



Australian Government

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

Disability Standards for Accessible Public Transport

What did the community think?

An Easy Read report

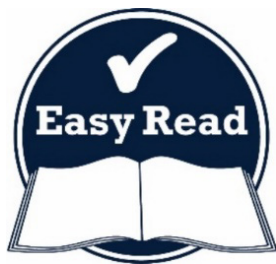


How to use this report



The Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) wrote this report.

When you see the word 'we', it means DITRDCA.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 23.



This Easy Read report is a summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

www.infrastructure.gov.au/infrastructure-transport-vehicles/transport-accessibility/stage-2-reforms



You can ask for help to read this report.

A friend, family member or support person may be able to help you.

What's in this report?

What is this report about? 5

Who did we talk to? 8

What did people share with us? 12

What did people share about different parts of the Standards? 18

Word list 23

Contact us 26

What is this report about?



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

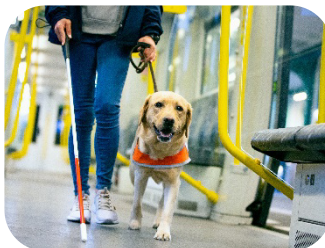
They help us make sure things work well.



We wrote the Disability Standards for Accessible Public Transport.

We call them the Standards.

When public transport is **accessible**, it is easy to:



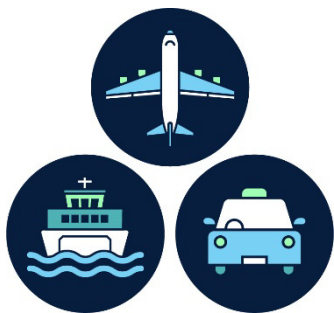
- find and use



- get to places.



When we talk about public transport, we mean buses, trains and trams.



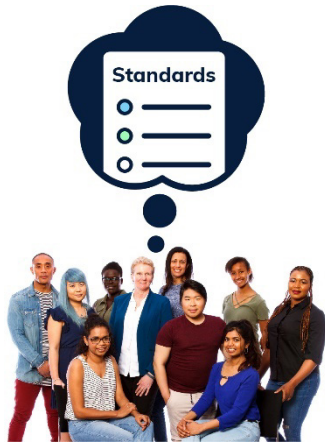
Public transport also includes planes, ferries and taxis.



We want to make sure public transport works well for everyone.



The Standards make sure public transport is accessible for people with disability.



From 15 March to 9 August 2022, we asked the community to tell us what they thought about the Standards.



This report explains what ideas the community shared with us.

Who did we talk to?



We talked to more than 400 people about the Standards.



31% of these people were:

- people with disability
- a family member or carer of a person with disability.

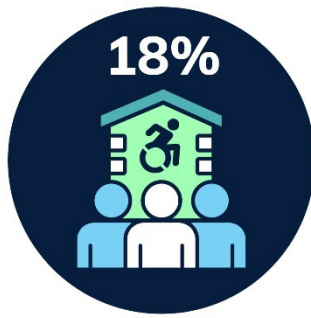


23% of these people were public transport **providers**.



A provider supports other people by giving them a service.

For example, a bus company is a transport provider.



18% of these people were from a disability organisation.



16% of these people were from the:



- local government



- state government



- Australian Government



We ran 2 **webinars**.

A webinar is a presentation or workshop done online using video.



We held 3 **roundtables**.

A roundtable is a group of people who talk about one topic.

Each person has their say about the topic.



We also ran 4 **workshops**.

In a workshop, people talk to each other about a topic.

6

We held 6 **focus groups**.



A focus group is a group of people who meet to talk about their ideas and opinions.



And we had 2 **discussion boards**.

A discussion board is when people share what they thought about the Standards online.

What did people share with us?



People told us about their experiences using public transport.



They also told us what makes public transport safe and accessible.

And they shared what they thought about:



- different parts of the Standards



- how the Standards should work.

What good public transport should be



People said that good public transport should be easy to find and use.



They also said that good public transport should be safe.



And they told us good public transport should be fair for everyone.

Why the Standards are important



People told us how the Standards affect their lives.



They told us how the Standards will help them use public transport the same way as everyone else.

They also told us that the Standards will help them:



- plan their trip



- manage their trip



- finish their trip on their own.



People said that the Standards will help them use public transport more.

What should change about public transport?

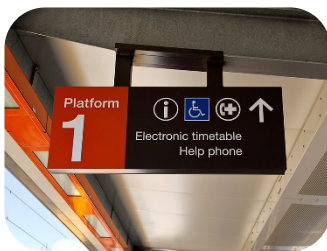


People said that the whole trip should be **consistent**.

When something is consistent, it is the same each time.



For example, having the same way to get support at each train station.



People told us there should be more accessible information.

For example, having more signs that are easy to read and understand.



They said that all crossings should be accessible and safe.



People told us that the rules in the Standards should be for all types of public transport.



They also told us we should make it easier for them to get on and off public transport.

For example, having ramps to get onto a bus or train.



And they told us the Standards will help them know which providers are following the rules.



People said that the Standards will help them know who will make public transport more accessible.



And they will help public transport staff know how to work with people with disability.



People said that the Standards will help make waiting areas more accessible.

For example, a bus stop.



People also said they will help make sure there are accessible services on public transport.

For example, accessible toilets on a train.

What did people share about different parts of the Standards?

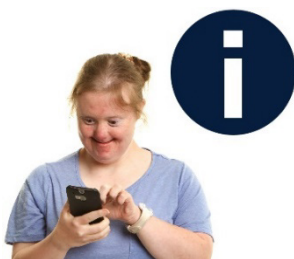
The themes in the Standards



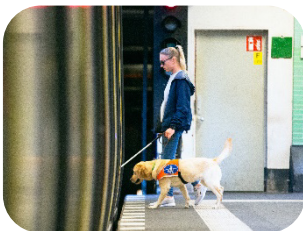
Themes are important ideas that come up in different areas of our work and lives.



The Standards have 3 themes.



1. Finding and using information



2. Arriving at public transport



3. Using public transport



People told us what they thought about the themes in the Standards.

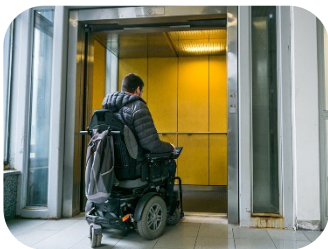


They told us their ideas on how to make information and technology for public transport better.



For example, having words and symbols that are:

- easy to read and understand
- the same on all public transport.



They also told us their ideas about how to make public transport areas easier to:

- get to
- move around.



For example, having waiting areas that are easy to find.



And people told us their ideas about making public transport safe and accessible.



For example, having more accessible seats on public transport.

Following the Standards



People said that transport providers must tell the community how they follow the Standards.



People also told us there should be a guide for how to do this.



And they said someone who doesn't work for the provider should check if they are following the rules.



People told us we should share information about how providers should follow the rules with the community.



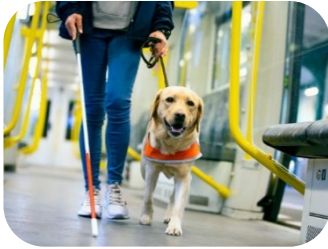
They also said that we should give transport providers information about how to follow the Standards.

Word list

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

Accessible

When public transport is accessible, it is easy to:



- find and use



- get to places.



Consistent

When something is consistent, it is the same each time.



Discussion boards

A discussion board is when people share what they thought about the Standards online.



Focus group

A focus group is a group of people who meet to talk about their ideas and opinions.



Provider

A provider supports other people by giving them a service.

For example, a bus company is a transport provider.



Roundtable

A roundtable is a group of people who talk about one topic.

Each person has their say about the topic.



Standards

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

They help us make sure things work well.



Themes

Themes are important ideas that come up in different areas of our work and lives.



Webinar

A webinar is a presentation or workshop done online using video.



Workshop

In a workshop, people talk to each other about a topic.

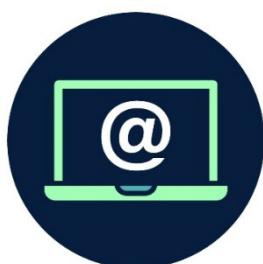
Contact us

You can contact us for more information about the Standards.



You can call us.

1800 621 372



You can send us an email.

DisabilityTransport@infrastructure.gov.au



You can write to us.

Director, Disability and Transport Standards,
Land Transport Policy
Department of Infrastructure, Transport, Regional
Development, Communications and the Arts
GPO Box 594
Canberra ACT 2601



You can visit our website.

www.infrastructure.gov.au/infrastructure-transport-vehicles/transport-accessibility/stage-2-reforms



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.
Quote job number 4984.