



Disability Standards for Accessible Public Transport 2002

made under subsection 31(1) of the

Disability Discrimination Act 1992

Exposure Draft Compilation

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Part 1—Preliminary

Division 1.1—Purpose and application of Standards

1.1 Name of Standards

These Standards are the *Disability Standards for Accessible Public Transport 2002*.

Note: These Standards take effect as provided by subsections 31(3) and (4) of the *Disability Discrimination Act 1992*.

1.2 Purpose of Standards

- (1) The *Disability Discrimination Act 1992* seeks to eliminate discrimination, ‘as far as possible’, against people with disabilities. Public transport is a service covered by the *Disability Discrimination Act 1992*.
- (2) The purpose of these Standards is to enable public transport operators and providers to remove discrimination from public transport services.

1.3 Acknowledgment of rights of passengers, operators and providers

In prescribing how public transport is to be made accessible, these Standards acknowledge certain rights of passengers, operators and providers, as well as imposing some responsibilities.

1.4 Application of Standards

- (1) These Standards apply to the widest possible range of people with disabilities as defined by the *Disability Discrimination Act 1992*.
- (2) These Standards apply to all operators and the conveyances they use to provide public transport services. They also apply to providers and supporting premises and infrastructure.

1.5 Guidelines

These Standards are accompanied by Guidelines. Passengers, operators and providers need to consult the Guidelines when interpreting these Standards.

1.7 Tables in sections provide for application of Standards

These Standards apply to conveyances, premises and infrastructure as indicated in a table below each section.

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Division 1.2—Meaning of important terms

1.8 Definitions

Note: A number of expressions used in this instrument are defined in the Act, including the following:

- (a) Commission;
- (b) disability;
- (c) disability discrimination.

In these Standards:

Access Code means the Access Code for Buildings, published by the Australian Building Codes Board, a copy of the text of which is set out in Schedule 1 to the Premises Standards.

accessible:

- (a) in relation to a light rail car—means a light rail car that is marked as being accessible; or
- (b) in relation to a taxi—means a taxi that is marked as being accessible; or
- (c) in relation to a tram car—means a tram car that is marked as being accessible; or
- (d) in relation to a rail car—means a rail car that is marked as being accessible.

Note: Section 8.1A provides that cars on certain conveyances must only be marked as being accessible if the conveyance provides access to certain facilities.

access path means a path that permits independent travel for all passengers to, into or within public transport premises, infrastructure or conveyances.

Act means the *Disability Discrimination Act 1992*.

allocated space means a three dimensional space that can accommodate a wheelchair or similar mobility aid.

AS 1428.1 (2009) means *AS 1428.1-2009 Design for access and mobility, Part 1: General requirements for access - New building work*, as in force or existing at the time when this section commences.

AS 1428.1 (2021) means *AS 1428.1:2021 Design for access and mobility, Part 1: General requirements for access - New building work*, as in force or existing at the time when this section commences.

AS 1428.2 (1992) means *AS 1428.2-1992 Design for access and mobility, Part 2: Enhanced and additional requirements — Buildings and facilities*, as in force or existing at the time when this section commences.

AS 1428.4.2 (2018) means *AS 1428.4.2:2018 Design for access and mobility, Part 4.2: Means to assist the orientation of people with vision impairment — Wayfinding signs*, as in force or existing at the time when this section commences.

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AS 1428.5 (2021) means *AS 1428.5:2021 Design for access and mobility, Part 5: Communication for people who are deaf or hearing impaired*, as in force or existing at the time when this section commences.

AS 1735.12 (2020) means *AS 1735.12:2020 Lifts, escalators and moving walks, Part 12: Facilities for persons with disabilities (EN 81-70:2018, MOD)*, as in force or existing at the time when this section commences.

AS 2890.5 (2020) means *AS 2890.5:2020 Parking facilities, Part 5: On-street parking*, as in force or existing at the time when this section commences.

AS 3962 (2001) means *AS 3962-2001 Guidelines for design of marinas*, as in force or existing at the time when this section commences.

AS EN 301 549 (2020) means *AS EN 301 549:2020 Accessibility requirements for ICT products and services*, as in force or existing at the time when this section commences.

ASNZS 2890.6 (2009) means *AS 2890.6:2009 Parking facilities, Part 6: Off-street parking for people with disabilities*, as in force or existing at the time when this section commences.

ASNZS 3856.1 (1998) means *AS/NZS 3856.1:1998 Hoists and ramps for people with disabilities — Vehicle-mounted, Part 1: Product requirements*, as in force or existing at the time when this section commences.

AS/NZS 1428.4.1 (2009) means *AS/NZS 1428.4.1:2009 Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment - Tactile ground surface indicators*, as in force or existing at the time when this section commences.

AS/NZS ISO 10865.1 means *AS/NZS ISO 10865.1:2015 Wheelchair containment and occupant retention systems for accessible transport vehicles designed for use by both sitting and standing passengers, Part 1: Systems for rearward-facing wheelchair-seated passengers*, as in force or existing at the time when this section commences.

Australian Design Rule 58 means *Australian Design Rule 58/00 — Requirements for Omnibuses Designed for Hire and Reward*.

Note: The Australian Design Rule 58 is also known as the *Vehicle Standard (Australian Design Rule 58/00 – Requirements for Omnibuses Designed for Hire and Reward) 2006*.

boarding device means a device designed to facilitate access to and from a conveyance, and includes hoists, removeable gangways, boarding ramps and scissor lifts, but does not include aerobridges.

conveyance: see section 1.12.

dedicated school bus: a bus is a **dedicated school bus** only during the time in which it is being used to provide a service that operates to transport primary or secondary students to or from school or for other school purposes.

dial-a-ride service means a service that:

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- (a) is usually operated by a small bus; and
- (b) serves a local community; and
- (c) operates on flexible routes that allow passengers to be picked up and dropped off at their front doors.

direct assistance means help given by an operator or provider:

- (a) to make public transport accessible to a person with a disability when premises, infrastructure or conveyances do not fully comply with these Standards; or
- (b) to provide non-discriminatory access on request.

equivalent access: see section 1.16.

fixed gangway means a structure that provides pedestrian access between a fixed jetty or shore and a floating structure.

hail-and-ride service means a service operated by a bus that follows set routes, but may stop for passengers at any safe point on the route.

infrastructure: see section 1.18.

ISO 7001 means *ISO 7001:2007 Graphical symbols — Registered public information symbols*, as in force or existing at the time when this section commences.

manoeuvring area means a space in which a wheelchair or similar mobility aid is able to turn.

operator: see section 1.20.

passenger loading zone means an area with one or more spaces for vehicles to stop at in order to pick up or drop off passengers.

premises means structures, buildings or attached facilities that an operator provides for passenger use as part of a public transport service.

Premises Standards means the *Disability (Access to Premises — Buildings) Standards 2010*.

premises to which the Premises Standards apply means premises to which Part H2 of the Access Code applies that are:

- (a) a new building, or a new part or an affected part of a building, within the meaning of the Premises Standards; or
- (b) an existing public transport building, within the meaning of the Premises Standards, that is still in use on the target date mentioned in an item in the table in section 3.1 of the Premises Standards.

priority seat means a seat identified as available for a person with a disability if the person requires a seat.

provider: see section 1.22.

public transport service: see section 1.23.

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removeable gangway means a deployable ramp that bridges the gap between a pontoon boarding point and ferry deck.

Rules of Unified English Braille means *The Rules of Unified English Braille Third Edition 2024*, as in force or existing at the time when this section commences.

small aircraft means an aircraft with fewer than 30 seats for the carriage of passengers.

WCAG means the Web Content Accessibility Guidelines (WCAG) 2.1, as in force or existing on the day this section commences.

Note: The WCAG could in 2025 be viewed on the World Wide Web Consortium's website (www.w3.org).

1.12 Conveyance

- (1) A **conveyance** includes any of the following, to the extent that they are used to provide a public transport service:
 - (a) aircraft;
 - (b) buses or coaches;
 - (c) ferries;
 - (d) taxis;
 - (e) trains, trams, light rail, monorails, rack railways;
 - (f) any other rolling stock, vehicle or vessel classified as public transport within its jurisdiction by regulation or administrative action of any Government in Australia.
- (2) A **conveyance** does not include the following:
 - (a) charter boats (including water taxis);
 - (b) limousines (including chauffeured hire cars);
 - (c) self-drive rental cars;
 - (d) charter flights.

1.16 Equivalent access

- (1) **Equivalent access** is a process, often involving the provision of direct assistance, under which an operator or provider is permitted to vary the equipment or facilities that give access to a public transport service, so long as an equivalent standard of amenity, availability, comfort, convenience, dignity, price and safety is maintained.
- (2) **Equivalent access** does not include a segregated or parallel service.

1.18 Infrastructure

- (1) **Infrastructure** is any structure or facility that is used by passengers in conjunction with travelling on a public transport service
- (2) **Infrastructure** does not include any area beyond immediate boarding points (for example, bus stops, wharves, ranks, rail stations, terminals).

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- (3) **Infrastructure** does not include an airport that does not accept aircraft that operate for the purpose of transporting persons generally, or transporting cargo for persons generally, for hire or reward in accordance with fixed schedules to and from fixed terminals over specific routes with or without intermediate stopping places between terminals.

1.20 Operator

- (1) An **operator** is a person or organisation (including the staff of the organisation) that provides a public transport service to the public or to sections of the public.
- (2) A public transport service may have more than one operator.

1.22 Provider

- (1) A **provider** is a person or organisation that is responsible for the supply or maintenance of public transport infrastructure.
- (2) A **provider** need not be an operator.

1.23 Public transport service

- (1) A **public transport service** is an enterprise that conveys members of the public by land, water or air.
- (2) A **public transport service** includes:
 - (a) community transport conveyances that are funded or subsidised by charity or public money and that offer services to the public; and
 - (b) foreign aircraft and vessels that carry passengers to, from, or in Australia and that offer services to the public.
- (3) A **public transport service** does not include a service that provides adventure travel (for example, white water rafting, ballooning or amusement park rides), except to the extent that the service operates to move the public from one location to another distant location.

Part 2—Access paths

2.1 Unhindered passage

- (1) An access path that allows unhindered passage must be provided along a walkway, ramp or landing.
- (2) An access path must comply with **AS1428.2 (1992) Clause 8.1**.
- (3) For the purposes of this section, an access path includes a fixed gangway.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

2.2 Continuous accessibility

- (1) Access paths must be provided that enable passengers to:
 - (a) approach premises or infrastructure from any accessible car parking spaces associated with the premises or infrastructure; and
 - (b) enter premises or infrastructure from both of the following:
 - (i) adjoining public streets or walkways;
 - (ii) buildings or structures that are separate from but are close or connected to the premises and infrastructure; and
 - (c) access public spaces and accessible facilities within the premises or infrastructure.
- (2) Access paths must be easily identifiable.
- (3) Access paths must be designed to minimise the distance that people with disability need to move to travel between accessible facilities of premises or infrastructure.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

2.3 Path branching into 2 or more parallel tracks

- (1) If an access path branches into 2 or more parallel tracks:
 - (a) the ends of each track must be on the main pedestrian traffic routes; and

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- (b) the parallel tracks must have equal convenience and be located as close as practicable to the main pedestrian branch.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

2.4 Minimum unobstructed width

- (1) The minimum unobstructed width of an access path must be 1200 mm.
- (2) However, if a moving walkway forms part of an access path, the minimum unobstructed width of the moving walkway must be 850 mm.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

2.5 Poles and obstacles, etc

- (1) Structures such as poles, columns, stanchions, bollards and fixtures must not project into an access path.
- (2) Structures such as poles, columns, stanchions, bollards and fixtures that abut an access path must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS 1428.1 (2021), when viewed against:
- (a) the surrounding floor or pavement; or
 - (b) other fixed surfaces that are within 2 metres of the obstacle.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

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2.6 Access paths—conveyances

- (1) Subject to subsection (3) and section 2.7, an access path that allows continuous and unhindered passage must be provided with a minimum width of at least 850 mm.
- (1A) Subject to section 2.7, the access path must have a vertical dimension that extends unobstructed for at least 1,500 mm starting from the path's floor.
- (1B) No objects or fixtures are to project into the access path unless the object or fixture is:
 - (a) a grabrail; or
 - (b) a device to signal to request the use of a boarding device; or
 - (c) overhead handrails or handgrips; or
 - (b) a forward excursion barrier, or a lateral excursion barrier, that complies with AS/NZS ISO 10865.1-2015.
- (2) Subsections (1), (1A) and (1B) apply to doorways and stairs, and between entrances, exits, allocated spaces and other essential facilities for passengers using wheelchairs and other mobility aids.
- (3) If the conveyance exists or is ordered before the commencement of this section, the minimum width may be reduced to 800 mm at any doorway restriction.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses;		
(b) ferries;		
(c) trains;		
(d) trams;		
(e) light rail		

2.7 Minimum width between front wheel arches of bus

- (1) Between the front wheel arches of a bus, the minimum width of an access path may be reduced to 750 mm between floor level and a height of 300 mm.
- (2) For the purposes of this section, the *front wheel arches of the bus* are the areas forward and rearward of the axle that contain the front road wheels plus any supporting chassis structure.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

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Application of this section		
Conveyances	Premises	Infrastructure
Buses	None	None

2.8 Extent of path

- (1) An access path must extend from the entrance of a conveyance to the facilities or designated spaces provided for passengers with disabilities.
- (2) Up to 50 mm of an adjacent allocated space may be used as part of the access path.
- (3) If an access path cannot be provided, the operator must provide equivalent access by direct assistance.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) ferries; (c) trains; (d) trams; (e) light rail	None	None

2.9 When is an access path not required

- (1) An access path need not extend inside the entrance of a conveyance.
- (2) If there is no access path inside the entrance of a conveyance, the operator must provide on-board wheelchairs or direct assistance to passengers to use on-board facilities or services.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) accessible taxis; (b) coaches; (c) aircraft	None	None

Part 3—Manoeuvring areas

3.1 Circulation space for wheelchairs to turn in

- (1) A manoeuvring area must comply with clause 3.5 of AS1428.1 (2021) (circulation space for wheelchair turn).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

3.2 Obstructions in manoeuvring area—conveyances

- (1) A manoeuvring area must have a vertical dimension that extends unobstructed for at least 1,500 mm starting from the area's floor.
- (2) No objects or fixtures are to project into a manoeuvring area unless the object or fixture is:
 - (a) a grabrail; or
 - (b) a device to signal to request the use of a boarding device; or
 - (c) overhead handrails or handgrips; or
 - (d) a forward excursion barrier, or a lateral excursion barrier, that complies with AS/NZS ISO 10865.1-2015.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: <ol style="list-style-type: none"> (a) buses, except dedicated school buses; (b) ferries; (c) accessible rail cars; (d) accessible tram cars; (e) accessible light rail cars 	None	None

3.3 Limited on-board manoeuvring

- (1) If the design restrictions of a conveyance limit on-board manoeuvring areas for wheelchairs and similar mobility aids, the operator of the conveyance must ensure equivalent access by direct assistance to passengers.

Section 3.4

Note: See sections 33.3 to 33.6 in relation to equivalent access and direct assistance.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) accessible taxis; (b) coaches; (c) aircraft except small aircraft	None	None

3.4 Co-location of manoeuvring areas with access paths and allocated spaces—conveyances

- (1) Manoeuvring areas must be located as close as possible to access paths and allocated spaces.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) ferries; (c) accessible rail cars; (d) accessible tram cars; (e) accessible light rail cars	None	None

Part 4—Passing areas

4.1 Minimum width

- (1) A passing area must have a minimum width of 1800 mm clause 3.4 of AS 1428.1 (2021) (passing space for wheelchairs).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

4.2 Two-way access paths and aerobridges

- (1) A passing area must be provided at least every 6 metres along any two-way access path that is less than 1800 mm wide (AS1428.2 (1992) Clause 6.5 (b), Passing space for wheelchairs and Figure 3).
- (2) A passing area is not required on an aerobridge.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

4.3 Passing areas—conveyances

- (1) A ferry designed to carry more than 1 wheelchair must include at least 1 passing area for each accessible deck.
- (2) A train designed to carry more than 1 wheelchair must include at least 1 passing area for each accessible rail car.
- (3) The passing area must enable passengers travelling in mobility aids to pass each other.
- (4) The passing area may comprise part of the allocated space or circulation space or both.
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Part 4 Passing areas

Division 1.2

Section 4.3

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) trains	None	None

Part 5—Resting points

5.1 When resting points must be provided

- (1) There must be resting points for passengers along an access path if the walking distance between facilities or services exceeds 60 metres (**AS1428.2 (1992) Note to Clause 7**, *Continuous accessible path of travel*).
- (2) A resting point must provide:
 - (a) seating that complies with the requirements of clause 27.1(a) of AS 1428.2 (1992); and
 - (b) a 1300 by 800 mm area adjacent to the seating that:
 - (i) is flat and stable; and
 - (ii) is suitable for a wheelchair or mobility aid; and
 - (iii) does not overlap with an access path.

Note: This subsection applies after the end of the 5-year transitional period to existing resting points: see section 35.7.

- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Section 6.1

Part 6—Ramps

6.1 Ramps on access paths

- (1) A ramp on an access path must comply with **AS1428.2 (1992) Clause 8**.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

6.5 Slope of fixed gangways connected to pontoon wharves

- (1) Operators and providers must ensure that fixed gangways connected to pontoon wharves maintain a 1:14 gradient for at least 80% of the high and low tide levels.
- (2) For the purposes of subsection (1), the chart datum point from which the gradient of the fixed gangway is to be measured must be calculated in accordance with clause 1.3.15 of AS 3962 (2001).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	None	Pontoon wharves

Part 7—Waiting areas

7.1 Minimum number of priority seats and allocated spaces

- (1) If a waiting area is provided with non-priority seats, there must be a minimum of 2 priority seats and 2 allocated spaces in the area.
- (2) If a waiting area has 41 non-priority seats or more, the following must occur:
 - (a) an additional priority seat and allocated space beyond what is required by subsection (1) must be provided in the area;
 - (b) for every 20 seats after the 41st seat—a further priority seat and allocated space must be provided.

Example: If there are between 41 to 60 non-priority seats, there must be 3 priority seats and 3 allocated spaces. If there are between 61 to 80 non-priority seats, there must be 4 priority seats and 4 allocated spaces. If there are between 81 to 99 non-priority seats, there must be 5 priority seats and 5 allocated spaces.

- (3) However, a waiting area for a bus stop is only required to have one priority seat and one allocated space.

Priority seats for benches

- (4) If the seating consists of only a single bench seat, the entire seat must be considered a priority seat.
- (5) If a bench provides for multiple priority seats, each priority seat must have a width of no less than 450 millimetres.

Allocated spaces must not compromise access paths

- (6) An allocated space required by this section must not compromise an access path.

Application table

- (7) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Note: This section applies after the end of the 5-year transitional period to existing seating and allocated spaces: see section 35.9.

Section 8.1

Part 8—Boarding

8.1 Boarding points and kerbs

Boarding points—generally

- (1) A boarding point must have a firm and stable surface on which a boarding device can be safely deployed.
- (1A) If independent boarding is not provided:
 - (a) operators and providers must provide a nominated assistance point on infrastructure and premises from which direct assistance can be provided to an accessible door on a conveyance; and
 - (b) passengers at the nominated assistance point must be able to communicate with public transport staff (whether face-to-face or by means of a communication device).

Boarding points—buses, trams and light rail

- (1B) A boarding point must have a gradient no steeper than 1:40.
- (1C) However, if:
 - (a) the boarding point is on a road that has gradient steeper than 1:40; and
 - (b) the boarding point having a gradient no steeper than 1:40 would prevent a boarding device being safely deployed;the boarding point's gradient may match the road's gradient.
- (1D) The camber or crossfall of a boarding point must comply with clause 7.1(d) of AS1428.1 (2021).
- (1E) Subsections (1B) to (1D) apply only to boarding points for buses, trams and light rail.

Kerbs

- (2) If a kerb is installed, it must be at least 150 mm higher than the road surface.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

8.1A Identification of accessible conveyances

- (1) A car on a conveyance must only be marked as being accessible if it provides access to all of the following facilities:

- (a) a seat;
- (b) a priority seat;
- (c) an allocated space;
- (d) an accessible version of any other such facility that is provided on the conveyance.

Example: If a toilet is provided on a conveyance, the conveyance must provide access to an accessible toilet.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) light rail; (c) trains	None	None

8.2 When boarding devices must be provided

- (1) A manual or power assisted boarding device must be available at any accessible entrance to a conveyance that has:
 - (a) a vertical rise or gap exceeding 12 mm (**AS/NZS3856.1 (1998) Clause 2.1.7 (f)**); or
 - (b) a horizontal gap exceeding 40 mm (**AS/NZS3856.1 (1998) Clause 2.1.8 (g)**).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

8.3 Use of boarding devices

- (1) If a conveyance has a manual or automatic boarding device, it must be available for use at all designated stops.
- (2) An available boarding device must be deployed if a passenger requests its use.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

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Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

8.4 Hail-and-ride services

- (1) If a hail-and-ride service is offered, passengers must be able to hail the service at accessible boarding points where boarding devices can be deployed.
- (2) The accessible boarding points must offer equal access to public transport services.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Hail-and-ride services, except dedicated school buses	None	None

8.5 Width and surface of boarding devices

- (1) A boarding device must:
 - (a) be a minimum of 800 mm wide; and
 - (b) have a slip-resistant walking surface that complies with clause 4.1 of AS 1428.1 (2021).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

8.6 Maximum load to be supported by boarding device

- (1) A boarding device must be able to support a total weight of up to 300 kg.
- (2) The device must be clearly labelled with the maximum load that it can carry, both on the boarding device and next to the accessible entrance on the outside of the conveyance.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

8.6A Boarding ramps

- (1) Subject to subsection (2), a boarding ramp must comply with clauses 2.1.8 (b), (c), (f) and (g) of AS/NZS3856.1 (1998).
- (2) Despite clause 2.1.8(f) of AS/NZS3856.1 (1998), a portable boarding ramp that is not fixed to a conveyance must have vertical edge barriers with a height of no less than 65 mm and no more than 75 mm.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except ferries, dedicated school buses and small aircraft	None	None

8.6B Slope of external boarding ramps

- (1) The slope of an external boarding ramp must not exceed:
 - (a) if access is unassisted and the ramp is more than 1520 mm long—a 1:14 gradient; and
 - (b) if access is unassisted and the ramp is less than 1520 mm long—a 1:8 gradient; and
 - (c) if access is assisted—a 1:4 gradient.
- (2) For the purposes of this section, access is *assisted* if the driver or another person provided by the operator or provider of the conveyance is available to assist a person with disability to use the boarding ramp.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

8.6C Length and security of removeable gangways

- (1) A removeable gangway must, during normal operations over the normal range of tide and vessel freeboards, have the following:

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- (a) sufficient length to ensure that the entry and exit points of the gangway maintain a safe clearance from the edge of the quayside or pontoon and the ferry deck;
 - (b) an effective means to mechanically secure both sides of the gangway.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

8.6D Handrails on removeable gangways

- (1) A removeable gangway must have continuous handrails on both sides of its walking surface.
- (2) The width between the handrails must:
 - (a) be as wide as is safe and practicable; and
 - (b) in any case, be at least 800 mm.
- (3) The handrails must:
 - (a) be at least 1000 mm high, as measured from the walking surface; and
 - (b) not project from the removeable gangway into access paths or circulation spaces; and
 - (c) comply with clause 12(b) of AS 1428.1 (2009); and
 - (d) have a consistent finish across the entire length; and
 - (e) have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS 1428.1 (2021) under both wet and dry conditions, when viewed against:
 - (i) the removable gangway walking surface; and
 - (ii) any other fixed surfaces within 2 metres.
- (4) If a handrail on a removeable gangway is interrupted, the handrail must have a domed warning indicator that:
 - (a) is located on the top of the handrail; and
 - (b) is positioned 150 mm from the interruption; and
 - (c) has a height of no less than 4 mm and no more than 5 mm; and
 - (d) has a diameter of no less than 10 mm and no more than 12 mm.
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

8.6E Side barriers and edge barriers on removeable gangways

- (1) A removeable gangway must be fenced on each side of its entire length with upper and intermediate side barriers that:
 - (a) are made with fixed rails, taut ropes, taut chains or nylon barrier; and
 - (b) if the gap between the walking surface and the lowest intermediate course of rail exceeds 230 mm—are fitted with boards at least 60 mm above the walking surface; and
 - (c) are arranged so that any covering material used on ropes or chains is easily removeable for inspection of their condition; and
 - (d) are supported by stanchions spaced out not more than 2150 mm apart, each fitted with a locking device to prevent accidental dislodgment; and
 - (e) are arranged so that the maximum clear gap between the handrail and the intermediate rail or barrier does not exceed 600 mm.
- (2) If the gap between the walking surface of a removable gangway and the lowest intermediate course of rail exceeds 230 mm, the removeable gangway must have continuous edge barriers on both sides of the walking surface that comply with subsection (3).
- (3) Edge barriers comply with this subsection if:
 - (a) the barriers have at least 800 mm in clear width between edge barriers measured across the walking surface; and
 - (b) the barriers rise no less than 65 mm and no more than 75 mm above the ramp on both sides; and
 - (c) the barriers have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS 1428.1 (2021) in both wet and dry conditions, when viewed against:
 - (i) the removable gangway walking surface; and
 - (ii) any other fixed surfaces within 2 metres.
 - (d) the barriers do not have sharp edges that may cause injury or damage; and
 - (e) the barriers do not have protrusions that create a trip hazard.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

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8.6F Gradient of removeable gangways

- (1) If any part of the curve of the walking surface of a removable gangway exceeds a gradient of 1:8, then direct assistance must be available.

Note: See sections 33.3 to 33.6 in relation to equivalent access and direct assistance.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

8.6G Surfaces of removeable gangways

- (1) A removable gangway must have:
 - (a) a slip resistant walking surface that complies with clause 4.1 of AS 1428.1 (2021); and
 - (b) a solid strip on the gangway's leading edges that:
 - (i) is no less than 50 and no more than 75 mm wide; and
 - (ii) has a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS 1428.1 (2021), when viewed against the walkway surface and against any surfaces on which it is deployed.
- (2) If a removable gangway has gaps in its surface created by articulation or similar, these gaps must conform to the horizontal and vertical maximums specified in clause 4.2 of AS 1428.1 (2021).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

8.6H Strength requirements and testing of removeable gangways

- (1) A removable gangway must be designed and constructed to withstand:
 - (a) a pressure of 5.5 kPa; and
 - (b) a concentrated load of 5000 N at any point along its length.
- (2) A removable gangway must be tested for safe boarding and disembarkation by applying the loading specified in subsection (1).
- (3) A removable gangway will only pass the testing specified in subsection (2) above if the gangway does not fail or suffer permanent deformation once the load is removed.

- (4) A removable gangway must be demonstrated to be safe by a practical trial of the arrangements for boarding and disembarkation, taking into account the variances likely in a ferry's operations.
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

8.7 Requesting use of boarding device to alight

- (1) A passenger must be provided a means of notifying the operator of a conveyance in real time that the passenger needs to use a boarding device to alight from the conveyance.
- (2) If the means to notify is a device that sends a signal to that operator, the device must:
 - (a) be located in an allocated space; and
 - (b) have a switch with one surface dimension of at least 25 mm; and
 - (c) be operable with one open hand and not require tight grasping, pinching, or twisting of the wrist; and
 - (d) comply with clauses 10.4.3(c) and 10.4.4 of AS 1428.1 (2021).
- (3) If the device includes an electronic notification system that has an audio system, the device must be linked to a hearing augmentation system.
- (4) If the device includes one or more buttons, that button or those buttons must:
 - (a) require a force to press of no less than 2.5 newtons and no more than 5 newtons; and
 - (b) have an integral, continuously operating light.
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) coaches;		
(c) ferries;		
(d) trains;		
(e) trams;		
(f) light rail		

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8.8 Requesting use of boarding device to board

- (1) A passenger must be provided a means of notifying the operator of a conveyance that the passenger needs to use a boarding device to board the conveyance.
- (2) If the means to notify is a device that sends a signal to that operator, the device must be located at the boarding point according to the dimensions specified in clause 10.4.3 of AS 1428.1 (2021).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

8.9 Identification of lead stops

- (1) A lead stop must be identifiable to persons with a disability.
- (2) If premises or infrastructure have multiple lead stops, the lead stops must be identifiable and distinguishable from each other to persons with a disability.
- (3) For the purposes of this section, a **lead stop** is a bus stop that is designed to have a single platform boarding point for passengers where buses queue behind each other.

Note: This is in contrast to a bus stop which is designed for a particular set of pre-designated services, and which has designated stopping areas for each of those different services.

- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	Bus stations	The following: (a) bus zones; (b) bus interchanges

Note: This section applies after the end of the 5-year transitional period to existing lead stops: see section 35.10.

8.10 Passenger loading zones and taxi ranks within premises and infrastructure

- (1) If a passenger loading zone within premises or infrastructure has one space for a vehicle, that space must be an accessible space.
- (2) If a passenger loading zone within premises or infrastructure has more than one space for a vehicle, the first and last space in that zone must be an accessible space.

Note: If a passenger loading zone within premises or infrastructure has 2 spaces for vehicles, both of those spaces must be accessible spaces.

- (3) A passenger loading zone within premises or infrastructure must comply with the following:
 - (a) the zone must be located adjacent to a firm and level boarding area that is connected to an access path that is connected to:
 - (i) a main pedestrian entry point of the premises or infrastructure; and
 - (ii) any other public transport boarding area;
 - (b) if the zone joins a carriageway at grade (within the meaning of AS/NZS 1428.4.1 (2009))—the zone has warning tactile ground surface indicators in accordance with clause 2.5 of AS/NZS 1428.4.1 (2009);
 - (c) if the zone is bordered by a kerb—the zone must include a kerb ramp in accordance with clause 10.7 of AS 1428.1 (2009).
- (4) If a taxi rank is provided within a public transport facility, the taxi rank must comply with subsections (1) to (3) as if it were a passenger loading zone.
- (5) In this section, **accessible space** means a space for a vehicle that conforms (as applicable) with clauses 2.2 to 2.5 of AS/NZS 2890.6 (2009).
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Note: This section applies after the end of the 10-year transitional period to existing passenger loading zones and taxi ranks: see section 35.10.

8.11 Passenger loading zones on public streets

- (1) If a passenger loading zone on a public street has more than one space for a vehicle, the first and last space in that zone must be an accessible space.
- Note: If a passenger loading zone on a public street has 2 spaces for vehicles, both of those spaces must be accessible spaces.
- (2) A passenger loading zone on a public street must comply with the following:
 - (a) if the zone joins a carriageway at grade (within the meaning of AS/NZS 1428.4.1 (2009))—the zone has:
 - (i) warning tactile ground surface indicators in accordance with clause 2.5 of AS/NZS 1428.4.1 (2009); and
 - (ii) bollards in accordance with Figure 2.5(B) of AS/NZS 1428.4.1 (2009);
 - (b) if a kerb ramp is installed in an accessible space in the zone—the kerb ramp must be placed to the rear of the accessible space.
 - (3) In this section, **accessible space** means a space for a vehicle that conforms (as applicable) with clauses 4.5.2 (a), (b), (c) and (f) of AS2890.5 (2020).

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- (4) This section does not apply to a passenger loading zone that is brought into existence temporarily for a short-term purpose.

Example: A passenger loading zone that is brought into existence temporarily for an event.

- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	None	All

Note: This section applies after the end of the 10-year transitional period to existing passenger loading zones: see section 35.10.

8.12 Taxi ranks on public streets

- (1) A taxi rank on a public street must connect to an access path.
- (2) A taxi rank on a public street must comply with subsections 8.1(1) and (1A) as if it were a boarding point.
- (3) If a taxi rank on a public street has one space for a vehicle, that space must be an accessible space.
- (4) If a taxi rank on a public street has more than one space for a vehicle, the first and last space in that rank must be an accessible space.

Note: If a taxi rank on a public street has 2 spaces for vehicles, both of those spaces must be accessible spaces.

- (5) A taxi rank on a public street must comply with the following:
- (a) if the taxi rank joins a carriageway at grade (within the meaning of AS/NZS 1428.4.1 (2009))—the taxi rank has:
 - (i) warning tactile ground surface indicators in accordance with clause 2.5 of AS/NZS 1428.4.1 (2009); and
 - (ii) bollards in accordance with Figure 2.5(B) of AS/NZS 1428.4.1 (2009);
 - (b) if a kerb ramp is installed in an accessible space in the rank—the kerb ramp must be placed to the rear of the accessible space.
- (6) In this section, accessible space means a space for a vehicle that conforms (as applicable) with clauses 4.5.2 (a), (b), (c) and (f) of AS2890.5 (2020).
- (7) This section does not apply to a taxi rank that is brought into existence temporarily for a short-term purpose.

Example: A taxi rank that is brought into existence temporarily for an event.

- (8) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	None	All

Note: This section applies after the end of the 10-year transitional period to existing taxi ranks: see section 35.10.

8.13 Public parking areas within premises and infrastructure

- (1) If there are 6 or more non-accessible parking spaces in a public parking area that forms part of, or is directly associated with, public transport premises and infrastructure, a minimum of one accessible parking space must be provided.
- (2) If there are 51 or more non-accessible parking spaces, the following must occur:
 - (a) an additional accessible space beyond what is required by subsection (1) must be provided;
 - (b) for every 50 spaces after the 51st space—a further accessible space must be provided.

Note: If there are less than 6 non-accessible parking spaces, there is no requirement for an accessible parking space to be provided.

Example: If there are between 6 and 50 non-accessible parking spaces, there must be at least one accessible parking space. If there are between 51 and 100 non-accessible parking spaces, there must be at least 2 accessible parking spaces. If there are between 101 and 150 non-accessible parking spaces, there must be at least 3 accessible parking spaces.

- (3) Accessible parking spaces must be located as close as practicable to accessible entrances of the premises or infrastructure, and must be connected to those entrances by an access path.
- (4) In this section, ***accessible parking space*** means a space for a vehicle that conforms (as applicable) with clauses 2.2 to 2.5 of ASNZS 2890.6 (2009).
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Note: This section applies after the end of the 10-year transitional period to existing public parking areas: see section 35.10.

Section 9.1

Part 9—Allocated space

9.1 Minimum size for allocated space

- (1) The minimum allocated space for a single wheelchair or similar mobility aid is 800 mm by 1300 mm (**AS1428.2 (1992) Clause 6.1**, *Clear floor or ground space for a stationary wheelchair*).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	All	All

9.1A Unobstructed vertical dimension of an allocated space

- (1) The vertical dimension of an allocated space must extend unobstructed for at least 1,500 mm starting from the floor of that space.
- (2) No objects or fixtures are to project into the allocated space unless the object or fixture is:
 - (a) a grabrail; or
 - (b) a device to signal to request the use of a boarding device; or
 - (c) overhead handrails or handgrips; or
 - (d) a forward excursion barrier, or a lateral excursion barrier, that complies with AS/NZS ISO 10865.1-2015.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except the following: <ol style="list-style-type: none">(a) dedicated school buses;(b) small aircraft;(c) taxis	None	None

9.1B Information must be provided—priority access of allocated spaces

- (1) A sign in relation to an allocated space must be provided that makes clear to passengers that the space is provided as a priority to a person with a mobility aid and must be vacated if such a person requires that space.
- (2) The sign must:

- (a) be provided immediately adjacent, or as close as possible, to the allocated space; and
- (b) have colour and luminance contrast of no less than 30% with its background surfaces.

- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) ferries;		
(c) trains;		
(d) trams;		
(e) light rail		

9.2 Minimum number of allocated spaces to be provided

- (1) At least one allocated space must be provided in each conveyance (**AS1428.2 (1992) Clause 6.1**).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Accessible taxis	None	None

9.3 Minimum head room for accessible taxis

- (1) The minimum head room in an allocated space is 1410 mm.

Note: See section 12.5 in relation to minimum doorway opening.

- (2) For a conveyance entering service on or after 1 January 2013, the minimum headroom is 1500 mm.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Accessible taxis	None	None

Section 9.4

9.4 Number of allocated spaces to be provided—buses

- (1) At least 2 allocated spaces must be provided in each bus with more than 32 fixed seats.
- (2) At least one allocated space must be provided in each bus with less than 33 fixed seats.
- (3) An allocated space is additional to the fixed seating capacity.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Buses except dedicated school buses	None	None

9.5 Number of allocated spaces to be provided—ferries

- (1) A minimum of 2 allocated spaces must be provided for the first 32 passenger capacity on a ferry.
- (2) An additional 2 allocated spaces must be provided for each additional 100 passenger capacity.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

9.6 Number of allocated spaces to be provide—rail, tram and light rail cars

- (1) At least 2 allocated spaces must be provided for each rail, tram or light rail car.
- (2) Up to 8 allocated spaces may be consolidated in one car of a set.
- (3) If different classes of travel are offered, allocated spaces must be provided in each class.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) rail cars;		
(b) tram cars;		
(c) light rail cars		

9.7 Consolidation of allocated spaces

- (1) If possible, allocated spaces are to be consolidated to accommodate larger mobility aids.
- (2) If allocated spaces are consolidated, the access paths leading to, and the manoeuvring areas for, each allocated space must not be compromised.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) ferries;		
(c) trains;		
(d) trams;		
(e) light rail		

9.8 Allocated spaces in aircraft and coaches

- (1) An operator does not have to provide allocated space in an aircraft or coach if each passenger uses a fixed seat in the aircraft or coach.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) aircraft;		
(b) coaches		

9.9 Use of allocated space for other purposes

- (1) Allocated space may be used for other purposes if it is not required for use by a passenger in a wheelchair or similar mobility aid.

Section 9.10

Note: For example, another purpose could be allowing a passenger to use a fold down seat provided in the allocated space if the space is not required by a passenger in a wheelchair.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) ferries; (c) accessible taxis; (d) trains; (e) trams; (f) light rail	None	None

9.10 International symbol of accessibility to be displayed

- (1) The floor area of an allocated space must:
- (a) display the international symbol of accessibility; and
 - (b) be outlined in a flush contrasting strip 25 mm wide.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) trains; (c) trams; (d) light rail	None	None

9.11 Movement of mobility aid in allocated space

- (1) An allocated space must contain movement of a mobility aid towards the front or sides of a conveyance.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) trams;		
(c) light rail		

9.12 Access for persons in wheelchairs etc

- (1) Persons in wheelchairs or mobility aids must be able to enter and exit a conveyance and position their aids in the allocated space.
- (2) If this is not practicable, operators must provide equivalent access by direct assistance.

Note 1: See Part 3 in relation to manoeuvring areas in allocated spaces.

Note 2: See sections 33.3 to 33.6 in relation to equivalent access and direct assistance.

- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) ferries;		
(c) accessible rail cars;		
(d) accessible tram cars;		
(e) accessible light rail cars		

Section 10.1

Part 10—Surfaces

10.1 Compliance with Australian Standards for conveyance surfaces

- (1) Ground and floor surfaces must comply with clauses 4.1 and 4.2 of AS 1428.1 (2021).

Note: Clause 4.1 and 4.2 are found in section 4 of AS 1428.1 (2021). That section deals with floor or ground surfaces on continuous accessible paths of travel and circulation spaces.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

10.2 Slip resistance for premises and infrastructure

- (1) Floors must have a slip-resistant surface that is suitable having regard to:
- (a) the conditions to which the surface will likely be subject; and
 - (b) clause 4.1 of AS1428.1 (2021).

Note: Tables 3A and 3B of *SA HB 198:2014 Guide to the specification and testing of slip resistance of pedestrian surfaces* provide information about slip-resistant values for the selection of floor and pavement surfaces.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

10.3 Slip resistance for buses and coaches

- (1) The floors must comply with clause 58.11 of Australian Design Rule (which deals with floors in omnibuses).

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) buses, except dedicated school buses;		
(b) coaches		

10.4 Luminance contrasting floor and wall surfaces in premises and infrastructure

- (1) If there is a continuous accessible path of travel, there must be along that path a luminance contrast of no less than 30% between (where applicable):
 - (a) internal floor and wall surfaces; and
 - (b) internal columns and wall or floor surfaces; and
 - (c) external ground surfaces and any street furniture or fixtures; and
 - (d) external columns and ground surfaces along external areas.
- (2) The luminance contrast must be tested in accordance with Appendix B of AS1428.1 (2021).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Note: This section applies after the end of the 10-year-transitional period to existing columns, street furniture and fixtures: see section 35.12.

Section 11.1

Part 11—Handrails and grabrails

11.1 General requirements—premises and infrastructure

- (1) A handrail must comply with clauses 11.2 and 12 of AS1428.1 (2009).
- (2) A handrail must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against any background wall or surface adjacent to the handrail that is within 2 metres of the handrail.
- (3) If a handrail is interrupted, the handrail must have a domed warning indicator that:
 - (a) is located on the top of the handrail;
 - (b) is positioned 150 mm from the interruption; and
 - (c) has a height of no less than 4 mm and no more than 5 mm; and
 - (d) has a diameter of no less than 10 mm and no more than 12 mm.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

11.2 Handrails to be provided on access paths

- (1) Subject to this section, a handrail must be placed along an access path wherever passengers are likely to require additional support or passive guidance.

Overbridges and subways
- (2) Handrails must be placed continuously along both sides of an access path that:
 - (a) is on an overbridge; or
 - (b) runs through a subway.
- (3) However, the handrails mentioned in subsection (1) may be interrupted at any of the following points:
 - (a) an entry or exit point to:
 - (i) a staircase; or
 - (ii) a walkway; or
 - (iii) a ramp;
 - (b) lift doors;
 - (c) any other entry or exit point for the overbridge or subway.

- (4) If the overbridge or subway is a concourse, the handrails mentioned in subsection (1) may also be interrupted at any of the following points:
- (a) a fare gate;
 - (b) a ticket vending machine;
 - (c) a public information display;
 - (d) a service counter;
 - (e) staff doors;
 - (f) public toilet doors;
 - (g) an entry or exist point to an access corridor;
 - (h) a point similar to those mentioned in paragraphs (a) to (g).

Handrail must not infringe roadside boarding point

- (5) A handrail must not infringe an area on a roadside boarding point that may be needed to deploy a boarding device.
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

11.3 Handrails on steps and stairs—conveyances

- (1) If a handrail on stairs extends beyond the top or bottom step, the handrail must not compromise any access path.
- (2) If a handrail on stairs does not extend beyond, or is interrupted at, the top or bottom step, the handrail must have a domed warning indicator that:
- (a) is located on the top of the handrail; and
 - (b) is positioned 150 mm from the end of the handrail or the interruption, as the case may be; and
 - (c) has a height of no less than 4 mm and no more than 5 mm; and
 - (d) has a diameter of no less than 10 mm and no more than 12 mm.
- (3) A handrail on stairs must comply with clause 12 of AS1428.1 (2009).
- (4) A handrail is not required for a single step in a bus.
- (5) A handrail must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against any background wall or surface adjacent to the handrail that is within 2 metres of the handrail.
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Section 11.4

Application of this section		
Conveyances	Premises	Infrastructure
All, except the following: (a) ferries; (b) dedicated school buses; (c) small aircraft	None	None

11.4 Handrails above access paths

- (1) If installed, a handrail above an access path must comply with the following from AS 1428.1 (2021):
 - (a) item 9(d) (handrails);
 - (b) figure 29.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	None	None

11.4A Handrails on stairs—ferries

- (1) The cross-section of a handrail on stairs must comply with item 12(b) of AS 1428.1 (2019).
- (2) A handrail on stairs must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against any background wall or surface adjacent to the handrail that is within 2 metres of the handrail.
- (3) If a handrail on stairs does not extend beyond, or is interrupted at, the top or bottom step, the handrail must have a domed warning indicator that:
 - (a) is located on the top of the handrail; and
 - (b) is positioned 150 mm from the end of the handrail or the interruption, as the case may be; and
 - (c) has a height of no less than 4 mm and no more than 5 mm; and
 - (d) has a diameter of no less than 10 mm and no more than 12 mm.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

11.5 Grabrails must comply with applicable Australian Standard

- (1) A grabrail must comply with clause 14 of AS1428.1 (2021) (grabrails).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft.	All, except premises to which the Premises Standards apply	All

11.6 Grabrail to be provided where fares are to be paid

- (1) A grabrail or handrail must be provided at fixed locations where passengers are required to pay fares.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	All	All

11.7 Grabrails to be provided in allocated spaces

- (1) Grabrails that comply with clause 14 of AS 1428.1 (2021) must be provided in all allocated spaces.
- (2) Grabrails (other than their attachment points) must be no closer than 50 mm to any adjacent surface or obstruction.
- (3) Grabrails must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS 1428.1 (2021), when viewed against:
 - (a) the attachment points of the grabrails; or
 - (b) surfaces adjacent to the grabrails; or
 - (c) other fixed surfaces that are within 2 metres of the grabrail.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Section 11.6

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

11.8 Grabrails on access paths

- (1) Grabrails that comply with items 14(a), (b) and (c) of AS 1428.1 (2021) must be provided at any point on an access path where a person is likely to require support or stability during boarding, alighting or transit.
- (2) Grabrails (other than their attachment points) must be no closer than 50 mm to any adjacent surface or obstruction.
- (3) Grabrails must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against:
 - (a) the attachment points of the grabrails; or
 - (b) surfaces adjacent to the grabrails; or
 - (c) other fixed surfaces that are within 2 metres of the grabrail.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

Part 12—Doorways and doors

12.1 Doors on access paths

- (1) Any doors along an access path must not present a barrier to independent passenger travel.
- (2) Direct assistance may be provided through security check points.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	All	All

12.2 Doorways and doors must comply with applicable Australian Standards

- (1) Doorways and doors must comply with clause 13 of AS1428.1 (2009) (doorways, doors and circulation space at doorways).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

12.3 Weight activated doors and sensors

- (1) A pressure pad of a weight activated door must be sensitive enough to detect a 15 kg assistance animal.
- (2) Any other type of sensor on an access path must be able to detect movement between ground level and 500 mm above the access path.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Section 12.4

12.4 Clear opening of doorways

- (1) Doorways must comply with clause 13.2 of AS 1428.1 (2009).
 - (2) If a door is located on an access path in a conveyance other than a bus or a coach:
 - (a) the door must have a width of no less than 850 mm; and
 - (b) any curved section on the upper vertical frame of the door must have a radius of no more than 225 mm where that frame meets the upper horizontal frame; and
 - (c) any curved section on the lower vertical frame of the door must have a radius of no more than 50 mm where that frame meets the floor.
 - (3) The luminance contrast of a door on an accessway must comply with clause 13.1 of AS 1428.1 (2009).
 - (4) A fully glazed door must have a luminance contrasting strip in accordance with clause 6.6 of AS 1428.1 (2009).
 - (5) Any luminance contrast treatment of a door must:
 - (a) not compromise the driver's vision; and
 - (b) comply with any applicable state or territory technical requirement for visibility.
 - (6) Subsections (3) to (5) do not apply to a door on a coach.
- Note: Australian Design Rule 58 imposes other obligations in relation to buses and coaches.
- (7) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses, except dedicated school buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

Note: This section applies after the end of the 5-year transitional period to existing doorways and doors: see section 35.14.

12.5 Vertical height of doorways

- (1) Doorways must have an unobstructed vertical height of at least 1400 mm.

Note: See section 9.3 in relation to internal headroom.

- (2) For a conveyance entering service on or after 1 January 2013, the minimum unobstructed doorway height must be 1500 mm.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Accessible taxis	None	None

12.6 Automatic or power-assisted doors

- (2) Power-assisted doors must not require passengers to grip or twist controls or apply constant pressure in order to operate opening devices.
- (3) Operators may provide equivalent access to conveyances by opening manual doors for people with disabilities.

Note: See sections 33.3 to 33.5 in relation to equivalent access.

- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except the following: (a) dedicated school buses; (b) taxis; (c) aircraft	All, except premises to which the Premises Standards apply	All

12.7 Unisex accessible toilet doors must be power assisted

- (1) The door of a unisex accessible toilet must be power-assisted and not require a person to open or close that door by pushing or pulling that door.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Trains	All, except premises to which the Premises Standards apply	All

Section 13.1

Part 13—Lifts

13.1 Compliance with Australian Standard—premises and infrastructure

- (1) Lift facilities must comply with AS 1735.12 (2020).
- (2) However, where a provision of these Standards is inconsistent with a provision of AS 1735.12 (2020), these Standards prevail to the extent of the inconsistency.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

13.2 Braille and tactile information in lift landings

- (1) A lift landing must have a braille and tactile sign that identifies:
 - (a) for a landing on a platform—the platform; and
 - (b) for a landing at a road reserve, parking area or passenger loading zone—the street or facility name, as applicable, of the reserve, area or zone; and
 - (c) for a landing at an overbridge, subway or concourse—the level of the overbridge, subway or concourse.
- (2) The sign must comply with AS 1428.4.2 (2018).
- (3) The sign must be located in a way that complies with clause ZA.5.2 of Appendix ZA to AS 1735.12 (2020).
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Note: This section applies after the end of the 5-year transitional period to existing lift landings: see section 35.15.

13.3 Audible announcement in lift about location and directions

- (1) A lift must have the following features:
 - (a) an automatic audible announcement within the lift car identifying the location at which the lift has arrived every time the car stops;

(b) information to assist a person in the lift car to make basic orientation decisions in leaving the lift.

(2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

13.4 Emergency communication systems in lift

- (1) An emergency warning system in a lift must:
- (a) include a hearing augmentation system; and
 - (b) comply with clause 5.4.2.5.3 of AS 1735.12 (2020); and
 - (c) include the symbol required by clause 5.4.2.5.4 of AS 1735.12 (2020) close to the microphone for that system.
- (2) If the hearing augmentation system referred to in paragraph (1)(a) is a hearing loop system, that hearing loop system must comply with clause 3.2 of AS 1428.5 (2021).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Section 14.1

Part 14—Stairs

14.1 Stairs, escalators etc. not to be sole means of access

- (1) Stairs must not be the sole means of access.
- (2) Escalators and inclined travellers must not be the sole means of access.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except dedicated school buses and small aircraft	All	All

14.2 Requirements for risers, treads and handrails on stairs

- (1) The riser of a stair must be between 150 to 165 mm.
- (2) The tread of a stair must be between 275 to 300 mm.
- (3) Stairs must comply with the following from AS1428.1 (2021):
 - (a) clause 8.1 (stair construction);
 - (b) clause 8.2 (stairway handrails).
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

14.3 Internal stairs on trains, trams and light rail

- (1) Internal stairs must comply with clauses 11.1(c) to (g) of AS 1428.1 (2009).

Note: Clauses 11.1(c) to (g) of AS 1428.1 (2009) deal with requirements for opaque risers, stair nosings and the area of luminance contrast on the riser of a stair.
- (2) The geometry and minimum access path width on internal stairs must be safe and fit for purpose.
- (3) Internal stairs must not intrude into access paths.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) trains; (b) trams; (c) light rail	None	None

14.3A Stairs on ferries

- (1) Stairs must comply with clauses 11.1(c) to (g) of AS 1428.1 (2009).

Note 1: Clauses 11.1(c) to (g) of AS 1428.1 (2009) deal with requirements for opaque risers, stair nosings and the area of luminance contrast on the riser of a stair.

Note 2: The National Standard for Commercial Vessels Part C Design and construction Section 1 Arrangement, accommodation and personal safety imposes other requirements in relation to stair geometry and minimum access path width on stairs.

- (2) Stairs must not intrude into access paths.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

14.4 Specific requirements—buses*Compliance with Australian Design Rule 58*

- (1) Steps and stairs must comply with Australian Design Rule 58.
- (2) If Australian Design Rule 58 as it applies to stairs is inconsistent with a provision of these Standards that otherwise applies, the Rule prevails to the extent of that inconsistency.

Steps and stairs

- (3) Step edges and tread nosing must comply with clauses 11.1(c), (e), (f) and (g) of AS1428.1 (2009).
- (4) Steps and stairs must not intrude into an access path.
- (5) Tactile ground surface indicators are not required at a step or stairs.

Passenger doors

- (6) A passenger door must be fitted with one or more handrails that are accessible when the door is open.

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- (7) For a passenger door that opens outward, any handrail must be permanently fixed to the body of the door.

Application table

- (8) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Buses, except dedicated school buses	None	None

14.5 Specifications for escalators in premises and infrastructure

- (1) The minimum unobstructed width of an escalator or inclined traveller must be 850 mm.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Part 15—Toilets

15.1 Unisex accessible toilet—premises and infrastructure

- (1) If toilets are provided, there must be at least one unisex accessible toilet without airlock that complies with section 12 of AS1428.1 (2021) (sanitary facilities).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

15.2 Location of accessible toilets

- (1) Accessible toilets must be in the same location as other toilets.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

15.3 Unisex accessible toilet—ferries and accessible rail cars

- (1) If toilets are provided, there must be at least one unisex accessible toilet without airlock available to passengers using wheelchairs or mobility aids.
- (2) If 2 or more unisex accessible toilets are provided, there must be, as nearly as possible, an equal number of:
 - (a) toilets with a space for a mobility aid to the left of the pan; and
 - (b) toilets with a space for a mobility aid to the right of the pan.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) accessible rail cars	None	None

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15.4 Requirements for accessible toilets—ferries and accessible rail cars

- (1) An accessible toilet must:
 - (a) comply with the requirements set out in this section; and
 - (b) allow passengers in wheelchairs or mobility aids to enter, position their aids and exit.
- (2) The minimum dimension from the centre line of the pan to the near-side wall must be 450 mm (figure 38 of AS 1428.1 (2009)).
- (3) The minimum dimension from the centre line of the pan to the far-side wall must fall within the range of 1150 to 1450 mm.
- (4) The minimum dimension from the back wall to the front edge of the pan must be 800 mm (figure 38 of AS 1428.1 (2009)).
- (5) The toilet seat must be between 460 mm and 480 mm above the floor (figure 38 of AS 1428.1 (2009)).
- (6) Hand washing facilities must be provided inside the toilet cubicle (clause 15.2.10 of AS 1428.1 (2009) (Washbasins for unisex accessible sanitary facilities)).
- (7) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) accessible rail cars	None	None

15.5 Accessible toilet to be provided—aircraft

- (1) At least one toilet must be accessible to passengers using an on-board wheelchair.
- (2) Direct assistance to the toilet door must be provided.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Wide-body twin-aisle aircraft	None	None

15.6 Stops to be offered if accessible toilet not provided—coaches

- (1) If an on-board toilet is not accessible, the operator must offer stops, at reasonable frequency, at premises with accessible toilets.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Coaches	None	None

Section 16.1

Part 16—Symbols

16.1 International symbols for accessibility and deafness

- (1) Both of the following symbols must be used to identify access paths and accessible facilities and boarding points:
 - (a) the international symbol of access in a form that satisfies the requirements in paragraphs 5.2.1(a), (b) and (d) of AS 1428.1 (2021);
 - (b) the international symbol for deafness in a form that satisfies the requirements in paragraphs 5.2.2(a), (b) and (d) of AS 1428.1 (2021).

Note: The symbols, however, do not have to satisfy the colour requirements provided by paragraphs 5.2.1(c) and 5.2.2(c) of AS 1428.1 (2021).
- (2) If the symbols are provided as part of a fixed sign, the size of the symbol on that sign must:
 - (a) be an appropriate size to be viewed from a distance by a person who may be seeking to use the access path, facility or boarding point identified by the symbols; and
 - (a) have a minimum height and length of 60 mm.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

16.2 Graphical symbols for public information from ISO 7001 must be used

- (1) The graphical symbols for the purposes of public information specified in ISO 7001 must be used.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

16.3 Accessibility symbols to incorporate directional arrows

- (1) The symbol for accessibility must incorporate directional arrows and words or, if possible, pictograms, to show passengers the way to accessible facilities such as toilets.

- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

16.4 Accessibility symbol to be visible on accessible buses

- (1) The international symbol of accessibility must be clearly visible on the front of accessible buses.
- (2) The symbol must also appear outside accessible doors, accompanied by a numeral indicating the number of allocated spaces provided by the bus.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Buses	None	None

16.5 Accessibility symbol to be visible on accessible doors

- (1) The international symbol of accessibility must be clearly visible both inside and outside accessible doors on these conveyances.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) trains; (c) trams; (d) light rail	None	None

Section 17.1

Part 17—Signs

17.1 Height, illumination and legibility

- (1) A sign must comply with clauses 17.1, 17.2, 17.3 and figure 30 of AS 1428.2 (1992).
- (2) A static sign that is not provided in braille and tactile must satisfy all of the following:
 - (a) the sign is clear and legible;
 - (b) any text used in the sign is in a sans serif font;
 - (c) any text, icons and symbols used by the sign has a luminance contrast of not less than 30% when viewed against the background of the sign;
 - (d) the sign itself has a luminance contrast of not less than 30% when viewed against:
 - (i) the background to the sign; or
 - (ii) other surfaces that are within 2 metres of the sign.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.2 Location of signs

- (1) Subject to subsection (2), a sign must:
 - (a) be placed in accordance with paragraphs (a), (b) and (c) of clause 17.4 of AS 1428.2 (1992) (location of signs), including the notes to those paragraphs; and
 - (b) be visible from both seated and standing positions.
- (2) If the design of the conveyance means it is not possible to comply with subsection (1), the sign must be placed where it is visible from the position (sitting or standing) that is usual for passengers in that area.
- (3) Where one or more destination signs are used on a conveyance, at least one destination sign must be placed on the outside of the conveyance above the windscreen.
- (4) A directional sign must be included at the location of a pedestrian entrance that is not accessible. The sign must:
 - (a) include the international symbol of access in a form that satisfies the requirements in paragraphs 5.2.1(a), (b) and (d) of AS 1428.1 (2021); and
 - (b) direct a person to the location of the nearest accessible pedestrian entrance.

- (5) This section does not apply to a sign that is in braille and tactile.
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	All, except premises to which the Premises Standards apply	All

17.3 Signs in spaces with hearing augmentation systems

- (1) If a space contains a hearing augmentation system, a sign must be provided that identifies the following:
- (a) the type of system used in the space;
 - (b) the area covered within the space by the system;
 - (c) if receivers are being used by the system and where the receivers can be obtained.
- (2) The sign must also include the international symbol for deafness in a form that satisfies the requirements in paragraphs 5.2.2(a), (b) and (d) of AS 1428.1 (2021).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	All, except premises to which the Premises Standards apply	All

17.3A Signs in sanitary facilities

- (1) A sign provided for unisex accessible sanitary facilities must identify if the facility is suitable for left-handed or right-handed use.

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- (2) A sign provided to identify an ambulant accessible sanitary facility must be located on the door of the facility.
- (3) If sanitary facilities do not include any unisex accessible sanitary facilities, a directional sign must be provided that does the following:
 - (a) includes the international symbol of access in a form that satisfies the requirements in paragraphs 5.2.1(a), (b) and (d) of AS 1428.1 (2021);
 - (b) directs a person to the location of the nearest unisex accessible sanitary facility.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	All, except premises to which the Premises Standards apply	All

17.4 Destination signs to be visible from boarding point

- (1) Destination signs must be visible from, or available at, boarding points.
- (2) They may be displayed on the conveyance or within the premises or infrastructure.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	All	All

17.5 Digital information display screens

- (1) The presentation of words or numbers on a digital information display screen must be visible for at least 10 seconds.
- (2) However, if the screen is for the purpose of ticket validation, the presentation of words or numbers need only remain visible for as long as is reasonably necessary for a person to acknowledge the content of the display.
- (3) The screen must also:
 - (a) be visible by a direct line of sight free from obstruction from all viewing areas, including the display enclosure or housing; and
 - (b) be readable by a person wearing polarised eyeglasses; and
 - (c) in relation to contrast minimum—comply with the requirements of AS EN 301 549.

Height of letters

- (4) If the required viewing distance of the screen is mentioned in Table 2 of AS 1428.2 (1992), the height of the letters in any text on the screen must be no less than the height of letters mentioned for that distance in that table.
- (5) If the required viewing distance of the screen is not mentioned in Table 2 of AS 1428.2 (1992), the height (in millimetres) of the letters in any text on the screen must be no less than 3.2 times the arbitrary viewing distance (in metres).
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

17.6 Braille on signs and labels—design requirements

- (1) The following applies to braille components on a sign or label:
 - (a) braille must be grade 1 braille (uncontracted) in accordance with the Rules of Unified English Braille;
 - (b) braille must be raised and domed;
 - (c) braille must be in sentence case;
 - (d) braille must be located 8 mm below the bottom line of text (not including descenders);
 - (e) braille must be left justified;
 - (f) if an arrow is used in the tactile sign, a solid arrow must be provided for braille readers;
 - (g) on signs with multiple lines of text and characters, a semicircular braille locator at the left margin must be horizontally aligned with the first line of braille text.

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- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.6A Tactile characters etc on signs and labels—design requirements

- (1) A sign or label with tactile characters, symbols and the like (other than braille) must comply with the following requirements:
- (a) the characters must be raised or embossed to a height of not less than 1 mm and not more than 1.5 mm;
 - (b) title case must be used for any tactile elements that is text, with:
 - (i) upper case characters in the text having a height of not less than 15 mm and not more than 55 mm; and
 - (ii) lower case characters in the text having a minimum height of 50% of the uppercase characters;
 - (c) tactile characters, symbols and the like must have rounded edges; and
 - (d) the minimum letter spacing of tactile characters must be 2 mm; and
 - (e) the minimum word spacing of tactile characters on signs must be 10 mm; and
 - (f) tactile text must be left justified, except that single words may be centre justified; and
 - (g) tactile text must be provided in a sans serif typeface.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.6B Braille and tactile signs and labels—general requirements

- (1) If a sign or label contains braille and tactile characters, symbols and the like:
- (a) the background, negative space or fill of the sign or label must have a matte or low sheen finish; and
 - (b) the braille and the tactile characters, symbols and the like must have a matte or low sheen finish; and
 - (c) any information presented in braille must be comparable to the messaging found in the text or written information; and

- (d) any information contained in or represented by a pictogram must be rendered in braille.
- (2) Braille and tactile characters, symbols and the like must have a luminance contrast of not less than 30% when viewed against the background sign or label surface on which the braille and tactile elements are mounted.
- (3) The luminance contrast must be tested under the lighting conditions in which the sign or label is to be located.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.6C Specific requirements for braille and tactile signs—location requirements

- (1) The braille and tactile elements on a sign must be located no less than 1200 mm, and no more than 1600 mm, above the ground or floor surface.
- (2) However, a sign or label with a single line of tactile characters must have the line of tactile characters located no less than 1250 mm, and no more than 1350 mm, above the floor or ground surface.
- (3) A sign must be provided for each sanitary facility or space with a hearing augmentation system that satisfies all of the following:
 - (a) the sign identifies the facility or space with braille and tactile elements;
 - (b) the sign includes the international symbol of access in a form that satisfies the requirements in clause 5.2.1 of AS 1428.1 (2021);
 - (c) the sign includes the international symbol of deafness in a form that satisfies the requirements in clause 5.2.2 of AS 1428.1 (2021).
- (4) A sign must be provided for each room containing accessible features or facilities that satisfies all of the following:
 - (a) the sign identifies the room has those features or facilities with braille and tactile elements;
 - (b) the sign is located either:
 - (i) on the wall on the latch side of the door to the room, with the leading edge of the sign located no less than 50 mm, and no more than 300 mm, from the architrave; or
 - (ii) if it is not possible to comply with subparagraph (i)—on the door itself.
- (5) If a door has an exit sign, another sign (the **second sign**) must be provided on the side of the door that is used for egress that satisfies all of the following:
 - (a) the second sign states in braille and tactile elements the word “Exit”;

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- (b) the second sign states in braille and tactile elements the word “Level” with that word followed by either or both of the following:
 - (i) the floor level number;
 - (ii) a description of the floor level;
 - (c) the second sign is located either:
 - (i) on the wall on the latch side of the door to the room, with the leading edge of the sign located no less than 50 mm, and no more than 300 mm, from the architrave; or
 - (ii) if it is not possible to comply with subparagraph (i)—on the door itself.
- (6) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.6D Specific requirements for braille and tactile signs

- (1) This section applies to a sign that has any braille or tactile elements.
- (2) The entire sign (including any frame) must have all edges rounded.
- (3) The background, negative space, and fill of the sign (including its borders if those borders have a minimum width of 5 millimetres) must have a luminance contrast of not less than 30%, when viewed against:
 - (a) the background on which it is mounted; and
 - (b) against any other surfaces within 2 metres.
- (4) The luminance contrast must be tested under the lighting conditions in which the sign is to be located.
- (5) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

17.7 Taxi registration numbers

- (1) Raised taxi registration numbers must be placed on the exterior of passenger doors forward of the handle.

-
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Taxis	None	None

Section 18.1

Part 18—Tactile ground surface indicators

18.1 Location

- (1) Warning tactile ground surface indicators must be installed, in accordance with clause 2.3.3 of AS/NZS 1428.4.1 (2009), on an access path to indicate the presence of any of the following:
 - (a) a stairway;
 - (b) an escalator;
 - (c) an inclined travelator;
 - (d) a moving walkway;
 - (e) a ramp;
 - (f) step ramps in a passenger use area of transport related buildings and infrastructure;
 - (g) if there is no suitable barrier—an overhead obstruction that is less than 2 metres above the floor, other than a doorway;
 - (h) if there is no suitable barrier—a hazard that is within a circulation space or adjacent to a path of travel;
 - (i) if there is no suitable barrier and there is no kerb or kerb ramp at the point—a point at which an access path meets a vehicular way that is adjacent to a pedestrian entrance to a building.
- (2) The installation of warning tactile ground surface indicators must also be in accordance with clauses 2.4, 2.5 and 2.6 of AS/NZS 1428.4.1 (2009) (as far as those clauses are applicable).
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Note: This section applies after the end of the 10-year transitional period to existing warning tactile ground surface indicators: see section 35.20.

18.2 Style and dimensions

Warning tactile ground surface indicators

- (1) The style and dimensions of warning tactile ground surface indicators must comply with clauses 2.2, 2.3.1 and 2.3.2 of AS/NZS 1428.4.1 (2009).

Directional tactile ground surface indicators

- (2) The style and dimensions of directional tactile ground surface indicators must comply with clauses 2.2, 3.2.1 and 3.2.2 of AS/NZS 1428.4.1 (2009).

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- (3) Where directional tactile ground surface indicators are used in the absence of other wayfinding cues, the indicators must be installed in accordance with clauses 3.2.1, 3.2.3 and 3.3 of AS/NZS 1428.4.1 (2009).
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

Note: This section applies after the end of the 10-year transitional period to existing warning and directional tactile ground surface indicators: see section 35.20.

18.3 Instalment at accessible bus boarding points

- (1) Tactile ground surface indicators must be installed at accessible boarding points at bus stops or in bus zones.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	None	Bus boarding points

18.4 Instalment at railway stations

- (1) Warning tactile ground surface indicators must be installed at the edges of railway platforms in accordance with clause 3.4 of AS/NZS 1428.4.1 (2009), provided that there is an access path with a width of at least 1.2 metres between any infrastructure or building on the platform and the indicators.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	None	Railway platforms

18.5 Instalment at wharves

- (1) Warning tactile ground surface indicators must be installed at wharf edges in accordance with clause 3.5 of AS/NZS 1428.4.1 (2009).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Part 18 Tactile ground surface indicators

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Section 18.5

Application of this section		
Conveyances	Premises	Infrastructure
None	None	Passenger wharves

Part 19—Alarms

19.1 Emergency warning systems

- (1) If installed, emergency warning systems must comply with **AS1428.2 (1992) Clause 18.2.1, *Emergency warning systems*, Clause 18.2.2, *Audible alarms*, and Clause 18.2.3, *Visual alarms*.**
- (2) Provision must be made for people with vision impairment to locate the exit path in the event of an emergency.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All, except premises to which the Premises Standards apply	All

Section 20.1

Part 20—Lighting

20.1 Illumination levels—premises and infrastructure

- (1) Any lighting associated with a public transport facility must be provided to a level that:
 - (a) is appropriate to the location; and
 - (b) enables the safe completion of tasks.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

20.2 Illumination levels— conveyances

- (1) Any lighting provided must comply with minimum levels of maintenance illumination for various situations shown in the notes to **AS1428.2 (1992) Clause 19.1, *Illumination levels***.
- (2) Lighting should be at least 150 lux at the entrance and at the point where a passenger pays his or her fare.
- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: <ol style="list-style-type: none">(a) buses;(b) coaches;(c) ferries;(d) trains;(e) trams;(f) light rail	None	None

20.3 Dimming

- (1) Internal lighting may be dimmed as required to avoid reflection interfering with an operator's vision.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	None	None

Section 21.1

Part 21—Door controls, switches and general purpose outlets

21.1 Door control requirements for premises and infrastructure

- (1) Door controls must comply with clause 10.4 (door controls) of AS 1428.1 (2021).
- (2) Door handles must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against the rest of the door.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

21.2 Passenger-operated devices for opening and closing doors

- (1) Passenger-operated devices for opening and closing manual and power-assisted doors on conveyance must comply with the following from AS1428.1 (2021):
 - (a) clause 10.4 (door controls);
 - (b) section 11 (switches and general purpose outlets).
- (2) Door handles must have a luminance contrast of not less than 30%, as tested in accordance with Appendix B of AS1428.1 (2021), when viewed against the rest of the door.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

21.3 Location of passenger-operated controls for opening and locking doors

- (1) Passenger-operated opening and locking controls for doors on conveyances must be located according to clause 10.4.3 of AS 1428.1 (2021).
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) coaches; (c) ferries; (d) trains; (e) trams; (f) light rail	None	None

21.4 Signal devices for conveyances that stop on request

- (1) Conveyances that stop on request must be equipped with signal devices that comply with the following from AS1428.1 (2021):
 - (a) clause 10.4 (door controls);
 - (b) section 11 (switches and general purpose outlets).
- (2) If a signal is operated by a button or pad, one surface dimension must be at least 25 mm.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) trams; (c) light rail	None	None

Section 22.1

Part 22—Furniture and fitments

22.1 Tables, benches, counters, etc

- (1) Tables, benches, counters and similar fixtures must comply with **AS1428.2 (1992) Clauses 24.1, 24.1.1, 24.1.2, 24.1.3, 24.1.4 and 24.1.5.**
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except airport terminals	All

22.2 Information desks, check-in counters, etc— airports

- (1) At least 5% of information desks, check-in counters and similar airport fixtures used by passengers must be suitable for use by passengers in wheelchairs or similar mobility aids.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	Airport terminals	None

22.3 Accessible sleeping berths— ferries and trains

- (1) Accessible sleeping berths must comply with **AS1428.2 (1992) Clause 24.3 (a), (c) and (d), Beds.**
- (2) Passengers in wheelchairs or mobility aids must be able to enter and exit the berth, and position their aids, so that they can get into the bed or bunk.
- (3) If this is not possible, or where recliner chairs are used, operators must provide equivalent access by direct assistance.
Note: See sections 33.3 to 33.6 in relation to equivalent access and direct assistance.
- (4) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries;	None	None

Application of this section		
Conveyances	Premises	Infrastructure
(b) trains		

22.4 Accessible sleeping berths— ferries

- (1) If a ferry has sleeping berths, at least one accessible sleeping berth must be provided for every 32 beds or bunks on the ferry.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Ferries	None	None

22.5 Accessible sleeping berths— trains

- (1) If a train has sleeping berths, a minimum of 2 accessible berths must be provided in each set of up to 4 sleeping cars, or one accessible sleeping berth must be provided for every 32 bunks.
- (2) If different classes of travel are offered, accessible sleeping berths must be provided in each class.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
Trains	None	None

22.6 Accessible berths to be connected to access path— ferries and trains

- (1) Accessible berths must be connected by an access path to essential facilities such as toilets, bathrooms and food service areas that are not part of the accessible cabin.
- (2) If this is not practicable, operators must provide equivalent access by direct assistance.
 Note: See sections 33.3 to 33.6 in relation to equivalent access and direct assistance.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to

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Division 1.2

Section 22.6

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) trains	None	None

Part 23—Street furniture

23.1 Seats

- (1) Seats must comply with **AS1428.2 (1992) Clause 27.2**, *Seating in pedestrian areas*.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Section 24.1

Part 24—Access gates

24.1 Access gates

- (1) If an access gate forms a barrier between paid and unpaid areas of a station or interchange, the gate must have a minimum width of 850 mm.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Part 25—Payment of fares

25.1 Passengers to pay fares

- (1) All passengers must be prepared to pay fares.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

25.2 Requirements for an accessible fare system

- (1) A fare system must not require actions from a person with a disability that exceed what is required of a person without a disability.

Note: If a fare system has a digital information screen, the screen must comply with section 17.5.

Fare system must comply with AS EN 301 549 (2020)
- (2) A fare system must comply with the following from AS EN 301 549 (2020):
 - (a) clause 5.1.3.1 (which deals with audio output of visual information);
 - (b) clause 5.1.3.3 (which deals with auditory output correlation);
 - (c) clause 8.5 (which deals with tactile indication of enabling speech mode on the system).
- (3) If the hardware and software used by a fare system is to be used by a member of the public:
 - (a) the hardware must comply with section 8 of AS EN 301 549 (2020); and
 - (b) the software must comply with section 11 of AS EN 301 549 (2020).

Alternative ways of paying fare must be provided

- (4) If a person's disability affects that person's use of the standard fare system provided by an operator or provider, that person must be provided with another way of paying the fare to use a public transport service. The other way of paying the fare must:
 - (a) not result in the person paying more than a person without the disability; and
 - (b) facilitate independent access by the person to the public transport service; and
 - (c) meet equivalent access principles.

Note: See sections 33.3 to 33.5 in relation to equivalent access.

Section 25.3

Location of the fare system

- (5) A fare system designed for persons using mobility aids must:
- (a) be located adjacent to other fare systems; and
 - (b) be orientated, where possible, to minimise the effect of glare on any digital screens used.

Reach ranges

- (6) A fare system must include either or both of the following:
- (a) forward reaches that comply with clause 8.3.2 of AS EN 301 549 (2020);
 - (b) side reaches that comply with clause 8.3.3 of AS EN 30 549 (2020).
- (7) An operator or provider must maintain forward reaches or side reaches included on a fare system to comply with subsection (6).

Application table

- (8) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

25.3 Vending machines

- (1) Vending machines must comply with **AS1428.2 (1992) Clause 29.1, Height, Clause 29.2, Controls, and Clause 29.3, Illumination.**
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

25.4 Circulation space in front of vending machine

- (1) The circulation space in front of any vending machine must allow for a 180 degree turn as in clause 3.5 of AS1428.1 (2021).
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

Section 26.1

Part 26—Hearing augmentation—listening systems

26.1 Public address systems—premises and infrastructure

- (1) If a public address system is installed, it must comply with **AS1428.2 (1992) Clause 21.1**, *Hearing augmentation*.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All, except premises to which the Premises Standards apply	All

26.2 Public address systems—conveyances

- (1) If a public address system is installed:
 - (a) people who are deaf or have a hearing impairment must be able to receive a message equivalent to the message received by people without a hearing impairment; and
 - (b) it must comply with **AS1428.2 (1992) Clause 21.1**, *Hearing augmentation*.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: <ol style="list-style-type: none">(a) buses;(b) coaches;(c) ferries;(d) trains;(e) trams;(f) light rail	None	None

Part 27—Information

27.1 Access to information about transport services

- (1) General information about transport services provided by an operator or provider must be accessible to all passengers.
- (2) To avoid doubt, general information about transport services cannot be provided solely in an online format.
- (3) For the purposes of subsection (2), general information about transport services includes timetables, routes, fare, payment methods, next stop information, next service information.

Note: Subsections (2) and (3) apply after the end of the 5-year transitional period: see section 35.24.

- (4) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

27.2 Direct assistance to be provided

- (1) If information cannot be supplied in a passenger's preferred format, an operator or provider must provide equivalent access by giving direct assistance.
- (2) Infrequently requested formats must be provided by an operator or provider in a timely manner if not immediately available.
- (3) If information cannot be immediately supplied in a passenger's preferred format, an operator or provider must provide equivalent access by giving direct assistance until the request is fulfilled.

Note: Subsections (2) and (3) apply after the end of the 5-year transitional period: see section 35.24.

- (4) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Section 27.3

27.3 Size and format of printing on request

- (1) This section applies to an operator or provider if a passenger requests that a document about transport services be reproduced in a large print format.
- (2) The operator or provider must reproduce the document.
- (3) The text of the reproduced document must:
 - (a) be in a font that is:
 - (i) at least 18 point in size; and
 - (ii) sans serif; and
 - (iii) weighted either semi-bold or bold;
 - (b) be left justified with a ragged right margin; and
 - (c) either:
 - (i) be black on a light background; or
 - (ii) have a luminance contrast of not less than 75% with the background of the document.
- (4) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

27.4 Access to information about location

- (1) An operator or provider must ensure all passengers are given the same level of access to information on their whereabouts during a public transport journey.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	None	None

27.5 Braille in embossed print format

- (1) If a passenger requests information in braille in a printed format, an operator or provider must provide that information in Grade 2 braille (contracted) unless the passenger specifically requests that the information be provided in Grade 1 braille (uncontracted).
- (2) If an operator or provider provides information in braille in a printed form otherwise than in response to a request from a passenger, that information must

be provided in both Grade 1 braille (uncontracted) and Grade 2 braille (contracted), in separate volumes.

- (3) Information in braille in a printed format must otherwise be provided in accordance with the Rules of Unified English Braille.
- (4) In this section, ***Grade 1 braille (uncontracted)*** and ***Grade 2 braille (contracted)*** have the same meaning as in the Rules of Unified English Braille.
- (5) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Note: This section applies after the end of the 5-year transitional period: see section 35.24.

27.6 Information about stops should be given during public transport journey

- (1) The following must be provided in a conveyance providing a public transport service with multiple stops:
 - (a) information displaying the next stop of the service that is visible from priority seats and allocated spaces;
 - (b) announcements of the next stop that are able to be heard using a hearing augmentation system;
 - (c) announcements of the side, door or gate of the conveyance through which a person must alight if the side, door or gate may vary during the course of the service provided.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All, except: (a) taxis; (b) aircraft	None	None

27.7 Online information about public transport services must be accessible

- (1) Information about public transport services provided by an operator or provider in an online format (such as a website or mobile web system) must at least meet Level AA conformance as provided by section 5.2.1 of WCAG.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Section 27.8

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

27.8 Information provided during disruptions

- (1) If a public transport service is disrupted as part of a planned disruption, an operator or provider must be able to provide information about the disruption and (if possible) alternative travel options:
 - (a) in a variety of formats; and
 - (b) with as much notice as can be reasonably provided in the circumstances.
- (2) However, if the operator or provider is unable to comply with subsection (1), the operator or provider must provide the information by direct assistance.
- (3) Subsection (1) does not apply if the disruption's nature is such that the operator or the provider no longer has control of the conveyance, premises or infrastructure (as the case may be).

Example: A fire evacuation or police operation.
- (4) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Note: This section applies after the end of the 5-year transitional period: see section 35.24.

27.9 Communicating accessibility features of conveyances, premises and infrastructure

- (1) An operator or provider must do all of the following:
 - (a) identify access barriers within the transport network and publish information about solutions to those barriers;
 - (b) publish information about the features of the conveyance, premises or infrastructure (whichever is applicable) that are to ensure accessibility for persons with disabilities in a way that:
 - (i) is consistent and easy to understand; and
 - (ii) conveys the level of access available at or on the conveyance, premises or infrastructure (whichever is applicable).
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Note: This section applies after the end of the 5-year transitional period: see section 35.24.

27.10 Information and communication technology must be accessible

- (1) Any information and communication technology that an operator or provider intends for public use must be accessible to persons with disabilities.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Section 28.1

Part 28—Booked services

28.1 Notice of requirement for accessible travel

- (1) Operators of booked services may request advance notice of a requirement for accessible travel.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) aircraft; (b) coaches; (c) ferries; (d) dial-a-ride services; (e) trains	None	None

28.2 Period of notice of requirement for accessible travel

- (1) Any advance notice required of a requirement for accessible travel must not exceed the period of notice specified for other passengers.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) coaches; (b) ferries; (c) dial-a-ride services; (d) trains	None	None

28.3 Location of carers, assistants and assistance animals

- (1) On booked services, operators must locate carers, assistants or assistance animals with the passenger with whom they are travelling.
- (2) In the case of carers or assistants, this would normally be in an adjoining seat.
- (3) If a passenger is travelling with an assistance animal, the animal must be able to accompany the passenger at all times and to travel without encroaching onto an access path.

- (4) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) aircraft;		
(b) coaches;		
(c) ferries;		
(d) dial-a-ride services;		
(e) trains		

28.4 Accessible seats to be available for passengers with disabilities

- (1) Accessible seats must be kept for passengers with disabilities.
- (2) Operators must allocate unbooked accessible seats to other passengers only after all other standard seats are filled.
- (3) Passengers with disabilities must be able to book seats that are located in parts of the conveyance that are appropriate for their travelling needs (unless such seats have already been booked).
- (4) If different classes of travel are provided by a service, seats appropriate to the travelling needs of people with disability must be available in each class.

Note: Subsections (3) and (4) apply after the end of the 5-year transitional period: see section 35.25.

- (5) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following:	None	None
(a) aircraft;		
(b) coaches;		
(c) ferries;		
(d) dial-a-ride services;		
(e) trains		

Section 29.1

Part 29—Food and drink services

29.1 Equal access to food and drink services

- (1) Operators and providers must ensure that any food or drink service that is provided as part of a public transport service is equally available to all passengers.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

29.2 Distance around accessible tables

- (1) The distance around accessible tables in food and drink service areas must comply with **AS1428.2 (1992) Clause 24.1.7**.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
None	All	All

29.3 Space for passengers using mobility aids

- (1) Operators may provide space for passengers using mobility aids in food and drink service areas or give the same convenience by equivalent access.
Note: See sections 33.3 to 33.5 in relation to equivalent access.
- (2) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) ferries; (b) trains	All	All

Part 30—Belongings

30.1 Disability aids to be in addition to baggage allowance

- (1) Disability aids (for example, equipment and apparatus including mobility, technical and medical aids) are to be in addition to normal baggage allowances.
- (2) If possible, disability aids are to be treated in the same way as cabin or accompanied baggage.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) aircraft; (b) coaches; (c) ferries; (d) trains	None	None

Section 31.1

Part 31—Priority seating

31.1 Allocation of priority seating

- (1) A minimum of 2 priority seats must be provided.
- (2) If there are 41 non-priority seats or more provided, the following must occur:
 - (a) an additional priority seat beyond what is required by subsection (1) must be provided;
 - (b) for every 20 seats after the 41st seat—a further priority seat must be provided.

Note: If there are between 41 to 60 non-priority seats, there must be 3 priority seats. If there are between 61 to 80 non-priority seats, there must be 4 priority seats. If there are between 81 to 99 non-priority seats, there must be 5 priority seats.

- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) ferries; (c) rail cars; (d) trams; (e) light rail	None	None

Note: This section applies after the end of the 5-year transitional period to seating in existing conveyances: see section 35.26.

31.2 Appearance and signage

- (1) The upholstery of a priority seat must have a luminance contrast of not less than 30% in comparison with the upholstery of other seating in the conveyance.
- (2) A priority seat must be identified by signage that:
 - (a) is located immediately adjacent, or as close as possible, to the priority seating; and
 - (b) instructs passengers to vacate the seat if it is required by a passenger with disability.

Note: Section 17.1 imposes requirements in relation to all signs on conveyances.

- (3) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) ferries; (c) rail cars; (d) trams; (e) light rail	None	None
Note: This section applies after the end of the 5-year transitional period to seating in existing conveyances: see section 35.26.		

31.3 Location of priority seats in conveyance

- (1) Operators and providers must ensure that any priority seating is placed in a way that makes it easy to find and use, in particular by co-locating the seating with such points as the following:
 - (a) entrance doors;
 - (b) accessible facilities;
 - (c) the driver;
 - (d) areas that are consistently staffed.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) ferries; (c) rail cars; (d) trams; (e) light rail	None	None
Note: This section applies after the end of the 5-year transitional period to seating in existing conveyances: see section 35.26.		

31.4 Accommodation of assistance animals

- (1) Operators and providers must ensure there is space under any priority seats to accommodate assistance animals.
- (2) The following table specifies conveyances, premises and infrastructure this section applies to.

Part 31 Priority seating

Division 1.2

Section 31.4

Application of this section		
Conveyances	Premises	Infrastructure
The following: (a) buses; (b) ferries; (c) rail cars; (d) trams; (e) light rail	None	None
<p>Note: This section applies after the end of the 5-year transitional period to seating in existing conveyances: see section 35.26.</p>		

**Part 31A—Strategies and programs to prevent harassment
or victimisation of persons with a disability**

**31A.1 Strategies and programs to prevent harassment or victimisation of
persons with a disability**

- (1) Operators and providers must ensure there is space under any priority seats to accommodate assistance animals.
- (2) Without limiting subsection (1), an operator or provider may implement strategies and programs directed at:
 - (a) ensuring that staff are aware of, and understand, the operator or provider’s policies, procedures and codes of conduct in relation to the harassment and victimisation of persons with a disability; and
 - (b) training staff to detect, and deal with, harassment of persons with a disability in public transport settings.
- (3) The following table specifies which conveyances, premises and infrastructure this section applies to.

Application of this section		
Conveyances	Premises	Infrastructure
All	All	All

Note: This section applies after the end of the 5-year transitional period: see section 35.27.

Section 33.3

Part 33—Compliance

33.3 Equivalent access

- (1) Compliance with these Standards may be achieved by:
 - (a) applying relevant specifications in these Standards before the target dates;
or
 - (b) using methods, equipment and facilities that provide alternative means of access to the public transport service concerned (but not using separate or parallel services) with equivalence of amenity, availability, comfort, convenience, dignity, price and safety.
- (2) This may include direct assistance over and above that required simply to overcome discrimination.

33.4 Consultation about proposals for equivalent access

The operator or provider of a public transport service must consult with passengers with disabilities who use the service, or with organisations representing people with disabilities, about any proposal for equivalent access.

33.5 Equivalent access without discrimination

Operators and providers must be able to demonstrate that equivalent access provides public transport without discrimination ‘as far as possible’.

33.6 Direct assistance

- (1) Nothing in these Standards prevents operators or providers from offering assistance directly to passengers.
- (2) If these Standards have not been fully met, direct assistance may be a means of providing equivalent access.
- (3) In addition to compliance with other provisions of these Standards, direct assistance to passengers is required if:
 - (a) it is necessary to provide equivalent access to a service; and
 - (b) direct access can reasonably be provided without unjustifiable hardship.

33.7 Exceptional cases—unjustifiable hardship

- (1) It is not unlawful to fail to comply with a requirement of these Standards if, and to the extent that, compliance would impose unjustifiable hardship on any person or organisation.
- (2) However, compliance is required to the maximum extent not involving unjustifiable hardship.

-
- (3) In determining whether compliance with a requirement of these Standards would involve unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including the following:
- (a) any additional capital, operating or other costs, or loss of revenue, that would be directly incurred by, or reasonably likely to result from, compliance with the relevant requirement of these Standards;
 - (b) any reductions in capital, operating or other costs, or increases in revenue, that would be directly achieved by, or reasonably likely to result from, compliance with a relevant requirement of these Standards;
 - (c) the extent to which the service concerned operates, or is required to operate, on a commercial or cost-recovery basis;
 - (d) the extent to which the service concerned is provided by or on behalf of a public authority for public purposes;
 - (e) the financial position of a person or organisation required to comply with these Standards;
 - (f) any effect that compliance with the relevant requirement of these Standards is reasonably likely to have on the financial viability of a person or organisation required to comply, or on the provision of the service, or feature of service, concerned;
 - (g) any exceptional operational, technical or geographic factors, including at a local or regional level, affecting a person or organisation's ability to comply with a relevant requirement of these Standards;
 - (h) financial, staffing, technical, information and other resources reasonably available to a person or organisation required to comply with these Standards, including any grants, tax concessions, subsidies or other external assistance provided or available;
 - (i) benefits reasonably likely to accrue from compliance with relevant requirements of these Standards, including benefits to people with disabilities, to other passengers or to other persons concerned, or detriment likely to result from non-compliance;
 - (j) detriment reasonably likely to be suffered by an operator, provider, passenger or other person or organisation concerned, including in relation to equality of amenity, availability, comfort, convenience, dignity, price and safety of services or effectiveness and efficiency of operation if compliance with relevant provisions of these Standards is required;
 - (k) if detriment under paragraph (j) involves loss of heritage values—the extent to which relevant heritage value or features of the conveyance, building or other item concerned are essential, and to what extent incidental, to the transport service provided;
 - (l) whether compliance with a requirement of these Standards may reasonably be achieved (including by means of equivalent access as provided for in sections 33.3 to 33.5) by less onerous means than those objected to by a person or organisation as imposing unjustifiable hardship;
 - (m) any evidence regarding efforts made in good faith by a person or organisation concerned to comply with the relevant requirements of these Standards;
-

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- (n) if a person or organisation concerned has given an action plan to the Commission under section 64 of the *Disability Discrimination Act 1992*—the terms of that action plan and any evidence regarding its implementation;
 - (o) the nature and results of any processes of consultation, including at local, regional, State, national, international, industry or other level, involving, or on behalf of, an operator concerned, any infrastructure providers as relevant, and people with a disability, regarding means of achieving compliance with a relevant requirement of these Standards and including in relation to the factors listed in this section;
 - (p) if a person or organisation seeks a longer period to comply with these Standards, or a requirement of these Standards, than is permitted by the preceding sections on Adoption and Compliance— whether the additional time sought is reasonable, including by reference to the factors set out in paragraphs (a) to (o) above, and what undertakings the person or organisation concerned has made or is prepared to make in this respect.
- (4) If a substantial issue of unjustifiable hardship is raised having regard to the factors listed in paragraphs (3)(a) to (p), the following additional factors are to be considered:
- (a) the extent to which substantially equal access to public transport services (including in relation to equality of independence, amenity, availability, comfort, convenience, dignity, price and safety) is or may be provided otherwise than by compliance with these Standards;
 - (b) any measures undertaken, or to be undertaken by, on behalf of, or in association with, a person or organisation concerned to ensure such access.
- (5) For these Standards:

unjustifiable hardship is to be interpreted and applied having due regard to the scope and objects of the *Disability Discrimination Act 1992* (in particular the object of removing discrimination as far as possible) and the rights and interests of all relevant parties.

Part 33A—Exemptions from compliance

33A.1 Commission may grant exemptions

- (1) The following persons may apply to the Commission for an exemption:
 - (a) a person:
 - (i) on the person's own behalf; or
 - (ii) on behalf of the person and another person or other persons; or
 - (iii) on behalf of another person or other persons;
 - (b) 2 or more persons:
 - (i) on their own behalf; or
 - (ii) on behalf of themselves and another person or other persons; or
 - (iii) on behalf of another person or other persons.
- (2) After receiving an application under subsection (1), the Commission may grant the person or persons to whom the application relates an exemption from compliance with some or all of these Standards.
- (3) The Commission may grant a further exemption from compliance with the same requirements to which an exemption under subsection (2) (the *first exemption*) applied, if:
 - (a) a person makes an application for a further exemption; and
 - (b) the person who makes the application is a person to whom the first exemption relates; and
 - (c) the application is made in the period granted for the exemption granted last.
- (4) Before granting an exemption under subsection (2) or (3) the Commission:
 - (a) must consult with a committee with representatives from the Commonwealth, the States and the Territories that deals with transport policy; and
 - (b) may consult with any other body or person that the Commission considers appropriate to consult.
- (5) An exemption granted by the Commission under subsection (2) or (3) must not be granted for a period of more than 5 years.

33A.2 Content of exemptions

An exemption granted under subsection 33A.1 (2) or (3) must:

- (a) be in writing; and
- (b) state if it is an exemption from compliance with some or all of the requirements of these Standards; and
- (c) if it only applies to some of the requirements of these Standards — state the requirements to which it only applies; and
- (d) state the period for which it is granted; and
- (e) state the following matters if they apply to the exemption:
 - (i) any terms and conditions subject to which the exemption is granted;

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- (ii) any circumstances or activities to which the exemption only applies;
- (iii) if it is a further exemption.

33A.3 Effect of exemption

The following persons do not contravene these Standards if the person's failure to comply with the Standards is in accordance with an exemption granted under section 33A.1:

- (a) a person granted the exemption;
- (b) a person in the employment of, or under the direction or control of, a person granted the exemption.

Note: Section 32 of the Act provides that it is unlawful for a person to contravene a disability standard.

33A.4 Review of exemptions by Administrative Review Tribunal

A person may apply to the Administrative Review Tribunal for review of decisions made by the Commission under section 33A.1.

33A.5 Publication of notice of decision

- (1) Within 1 month after it makes a decision under section 33A.1 the Commission must, organise for a notice of the making of the decision to be published in the *Gazette*:
 - (a) containing a statement of reasons (within the meaning of the *Administrative Review Tribunal Act 2024*) for the decision; and
 - (b) containing a statement to the effect that, subject to that Act, application may be made to the Administrative Review Tribunal for a review of the decision to which the notice relates by or on behalf of any person or persons whose interests are affected by the decision.
- (2) A failure to comply with any part of subsection (1) for a decision does not affect the validity of the decision.

Part 34—Review

34.1 Timetable for review

- (1) The Minister for Transport and Regional Services, in consultation with the Attorney-General, is to:
 - (a) review the efficiency and effectiveness of these Standards within 5 years after they take effect; and
 - (b) carry out a subsequent review every 5 years after the initial review.
- (2) The review must include:
 - (a) whether discrimination has been removed, as far as possible, according to the requirements for compliance set out in these Standards; and,
 - (b) any necessary amendments to these Standards.

Section 35.1

Part 35—Application of the Disability Standards for Accessible Public Transport Amendment 2025

Division 35.1—Preliminary

35.1 Definitions for this Part

In this Part:

5-year transitional period means the period of 5 years beginning on the commencement day.

10-year transitional period means the period of 10 years beginning on the commencement day.

amended Standards means these Standards as amended by the *Disability Standards for Accessible Public Transport Amendment 2025*.

approach to market for a procurement means to seek written quotations or invite tenders as part of a procurement.

commencement day means the day this section commences.

existing conveyances means:

- (a) conveyances (except existing trains and trams) that are in service immediately before the commencement day, and that are not substantially refurbished or altered on and after that day; or
- (b) conveyances that:
 - (i) entered into service on and after the commencement day; but
 - (ii) the design of those conveyances had been submitted in response to an approach to market for a procurement that occurred before commencement day.

existing premises and infrastructure means:

- (a) premises or infrastructure in use immediately before the commencement day and that are not substantially refurbished or altered on and after that day; or
- (b) premises or infrastructure that:
 - (i) had commenced being constructed, or substantially refurbished or altered, before the commencement day; but
 - (ii) had not been completed by that day; or
- (c) premises or infrastructure that:
 - (i) had received a relevant approval to be constructed, or substantially refurbished or altered, before the commencement day; but
 - (ii) the construction, or substantial refurbishment or alteration, had not commenced by that day.

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existing trains and trams means trains or trams that are in service immediately before the commencement day, and that have not been substantially refurbished or altered on and after that day.

new conveyances means:

- (a) conveyances that entered into service on and after the commencement day; or
- (b) conveyances in service immediately before the commencement day but were substantially refurbished or altered on and after that day.

new premises and infrastructure means premises or infrastructure constructed, or substantially refurbished or altered, on and after the commencement day.

non-amended Standards means these Standards as in force immediately before the commencement day.

relevant approval, in relation to premises or infrastructure, means an approval of a development application (however described) for the premises or infrastructure.

target date means 31 December 2032.

35.2 Application of amended Standards to existing trains and trams

- (1) Operators of existing trains and trams must comply with the amended Standards after the target date if those trains and trams are in service after that date.
- (2) On and before the target date, operators of existing trains and trams must comply with the non-amended Standards.
- (3) For the purposes of subsection (2), if an operator of an existing train and tram complies with a provision of the amended Standards then the operator will be taken to comply with the corresponding provision of the non-amended Standards.
- (4) This section is subject to what this Part otherwise provides for existing trains and trams.

35.3 The non-amended Standards continue to apply to existing conveyances etc.

- (1) Unless otherwise provided by this Part, the non-amended Standards continue to apply, on and after the commencement day, to operators and providers of existing conveyances and existing premises and infrastructures.

Note 1: Section 7 of the *Acts Interpretation Act 1901* preserves any liabilities or obligations that accrued or incurred before the commencement day. That section applies in relation to these Standards because of paragraph 13(1)(a) of the *Legislation Act 2003*.

Note 2: An example of where this Part otherwise provides is the application of a provision of the amended Standards to existing premises and infrastructure after the end of the 5-year transitional period.

- (2) For the purposes of subsection (1), if an operator or provider of:
 - (a) an existing conveyance; or
 - (b) an existing premise and infrastructure;

Section 35.4

complies with a provision of the amended Standards then the operator will be taken to comply with the corresponding provision of the non-amended Standards.

35.4 This Part does not affect the application tables

To avoid doubt, this Part is subject to the operation of a table of the sort mentioned in section 1.7 in any provision of the amended Standards.

Note: If this Part provides that a provision of the amended Standards applies to new premises and infrastructure, and the provision includes a table that states that the provision applies to “All, except premises to which the Premises Standards apply”, the provision does not apply to premises to which the Premises Standards apply.

Division 35.2—Application of specific amendments**35.5 Application of Part 2 amendments**

The following table provides for the application of certain provisions of Part 2 of the amended Standards.

Application of Part 2 amendments		
Item	This provision...	applies...
1	Section 2.5	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to structures installed in existing premises and infrastructures on or after that day.
2	Subsection 2.6(1A)	on and after the commencement day to new conveyances.
3	Subsection 2.6(1B)	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to objects or fixtures installed, on or after that day, that project into access paths in: (i) existing conveyances; and (ii) existing trains and trams.

35.6 Application of Part 3 amendments

The following table provides for the application of certain provisions of Part 3 of the amended Standards.

Application of Part 3 amendments		
Item	This provision...	applies...
1	Subsection 3.2(1)	on and after the commencement day to new conveyances.
2	Subsection 3.2(2)	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to objects or fixtures installed, on and after that day, in manoeuvring areas in: (i) existing conveyances; and (ii) existing trains and trams.
3	Section 3.4	on and after the commencement day to new conveyances.

35.7 Application of Part 5 amendments

The following table provides for the application of certain provisions of Part 5 of the amended Standards.

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Division 35.2 Application of specific amendments

Section 35.8

Application of Part 5 amendments		
Item	This provision	applies...
	...	
1	Subsection 5.1(2)	(a) on and after the commencement day to resting points installed on or after that day; and (b) after the end of the 5-year transitional period to resting points in existing premises and infrastructure that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.8 Application of Part 6 amendments

The following table provides for the application of certain provisions of Part 6 of the amended Standards.

Application of Part 6 amendments		
Item	This provision...	applies...
1	Section 6.5	on and after the commencement day to gangways installed in existing infrastructure on or after that day.

35.9 Application of Part 7 amendments

The following table provides for the application of certain provisions of Part 7 of the amended Standards.

Application of Part 7 amendments		
Item	This provision...	applies...
1	Section 7.1	(a) on and after the commencement day to seating installed, and allocated spaces provided, in premises and infrastructure on or after that day; and (b) after the end of the 5-year transitional period to seating and allocated spaces in existing premises and infrastructure that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.10 Application of Part 8 amendments

The following table provides for the application of certain provisions of Part 8 of the amended Standards.

Section 35.10

Application of Part 8 amendments		
Item	This provision...	applies...
1	Subsections 8.1(1) to (1E)	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day in relation to boarding points installed on or after that day.
2	Section 8.1A	on and after the commencement day to new conveyances.
3	Paragraph 8.5(b)	on and after the commencement day to boarding devices provided on or after that day.
4	Section 8.6A	on and after the commencement day to boarding ramps provided on or after that day.
5	Section 8.6C	on and after the commencement day to removable gangways provided on or after that day.
6	Section 8.6D	on and after the commencement day to removable gangways provided on or after that day.
7	Section 8.6E	on and after the commencement day to removable gangways provided on or after that day.
8	Section 8.6F	on and after the commencement day to removable gangways provided on or after that day.
9	Section 8.6G	on and after the commencement day to removable gangways provided on or after that day.
10	Section 8.6H	on and after the commencement day to removable gangways provided on or after that day.
11	Subsections 8.7(2) to (4)	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to devices installed in conveyances on or after that day.
12	Subsection 8.8(2)	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to devices installed in existing premises and infrastructure on or after that day.
13	Section 8.9	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to lead stops brought into service on or after that day; and (c) after the end of the 5-year transitional period to lead stops in existing premises and infrastructure that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
14	Section 8.10	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to passenger loading zones and taxi ranks brought into service on or after that day; and (c) after the end of the 10-year transitional period to passenger loading zones and taxi ranks that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

Section 35.11

Application of Part 8 amendments		
Item	This provision...	applies...
15	Section 8.11	(a) on and after the commencement day to passenger loading zones brought into service on or after that day; and (b) after the end of the 10-year transitional period to passenger loading zones that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
16	Section 8.12	(a) on and after the commencement day to taxi ranks brought into service on or after that day; and (b) after the end of the 10-year transitional period to taxi ranks that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
17	Section 8.13	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to public parking areas brought into service on or after that day; and (c) after the end of the 10-year transitional period to public parking areas that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.11 Application of Part 9 amendments

The following table provides for the application of certain provisions of Part 9 of the amended Standards.

Application of Part 9 amendments		
Item	This provision...	applies...
1	Section 9.1A	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to objects or fixtures installed, on or after that day, that project into allocated space in existing conveyances.
2	Section 9.1B	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to signage installed on or after that day.
3	Section 9.7	on and after the commencement day to new conveyances.

35.12 Application of Part 10 amendments

The following table provides for the application of certain provisions of Part 10 of the amended Standards.

Section 35.13**Application of Part 10 amendments**

Item	This provision...	applies...
1	Section 10.2	on and after the commencement day to floors installed on or after that day.
2	Section 10.4	(a) on and after the commencement day to surfaces, columns, street furniture and fixtures installed on or after that day; and (b) after the end of the 10-year transitional period to surfaces, columns, street furniture and fixtures that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.13 Application of Part 11 amendments

The following table provides for the application of certain provisions of Part 11 of the amended Standards.

Application of Part 11 amendments

Item	This provision...	applies...
1	Section 11.1	on and after the commencement day to handrails installed on or after that day.
2	Section 11.2	on and after the commencement day to new premises and infrastructure.
3	Section 11.3	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to handrails installed on or after that day.
4	Section 11.4A	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to handrails installed on or after that day.
5	Section 11.7	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to grabrails installed on or after that day.
6	Section 11.8	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to grabrails installed on or after that day.

35.14 Application of Part 12 amendments

- (1) The following table provides for the application of certain provisions of Part 12 of the amended Standards.

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Division 35.2 Application of specific amendments

Section 35.15

Application of Part 12 amendments		
Item	This provision...	applies...
1	Section 12.2	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to doorways and doors installed on or after that day.
2	Section 12.4	(a) on and after the commencement day to doorways and doors installed on or after that day; and (b) after the end of the 5-year transitional period to doorways and doors that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
3	Section 12.7	(a) on and after the commencement day to new conveyances and new premises and infrastructure; and (b) on and after the commencement day to doors installed on or after that day.

35.15 Application of Part 13 amendments

The following table provides for the application of certain provisions of Part 13 of the amended Standards.

Application of Part 13 amendments		
Item	This provision...	applies...
1	Section 13.1	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to lifts installed on or after that day.
2	Section 13.2	(a) on and after the commencement day to lift landings provided on or after that day; and (b) after the end of the 5-year transitional period to lift landings that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
3	Section 13.3	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to lifts installed on or after that day.
4	Section 13.4	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to lifts installed on or after that day.

35.16 Application of Part 14 amendments

The following table provides for the application of certain provisions of Part 14 of the amended Standards.

Section 35.17

Application of Part 14 amendments		
Item	This provision...	applies...
1	Subsection 14.1(2)	on and after the commencement day to: (a) new premises and infrastructure; and (b) new conveyances.
2	Section 14.2	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to stairways and handrails installed on or after that day.
3	Section 14.3A	on and after the commencement day to new conveyances.
4	Section 14.4	on and after the commencement day to new conveyances.
5	Section 14.5	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to escalators and inclined travellers installed on or after that day.

35.17 Application of Part 15 amendments

The following table provides for the application of certain provisions of Part 15 of the amended Standards

Application of Part 15 amendments		
Item	This provision...	applies...
1	Section 15.1	on and after the commencement day to new premises and infrastructure.
2	Subsection 15.3(2)	on and after the commencement day to new conveyances.
3	Subsections 15.4(2) to (6)	on and after the commencement day to new conveyances.

35.18 Application of Part 16 amendments

The following table provides for the application of certain provisions of Part 16 of the amended Standards.

Application of Part 16 amendments		
Item	This provision...	applies...
1	Section 16.1	on and after the commencement day to signage installed on or after that day.

35.19 Application of Part 17 amendments

The following table provides for the application of certain provisions of Part 17 of the amended Standards.

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Division 35.2 Application of specific amendments

Section 35.20

Application of Part 17 amendments		
Item	This provision...	applies...
1	Section 17.1	on and after the commencement day to signage installed on or after that day.
2	Section 17.2	on and after the commencement day to signage installed on or after that day.
3	Section 17.3	on and after the commencement day to signage installed on or after that day.
4	Section 17.3A	on and after the commencement day to signage installed on or after that day.
5	Section 17.5	on and after the commencement day to digital information display screens installed on or after that day.
6	Section 17.6	on and after the commencement day to signage installed on or after that day.
7	Section 17.6A	on and after the commencement day to signage installed on or after that day.
8	Section 17.6B	on and after the commencement day to signage installed on or after that day.
9	Section 17.6C	on and after the commencement day to signage installed on or after that day.
10	Section 17.6D	on and after the commencement day to signage installed on or after that day.

35.20 Application of Part 18 amendments

The following table provides for the application of certain provisions of Part 18 of the amended Standards.

Application of Part 18 amendments		
Item	This provision...	applies...
1	Section 18.1	(a) on and after the commencement day to tactile ground surface indicators installed on or after that day; and (b) after the end of the 10-year transitional period to tactile ground surface indicators that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
2	Section 18.2	(a) on and after the commencement day to tactile ground surface indicators installed on or after that day; and (b) after the end of the 10-year transitional period to tactile ground surface indicators that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.21 Application of Part 21 amendments

The following table provides for the application of certain provisions of Part 21 of the amended Standards.

Section 35.22

Application of Part 21 amendments

Item	This provision...	applies...
1	Section 21.3	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to controls installed, on or after that day, in: (i) existing conveyances; and (ii) existing trains and trams.

35.22 Application of Part 24 amendments

The following table provides for the application of certain provisions of Part 24 of the amended Standards.

Application of Part 24 amendments

Item	This provision...	applies...
1	Section 24.1	(a) on and after the commencement day to new premises and infrastructure; and (b) on and after the commencement day to access gates installed on or after that day.

35.23 Application of Part 25 amendments

The following table provides for the application of certain provisions of Part 25 of the amended Standards.

Application of Part 25 amendments

Item	This provision...	applies...
1	Section 25.2	(a) on and after the commencement day to new conveyances and new premises and infrastructure; and (b) on and after the commencement day to fare system elements installed on or after that day.

35.24 Application of Part 27 amendments

The following table provides for the application of certain provisions of Part 27 of the amended Standards.

Application of Part 27 amendments

Item	This provision...	applies...
1	Subsections 27.1 (2) and (3)	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and

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Division 35.2 Application of specific amendments

Section 35.25

Application of Part 27 amendments		
Item	This provision...	applies...
		(b) premises and infrastructure (including existing premises and infrastructure).
2	Subsections 27.2(2) and (3)	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and (b) premises and infrastructure (including existing premises and infrastructure).
3	Section 27.3	on and after the commencement day to new or updated information provided to the public on or after that day.
4	Section 27.5	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and (b) premises and infrastructure (including existing premises and infrastructure).
5	Section 27.6	(a) on and after the commencement day to new conveyances; and (b) on and after the commencement day to information displays and hearing augmentation systems installed on or after that day.
6	Section 27.7	on and after the commencement day to new, or substantially refurbished or altered, digital services provided on or after that day.
7	Section 27.8	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and (b) premises and infrastructure (including existing premises and infrastructure).
8	Section 27.9	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and (b) premises and infrastructure (including existing premises and infrastructure).
9	Section 27.10	on and after the commencement day to information and communication technology procurements made on or after that day.

35.25 Application of Part 28 amendments

The following table provides for the application of certain provisions of Part 28 of the amended Standards.

Section 35.26

Application of Part 28 amendments

Item	This provision...	applies...
1	Subsections 28.4(3) to (4)	after the end of the 5-year transitional period to conveyances (including existing conveyances and existing trains and trams).

35.26 Application of Part 31 amendments

The following table provides for the application of certain provisions of Part 31 of the amended Standards.

Application of Part 31 amendments

Item	This provision...	applies...
1	Section 31.1	(a) on and after the commencement day to new conveyances; and (b) after the end of the 5-year transitional period to seating in existing conveyances that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
2	Section 31.2	(a) on and after the commencement day to new conveyances; and (b) after the end of the 5-year transitional period to seating in existing conveyances that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
3	Section 31.3	(a) on and after the commencement day to new conveyances; and (b) after the end of the 5-year transitional period to seating in existing conveyances that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.
4	Section 31.4	(a) on and after the commencement day to new conveyances; and (b) after the end of the 5-year transitional period to seating in existing conveyances that: (i) existed before the commencement day; and (ii) that remain in service after the end of that period.

35.27 Application of Part 31A amendments

The following table provides for the application of certain provisions of Part 31A of the amended Standards.

Application of Part 31A amendments

Item	This provision...	applies...
1	Section 31A.1	after the end of the 5-year transitional period to operators and providers of: (a) conveyances (including existing conveyances and existing trains and trams); and (b) premises and infrastructure (including existing premises and infrastructure).

Section 35.27
