



Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



Toilets, taxi ranks, loading zones and parking spaces: Accessible toilets with equal proportion of left and right hand configurations

Accessible toilets are not always provided in equal proportion of left and right hand design, leaving some people with disability unable to use them. There is an opportunity to provide accessible toilets on conveyances with an equal or near equal proportion of left and right hand configurations to ensure people can choose an accessible toilet design that is best suited to their needs.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 15.3 *Unisex accessible toilet – ferries and accessible rail cars*, would remain unchanged and no additional guidance would be issued.

Non-regulatory option

Guidance would be provided to include advice for equal or near equal proportions of left and right handed accessible toilets when a ferry or train set has more than one unisex accessible toilet, including:

- The functionality of the toilets is enhanced by providing left hand and right hand transfer options in a set of rail cars or on a ferry that has more than one accessible toilet.
- If provided, there should be at least one unisex accessible toilet without airlock available to passengers.
- If unisex accessible toilets of left and right hand are in sections of trains or ferries reserved for a particular class of travel, operational processes should be in place to permit passengers in other classes and who require use of a unisex accessible toilet of that hand, to use the toilet and then return to their seating area.

Regulatory option

Transport Standards section 15 would be amended to include the following (including any requirements retained or amended from the status quo):

- If toilets are provided, there must be at least one unisex accessible toilet without airlock available to passengers using wheelchairs or mobility aids.

- If two or more unisex accessible toilets are provided in a set of rail cars or on a ferry, these must be of both left and right hand and provided in equal or near equal proportion.

These requirements would apply to ferries and trains.

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect new requirements.

Case study

Peggy uses a power wheelchair. She is a confident traveller and can transfer independently on and off toilet pans provided that she can do a left hand transfer. Prior to travel, Peggy researches the accessibility of toilets onboard the conveyance. Access to toilets is important to Peggy as she has continence issues.

Peggy's experience today

Peggy is planning a holiday in another city. It has an extensive rail network that reaches many places that she would like to visit. Some of the journeys are rather long though and it is highly likely that Peggy will need to use a toilet en route. Research reveals that the trains on these longer routes do have toilets in the accessible carriages meaning two toilets per train set. Further research reveals that these toilets are both right hand orientation. Peggy is disappointed that she cannot use these toilets and therefore will not risk taking a longer train journey on her holiday.

Peggy's experience under the proposed reforms

Peggy is planning a holiday in another city. It has an extensive rail network that reaches many places that she would like to visit. Some of the journeys are rather long though and it is highly likely that Peggy will need to use a toilet en route. Research reveals that the trains on these longer routes have toilets in the accessible carriages meaning two toilets per train set. Further research reveals that these toilets are of opposite hands. Peggy is delighted to know that she can ask to ride in the carriage that has the left hand toilet orientation.

Have your say

Public consultation on the Stage 2 reform of the Transport Standards will open from 15 March to 9 August 2022.

For further information:

- **Website:** <https://www.infrastructure.gov.au>
- **Call:** 1800 621 372
- **Email:** DisabilityTransport@infrastructure.gov.au
- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28654&name=accessible-toilets-with-equal-proportion-of-left-and-right-hand->