



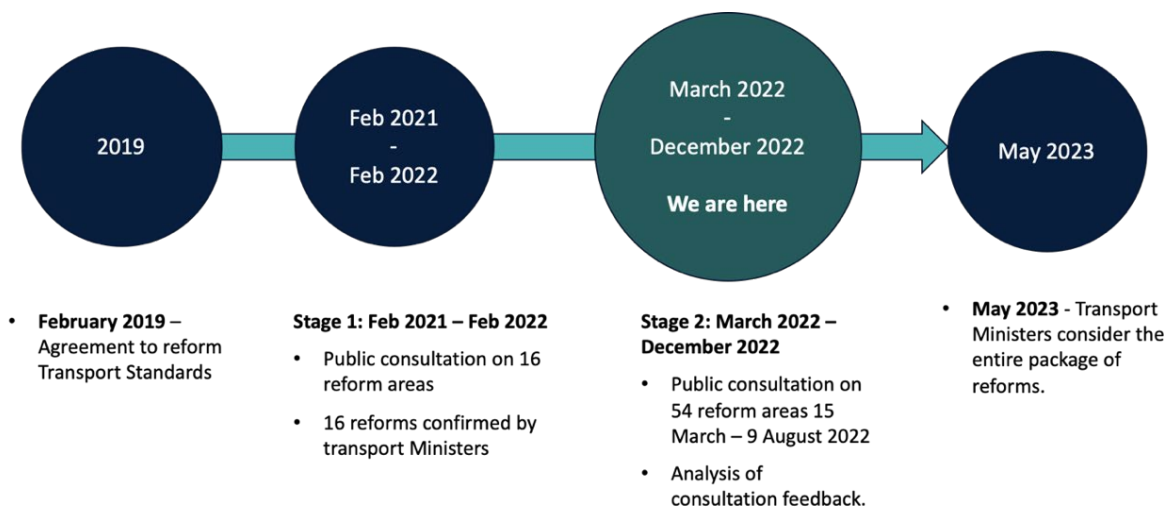
# Public Consultation Report – Summary

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

September 2022

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) provide requirements for public transport operators and providers to ensure their services are accessible and remove discrimination for people with disability.

In August 2019, Transport Ministers agreed to reform the Transport Standards.



These reforms aim to eliminate discrimination, as far as possible, against people with disability and provide greater certainty to operators and providers regarding their responsibilities under the *Disability Discrimination Act 1992*.

The reforms are happening in two stages.

**Stage 1** identified 16 reform areas. A Decision Regulation Impact Statement (RIS) was provided to Transport Ministers on 11 February 2022, where the first 16 areas of reform were confirmed.

**Consultation on the Stage 2 reforms occurred from 15 March to 9 August 2022.**

## Engagement

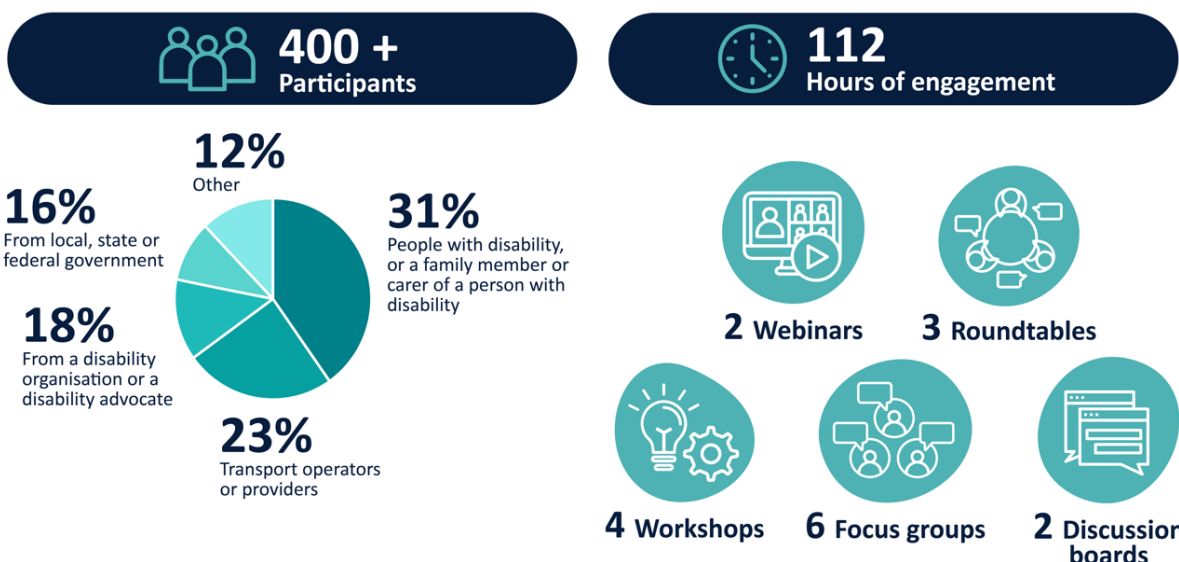
The engagement was designed to prioritise lived experience and leverage expert knowledge of key stakeholder groups and industry or sector experts. Engagement activities were led by people with disability and undertaken in partnership with disability organisations.

More than 400 people with disability, their families and carers, disability stakeholders and transport providers and government representatives participated in the Stage 2 reforms consultations. This included in webinars, online workshops, roundtables and discussion boards, and focus groups. People shared:

- their experiences using public transport
- their views on what makes public transport safe, accessible and easier to use for people with disability
- specific feedback on the proposed Stage 2 reform areas and how reforms to the Transport Standards should be implemented.

### Stage 2 Reforms of Transport Standards

#### Community Engagement





3. **Improve and provide more consistent pathways** and crossings to make access safer in and around sites
4. Make sure **rules in the Transport Standards cover all forms of public transport**, including all public buses and rideshare
5. **Improve what's available to help people get on and off public transport**, like ramps and assistance to get safely seated
6. **Mandatory requirements with independent regulation**, and ways to show the public who is complying
7. **Make sure the public knows who is responsible for making something on public transport accessible**, and that organisations are held accountable
8. **More staff training** to improve understanding and customer service to assist people with disability
9. **Improve and provide more waiting areas** that are accessible and comfortable for people with disability, including accounting for different types of disabilities, not only wheelchairs
10. **Improve facilities and comfort on public transport**, for example making sure there are accessible toilets and temperature and lighting is appropriate

## Feedback on reform areas

We asked people about the specific proposed reforms in four main **reform areas**:

- Finding and accessing information about public transport, technology and buying tickets
- Getting on public transport – this includes places you wait for and access public transport
- Accessibility and safety on board public transport
- Making sure everyone follows the Transport Standards – this means public transport providers and operators.

### Compliance and implementation

When it came to making sure everyone follows the Transport Standards people said it was important to:

- make it mandatory for transport operators and providers to report compliance, and give them clear guidance about how to report
- have compliance checks done by an independent authority
- implement reforms in stages
- make compliance information publicly available
- include all public transport in the Transport Standards, including rideshare services and school buses
- give transport operators clear guidance to implement reforms

The other reform areas were grouped into different parts of a person's transport journey. These were the most common points of feedback.

