



Australian Government

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

Information kit for operators and providers of public transport: Reforms to the Disability Standards for Accessible Public Transport 2002

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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 to ensure public transport operators and providers understand their new compliance obligations.

In this pack you'll find information and resources to share with your network, including:

- summary documents and fact sheets to explain the changes
- key messages
- content to publish in your organisation's newsletters, emails and social media channels.

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



What you can do

You can share the messages and resources in this information kit to raise awareness of the amendments. We encourage you to:

- Tell your employees, stakeholders and communities about the amendments and feature information in your newsletters and on your website (see suggested key messages).
- Share posts on social media. See our social copy for your distribution.
- Direct people to our website for more information at: www.infrastructure.gov.au/transportstandards.

Additional resources for people with disability, including accessible information and translations that explain what people with disability can expect can be found on the [department's website](#).

We want to reach:

- Public transport operators and providers
- 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.



Supporting resources

To help explain the amendments to the Transport Standards, we have developed a range of resources, including:

Summary document

We have created a summary document called '[Summary of amendments to the Disability Standards for Accessible Public Transport 2002](#)'.

The summary document provides an overview of the key amendments, including information about assets that the new requirements will apply to, when operators and providers must meet the new requirements and relevant supporting guidance.

Updated guidance material

The department has updated the [Disability Standards for Accessible Public Transport Guidelines 2026 \(the Guidelines\)](#). The Guidelines are designed to assist operators and providers to interpret how the Transport Standards requirements should be implemented.

Key messages

- 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.
- Public transport operators and providers have new obligations. The new requirements will be implemented on public transport services over time. Some changes must be made within a 5 or 10-year timeframe, while others will only happen when substantially upgrading or purchasing new assets.
- There is also updated guidance material in the Transport Standards Guidelines to assist operators and providers to understand and implement the Transport Standards.



Social media

You can share the social media copy and images provided 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).

For more information and resources about the new compliance obligations visit: 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. If you're a public transport operator or service provider, [@AusGovInfrastructure](#) (Facebook) / [@infrastructureau](#) (LinkedIn) has helpful resources available explaining these changes and your obligations under the new laws.

Learn 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).

The updated Transport Standards set requirements to make public transport more accessible and remove discrimination against people with disability.

The changes, which took effect on 13 October 2026, require public transport operators and providers to adhere to new compliance obligations.

The reforms to the Transport Standards were developed in consultation with people with disability, the public transport industry and state, territory and local governments. These changes 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
- improved requirements for accessible information provision
- enhanced design requirements to ensure public transport services are safe and accessible.

More information and resources about the changes are available on the [department's website](#).

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. Once implemented, 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](#).

