



Reporting and compliance: Better communication of accessibility features

There is no national consistency on the definition of accessibility and what accessibility amenities and features are available. This leads to accessibility meaning different things to a wide range of people, depending on their individual needs. There is an opportunity to develop nationally consistent terminology that can be applied across all modes of public transport, and a baseline list of accessible features.

Reform options

Maintain current requirements in the Transport Standards

The Transport Standards would remain unchanged and no guidance material would be issued.

Non-regulatory option

Guidance would be provided in the Transport Standards Guidelines and / or The Whole Journey, including:

- Nationally consistent accessibility terminology that can be applied across all modes of public transport and be easily comprehended by people with disability according to their personal requirements.
- A baseline list of accessible features provided by operators and providers that should be available and communicated to customers.

Regulatory option

The Transport Standards would be amended to include new requirements for defining accessibility terminology and communication of accessibility features:

Accessibility terminology

A new performance-based requirement for defining accessibility terminology would require public transport operators to:

- identify access barriers within the transport network and communication solutions operators could offer.
- provide clear definitions of any access terminology it uses in its communication channels to customers. Clear definitions would be required that include the level/degree of access available at infrastructure,

premises, and conveyance. Final details of the national consistent terminology for accessibility must be developed through a consultation process with state and territory governments, operators and providers, and the disability community.

- publish what accessible features are available at infrastructure, premises, and conveyance, considering criteria including, but not limited to, mobility, functionality, information, safety and wayfinding.

Guidance would be provided in the Transport Standards Guidelines and / or The Whole Journey Guide on accessibility terminology.

Communication of accessibility features

A baseline / minimum list of accessible features provided by operators and providers that must be communicated to the public should be developed through a consultation process with state and territory governments, operators and providers, and the disability community. Examples of features that may be considered include:

- Accessible car parking
- Assistance Animal Toileting Facilities
- CCTV
- Colour contrast / illuminated strips for stairs
- Emergency Help Point
- Escalator
- Hearing augmentation system
- Information Help Point
- Lift
- Public Announcement system for passenger information
- Raised platform / stop
- Staffed or unstaffed station
- Stairs
- Tactile ground surface indicators
- Tide dependent gangway and ramp gradients
- Wayfinding
- Wheelchair accessible bus
- Wheelchair accessible toilet (including Left- or Right-hand access)
- Wheelchair ramp boarding assistance

Case study

Lade loves to travel interstate for holidays. Because of her limited mobility, she researches the accessibility of venues, accommodation and public transport. Lade relies on accessibility information that is consistent with that used in her home state in order to be confident that she will be able to plan a seamless journey.

Lade's experience today

Searching the interstate transport provider websites for information, Lade finds that their terminology differs significantly from her home state. She is unsure of exactly what is meant by some terms and so must contact the service providers to clarify what is meant by various symbols and descriptive terms. This takes considerable time and effort, and she sometimes wonders if her holiday is worth the frustration.

Lade's experience under the proposed reforms

Lade finds the interstate transport providers' websites are structured similarly to those in her home state and that the information is presented in familiar terms. She quickly confirms her preferred travel routes and modes and begins happily packing, anticipating a pleasant travel experience.

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=28661&name=better-communication-of-accessibility-features>