



Priority seating

February 2021

The Transport Standards require public transport providers and operators to make at least two priority seats on conveyances available for ‘passengers with disabilities and other groups in need of special assistance.’ As this group of people is increasing, the current requirements are acknowledged by many in the transport industry and disability community as being inadequate. The minimum number of priority seats may need to be reevaluated to reflect conveyancing capacity and the increasing need for priority seats. Most jurisdictions already offer well in excess of the current minimum of two priority seats per conveyance.

The Transport Standards may not provide adequate guidance on the placement and identification of priority seating. The colour and luminance contrast of priority seats, and any other methods to identify priority seats should also be considered for inclusion in the Transport Standards. There are other conveyance physical features the Transport Standards has the opportunity to address, such as the use of fold up seats rather than static seats, the use of armrests where practical, and space below the seat to accommodate assistance dogs.

Consultation questions

- What experiences do people with disability have in identifying, reaching and accessing priority seats on buses, trains and trams?
- Is the requirement for two priority seats for each conveyance appropriate? If not, what would be a reasonable number to be provided?
- What has been your experience in the use and availability of priority seats?
- How many priority seats are provided on your conveyances?
- What is the impact of providing more than the required number of priority seats?

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).