



Tactile ground surface indicators

February 2021

Wayfinding Tactile ground surface indicators (TGSIs) are used by some people with vision impairment to navigate independently. Directional TGSIs are needed in locations where there is an absence of physical cues in the environment. The current Transport Standards do not include requirements to assist people who are blind or have vision impairment to navigate through public transport precincts. This can lead to a poor understanding of requirements and even the absence of directional cues. Furthermore, some public transport providers have received advice from the disability community that directional TGSIs should not be used as they can become confusing and dangerous, particularly for mobility aid users. People with vision impairments should be able to safely navigate transport precincts whilst minimising any discomfort for mobility aid users.

The Transport Standards could be updated to provide clarity on the minimum requirements for directional TGSIs in transport environments.

Consultation questions

- How do people with disability interact with TGSIs? What are the associated benefits and challenges?
- What are the experiences of people with disability where tactile installations have been done well or poorly at public transport sites?
- In the absence of directional TGSIs, how can guidance to facilities be provided through technology solutions such as smart phone applications?
- What policies or guidelines are in place for the installation of directional TGSIs in and around public transport sites?
- What data do you collect relating to complaints attributed to the lack of or placement of TGSIs?

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 or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).