



Reform of the Disability Standards for Accessible Public Transport: Consultation Regulation Impact Statement Summary

Introduction

Around one in five Australians have disability. Many use public transport to take them to work or study, connect them to family, friends and the community, or to access services, such as healthcare.

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) seek to remove discrimination for people with disability in relation to public transport services to provide equality and independence.

The Transport Standards apply to train, light rail, tram, bus and coach, ferry, taxi and aviation services. The Transport Standards are designed to provide certainty to people with disability and providers and operators of public transport services and infrastructure about their rights and responsibilities under the *Disability Discrimination Act 1992* (DDA).

The Transport Standards require all of Australia's public transport networks and associated infrastructure to be fully accessible by 2022 (with the exception of trains and trams, which have until 2032).

In August 2019, Australian Transport Ministers agreed to reform the Transport Standards with the Department of Infrastructure, Transport, Regional Development and Communications and the Queensland Department of Transport and Main Roads leading the work. Reform of the Transport Standards will ensure they remain efficient and effective, are fit for purpose and meet the current needs and expectations of Australian society.

The reform process to inform future changes to the Transport Standards will be undertaken in two stages. Stage 1 of the reform process identifies 16 areas of reform, plus updates to Australian Standards references in the Transport Standards, based on consultation with the disability community, governments and the public transport industry.

We are seeking views on whether the proposed reform options would improve public transport accessibility for people with disability and enhance the public transport experience of all Australians. We are also seeking benefit and cost information so that we can develop a cost benefit analysis for Stage 1 of the reform process.

Areas of Reform

We are considering:

- whether development of a framework for staff training will improve the public transport experience of people with disability
- if further information on safety measures is required to better contain the movement of mobility aids on buses, light rail and trams while they are in motion
- changing the way we calculate the number of priority seats required on a public transport vehicle to accommodate the increasing numbers of passengers requiring priority seating
- if further clarity is required to ensure allocated spaces are clear of obstructions and functional and are exclusively reserved for mobility aids
- how to ensure digital information screens and design requirements meet the needs of people with disability
- amending lift accessibility requirements to align with the Premises Standards 2010 and the National Construction Code and to include maintenance provisions
- adopting a minimum standard for website accessibility to improve the delivery of service information to people through online systems
- establishing a framework for public transport operators and providers to communicate effectively, and in a variety of formats, during planned and unplanned disruptions
- how to clarify the distinct requirements of gangways used to access ferries including the effects of tidal changes on access
- including requirements to provide conveniently located assistance animal toileting areas within, or adjacent to, key public transport infrastructure
- developing emergency egress provisions for people with disability in relation to public transport infrastructure, such as bus stops
- including requirements so ramps and walkways provide fit for purpose accessways during peak times and emergency egress, and to deter their misuse as stopping areas.
- how to address inconsistencies between the Transport Standards and the National Construction Code for wayfinding
- if clarity is required about the use of directional tactile ground surface indicators in public transport environments
- including requirements for the design and delivery of accessible passenger loading areas such as drop off/pick up points and taxi ranks

- including provisions ensuring public transport information is provided in multiple formats and not solely through online methods
- aligning the Australian Standards references in the Transport Standards with current Australian Standard references

Consultation Questions

We would like your feedback and views on the proposed reform options to help us create a more effective and efficient Transport Standards to improve accessibility for all Australians. Please note there are specific questions included under each section of the Consultation RIS.

1. What are the good accessibility aspects of public transport that you use?
2. What aspects could be improved to ensure people with disability have better access to public transport?

Regarding the above list of reform areas:

3. What do you think needs to happen to address each of the reform areas?
4. Are there any other areas of public transport you think need to be addressed?
5. How would you be impacted by changes to the proposed reform areas? Would it be a positive or negative impact (including any financial or other costs incurred)?

Contact Us

You can provide your responses by:

- Completing an online survey on our website
- Emailing DisabilityTransport@infrastructure.gov.au
- Calling 02 6274 6188
- Writing a submission in response to our full Consultation Regulation Impact Statement
- In writing addressed to the below:

Disability and Transport Standards Section

Land Transport Policy Branch

Department of Infrastructure, Transport, Regional Development and Communications

GPO Box 594

CANBERRA ACT 2601

For more information about the Transport Standards, to complete more detailed surveys or to access the full Consultation Regulation Impact Statement, visit our website www.infrastructure.gov.au/transport/disabilities