



Office of the
Director-General

Department of
**Communities, Child Safety
and Disability Services**

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Our reference: COM 02464-2017

26 MAY 2017

Mr Marcus James
General Manager
Road Safety and Productivity Branch
Department of Infrastructure and Regional Development
GPO Box 594
CANBERRA ACT 2601

Dear Mr James

Thank you for your letter regarding *The Whole Journey Guide: A Guide for thinking beyond compliance to create accessible public transport journeys (Whole Journey Guide)*. The Department of Communities, Child Safety and Disability Services appreciates the opportunity to review the *Whole Journey Guide*.

The department supports the *Whole Journey Guide* and its objective to improve the public transport experience for people with disability.

Access to public transport is a crucial aspect of liveability in any community. Encouraging thinking beyond compliance with the *Disability Standards for Accessible Public Transport 2002* will assist in removing barriers created by other aspects of the journey resulting in seamless journeys for users.

The Queensland Government recently conducted public consultations to inform the development of a new state disability plan. Access to public transport was a key issue raised during consultations and the Department of Communities, Child Safety and Disability Services is working with colleagues in the Department of Transport and Main Roads to consider actions to improve the accessibility of transport for Queenslanders with disability. I understand the Department of Transport and Main Roads will be responding to you separately addressing transport issues specific to that department.

Section 3.8 of the *Whole Journey Guide* (Supporting Infrastructure) refers to bathroom facilities. The Australian Government Department of Infrastructure and Regional Development is encouraged to consider referencing the *Changing Places Initiative*, which is an initiative acknowledged as a best practice model for improving the social inclusion of people with disability who are unable to use regular accessible public toilets. Change facilities can influence a person's travel, employment and leisure options, as described at www.changingplaces.org.au.

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If you require any further information or assistance in relation to this matter, please contact Ms Helen Missen, Director, Strategic Policy and Intergovernmental Relations, Department of Communities, Child Safety and Disability Services on (07) 3027 2468.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'MH', with a long horizontal flourish extending to the right.

Michael Hogan
Director-General