



Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



Accessible boarding points: Nominated assistance boarding points

Currently, it can be difficult for people with disability to know where to seek direct boarding assistance, and public transport staff may experience trouble locating people with disability when they require direct assistance. There is an opportunity to provide clarity about where and how customers with disability can seek timely boarding assistance, provision of a boarding ramp and direction to accessible facilities.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Section 8.2 *When boarding devices must be provided*, and 8.8 *Notification by passengers of need for boarding device*, would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be updated to include advice concerning requirements for assistance points to facilitate boarding. The guidance would encourage operators and providers to provide independent boarding where possible. Specific guidance may include:

- What operators and providers can do when independent boarding cannot be provided, such as providing a nominated assistance point or direct assistance procedures
- Guidance on solutions operators and providers should adopt
- Case studies

Regulatory option

The Transport Standards would be amended to include new requirements for nominated assistance points. There are two regulatory options for consideration relating to the provision of nominated assistance points. Option 1 would introduce a new section for nominated assistance points. Option 2 would amend Section 8.8 *Notification by passengers of need for boarding device* for nominated assistance points.

Option 1

The Transport Standards would be amended to include the following new requirements:

- Independent boarding should be provided at all accessible entrances to a conveyance, noting that some entrances will only become accessible upon the deployment of a boarding device in accordance with Transport Standards Section 8.2, When boarding devices must be provided.
- Where independent boarding is not provided:
 - Operators and providers may provide a nominated assistance point on infrastructure and premises from which direct assistance can be provided to an accessible door on a conveyance.
 - Direct assistance procedures including how to assist moving passengers from the nominated assistance point to an accessible door on a conveyance must be informed through consultation with people with disability. Passengers at the nominated assistance point must be able to communicate with public transport staff (whether by face-to-face or by means of a communication device).

There are five sub-options on how to define an accessible door.

- Access to a seat.
- Access to a priority seat.
- Access to an allocated space.
- Access to other accessible facilities, such as an accessible toilet, where available.
- All of the above

Option 2

Transport Standards Section 8.8 Notification by passengers of need for boarding device, would be amended to include the following requirements:

- It must be possible for a passenger waiting to board a conveyance to notify the operator that he or she needs a boarding device.
- If a request signal device is used, it may be located on the conveyance or at the boarding point according to the dimensions given in AS1428.2 (1992), *Design for access and mobility, Part 2: Enhanced and additional requirements - Buildings and facilities, Clause 11.4, Call buttons*.
- Operators and providers may choose to designate a nominated assistance point for a passenger to request direct assistance at the boarding point. The nominated assistance point must be located on or adjacent to an access path.

These requirements would apply to buses (except dedicated school buses), coaches, ferries, trains, trams, light rail, premises and infrastructure (except airports that do not accept regular public transport services).

Any proposed option will need to consider interactions with other relevant parts of the Transport Standards, such as consolidation of on-board facilities.

Amendments to section 8.8 are also being considered in chapter 40, notification by passenger of need for boarding device as there are overlaps between the reform issues.

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect the new requirements and provide advice for operators and providers.

Have your say

Public consultation on the Stage 2 reform of the Transport Standards will open from 15 March to 9 August 2022.

For further information:

- **Website:** <https://www.infrastructure.gov.au>
- **Call:** 1800 621 372
- **Email:** DisabilityTransport@infrastructure.gov.au

- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28704&name=nominated-assistance-boarding-points>