



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



Information and communication: Timely provision of information

Currently, there is no requirement in the Transport Standards for public transport information to be provided in a customer's preferred format, for example in braille, and in a timely manner. Timely, accessible information improves people's confidence to use public transport. There is an opportunity to clarify the requirements concerning the provision of public transport information when a request is made for information in a preferred format.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 27.2 Direct assistance, would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be provided on good practice for timely provision of information in requested formats, including:

- Service-related information in infrequently requested but preferred formats should be provided in a timely manner if not immediately available. This is best achieved by having master copies of the less commonly requested formats available that can be quickly reproduced and supplied to passengers.
- If information cannot be immediately supplied in a passenger's preferred format, equivalent access should be given by direct assistance until the request is fulfilled.
- Providing requested information that is not immediately available in a 'timely' manner means that an operator or provider would supply the information in the shortest practicable timeframe. Timeframes will vary based on the medium of the information and the capacity of the operator or provider.

Regulatory option

Transport Standards section 27.2 would be amended to include the following (including any requirements retained or amended from the status quo):

- Infrequently requested formats must be provided in a timely manner if not immediately available.
- If information cannot be immediately supplied in a passenger's preferred format, equivalent access must be given by direct assistance until the request is fulfilled.

These amendments would pertain to conveyances, premises and infrastructure.

Guidance would be provided in the Transport Standards Guidelines and / or The Whole Journey Guide to reflect new requirements.

Case study

Fatima is a skilled braille reader and braille is her preferred medium for information. She is not particularly confident with digital technology and therefore usually requests that information provided to her is in a contracted form of braille suitable for her skill level.

Fatima's experience today

Fatima is informed of a public consultation document that proposes sweeping changes to bus services in her suburb. Wishing to participate in the consultation by lodging comments, she calls the relevant authority and requests a copy of the document in her preferred braille format. Fatima is informed that the document is available online or in hardcopy but not braille. She respectfully informs the consultant that the DSAPT does allow her to have a copy in braille and asks if this can be done. The consultant acknowledges this and commits to speak to his supervisor on how they will get a braille copy to Fatima. Fatima thanks him and since the consultation closes in a month asks if it will take long for the braille copy to be provided. The consultant apologises and says that he has no idea how long it will take but hopes that Fatima can receive the document with sufficient time left to analyse it and make informed comment.

Fatima's experience under the proposed reforms

Fatima is informed of a public consultation document that proposes sweeping changes to bus services in her suburb. Wishing to participate in the consultation by lodging comments, she calls the relevant authority and requests a copy of the document in her preferred braille format. The consultant informs Fatima that while braille copy is not often requested, a correctly formatted master document has been prepared in anticipation of a request. He informs Fatima that while the braille copy can be embossed today there will be a few days delay while the document is posted to her. Fatima has a month to comment, so a few days until receipt of the document will not be a significant delay.

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=28723&name=timely-provision-of-information>