



Metro Trains Accessibility Reference Group

1. Background

The Metro Accessibility Reference Group will provide advice and guidance to Metro Trains with the aim of improving the accessibility of the Metropolitan rail network.

We are looking for expressions of interest from Metro Trains customers who:

- Have a disability
- Are the carer of a person with disability, or
- Can show knowledge of issues relating to disability, mobility impairment, the ageing and/or diversity and train use through personal experience or their chosen field.

2. Role

The Metro ARG will:

- Identify current, emerging and/or potential accessibility issues on the Metro Trains network relating to disability, mobility impairment, the ageing and/or diversity.
- Provide advice on possible solutions and interventions to accessibility barriers.
- Provide guidance on projects with accessibility impacts to stations, trains and customer service.
- Consult broadly with people with disability or mobility issues, relevant organisations and the broader community on feedback relating to the Metro network.

3. Responsibilities and duties

The Metro ARG will:

- Prepare for and participate in meetings at a minimum of four times per year.
- Respond to requests for inputs to initiatives, projects and consultations relating to accessibility outside of Metro Trains ARG meetings as agreed.
- Participate in specified meetings with relevant stakeholders as agreed.

- Give constructive and knowledgeable feedback on accessibility barriers faced by Metro customers.
- Use community ties to engage relevant stakeholders to gain broader understanding of issues.
- Contribute to discussions or debates in a constructive and respectful manner

4. Meeting and membership details

- Meetings will be held at least four times per year.
- Members are required to attend at least 75 per cent of meetings and to participate in specific stakeholder meetings as agreed.
- Meetings will be held at the MTM Offices (700 Collins Street, Docklands) unless otherwise agreed.
- Members are appointed as individuals and not as representatives of specific organisations.
- Memberships span for two years at which time members may reapply.
- Membership may be reopened to replace positions which become available before the full two year period expires.

5. Metro ARG members

We are looking for expressions of interest from Metro Trains customers who:

- Have a disability, are the carer of a person with disability, or can demonstrate knowledge of issues relating to accessibility and train use through personal experience or their chosen field of work.
- Have established community networks.
- Are committed to collaborative work to produce accessible outcomes.
- Use Metro Trains at least once per month.
- Are able to work in a team.
- Can commit to the scheduled meeting times and meeting preparation.

6. Selection questions

Please answer the following two questions using no more than 200 words. The questions will help us with the selection process.

Question 1

What do you believe to be the current accessibility barriers for customers using Metro Trains?

Question 2

How do you use your community ties to understand issues relating to the accessibility of train use?

7. How to apply

To apply to be a member of the Metro ARG, please send the following:

- Your personal resume which includes your contact details and preferred format, any information on past experience on reference groups, committees, employment or voluntary positions which will support your application
- Answers to the above questions in section 6

Email or post a copy of the application to the address below.

Email: customer.accessibility@metrotrains.com.au

Post: Att: Laura Edwards
Accessibility Advisor
Metro Trains
Level 16/700 Collins Street
Docklands, VIC 3008

If you would like to submit your application via phone or need any other assistance with your application, please call 9610 3650 or 9610 3629 and Metro will contact you to assist.