



Australian Government

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

Information kit for Disability Representative Organisations: Reforms to the Disability Standards for Accessible Public Transport 2002

October 2026

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Introduction

Public transport enables Australians to work or study, visit family and friends, and access critical services such as healthcare. However, one in 6 people aged 15 years and over with disability have difficulty using public transport.

The Australian Government has amended the Disability Standards for Accessible Public Transport 2002 (Transport Standards) to improve the accessibility of public transport. We are seeking your support to raise awareness of these changes so that people with disability know about what they can expect on the public transport they use.

In this information kit you'll find useful materials to share, including:

- a summary document explaining the changes, also available in Auslan and Easy Read
- key messages
- content to publish in your organisation's newsletters or social media channels
- frequently asked questions.

Further information about the amendments to the Transport Standards is available on the [department's website](#).



What you can do

We encourage you to review this information kit and share the resources with your networks. Sharing these materials will help raise awareness of the changes to improve the accessibility of public transport services for people with disability.

We want to reach:

- People with disability
- Families and carers
- People living in regional areas
- First Nations people
- People from culturally and linguistically diverse backgrounds
- Care, support and advocacy organisations representing people with disability
- Public transport operators and providers, and peak bodies.



Supporting resources

Summary document

To help explain the changes, we have created a summary document called '[Protecting the rights of people with disability on public transport: changes to the Transport Standards](#)'.

The summary document explains what the Transport Standards are and what amendments have been made. It also explains when people can expect to see changes to their local public transport services. The summary document also directs readers to more technical and detailed information if needed.

The summary is also available in [Auslan](#) and [Easy Read](#) formats.

Explainer video

We have also [developed a video](#) to help explain the purpose of the Transport Standards and some examples of the changes that have been made.

Compilation of amendments

A compilation, which is an updated version of the Transport Standards that combines the existing requirements and the amendments into a single document, will be published on the Federal Register of Legislation in the coming weeks.



Key messages

These key messages will help you communicate with your network about the changes to the Transport Standards:

- The Transport Standards have been updated to include new and improved accessibility requirements.
- The changes to the Transport Standards will make public transport safer, easier and more accessible to use for people with disability.
- The Australian Government worked with the disability community, industry and all levels of government to help develop these changes.
- The new requirements will be implemented on public transport services over time as operators and providers make changes to their vehicles, stops and stations.
- For more information visit: www.infrastructure.gov.au/transportstandards.



Social media

You can share the social media copy and images with your social media networks. Feel free to adapt or tailor these messages to your audience and channels. There are also social tiles available to download that you can share with your networks.

If you're posting or sharing content that's related to the changes to the Transport Standards, tag [@AusGovInfrastructure](#) on Facebook or [@infrastructureau](#) on LinkedIn.

Post to raise awareness of the amendments

Australia's Disability Transport Standards have been updated to make public transport easier, safer and more accessible to use for people with disability. The changes were developed in consultation with people with disability, the public transport industry and state and territory governments, led by [@AusGovInfrastructure](#) (Facebook) / [@infrastructureau](#) (LinkedIn). The updated Transport Standards will be rolled out as soon as possible to benefit passengers.

Find out more at: www.infrastructure.gov.au/transportstandards.

Post to promote resources

Australia's Disability Transport Standards have been updated to make public transport easier, safer and more accessible to use for people with disability. Resources are available, including Auslan and Easy Read versions, to explain these changes and what they mean for passengers on [@AusGovInfrastructure's](#) (Facebook) / [@infrastructureau's](#) (LinkedIn) website.

Find out more at: www.infrastructure.gov.au/transportstandards.

Here are some suggested social media tiles you can use on your social media channels and share with your networks.

Please contact disabilitytransport@infrastructure.gov.au if you have any difficulties accessing these tiles.



Download

Newsletter or email copy

You can share the following copy in newsletters or emails you share with your networks.

Title: Changes to Australia’s public transport laws to improve access for people with disability

The Australian Government has announced significant reforms to Australia’s Disability Standards for Accessible Public Transport 2002 (Transport Standards).

Public transport enables Australians to work or study, visit family and friends, and access critical services such as healthcare. The updated Transport Standards set requirements to make public transport more accessible and remove discrimination against people with disability.

The changes follow consultation with people with disability, the public transport industry and state, territory and local governments. The changes, which took effect on 13 October 2026, will improve the safety and accessibility of public

transport for people with disability and include:

- new requirements for staff training to better meet the needs of people with disability
- new requirements to make sure information is clear and is provided in different ways to help people with different types of disabilities
- new and improved design requirements for public transport conveyances, buildings and infrastructure so they are safe and easy to use.

More information and resources about the changes are available on the [department’s website](#), including summary documents and explainer videos.

We encourage you to learn more about the changes and share these resources with your networks.

Here is an example of how the newsletter could look. You can download the Microsoft Word template below.



 Download

Frequently asked questions

What are the Transport Standards?

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) are made by the Attorney-General under the *Disability Discrimination Act 1992* (the DDA). The Transport Standards outline the responsibilities operators and providers of public transport services have under the DDA and help to remove discrimination against people with disability when using public transport.

The Transport Standards set minimum accessibility requirements for public transport services, such as trains, trams, buses and coaches, ferries, taxis and aircraft. They also apply to premises and infrastructure, such as bus stops, train stations, tram and light rail stops, ferry terminals and airports.

How were the amended Transport Standards developed?

The amended Transport Standards were developed in consultation with people with disability, operators and providers of public transport, state, territory and local governments. In 2019, the Australian Government commenced a reform process to modernise the Transport Standards and to identify accessibility barriers and develop reform options.

In 2024, the government announced the list of reforms to the Transport Standards. These reforms are included in the amended Transport Standards, which came into effect on 13 October 2026. These changes will improve the accessibility of public transport services for people with disability.

What type of changes are coming?

There are a broad range of changes. For example, there are:

- new requirements for training to ensure staff understand their obligations and can help people with disability
- new requirements to make sure information is clear and is provided in different ways to help people with different types of disabilities
- new and improved design requirements for public transport conveyances, buildings and infrastructure so they are safe and easy to use.

When will the changes happen?

Each new requirement has a unique implementation timeframe depending on size and planning processes, meaning some changes can happen quickly and other changes will need more time. For example, operators and providers are required to make some changes to their conveyances, buildings and infrastructure within 5 or 10-year timeframes. For other requirements, changes will not become available until operators and providers purchase new assets or substantially upgrade their existing assets.

Are these changes linked to ongoing work to develop new aviation-specific disability standards?

These reforms are separate to the ongoing work to create new aviation-specific disability standards (Aviation Disability Standards). Further information about Aviation Disability Standards is available at: www.infrastructure.gov.au/aviation-accessibility

What is the difference between the Transport Standards and the Transport Standards Guidelines?

The Transport Standards are a legislative instrument made under the *Disability Discrimination Act 1992*. The Transport Standards provide requirements for operators and providers to make their services accessible and remove discrimination against people with disability. Operators and providers must comply with the Transport Standards. The Transport Standards are supported by the Disability Standards for Accessible Public Transport Guidelines 2026 (Guidelines). The Guidelines provide additional information to assist operators and providers to understand and implement their obligations under the Transport Standards.

Why does the updated Transport Standards still have ‘2002’ in its title?

Although the Transport Standards have been updated, the full title of the instrument is still the ‘*Disability Standards for Accessible Public Transport 2002*’. This is because the Transport Standards were originally made in 2002, and the 2026 amendments update the existing Transport Standards, rather than replace them with a new instrument. This is standard practice for updates to legislative instruments.

Contact us

For more information about the changes or to keep up to date with the department's other transport accessibility work, please get in touch:

Email DisabilityTransport@infrastructure.gov.au

Call [1800 621 372](tel:1800621372)

Further information about the amendments to the Transport Standards is available on the [department's website](#).

