



3 December 2015

Multi Purpose Taxi Program
Reply Paid 4509
Melbourne VIC 8060
Email: mptp-review@ecodev.vic.gov.au

Ask for: Kathleen McClusky
Phone: 9932 1004
Our Ref: A2271321

Dear Sir/Madam,

Improving transport for Victorians with limited mobility- A better Multi Purpose Taxi Program: Discussion Paper

Hobsons Bay City Council welcomes the opportunity to contribute to the Improving transport for Victorians with limited mobility- A better Multi Purpose Taxi Program: Discussion Paper.

Through Council's Community Health and Wellbeing Plan 2013-17, we have acknowledged that access to transport is an important determinant of health and wellbeing. Council's Disability Access and Inclusion Strategy 2013-17 further articulates Council's commitment to working towards achieving a fully accessible and inclusive municipality where all residents, regardless of their ability, can reach their full potential and lead fulfilling lives.

If you would like to discuss this submission further, please contact Kathleen McClusky, Manager Strategy and Advocacy on 9932 1004 or email kmclusky@hobsonsbay.vic.gov.au.

Yours sincerely,

Natalie Walker
Director Strategic Development



Hobsons Bay City Council's submission for A better Multi Purpose Taxi Program: Discussion Paper

Hobsons Bay is situated on the Port Phillip Bay, approximately seven to 20 kilometres south west of Melbourne's Central Business District (CBD). The current population is estimated to be around 90,000 people, 17 per cent of which have a disability.

Hobsons Bay is serviced by the Werribee train line, which includes the Altona loop, and several bus routes, however due to rapid population and industrial growth in the western region this limited and ageing infrastructure is unable to adequately meet community needs, especially for people with a disability.

People with a disability in Hobsons Bay have told Council that they want the things that everyone else in the community takes for granted. They want to go to school and work, get married, go on holidays, and have access to shops and restaurants. Most importantly people with a disability want to be accepted and want the opportunity to be spontaneous. They want the chance to participate in and contribute to community life, and require others in the community to share their vision. In order to do this, access to appropriate, reliable and affordable transport options is critical.

The Multi Purpose Taxi Program is a key enabler for many people with mobility needs to be able to actively participate in community life. In response to the discussion paper, key ways in which this program could be improved are discussed below. In addition to these points, the taxi service needs to continue to support and raise awareness amongst staff to improve communication, attitudes and behaviours towards people that have a disability.

A Better Multi Purpose Taxi Program: Discussion Paper comments:

Improvements to integrate with public transport

Integration would support better transport and use of resources, however in order to do this effectively the current public transport system needs to be strengthened. This includes elements such as the use of accessible communication and Easy English, having multiple methods to be able to communicate messages to customers. In addition the built environment needs to be reviewed, currently within Hobsons Bay both Newport train station, the gradient of the underpass, and Laverton train station, the breakages of the lifts, make both stations inaccessible for many. Train stations, bus stops and tram stops as well as the communications between services needs to be reviewed and upgraded. In addition, all new stations need to ensure accessible ramps are in place.

Single access point for information

Having information on accessible transport that is inclusive of multiple modes of transport such as trains, trams, buses and taxi's and in an easy to access location would be a great way to promote and connect community with services. This information should have a universal design approach therefore be inclusive for those



that have a disability but also for people who are using prams, have young children, older people, and those with an injury and using mobility aids.

Integration with local community transport

The suggestion of integrating the Multi Purpose Taxi Program with community transport, could be effective, however would potentially be logically challenging for some municipalities. Not all municipalities have community transport and those that do are usually for transport to and from set programs and services. A first step for this approach would be for those that have community transport to further promote the services and how it does/could connect with other modes of transport.

Program improvements

Improvements to the transparency of the Multi Purpose Taxi Program would be welcomed. This should also include regular feedback opportunities for customers as well as responses and changes based on community needs.

In relation to the proposal for an annual review of those that are eligible for the program, depending on the depth of the review, this could become tiresome. It is recommended that the review period vary depending on the type of disability and the likelihood that changes to mobility would occur.