

Review of disability standards for accessible public transport Australian Government Easy English

Hard words

This book has some hard words.

The first we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book

You can get someone to help you

- read this book
- know what this book is about
- find more information.

We will write contact information at the end of this book.

About this book

This book is from the Australian Government.

This book is about public transport.

Public transport could be when you catch a

- train
- bus
- tram
- ferry.

Public transport could also be when you go in a

- taxi
- plane.

We want public transport to be good for everyone

We have disability **standards** for **accessible** public transport.

The standards are rules that say how to make public transport

- safe
and
- good.

Accessible means easy for everyone to use.

The standards say that public transport **must** be accessible for people with disability.

For example, a ramp to get on the train.

People who manage public transport **must** follow the standards.

Are the standards good?

We are doing a **review** of the standards.

A review is when we check if the standards

- are okay
- need any changes.

We will ask people about the standards.

We want to know if

- the standards help people with disability
- we should make the standards better.

We will write about

- what we hear
- what might need to change.

We want to hear from you

We want to hear from

- people with disability
- families
- carers
- **advocates.**

An advocate can help you tell us what you want.

We will also talk to

- people who work on public transport
- people who manage public transport
- state and territory governments.

What can you tell us?

You can tell us what is important to you about public transport.

We want to know if the standards

- help you
- are good
- need any changes.

You **must** tell us by 30 June 2023.

We have some questions for the review.

You do **not** have to answer the questions.

You can tell us how you use public transport

You can tell us what it is like when you take a trip or journey on public transport.

You can tell us if public transport is accessible

- where you wait
- when you get on
- when you are on the trip
- when you get off.

We want to know if you feel safe and comfortable when you use public transport.

You can tell us how you plan your journey on public transport

Plan your journey means you check

- when and where you will get on
- when and where you will get off.

You might also check how to get help.

You can tell us if you need information in a different way.

For example, you might need

- information in another language
- someone to help you with information.

Can people with disability use public transport when they need to?

You can tell us if there are **barriers** for people with disability on public transport.

Barriers are things that stop you from doing what you

- need to do
- want to do.

You can tell us how we can make sure there are **no** barriers for people with disability.

You can tell us about what happens when things go wrong

We want to know what you do when there is a **disruption**.

A disruption is when something happens to change plans.

A disruption could be when

- the power goes out
- there is an accident
- something else goes wrong.

You can tell us if you need help when there is a disruption.

What do you do when you are not happy with public transport?

We want to know if you know how to make a **complaint**.

A complaint is when

- you are **not** happy
and
- you tell someone the reason.

A complaint could be about

- public transport
- a person
- something else.

How can we make the standards better?

You can tell us if you think the standards have made transport more accessible.

You can tell us what you think we need to change about the standards.

We want to know if you knew about the standards for accessible public transport.

You can tell us if you think that we should tell more people about the standards.

How to contact us

We want to hear from you by 30 June 2023.

You can use different ways to contact us.

Phone

You can call us.

Call

1800 621 372

Email

You can send us

- an email
- a video
- a voice recording.

Email

disabilitytransport@infrastructure.gov.au.

Online

Website

infrastructure.gov.au/transportaccessibility.

In person

You can come to a meeting in 2023.

You can contact us

- to find out when the meetings are
- if you would like to come to a meeting.

Mail

You can send us a letter.

Director

Disability and Transport Standards

Land Transport Policy

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

GPO Box 594

Canberra ACT 2601

You can read the full document on our website

Website

infrastructure.gov.au/transportaccessibility.

If you do not speak English

Use the free Translating and Interpreting Service or TIS.

Call

131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen

Use the National Relay Service.

Website

infrastructure.gov.au/national-relay-service.

Call

1800 555 660

TTY

133 677

SMS

0423 677 767

Give the relay officer the phone number you want to call.