



Multiple formats of information

January 2021

Public transport operators are increasingly using websites, smartphone apps, and online systems to communicate service information to customers. These formats can provide customers with a substantial amount of information in a flexible manner compared to traditional formats. Online systems also have the benefit of allowing pre-journey planning at any place and time. The Transport Standards do not currently address online information, only making reference to providing information in a customer's preferred format.

However, not all customers have access to or have the ability to use these online digital systems. It is important that people with disability are not disadvantaged by not being able to access public transport service information that may be solely provided through online systems. The current Transport Standards do not provide clarity for operators and providers about what their obligations are in relation to providing information. The Transport Standards could be updated to require the provision of information in multiple formats and not allow it to be solely provided through online digital means.

Consultation questions

- What is the critical information needed in a timely manner in order to make a successful public transport journey or trip?
- What are the current ways that information is received in relation to public transport services?
- What is the preferred format for people with disability and is information typically available in this format?
- What alternative formats of information, other than online formats, do providers and operators use?

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).