

Media Release

Gabrielle Williams MP

Minister for Government Services

Minister for Consumer Affairs

Minister for Public and Active Transport



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RESERVATIONS OPEN FOR MOBILITY AIDS ON REGIONAL TRAINS

The Allan Labor Government is providing passengers using mobility aids a new booking system so that they can book an accessible space on V/Line's long-distance services.

Minister for Public and Active Transport Gabrielle Williams today announced V/Line's new booking system would help passengers with mobility aids plan ahead, while improving people's travel experiences.

This new ticketing initiative will roll out across all long-distance reserved trains on the V/Line network, including Warrnambool, Swan Hill, Shepparton, Albury and Bairnsdale services.

Passengers who use mobility aids can reserve a space for their aid online, at a station, ticketing agent or by phone.

The booking system will also provide further information to V/Line staff ahead of time, allowing them to plan ahead to accommodate for individual passenger needs.

In a long-standing partnership with Travellers Aid, V/Line has recently expanded the support service to assist passengers with their travel needs, setting up the service at Ballarat Station, in addition to Seymour, Southern Cross and Flinders Street stations, where travel assistance has been provided for many years.

V/Line is also progressively rolling out VLocity trains onto the network, with the more reliable and accessible trains being introduced on the Albury, Shepparton and Bairnsdale lines in recent years and soon to run on the Warrnambool Line for the first time.

The \$4 billion Regional Rail Revival program also includes important upgrades at V/Line stations, which will help further improve the accessibility of the regional network.

Quotes attributable to Minister for Public and Active Transport Gabrielle Williams

"We're delivering a fairer regional rail network and will continue to work closely with passengers as we make further accessibility improvements in the future."

"By giving the option to pre-book an accessible space for a mobility aid, passengers can book with greater confidence when planning their long-distance journey."

Quotes attributable to V/Line CEO Matt Carrick

"This is another step towards better supporting the travel needs of our passengers as we continue delivering improvements that help ensure we offer a safe, reliable and accessible service to regional communities."