



Australian Government

Department of Infrastructure,
Transport, Regional Development,
Communications, Sport and the Arts

Changes to the Transport Standards

Easy Read version



How to use this document



We are the Australian Government Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 25.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a document.

It only includes the most important ideas.



You can find the document on our website.

www.infrastructure.gov.au/transport-standards-reform

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What is this document about?



Public transport should be safe and **accessible** for everyone.



When public transport is accessible, it's easy to:

- find and use
- get to places.



The Disability Standards for Accessible Public Transport 2002 make sure public transport is accessible.



In this document we call them the **Standards**.

Standards are a way of doing things that everyone agrees on.

They help us make sure things work well.



Public transport services must follow the Standards.



The Australian Government made some changes to the Standards.



This document only explains some of the changes made to the Standards.



You can find the full list of changes on our website.

www.infrastructure.gov.au/transport-standards-reform

What is public transport?

When we talk about public transport
in this document, we mean:



- buses



- trains



- trams



- light rails.

Public transport also includes:



- taxis



- ferries



- planes.



It also includes the places where you go and wait for public transport.

For example:



- bus stops



- train stations

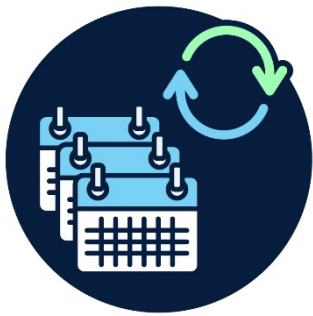


- airports.

When will the changes happen?



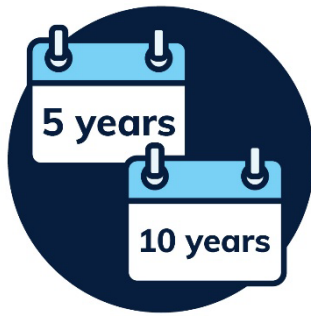
We want public transport services to start making these changes as soon as possible.



But it might take some time before you see all the changes on the public transport you use.



This is because services need to plan changes carefully to make sure public transport works well.



Some of the changes must happen within 5 or 10 years from when the new rules started.



Some of the changes will only happen when there is a new train or bus stop.



On the following pages, we explain:

- the changes to the Standards
- how the changes will make public transport better.

What is changing?

Travel information and planning

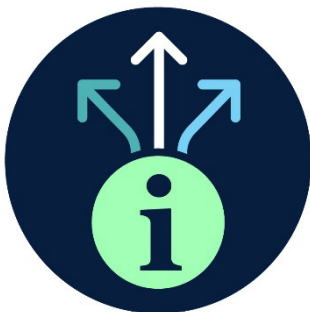
The changes include new rules to:



- help you plan your travel



- make sure information is easy to find and use.



Public transport services must give you information in more than one way.



This includes giving you information:

- on signs
- on their website.

Public transport services must:



- tell you about any planned changes that will affect your travel



- share information in a way that meets your needs.

For example, making documents with large text.



Public transport service websites also must follow the **Web Content Accessibility Guidelines (WCAG)**.

WCAG is a list of rules for making digital content accessible for everyone.



These changes must happen 5 years from when the new rules started.

Public transport staff training



The changes include new rules about making sure public transport staff get training.



This includes training to make sure they:

- know about the rules
- know how to support people with disability.



Public transport staff need to talk with people with disability when they make this training.



Public transport staff must get this training 5 years from when the new rules started.

Signs



The changes include new rules for signs.



The changes will make it easier for you to find and understand the signs.

For example, public transport services must:



- make braille signs better and easier to find



- make information on digital signs easier to read.



All new signs must follow the new rules.

Places where you wait for public transport

The changes include new rules to make sure places where you wait for public transport are:



- safe



- accessible.

For example:



- bus stops

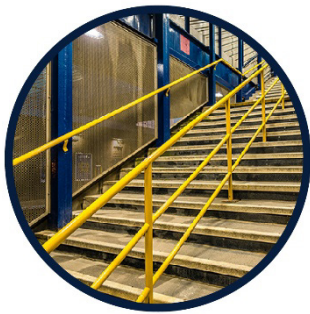


- train stations.

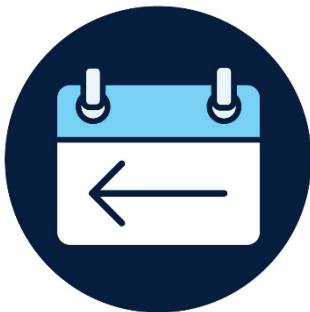
Public transport services must make sure there are:



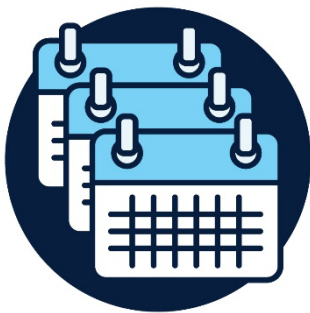
- paths that connect you to places quickly
– like accessible parking spaces



- safer stairs and handrails for you to hold on to in busy areas.



Some of these changes must happen sooner than others.



But some changes will take longer.

Getting on and off public transport



The changes include new rules to make getting on and off public transport:

- easier
- safer.

Public transport services must make sure:



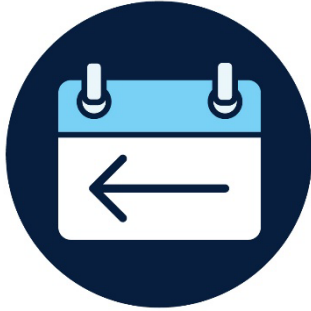
- the place you get on and off public transport is stable and not too steep



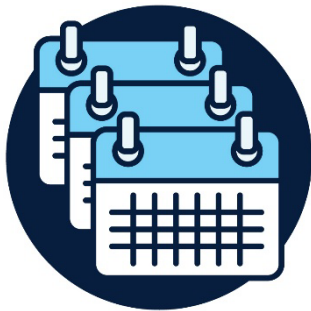
- there is a way to tell you where you are as you use public transport – like a screen



- there is a way to tell drivers when you need support to get on and off public transport.



Some of these changes must happen sooner than others.



But some changes will take longer.



For example, it takes longer to fix some places you get on and off public transport.



Public transport services must make these changes 10 years from when the new rules started.

Being on public transport



The changes include new rules to make it better and safer when you are on public transport.



Public transport services need to make:

- getting to your seat safer
- **priority seats and spaces** better.



Priority seats and spaces are places that are easy to get in and out of.



Priority seats and spaces are for:

- people with disability
- people who are pregnant
- older people.

Public transport services need to make sure:



- grab rails are easy to use and lead to seats



- nothing is blocking priority seats and spaces



- there is more space for **mobility aids**.



Mobility aids support people who have problems:

- moving around
- using their body.

For example, a wheelchair or a walking stick.

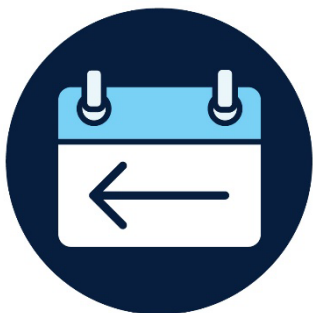


Public transport services also need to make sure there is space under priority seats for **assistance animals**.

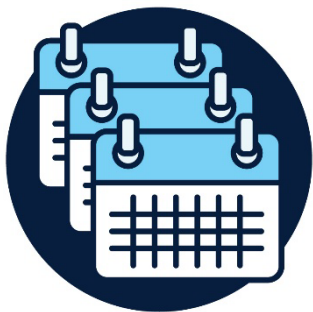


Assistance animals are trained to support people with disability in different ways.

For example, a guide dog.



Some of these changes must happen sooner than others.



But some changes will take longer.

What can you do if someone treats you unfairly?



You can make a **complaint** if you think you have been treated unfairly on public transport.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

You can make a complaint to:



- the public transport service you use



- the Australian Human Rights Commission (AHRC).

The AHRC is an organisation that makes sure people treat others fairly and equally.



The AHRC will:

- talk with you about your problem
- help you through the process of your complaint.



They can also give you an **interpreter** if you need one.

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



You can find out more about the AHRC on their website.

www.humanrights.gov.au/complaints/complaint-areas/disability-discrimination

Contact us

You can contact us for more information about the Standards.



You can call us.

1800 621 372



You can send us an email.

disabilitytransport@infrastructure.gov.au



You can write to us.

GPO Box 594

Canberra ACT 2601



You can visit our website.

www.infrastructure.gov.au/transport-standards-reform

Word list

This list explains what the **bold** words in this document mean.



Assistance animals

Assistance animals are trained to support people with disability in different ways.

For example, a guide dog.



Accessible

When public transport is accessible, it's easy to:

- find and use
- get to places.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Interpreter

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



Mobility aids

Mobility aids support people who have problems:

- moving around
- using their body.

For example, a wheelchair or a walking stick.



Priority seats and spaces

Priority seats and spaces are places that are easy to get in and out of.

Priority seats and spaces are for:

- people with disability
- people who are pregnant
- older people.



Standards

Standards are a way of doing things that everyone agrees on.

They help us make sure things work well.



Web Content Accessibility Guidelines (WCAG)

WCAG is a list of rules for making digital content accessible for everyone.



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