

Yarra Trams Accessibility Action Plan

2022 to 2024



Easy English





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



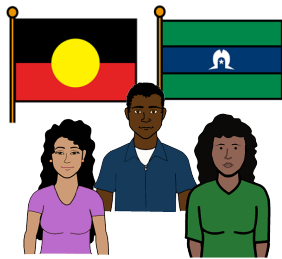
- find more information.

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

Acknowledgement of Country



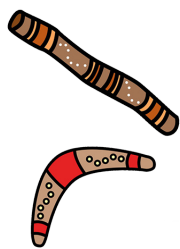
Yarra Trams **respects** the
First Peoples of Australia.



The First Peoples of Australia are the
Aboriginal and Torres Strait Islander people.

In Melbourne the First Peoples are called the
Wurundjeri and Bunurong.

Respect the First Peoples of Australia means
we understand the importance of First Peoples



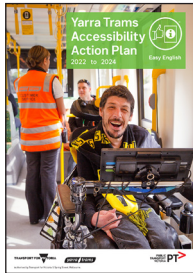
- culture
- language
- history.



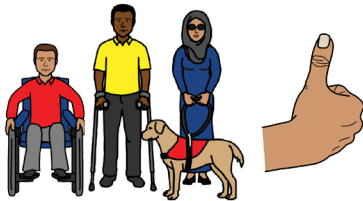
About this book



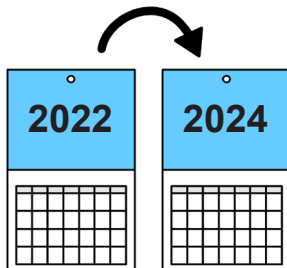
This book is from Yarra Trams.



This book is about our Accessibility Action Plan.



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



Our plan is from 2022 to 2024.

This book is a summary of our Accessibility Action Plan.

We will call it the Plan.



You can read the full plan on our website
www.yarratrams.com.au

Our goals

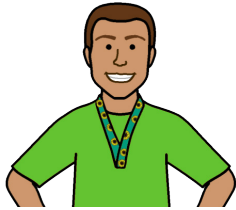
1	_____
2	_____
3	_____
4	_____

We have 4 main goals in the Plan.

1. We will make sure it is easier to take the tram.

We will make sure that

- people with hidden disabilities can tell us if they need help

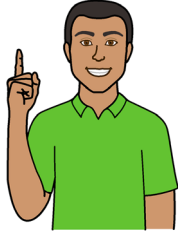


- our staff wear the **Sunflower Hidden Disability Symbol.**



The Sunflower Hidden Disability Symbol shows that people with hidden disabilities are heard and understood by our staff.

2. We will listen to our passengers and the community.



We will make sure our staff

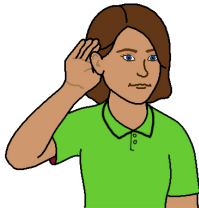
- know about the Plan



- wear the **Communication Access Symbol**.



The Communication Access Symbol shows that people with communication difficulties are heard and understood by our staff.



We will also make sure our staff meet with people with disability to

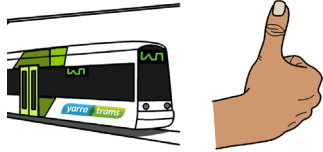
- listen to them



- learn about disability from them.

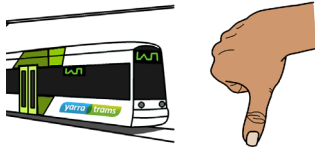


We will also ask passengers with disability for their **feedback**.



Feedback is when you tell us

- what you like about our services



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

3. We want to give passengers better information.



We will help people with disability

- to board our trams when it is busy



- if there is a problem on their tram line.



We will make a special QR code for people who are blind or have low vision.

The special QR code will help people who are blind or have low vision

- find out where they need to go



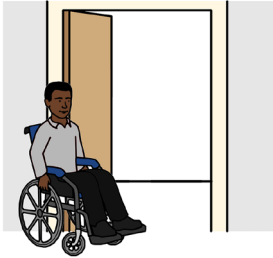
- get information about the tram they want to take.



For example, the QR code will include information about what time trams will arrive.

4. We will make sure that people with disability can work with us

We will try to remove **barriers** for people with disability who want to work with us.



Barriers stop you from

- getting into a place
- doing an activity or job.



We will remove barriers so that people with disability can

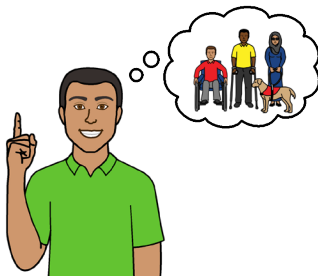
- apply for jobs with us



- get jobs with us



- feel happy when they work with us.

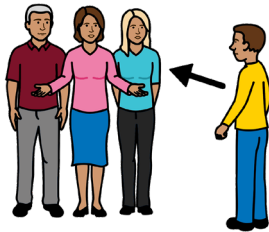


We will make sure our staff who choose who works for us know about disability.



We will make sure our staff with disability

- can talk to other staff with disability
- can tell us how we can be more **inclusive**.



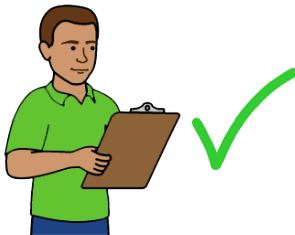
Inclusive means everyone

- can be part of something

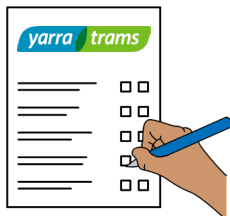


- feels important.

We will make reports about our work.

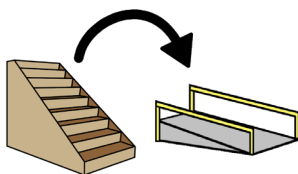


We will check if we meet our goals.



We will make reports about

- how we have made our services more accessible
- what we still need to do to make our services more accessible.





We will ask people with disability to tell us

- what they like about the Plan



- what they do **not** like about the Plan.

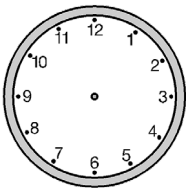
More information



For more information contact
Yarra Trams.



Call 1800 800 007



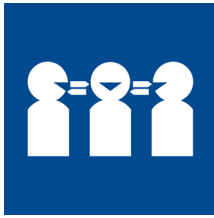
6 am to midnight

24 hours on Friday and Saturday.



Website www.yarratrams.com.au

If you do not speak English



Contact us through the Translating and Interpreting service or TIS.



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



Give the relay officer the phone number you want to call.

Notes

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Notes

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