



# Staff training and communication

February 2021

Interactions between staff and customers with a disability can affect the extent to which people with disability access public transport. Empathetic and exemplary service from staff assists people with disability to successfully make public transport journeys. A number of public transport operators and providers already train their staff in disability awareness, and it is a requirement in some states. The Australian Government's Disability Standards for Education 2005 recommends that timely, relevant and ongoing professional development is provided to staff to ensure they are equipped with the knowledge and skills to enable students with disabilities to participate in educational programmes or services.

There are currently no regulatory requirements for staff training in the Transport Standards. Training of staff on disability awareness is seen as critical to developing confidence for people with disability to use public transport. Training on disability awareness and rights can act to counter any direct or indirect discrimination that may arise.

## Consultation questions

- What experiences do people with disability have when interacting with frontline staff and employees of public transport networks?
- How do public transport staff interact with people with disability?
- How have these interactions affected the ability of people with disability to access public transport?
- What training is provided to front line and back of house staff?
- What processes are in place to ensure staff are aware of the needs of people with disability?

## Have your say

There are a number of ways for you to have your say and provide input, including:

- taking part in our interactive surveys
- providing a formal response to the consultation paper
- calling the Disability Standards hotline on [02 6274 6188](tel:0262746188)
- using our online form.

## Further information

For further information:

- visit the [Transport Standards webpage](#)
- email [DisabilityTransport@infrastructure.gov.au](mailto:DisabilityTransport@infrastructure.gov.au) or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).