



Waiting areas and seating: Allocated spaces and priority seating in waiting areas

The Transport Standards do not provide enough clarity on the proportion of allocated spaces and priority seating required in a waiting area that provides seats. This may lead to the proportion of allocated spaces and priority seating provided in each waiting area to be insufficient. There is an opportunity to provide clarity on the proportion of allocated spaces and priority seating required in a waiting area, address uncertainty on how a single bench seat should be designated as priority, and to clarify the nature and extent of a waiting area.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Section 7.1 *Minimum number of seats to be provided*, and Section 7.2 *Minimum number of allocated spaces to be provided*, would remain unchanged and no new or additional guidance would be issued.

Non-regulatory option

Guidance would be updated to encourage adequate provision of allocated spaces and priority seating in waiting areas, including:

- Ratio of priority seats to other seats
- Design and location of allocated spaces and priority seats
- Definition of waiting area, priority seats and allocated spaces
- Signage and line marking of allocated spaces and priority seating, including braille and tactile signage

Regulatory option

Transport Standards Sections 7.1 and Section 7.2 would be amended to include the following (including any requirements retained or amended from the status quo):

- If seating is provided in a waiting area, clearly identified allocated spaces and priority seats available for passengers with disabilities must be provided at a ratio of one per 20 seats or part thereof with a minimum of two allocated spaces and two priority seats required.

- The allocated space must not compromise the access path.
- If the seating consists of only a single bench seat, the entire seat must be considered priority seating. If multiple priority seats are designated as part of bench seating, each priority seat must have a width of no less than of 450 millimetres.

These requirements would apply to premises and infrastructure (except airports that do not accept regular public transport services).

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect the new requirements and provide additional information regarding the definition of a waiting area.

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=28655&name=allocated-spaces-and-priority-seating-in-waiting-areas>