

## **Submission received from Women with Disabilites Victoria**

### Local Public Transport - Wellington

PTV and V/Lime control this area. This region has not been reviewed for over 9 years and the changing needs have not been considered.

There is frustration with the removal of a shopper service between Maffra and Sale. This was a low floor bus that the elderly were comfortable to use. There was no community consultation before this happened.

A new retirement village has been established on the Princes Highway to Stratford. Friends can no longer see each other. I'm unable to visit anyone in DHA (Defence) housing as a new estate has been established on the Sale-Maffra Rd, near the cemetery.

The latest bus service on my South run leaves at 1755. This makes it very difficult to obtain work in this restricted time frame. In the morning I am able to catch the South bus at 0805, then not again until 0950-1000 (This services chooses when it wants to run).

When the train station was relocated, many years ago, Sale was promised a low floor bus service to meet trains on the Gippsland line. This happens four times a day. If the train is running late the bus will not wait. Only the 2 buses that meet the 1020 and 1330 trains are accessible.

There is no local bus services on Saturday's or Sunday's.

The Wellington Cultral Hub does not have public transport near it. A bus stop has been approved and a small route change would allow the buses to run past it.

Low floor, accessible buses are only in service during school hours. A coaster is in service at other times.

Regional areas of the Wellington Shire have no services at all.

### V/Line trains and coaches

Gippsland line from Southern Cross to Canberra. I am a member of the V/Line Accessible Reference Group which meets quarterly. In the past two and half years I have seen a significant changes in particular front line staff attitude toward a person with vision loss (legal blindness). The walk in my shows needs to be rolled out to ALL staff, including contractors. There has been great improvement in booking and ticketing.

The disruptions with coaches as almost been unbearable. Waste in \$500 accessible taxi from Sale to Melbourne, and vice versa, has occurred at least twice in the past 6 months. This leaves the Wellington region with one accessible taxi (no ride sharing is available).

In March/April this year I booked from Sale to Morwell return on Fridays, for employment. I was co working with a woman in an electric wheelchair. I phoned the accessible bookings at V/Line to organise the accessible coach replacement requirements. It was successful once. Ive discovered that regional stations (Morwell) were not being informed of our travel requirements. One afternoon we waited for 4 late coaches to arrive before we were given a taxi Boucher. None of them were accessible. I had travel booking numbers for each travel plan.

Often (usually) coach replacement are not equipped with a toilet. From Sale to Melbourne takes anything between 3 - 7 hours. I have diabetic friends who can not cope with this. Yes, we can sk to stop but some coach operators are not pleased about this request.

We (with my friend in an electric chair) have attempted to travel from Traralgon to Sale, via Maffra. On opening the middle door of the purple V/Line coach, the remote control was not in place. In fact it couldn't be found. This prompted me to wonder what safety check procedures are in place prior to taking the coach out for the day. This resulted in another accessible taxi.

The transfer from train to coach at Payneham is unsafe. It's not a path and staff are limited for the transfer.

The Sale - Maffra service was changed without community consultation. Our elderly in particular do not live using the purple V/Line coche. A low floor bus is required for this run.

There is no public transport between Yarram to Sale, unless travel is via Traralgon. Clarity needs to be made about the possibility of using school runs.

I have been challenged about where I got my ticket from when travelling in A carriage, by conductors and station staff wanting the extra \$8. I'm am safer in this section and a blind friend friend has been assuaged twice on a Velocity service.

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