inclusion and consideration of people with disability during network disruptions and special events			
Continue development and implementation of processes to train and educate employees on assisting people with disability in priority boarding during special events and disruptions	Effectively train and educate employees on how to assist people with disability during priority boarding during special events and disruptions	All frontline staff complete Accessibility and Inclusion training module either at induction or through the annual refresher training Implementation of clear procedures for handling priority boarding during special events and disruptions	Q1 2025/ Ongoing
Review, update and simplify the language used during disruptions	Improve communication and understanding for passengers during disruptions, including those with disability, and CALD community	Review and update of disruption announcements and communications to ensure language is clear, concise, and easy to understand	Q1 2025/ Ongoing

Action	Outcome	Measure	Timelines
Objective: Review and update internal Brand Guidelines with an accessibility lens to ensure access and inclusion requirements are met			
Ensure people with disability are included and have access to the information they need in the format they require	Accessible and inclusive communication meets needs of individuals with disabilities	All information provided by Yarra Trams is accessible to people with disability Yarra Trams uses a variety of communication channels to ensure information reaches people with disability in their preferred format	Q4 2026
Objective: Review and update internal Brand Guidelines with an accessibility lens to ensure access and inclusion requirements are met			
Monitor and update the internal Brand Guidelines to ensure future resources facilitate accessibility – including captions on all videos, plain English, easy English, accessible fonts, logos, language and templates	Accessible and inclusive brand guidelines ensure all future resources meet accessibility standards	Annual review and update of the internal Brand Guidelines to ensure that they include accessibility criteria	Q4 2026
Objective: Conduct review of apps used by frontline employees to ensure consistency in Yarra Trams services			
Consult with the ARG to identify successes and opportunities for growth and development	Identify successes and opportunities for growth and development within the disability inclusion program	Regular meetings and consultations with ARG to discuss program progress, achievements and challenges	Q2 2026
Develop prioritisation list for implementation	Prioritised action plan to increase accessibility of Apps used by frontline staff	Development of a prioritised list of actions based on their importance, urgency and potential impact	Q2 2026

Action	Outcome	Measure	Timelines
Objective: Monitor existing accessibility initiatives to maximise their effectiveness			
Conduct regular reviews of planning, progress, and delivery of all accessibility-related initiatives to ensure they are as efficient and effective as possible, and identify any opportunities to improve access and inclusion	Efficient, effective implementation of accessibility-related initiatives	Bi-annual reviews of the planning, progress, and delivery of all AAP initiatives	Q4 2025/ Ongoing
Share findings with ARG, and relevant Yarra Trams employees to encourage feedback and ways to continuously improve	Increase awareness and engagement with the disability inclusion program among Yarra Trams employees	Quarterly communication with ARG to share findings and gather feedback	Q4 2025/ Ongoing
Objective: Enhance service delivery and customer experience, leveraging real-time data analytics			
Initiate two-year trial of Flowly sensors installed on trams operating on routes 11, 109 and 48, as well as at two tram stops on Collins Street (William Street and Town Hall) Implement strategies based on data analysis to improve passenger flow and reduce crowding	Improve understanding of passenger flow and crowding information	Start of trial for Flowly sensors on specified tram routes and stops Collection of data on passenger flow and crowding patterns over a two-year period	Q3 2026

Governance structure

Implementation, monitoring and review

YJM will continue to collaborate with DTP and other transport operators to provide a fully integrated transport system for the people of Melbourne. We have incorporated clear actions and measures to support meaningful, sustainable change and embed access and inclusion in everything we do, as follows.

- Our actions have timeframes and identified success measures to monitor progress and achievements against outcomes
- We have developed an Implementation Plan, with clear internal owners, to ensure delivery of actions.
- We will report progress and outcomes to DTP quarterly and annually.

Reporting and accountability

Improving accessibility for our passengers and employees with disability is at the core of this plan, and we will ensure our accountability and reporting requirements are met. Each action in the table below has an identified internal owner to ensure it is delivered.

Objective	Action	Timeline	Responsibility
We will be transparent in the progress of our plan	• Report against this plan and its progress within three months after the end of each financial year during the Franchise Period • Report against any complaints received regarding the compliance with the Disability Discrimination Act, Transport Standards, AAP and Accessibility Implementation Plan • Ensure our Implementation Plan is provided to our accountable stakeholders • Publish a copy of the AAP on the Australian Human Rights Commission Disability Action Plan Register • Provide updates internally via our corporate app and externally in our Accessibility News Bulletin	Yearly	Accessibility Team
We will be accountable for our progress	• All Senior Leadership Team members are accountable for their commitments in this plan in annual performance development processes • Business planning processes include reference to actions to embed access and inclusion for people with disability	Yearly	Chief Executive Team

Objective	Action	Timeline	Responsibility
We will engage with people with disability throughout implementation of this plan.	- Yarra Trams ARG will continue to provide meaningful advice and shared experience to ensure the voices of people with disability are heard - Additional consultation mechanisms are developed to ensure people with disability are involved in the implementation process and feedback	Ongoing	Accessibility Team

Our commitment to passengers is detailed in the Customer Charter, available on the [Yarra Trams website](#).

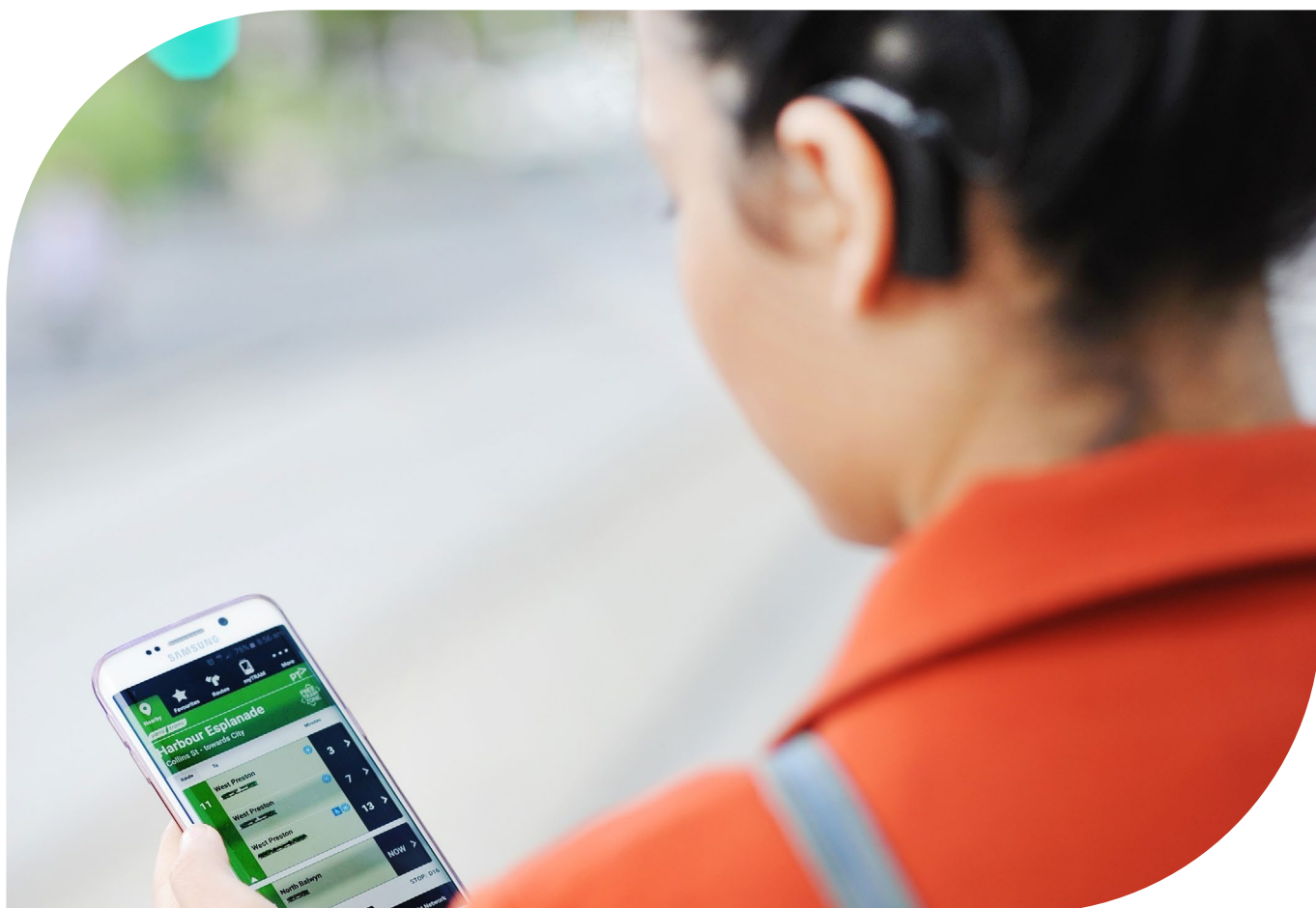
Recognition of People with Disability

We acknowledge the expertise and advocacy of people with disability, and thank them for their valuable time and contribution in sharing their lived experience to support the development of this plan.

Thank you

A special thank you to Get Skilled Access for their support and great insights in the development of this plan.

Another thank you to the following organisations who are partnering with us to deliver this plan: Autism Spectrum Australia, Australian Network on Disability, Bailey House, Flowly, Get Skilled Access, Scope Australia and Travellers Aids.



Feedback

To help us improve access and inclusion for people with disability, we value your feedback on this document via:

By phone: call [1800 800 007](tel:1800800007) or TTY [9619 2727](tel:96192727) to submit feedback to the public transport call centre.

Online: feedback.ptv.vic.gov.au/ptv-feedback or yarratrams.com.au/submit-your-feedback/

In person: visit one of the PTV Hubs.

By post – send feedback to:

Customer Relations
Public Transport Victoria
PO Box 4724
MELBOURNE VIC 3001

This document is available on request in alternative formats including:

- Hard copy in standard and large print
- Electronically by email in Word or PDF
- Via website yarratrams.com.au/accessibility