

Review of Disability Standards

Are you familiar with the Transport Standards and what they are designed to do? If so, where did you find out about the Transport Standards? Do we need to increase awareness of the Transport Standards? If so, how?

- They need to be more accessible and should be offered in easy to read format with advertisements and QR codes at infrastructure points and in transport assets.

To what extent do you think the Transport Standards have removed discrimination from public transport services?

- To some extent however there is very little understanding of disability in the policy area and it normally involves a deficit approach from able bodied people. We still have multiple issues with busses and bus stops, country airports and flights without an aisle chair for using facilities in the plane, inability to book some flights if there are already 2 wheelchair passengers, lack of accessible toilets in coaches and trains, taxis that will not pick up a wheelchair passenger, and the TUSS scheme which is written for city people only. There is a severe lack of accessible transport in nearly every WA town.

In the past five years, have you seen improvements in accessibility and safety for people with disability on public transport services? What improvements have you seen?

- No

Do barriers still exist for people with disability using or wanting to use public transport? If so, how do you think the Transport Standards could be improved to help address those barriers?

- There are many barriers including a lack of accessible facilities, issues with stops and getting on and off busses, minimal anchor points for wheelchairs, country towns with no transport, and country airports with limited facilities for getting wheelchair passengers on and off planes. We need more people with disability advising policy makers and standard setters, more money for infrastructure, and more monitoring and enforcement of standards.

Do the Transport Standards need changing? If so, please tell us how you think the Transport Standards could be changed and why?

- 850 mm widths (doors, paths, ramps, etc) need to be adjusted up to allow for bigger wheelchairs. There should be no allowance to reduce this width for any reason.
- The standards include far too many exceptions, which unfortunately become the rule. For example, the Canal Rocks (WA) new jetty and boat ramp does not meet standards (exceptions were granted even though accessibility issues were raised with the WA department prior to the build). There is no accessible trailer parking – again, abled bodied decision makers assuming people with disabilities can't drive, or use a boat. In addition, inability to use toilets on aircraft due to lax standards for single aisle aircraft,
- Compliance, monitoring and enforcement are too weak. Again too many exceptions are allowed, limited monitoring is carried out and there needs to be sizable fines for non-compliance.

Tell us about your experience accessing and using public transport

Planning your journey – Tell us about your experience accessing information about public transport routes, timetables, any required connections, and information at the destination in a form that suits your needs. How do your circumstances affect planning a public transport journey?

- My experience is that routes and timetables are often incorrect as busses break down and are replaced with non accessible ones and I have been left at bus stops as I cannot access the bus.

Public transport stops, stations or terminals – Tell us about your experience at public transport stops, stations, terminals, wharfs, airports and other boarding locations, from the time you arrive until you board. Are you able to easily identify suitable and safe boarding points and waiting areas? Is information readily available in your preferred format?

- No. Bus stops are not always accessible, airports have problems with wheelchair lifts and I cannot get on a plane, wharfs will sometimes have ramps that are not wheelchair friendly.

On-board the public transport service– Tell us about your experience during your public transport journey on the vehicle. Are you able to board independently, quickly and effectively, have a safe, secure and comfortable experience on board the vehicle? If not, why not?

- Not always (see above). The Australind has no toilet and does not stop for a toilet break, same with some ferries.

Disruption to your journey – Tell us about your experience with planned and unplanned disruptions to the usual operation of public transport. When disruption occurs, how does this impact you and what do you need to make sure you can continue to travel safely and confidently?

- Time becomes an issue, particularly regarding work or connecting transport. The system needs contingencies, so these issues are quickly resolved.