



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



Information and communication: Real time communication

Currently, there are no requirements in the Transport Standards for real time communication between operators and providers and people with disability. This leads to situations where passengers may not be able to communicate with staff or exchange information when needed. There is an opportunity to improve communication by including real time communication requirements.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Part 27 Information, would remain unchanged and no new or additional guidance would be provided.

Non-regulatory option

Guidance would be provided, including:

- Guidance on how to improve the lines of communication between operators, providers and passengers in real time
- Examples of real time communication
- Recommend for disability awareness training for operators and providers.

Regulatory option

Transport Standards Part 27 would be amended to include the following (including any requirements retained or amended from the status quo):

- Passengers who require service-related information, who wish to communicate service related information, or who need assistance or help on service-related matters must be able engage in real time communication with the transport operator or provider before boarding, while the conveyance is in transit and after alighting. This real-time communication may involve direct assistance.

Guidance would be provided in the Transport Standards Guidelines and / or The Whole Journey Guide on real-time communication.

Case study

Min uses a mobility scooter and frequently travels on the train. He needs assistance to board and alight at most stations. One day while travelling on the train to a particular station to meet his daughter she rings to say that she cannot find a parking space at the usual station and will meet him at the station before it as it always has parking spaces.

Min's experience today

Min wonders how he will inform the driver or the guard of his changed destination station. He cannot see any notice of a number to ring and there is no help intercom in the allocated space. Min checks the online timetable on his phone and finds that if he waits 20 minutes at his original destination station another service will take him back to his new destination station. He calls his daughter to inform her that he will be delayed and hopes that this is not a problem.

Min's experience under the proposed reforms

After speaking to his daughter, Min presses the help intercom button located in the allocated space. The driver answers and asks how she might help. Min informs her of his changed circumstances and apologises. The driver tells Min that it is not a problem and that she will ensure that a boarding ramp is available for Min at the new destination station.

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=28712&name=real-time-communication>