



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications

Disability Standards for Accessible Public Transport

Changes to the Standards

Easy Read version

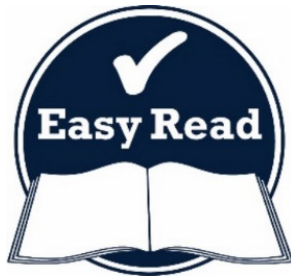


How to use this document



The Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) wrote this document.

When you see the word 'we', it means DITRDCA.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 32.



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.infrastructure.gov.au/transport-standards-reform



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

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About the Disability Standards for Accessible Public Transport



Standards are a way of doing things that everyone agrees on.

They help us make sure things work well.



The Disability Standards for Accessible Public Transport make sure public transport is **accessible** for people with disability.

We call them the Standards.

When public transport is accessible, it is easy to:



- find and use



- get to places.



When we talk about public transport, we mean:

- buses
- trains
- trams.



Public transport also includes:

- planes
- ferries
- taxis.



Public transport services must follow the Standards.

Making the Standards better

In 2019, governments agreed to:



- find out what the community thinks about the Standards
- make the Standards better.



Between 2021 and 2022, we asked the community:

- if the Standards should change
- how the Standards should change.



We used what we learned from the community to help change the Standards.



Visit our website to learn more about how governments and the community worked together on the Standards.

www.infrastructure.gov.au/transport-standards-reform

How the Standards will change



We made changes to the Standards.



These changes include new **requirements**.

A requirement is something that needs to happen.



For example, public transport staff must get training to work with people with disability.



These changes also include new information to help public transport services become more accessible.



For example, we will share information to help public transport staff improve how they communicate with passengers.

These changes will be for:



- new public transport



- upgrades to public transport



- public transport that people are already using.



Some of the changes must happen straight away.



Some of the changes must happen within 5 to 10 years.



Some of the changes will happen in the future.



We explain the changes to the Standards and how they will improve public transport below.

Changes to improve how people move around public transport areas



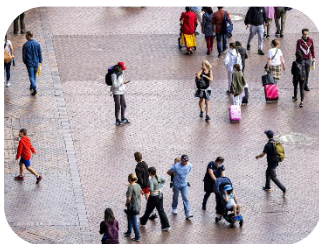
Public transport areas are places where people move around to get on public transport.

For example, a train station or an airport.

New requirements in the Standards



Escalators and moving walkways will have new rules about how wide they need to be.



They also can't be the only way people can move around.



Poles and other objects must:

- be easy to see
- not get in the way of any paths.



Public transport areas must have good lighting.



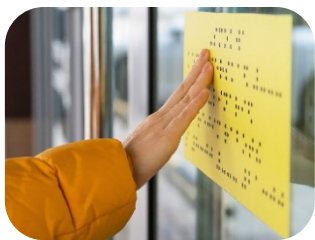
Signs in the area must make it easy for people to:

- know where they are
- move around.

Public transport areas must have:



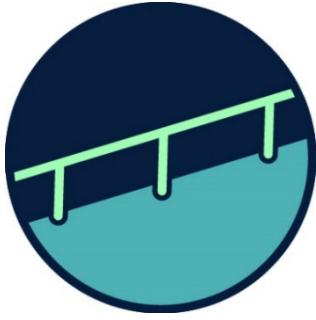
- important parts of the ground that are easy to feel



- Braille.



Long paths in public transport areas must have places that people can stop and rest.



Most bridges and train stations must have handrails.



There must be more seats for people with disability in waiting areas.



Ticket machines must be easy to find and use.

This includes machines that use **smart tickets**.



A smart ticket is a card that you:

- put money on
- use to pay for public transport.



Spaces for people with disability to sit will have new rules about:

- how big the spaces are
- where the spaces are
- what people can use the spaces for.

New information to make public transport more accessible



We will share information with public transport services to help them:

- make public transport areas more accessible
- support what different people need.



We will help public transport services understand how to make the gaps in rail tracks safer.

For example, the gaps in:

- tram tracks on roads
- train tracks at crossings.

Changes to improve lifts

New requirements in the Standards



There will be new rules for how people should build lifts.



For example, lifts must include Braille on their doors.



People who find it difficult to speak or hear must also be able to communicate from a lift.

New information to make public transport more accessible



We will help public transport services understand the most accessible way to communicate to people in lifts.

Changes to improve accessible parking

New requirements in the Standards



The first and last parking spaces must be accessible in places where taxis park near public transport areas.



The first and last drop-off areas must also be accessible.



There must be at least one accessible parking space for every 50 parking spaces in public transport carparks.

Changes to improve getting on and off public transport

New requirements in the Standards



There will be new rules for **priority seats**.



Priority seats are easy to get in and out of.

Priority seats are for:



- people with disability



- people who are pregnant



- older people.



The new rules will include:

- how many priority seats there are
- where the priority seats are.



People must be able to communicate with public transport workers if they need support to get onto public transport.

For example, if they need a ramp.



The ramps onto public transport must be accessible.

For example, ramps can't be too steep.



There must always be places for people to have support to get on or off public transport.



We must make it easier for people to know where the important bus stops are.



The places where people get on or off buses, trams and light rail must be:

- stable
- not too steep.



There must be places for people to signal to a driver to stop.

For example, waving for a bus to stop.

New information to make public transport more accessible



We will share information with public transport services about:

- what to do when something dangerous happens
- how people should get off public transport.



We will also share information to help staff understand how they can support people get onto public transport.



We will share information with public transport services to make sure the places where people get on or off ferries are:

- stable
- not too steep.

Changes to improve using public transport

New requirements in the Standards

On public transport and in public transport areas, there are new requirements for:



- handrails



- stairs

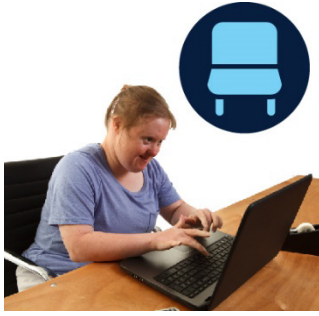


- doors.



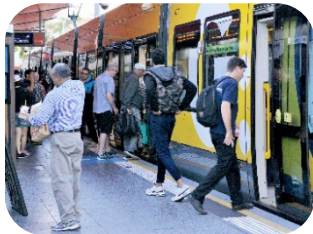
They must be:

- easy to see
- a certain height and size.



People must be able to book seats on public transport that meet their needs.

New information to make public transport more accessible



We will share information with public transport services to help teach drivers not to leave a stop until everyone:

- has left the vehicle safely
- is safely inside the vehicle.



We will share information with public transport services about securing **mobility aids** so they don't move around on public transport.



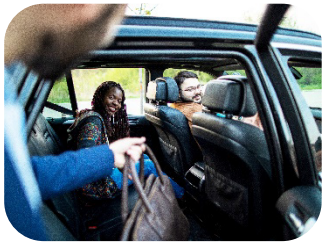
Mobility aids support people who have problems:

- moving around
- using their body.

For example, a wheelchair or a walking stick.



We must do research about how people with disability experience **rideshare services**.



Rideshare services are companies that organise for someone to drive you where you want to go.

For example, Uber.



We must do research into school buses that are just for students with disability.

Changes to improve accessible toilets

New requirements in the Standards



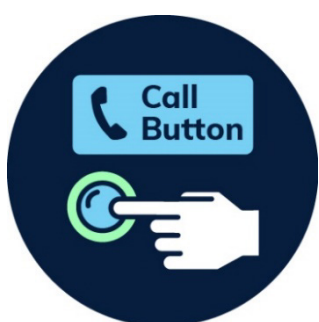
People must be able to open all accessible toilet doors on trains by pushing a button.



New trains must have the same number of left and right-hand accessible toilets.

This includes door handles and support rails.

New information to make public transport more accessible



We will share information with public transport services about including **call buttons** in accessible toilets.

If you press a call button, it tells someone that you need help.



We will also share information with public transport services about what is needed for **ambulant toilets**.



Ambulant toilets are different to accessible toilets.



Ambulant toilets are for people who:

- have problems moving around
- don't use a wheelchair all the time
- may use a walking stick or crutches.

Changes to improve accessible information

New requirements in the Standards



Public transport services must share how they are accessible.



Public transport services must use accessible computer technology.



The digital screens on public transport also need to be accessible.

For example, on trains.



All public transport service websites must also follow the **Web Content Accessibility Guidelines (WCAG)**.

The WCAG is a list of the rules for making digital content accessible for everyone.



People must always be able to know where they are while they are using public transport.

For example, by hearing what stop they're about to arrive at.



Public transport services must also tell people if there are any:

- delays
- other options for travel.



And they must share this information in more than one way, like on their website and on signs.



People must receive information in a way that meets their needs.

For example, creating a document with large text to make it easier to read.



Public transport services must provide that information quickly.



If we use a symbol to show that something is accessible, this must be easy to read.



Signs must always be in places that are easy to find and read.



There must always be Braille versions of:

- printed information
- signs, including signs in lifts.

We'll create groups who will make sure this works well.

New information to make public transport more accessible



We will share information with public transport services to help build toilet areas for support animals in public transport areas.

This includes where the toilets should be in the public transport area.



We will share information on our website about how to make public transport accessible.



We will create a group to help us decide if we should change the rules for hearing devices on public transport.



We will create a group who will help us find a way for public transport services to report if they meet the Standards.

What happens next?



We will update the Standards to include these changes.



After this happens, all public transport services will need to follow the new Standards.

This will happen by early 2025.



We will also update the resources that support the Standards.

This includes online information and guides for public transport services.



We will share more information on our website before the new Standards start.

www.infrastructure.gov.au/transport-standards-reform



You can also email us to learn more information.

DisabilityTransport@infrastructure.gov.au



You can also call us.

1800 621 372

Word list

This list explains what the **bold** words in this document mean.



Accessible

When public transport is accessible, it is easy to:

- find and use
- get to places.

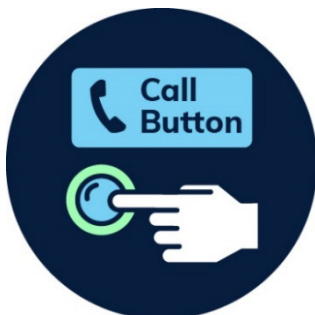


Ambulant toilets

Ambulant toilets are different to accessible toilets.

Ambulant toilets are for people who:

- have problems moving around
- don't use a wheelchair all the time
- may use a walking stick or crutches.



Call button

If you press a call button, it tells someone that you need help.



Mobility aids

Mobility aids support people who have problems:

- moving around
- using their body.

For example, a wheelchair or a walking stick.



Priority seats

Priority seats are easy to get in and out of.

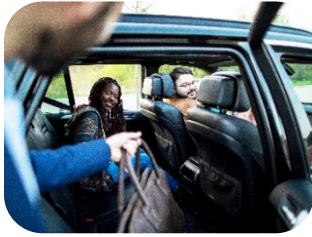
Priority seats are for:

- people with disability
- people who are pregnant
- older people.



Requirements

A requirement is something that needs to happen.



Rideshare services

Rideshare services are companies that organise for someone to drive you where you want to go.

For example, Uber.



Smart ticket

A smart ticket is a card that you:

- put money on
- use to pay for public transport.



Standards

Standards are a way of doing things that everyone agrees on.

They help us make sure things work well.



Web Content Accessibility Guidelines (WCAG)

The WCAG is a list of the rules for making digital content accessible for everyone.

Contact us

You can contact us for more information about the Standards.



You can call us.

1800 621 372



You can send us an email.

DisabilityTransport@infrastructure.gov.au



You can write to us.

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Land Transport Policy
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Canberra ACT 2601



You can visit our website.

www.infrastructure.gov.au/transport-standards-reform



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