

Appendix A:

Submissions and comments

We have consulted with Department of Transport and Planning and Yarra Trams, and we considered their views when reaching our review conclusions. As required by the *Audit Act 1994*, we gave a draft copy of this report, or relevant extracts, to those agencies and asked for their submissions and comments.

Responsibility for the accuracy, fairness and balance of those comments rests solely with the relevant agency head.

Responses received

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Department of Transport and Planning	A-2
Yarra Trams	A-4



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: BSEC-1-25-4766

Mr Andrew Greaves
Auditor-General of Victoria
Victorian Auditor-General's Office
E: [REDACTED]

Dear Mr Greaves

Victorian Auditor-General's Office - Accessibility of tram services: follow up - Proposed report

Thank you for your letter of 20 October 2025 inviting the Department of Transport and Planning (the Department) to respond to the *Accessibility of tram services: follow up* proposed report (the Report).

Melbourne's tram network is one of the largest and oldest in the world, spanning more than 250 kilometres and 1,600 stops. Only slightly less than a quarter of Melbourne's tram network is separated from traffic; while the remainder, over 75 per cent, runs along busy, narrow urban streets where it shares limited road space with pedestrians, cyclists, private cars, and freight. Modernising a network of this scale and heritage is a major challenge, particularly in delivering level-access stops across complex urban environments.

The Department is making strong progress and has taken a co-design approach with the disability community so that our strategies and frameworks ensure accessibility is built into every project from design through delivery.

The Department has delivered 200 low-floor trams and is delivering 100 Next Generation Trams, the most accessible trams to enter service in Victoria. The Next Generation Trams feature dedicated spaces for wheelchairs and mobility aids, priority seating, hearing loops, and a new low-floor design for easier boarding. The ongoing rollout of this rollingstock is steadily expanding the number of accessible services, complimented by works to deliver new level-access stops improving safety, comfort and connectivity across the network.

While funding must be balanced across safety, reliability and growth priorities, accessibility remains central to our investment planning. Since the 2020 audit, the Department has implemented and continues to deliver against the actions it committed to in response. These actions have strengthened our planning, governance, and program oversight, ensuring that accessibility remains embedded in every stage of decision-making and delivery.

The Department continues to work closely with the disability community to ensure that co-design processes and ongoing engagement with advocates are helping to build a tram network that is modern, inclusive and meets the needs of all Victorians.



Thank you for the opportunity to comment on the Report.



Jeroen Weimar
Secretary

Date: 31 October 2025



3 November 2025

Andrew Greaves
Auditor-General
VAGO
Level 31, 35 Collins Street
Melbourne 3000

Dear Mr Greaves,

Subject: Proposed Report: Accessibility of Tram Services: follow up

I hope this letter finds you well.

Thank you for sharing the proposed report and dashboard for the Accessibility of Tram Services follow up engagement, and the opportunity to review and respond to the proposed report.

Yarra Trams has reviewed the proposed materials and has no feedback to provide at this stage. We remain committed to all efforts aimed at uplifting the accessibility of the tram network and are proud to partner with the Department of Transport and Planning in their ongoing work to create a more inclusive and accessible transport system for all users.

We appreciate the opportunity to contribute to this important audit and look forward to continued collaboration and a successful engagement outcome.

Yours sincerely,



Vincent Destot
Chief Executive Officer

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