



Communication during service disruption

February 2021

Public transport service disruptions are challenging for people with disability. Typically operators and providers manage planned disruptions well by giving advanced notice of the disruption and providing alternative travel arrangements. Unplanned disruptions are more challenging. It can be difficult for operators and providers to communicate information about the disruption and alternative arrangements quickly. People with disability have raised that disruptions are highly stressful and the possibility of disruption is a significant barrier to their participation in public transport journeys.

The Transport Standards lack specific guidance on communication with customers during planned and unplanned service disruptions. The availability of information at unstaffed locations is also a challenge, particularly when passengers are required to take alternative routes or transport modes.

Consultation questions

- What experiences do people with disability have with planned and unplanned disruptions relating to public transport?
- What communication methods relating to disruptions on public transport currently work for people with disability and why?
- What communications during disruptions do not work well and why?
- How would improving methods of communicating disruptions affect your sense of safety and security using public transport?
- What feedback have operators and providers received regarding communication?

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).