



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications

Disability Standards for Accessible Public Transport

We want to know what you think

An Easy Read paper



How to use this paper



The Australian Government wrote this paper.

When you see the word 'we', it means the Australian Government.



We wrote this paper in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 40.



This Easy Read paper is a summary of another paper. This means it only includes the most important ideas.



You can find the other paper on our website.

www.infrastructure.gov.au/infrastructure-transport-vehicles/transport-accessibility/reform-disability-standards-accessible-public-transport-2002/stage-2-reforms



You can ask for help to read this paper.

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

In this paper we:



- talk about our ideas
- ask questions.

So it's quite long.

You don't need to read this paper all at once.

What's in this paper?

What is this paper about?	5
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What is this paper about?



This paper is about the Disability Standards for Accessible Public Transport.

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



Standards are rules about how to do things well.

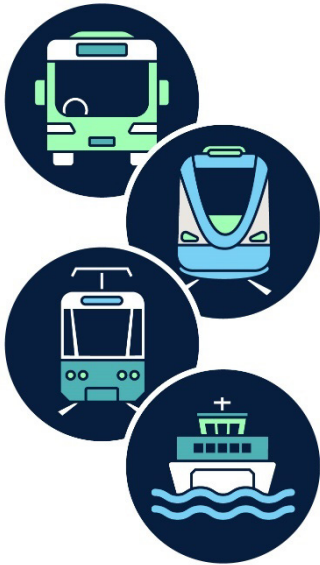
You can:

- meet standards
- go above standards.



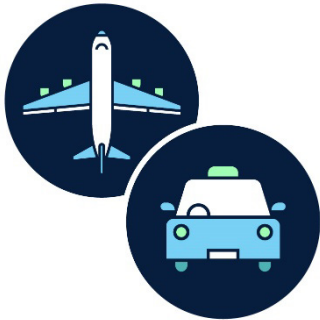
When something is **accessible**, everyone can use it.

This includes people with disability.



When we talk about **public transport**, we mean:

- buses
- trains
- trams
- ferries.



Public transport even includes:

- airplanes
- taxis.



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



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

Why do we need this paper?



We are working with the Queensland Government to **review** the Standards.

When you review something, you check to see what:

- works well
- needs to be better.



We want to make sure people with disability can get what they need from public transport.



In 2021 we asked the community what they thought about public transport in Australia.

They gave us some good ideas.

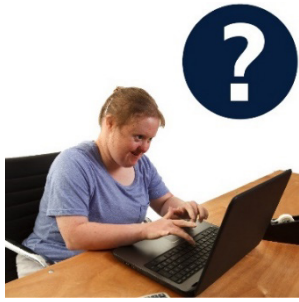


We used these ideas to make a list of things we want to change.



But we want to know what you think before we change anything.

How to tell us what you think



You can answer our questions to tell us what you think about our ideas.



There are no right or wrong answers.

And you don't have to answer all of the questions.

You can answer:



- some of our questions



- all of our questions.



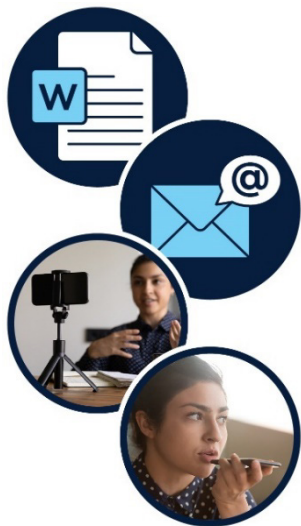
You don't have to fill out all the answers at once.

You can take your time.



There is a box below each question where you can write your answer.

You can share your answers in another way, such as a:



- Word document
- email
- video
- voice recording.



Or you can tell us a story about something that happened to you instead of answering our questions.



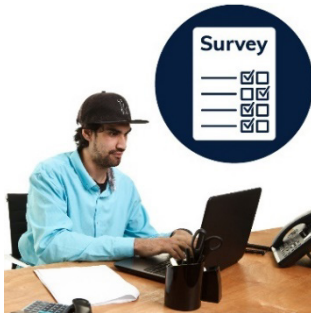
You can send us your answers in an email.

DisabilityTransport@infrastructure.gov.au



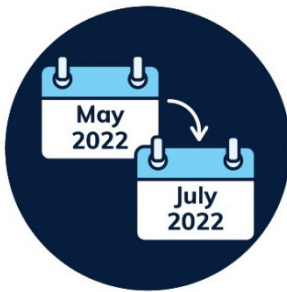
You can call us.

1800 621 372



You can answer our questions in a survey on our website.

www.infrastructure.gov.au/infrastructure-transport-vehicles/transport-accessibility/reform-disability-standards-accessible-public-transport-2002/stage-2-reforms



You can also take part in workshops from:

- May 2022
- to
- July 2022.



If you speak a language other than English, you can contact the Translating and Interpreting Service (TIS).

131 450



They can help you:

- understand our questions
- answer our questions.

Making sure public transport works well



Public transport is important for many people with disability.

Public transport can help you:



- get where you need to go



- take part in your community.

A **barrier** is something that stops you from doing something you:



- need to do
- want to do.

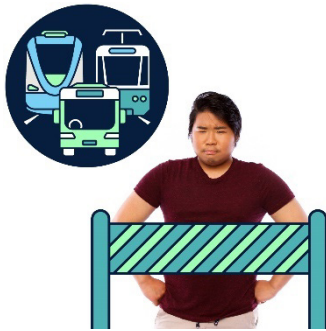
For example, when a gate is not wide enough.

Or when you can't find out if a service is accessible before you arrive.

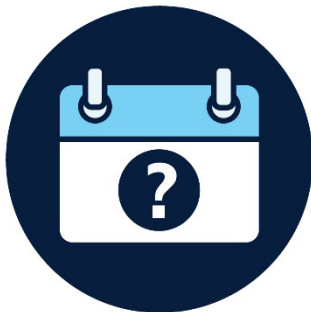


We want to make it easier for people with disability to use public transport.

We want to know:



- what barriers you face when you try to use public transport



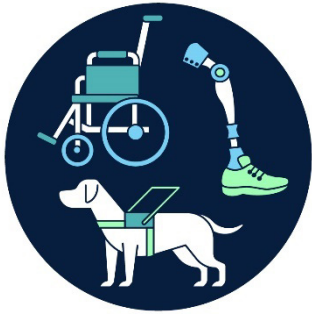
- when you face those barriers



- how those barriers affect you.



We have some ideas that might help take away some barriers.



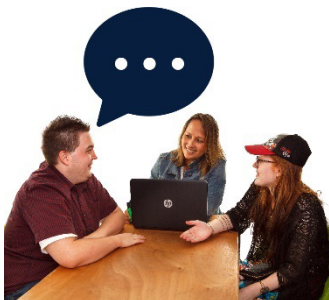
These ideas will help make public transport work better for people with different disabilities.



We want to know if you think these ideas will work well.



If everyone thinks our ideas will work well, we can change the Standards.



Your experiences are really important to us.

We won't change the Standards without listening to you first.

What ideas do we talk about?



You might want to tell us what you think about:

- finding and sharing information
- signs and symbols
- technology and buying tickets.

You can find these ideas in

Finding information on page 15.



You might want to tell us what you think about:

- getting to public transport
- waiting areas and seats
- public toilets.

You can find these ideas in

Arriving at public transport on page 25.



You might want to tell us what you think about:

- getting on and off public transport
- using public transport
- safety on and around public transport.

You can find these ideas in

Using public transport on page 33.

Finding information

Communicating and sharing information



Providers are organisations that provide public transport.

They might be:



- part of the government



- separate to the government.



The Standards don't explain how services must be accessible.

So providers don't always talk about accessible services in the same way.



We want providers to all talk about accessible services in the same way.

This will help people with disability know where to find services they need.



We want providers to share more information by making voice announcements.

The Standards should include rules about the best:



- text size



- ways to share information.



The Standards should explain how soon providers should give people information about changes to their services.

We want providers to make sure people with disability can talk to staff:



- before they get on public transport



- while they are on public transport

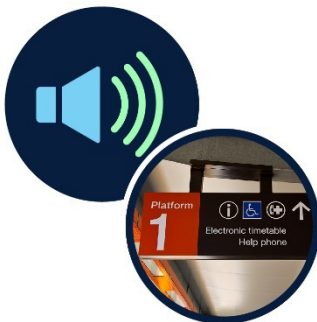


- after they get off public transport.



We want providers to make sure people with disability get the same information during their trip.

For example, what stop is coming up next.



This could include sharing the same information:

- through voice announcements
- on signs or screens.

Signs and symbols



There are new Australian standards about signs and symbols in public places.

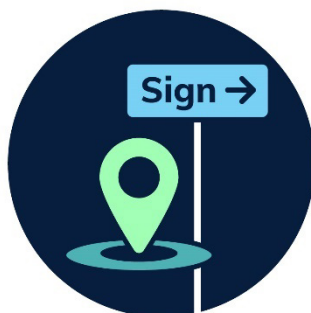
The Standards should include the rules about signs, including:



- how high they are



- how to light them up

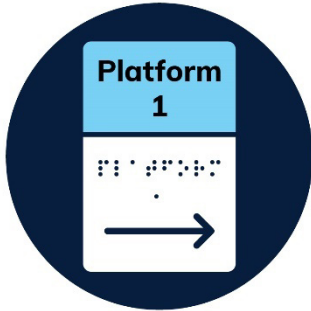


- where they should go.



The Standards should also include the rules about symbols, such as symbols for:

- public toilets
- exits.



The Standards should be clear about how to use:

- Braille on signs
- raised letters on signs.



When more than 1 bus stops in the same place behind each other, we want the signs to be clear.

This will help people with disability:



- find the right bus
- ask the right bus to stop.

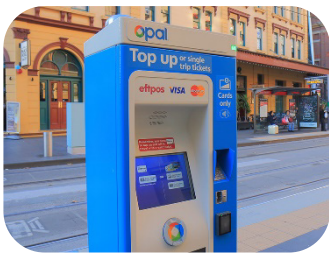
Technology and buying tickets



We want the way people pay for public transport to be accessible.



We want the way people use their tickets or passes to be accessible too.

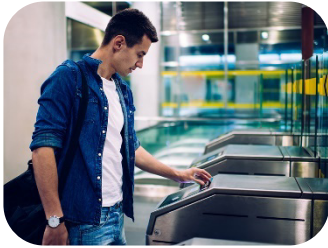


The Standards should include rules about how we use technology to do this.



The rules about where to put this technology should be clear.

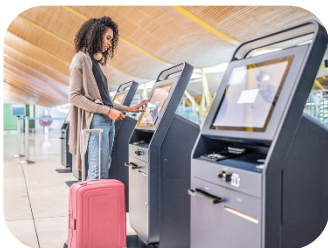
This includes:



- gates where you must use your ticket



- places where you must swipe your ticket



- areas at airports where you must check in.



There should be rules about how accessible all technology must be.

This includes:



- websites
- computers
- phones
- programs.

Making sure everyone follows the Standards



We want organisations to have to tell us they are following the Standards.



We want organisations to come up with new ideas about how to make public transport accessible.



This includes coming up with other ideas if they can't make an old service accessible.

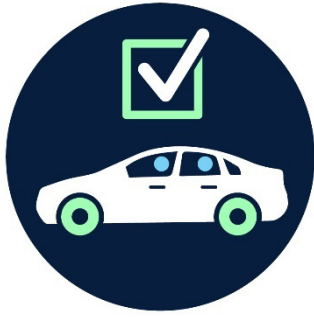
But the Standards need to be clear about how to:



- offer these services



- work with people with disability to make them.



The Standards should be clear about what **rideshare services** must do.



Rideshare services organise someone to:

- pick you up in their car
- drive you where you want to go.



At the moment school buses don't have to follow the accessibility rules other bus services must follow.

But we want school buses to be more accessible.



When we decide what parts of the Standards need to change, we will share rules about how to follow them.

Questions for you to think about



Have you faced any barriers that stop you from finding information about public transport?



Do you think our new ideas will work well?



Arriving at public transport

Getting to public transport

We want providers to be clear about where people with disability can get:



- help



- information.

This includes help to:



- get on or off public transport



- find accessible toilets.



The Standards should include more rules about how to make lifts accessible.

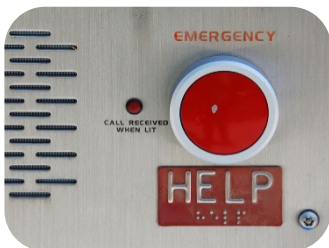
This includes:



- spoken information about what level you are stopping at

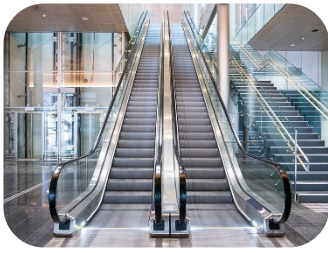


- Braille signs at lift entrances

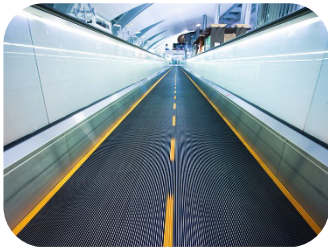


- getting help in an emergency.

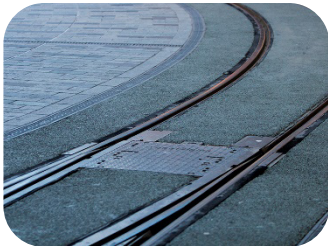
There should be rules about how wide:



- escalators must be



- travellers must be.



We want the small gap on the road next to tram or train tracks to be safe.



There should be rules to make sure paths to public transport are accessible.

This includes having rest areas.

The rules about where handrails go should be clearer, for example on:



- bridges
- subways.



The rules about what doors are accessible should be clearer.

It's important to make sure doors aren't a barrier.

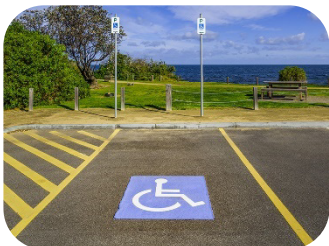


There should be rules to make places where taxis wait accessible.



We want there to be accessible places to get in and out of cars.

This includes when you park:



- in car parks



- on the side of the road.

Waiting areas and seats

The Standards should be clear about:



- how big waiting areas should be



- what should be in them



- how many **priority seats** there should be.



Priority seats are easy to get in and out of.



Priority seats are for:

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



The Standards say when people can book seats on public transport, providers must leave the accessible seats until last.

But this does not work well when you:



- can book your own seats online



- need to sit somewhere, such as near the exit.



The Standards should be clearer about what an accessible seat is.

Public toilets



Some accessible public toilets are made for people who use their right hand.



Other accessible public toilets are made for people who use their left hand.



We want there to be equal numbers of these toilets.

The Standards should include rules for:



- accessible public toilets



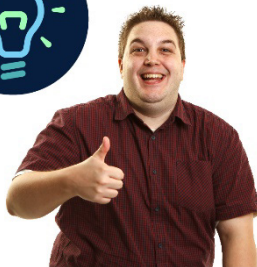
- buttons to press if you need help.

Questions for you to think about



Have you faced any barriers when you:

- arrive at public transport?
- wait for public transport?



Do you think our new ideas will work well?



Using public transport

Getting on and off public transport



Some providers have ramps they can add and take away to make their service accessible.



The rules about accessible ramps should be clear.



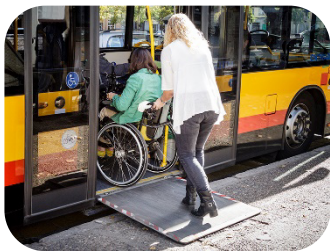
At the moment the Standards say the path from a bus stop to the bus must be 'firm and level'.

This means they must be flat and not move when someone uses them.



But they don't say anything about how steep the path can be.

When these paths are too steep it can be very hard to use them.



The Standards should be clear about how:

- people with disability can get help to get on public transport
- providers must help them.



For example, a train driver might put an accessible ramp out to help some people get on a train.

The train driver needs to know that people who need the ramp will wait near the front of the train.



We also want these ramps to have raised edges to make them safer.

The Standards should use different words to talk about ramps for services:



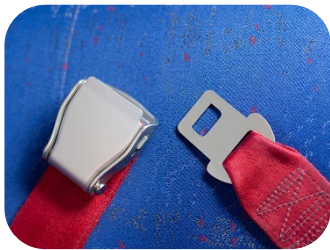
- on water, such as for boats
- on land, such as for trains or buses.

Safety on and around public transport



A **restraint** stops you from doing something.

In public transport, it helps you to stay in the same place if you stop suddenly.



An active restraint is something people must do themselves, like a belt.



You don't have to do anything with a passive restraint – it's already there.

For example:

- a padded rail
- something on the floor that stops a wheelchair from moving.



The Standards should be clear about what an active restraint is.



They should also be clear about what public transport services must have restraints.



The Standards should also be clear about:

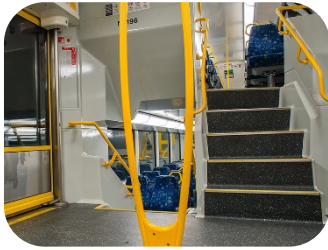
- what a passive restraint is
- how they should work.



There should be rules about how long a public transport service must wait at stops.



This will make sure people have enough time to sit down before they start moving.

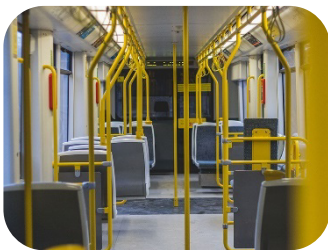


The Standards should update the rules about stairs on public transport.

There should be rules about:



- where handrails must be



- if they should be a different colour to the things around them.

There should be rules about:



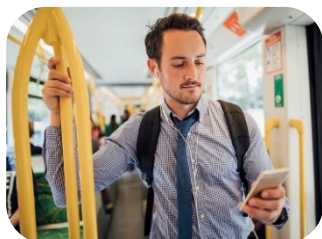
- how tall doorways are



- if they should be a different colour to the things around them.



The Standards should explain how to work out if something should be a different colour to the things around it.



This makes it easier for people to:

- find them
- move around them.

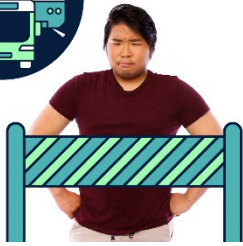


The Standards should update rules about lights.

This includes:

- how bright they are
- where they are.

Questions for you to think about



Have you faced any barriers when you try to use public transport?



Do you think our new ideas will work well?



Word list

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



Accessible

When something is accessible, everyone can use it.

This includes people with disability.

Barrier

A barrier is something that stops you from doing something you:

- need to do
- want to do.



For example, when a gate is not wide enough.

Or when you can't find out if a service is accessible before you arrive.

Provider

Providers are organisations that provide public transport.

They might be:

- part of the government
- separate to the government.





Restraint

A restraint stops you from doing something.

In public transport, it helps you to stay in the same place if you stop suddenly.



Review

When you review something, you check to see what:

- works well
- needs to be better.



Rideshare service

Rideshare services organise someone to:

- pick you up in their car
- drive you where you want to go.



Standards

Standards are rules about how to do things well.

You can:

- meet standards
- go above standards.



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