

**From:** Nina Schachter [mailto:Nina.Schachter@sunshinecoast.qld.gov.au]  
**Sent:** Wednesday, 31 May 2017 7:49 AM  
**To:** Whole of Journey Guidelines <dsaptwholejourney@infrastructure.gov.au>  
**Subject:** 'The Whole Journey' submission

**Thank you for the opportunity to provide feedback on *The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys.***

**Q1: Section 2 -Have the key factors been identified and appropriately discussed? Are there any additional influencing factors that should be included?** Yes, seems like a thorough consideration of influencing factors. No additional factors come to mind.

**Q2: Section 3 -Does this section fully describe the whole journey and key considerations across the journey? Are there any other opportunities or issues that need further consideration?** The break down into eight key stages provides a clear framework to describe the key considerations across the journey.

**Q3: Section 4 – Does this section provide an effective set of key principles to focus stakeholders in creating accessible public transport journeys?** Yes, the principles are effective and necessary.

**Q4. Collaboration – How can this best be achieved?**

- Greater incentive for stakeholders to think outside their restricting factors (scope, budget, etc) – Federal and State Government grants for collaborative approaches on projects, as additional engagement with groups external to your team usually entails more hours on the project and is not done due to time and budget restraints.
- Awards for collaborative approaches.
- Continued education to increase awareness of the benefits to ALL when universal design is used and the need for going beyond compliance.
- Provision of easy cross communication forums between various stakeholders e.g. somewhere like a Linked In group for collaboration on projects, promotion of new technology or sharing of learnings with pilot programs. Make it easy to quickly contact the key project officers for feedback and advice.

**Q5: best practice examples – Are there any additional best practice examples or case studies you would like to see referenced in an appendix which could further encourage, be used to draw upon, and potentially facilitate Whole Journey understanding and networking?** Provide more input from people with disabilities to give day to day examples of what makes their transport journey easier and what makes it more challenging. Perhaps statistics on what happens when there are challenges, for example how many reports of wheelchairs tipping over because the footpath was eroded or too narrow, etc. This type of information provides supporting evidence of the immediate effects on people with a disability, in addition to general challenges and puts a face to the challenges.

Thank you,  
Nina

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