

Yarra Trams Accessibility Action Plan

2024 to 2027



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.

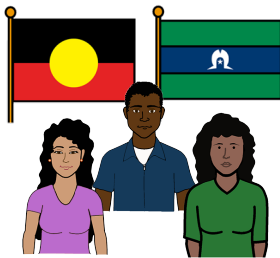


Contact information is at the end of this book.

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**.

Respecting the First Peoples of Australia means we understand the importance of First Peoples'



- culture
- language
- history.

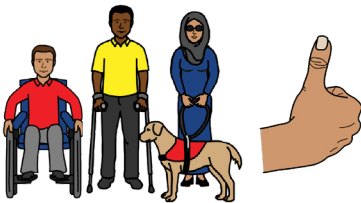


About this book

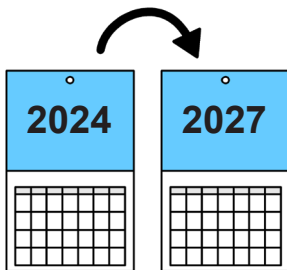


This book is from Yarra Trams.

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 2024 to 2027.

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
yarratrams.com.au

| | |
|---|-------|
| 1 | _____ |
| 2 | _____ |
| 3 | _____ |
| 4 | _____ |

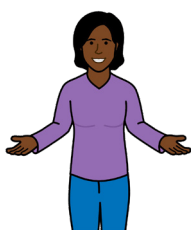
Our goals

We have 4 main goals in the plan.

1. We want everyone to feel welcome

We will make sure people with disability who work with us or ride on our trams feel

- welcome
- supported
- **respected.**



Respected means people listen to you and accept you.

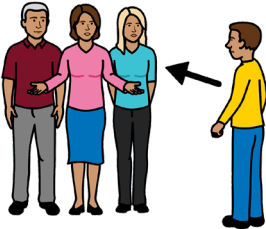
We want everyone in the community to feel safe and able to use our services.

2. We will be inclusive when we offer jobs



We will give everyone the same chance to work for us.

We want to be **inclusive** and help people with disability get jobs with us.



Inclusive means everyone

- can be a part of something
- feels important.





We want to support people with disability and help keep them in their jobs.



We also want people with disability to have everything they need to do their job.

For example, the right training.

This will make sure our workplace reflects the community in a positive way.



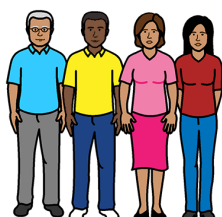
For example, our workplace will be

- respectful of everyone



- inclusive

- **diverse.**



Diverse means people are different from each other.

For example, different cultures or abilities.

3. We will make our spaces more accessible



We will make sure our digital and physical spaces are easy for everyone to use.



For example, we want to

- make our website and phone applications more accessible and easy to use



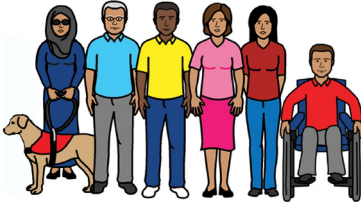
- change buildings or tram stops so they are easy for people with disability to use.

4. We will make our processes more accessible

Our processes means the way we do things.



We will look at the way we do things and make sure it is accessible for people with disability.



We want everyone to have the same chance to use our services, including people with disability.



For example, we want to

- change our policies to make sure they do **not** leave anyone out and are easy to follow



- remove **barriers**, like making our websites easier to use for people with disability.

Barriers stop you from getting to a place or doing an activity.

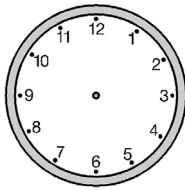
More information



For more information contact Yarra Trams.



Call 1800 800 007



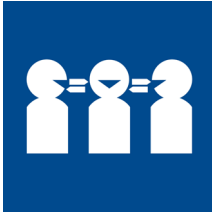
6 am to midnight

24 hours on Friday and Saturday.



Website yarratrams.com.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

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

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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