

19 MAY 2012
BY: L.R.



13 July 2012

Mr Ray Jordan
All Aboard Action Network
c/- Victorian Council of Social Service
Level 8, 128 Exhibition Street
Melbourne VIC 3000

Dear Mr Jordan

Thank you for your letter on behalf of All Aboard which raised a number of issues related to bus accessibility on V/Line services.

Thank you also for the opportunity to meet with our Stakeholder Relations Manager, Melinda Button on 13 June to discuss a number of these issues including the carriage of mobility scooters in the luggage compartment of a bus; the number of buses that are wheelchair accessible and the requirement to book at least 24 hours in advance.

Melinda also met with Llewellyn Reynders, Policy and Public Affairs Manager, Victorian Council of Social Service on 20 June to discuss how V/Line can work with All Aboard to best address these issues moving forward. I also understand that Melinda was invited to attend the All Aboard committee meeting on 11 July where she presented V/Line's draft Accessibility Action Plan 2012 – 2015 and answered questions and concerns raised by members.

V/Line branded bus services are currently under contract with Public Transport Victoria (PTV). We have raised the issue of the need to book at least 24 hours in advance with PTV. Melinda will keep you updated on the outcome.

As part of our consultative approach to improving access to our services, I'm pleased that we have established this relationship to work through these issues together. Our Accessibility Action Plan 2012 – 2015 highlights the importance of consultation and we are committed to working towards the targets outlined in this plan.

I look forward to receiving regular updates from Melinda on how we are progressing in working with All Aboard to improve accessibility.

Yours sincerely

A handwritten signature in blue ink that reads 'Rob Barnett'.

Rob Barnett
Chief Executive Officer