

Physical Disability Australia Ltd
PO Box 352
Kempsey NSW 2440.
T | 0414422987
E | Jeremy.muir@pda.org.au
🌐 | www.pda.org.au



Friday 15th August 2025

The Hon Gabrielle Williams MP
VIC Minister for Transport Infrastructure/Public and Active Transport

RE: Wheelchair Access on/off New Metro Tunnel Trains

Dear Minister,

Physical Disability Australia (PDA) is a national peak Disability Peoples Organisation (DPO) run by people with physical disability for people with physical disability. PDA exists for its members, who fuel our mission to “enable every Australian living with a physical disability to realise their full potential”.

On July 4, The Herald Sun ran a story stating that "New station platforms in the [\\$15bn Metro Tunnel](#) that were designed to allow wheelchair access do not line up with the height of train floors, posing a potential hazard. A raised gap of up to two-inches was identified during train testing at CBD platforms in the new tunnel."

In 2025, it is hard to conceive that, if true this fact could be accurate and been allowed to occur. The story includes a quote from a government official that states “The brand new Metro Tunnel stations will be some of the most accessible stations on our network and passengers with wheelchairs will be able to directly roll on and off the new platforms without using a ramp,” he said.

The above statements are not aligned and if there is a belief that a two inch height difference allows independent and safe access, then that is a misconception.

On behalf of our Victorian members and our members who travel to Melbourne and Victoria, could you please confirm for me which of the statements above is correct. Plus, if there is a current height differential between the train and the platform, how will this be rectified, when will it be rectified and when will people with disabilities be able to independently and safely access the trains?

I visit Melbourne at least twice a year, with my next visit in October this year. Once open and if the stations are accessible and safe, I am looking forward to utilising the new Metro tunnel network.

I and our members look forward to your response. I would be very happy to meet with you and your office to further discuss

Yours Sincerely,

Jeremy Muir
CEO
Physical Disability Australia
jeremy.muir@pda.org.au
0414422987