

Submission via email to: DisabilityTransport@infrastructure.gov.au

On the 9 May 2023 the City of Wanneroo consulted its Disability Access and Inclusion Reference Group (DAIRG) to inform this submission.

The City of Wanneroo is grateful for the invaluable lived experience and input provided by DAIRG representatives. Five Community Representatives attended the May DAIRG Meeting. The consultation paper and questions were circulated to the 12 Community Representatives for review and comment in advance of the meeting.

The comments included below reflect the perspectives and opinions of the individual Community Representatives rather than a collective or shared response.

About the Disability Access and Inclusion Reference Group

The City of Wanneroo's DAIRG was established in 2014 and is comprised of people with disability, carers and the organisations who provide support to people with disability in the area.

The Group provides a strong link between the City of Wanneroo and people with disability to improve accessibility and inclusion for people within the City.

The aims and functions are to:

- Provide feedback and advice on issues related to people with disability.
- Provide recommendations to the City that will benefit people with disability;
- Broadly engage and communicate the views of people with disability and carers of people with disability residing within the City; and
- Provide advice regarding strategies for the City's effective engagement and collaboration with the community, including advice on inclusion practices

THE SUBMISSION: Questions for people who use public transport.

SECTION: We want to know what you think about the Transport Standards

Question Are you familiar with the Transport Standards and what they are designed to do? If so, where did you find out about the Transport Standards? Do we need to increase awareness of the Transport Standards? If so, how?

Response There was generally a low level of awareness about the Transport Standards.

- One Community Representative was aware of the Standards through formal study she was undertaking.
- There was confusion about the responsibilities of state and federal government.

Question To what extent do you think the Transport Standards have removed discrimination from public transport services?

Response No response provided due to the low level of awareness about the Transport Standards.

Question In the past five years, have you seen improvements in accessibility and safety for people with disability on public transport services? What improvements have you seen?

Response Community Representatives were generally positive about improvements they had experienced over the past five years. Comments about improvements included:

- You can pretty much be guaranteed wheelchair access on buses now when previously it was a bit hit and miss.
- Perspectives about the availability of ramps differed between individual Community Representatives. One felt commented that ‘New train lines, but also existing train lines have better safety and accessibility - ramps that can bridge the gap’. Another person reported “there used to be ramps on the buses but not on trains.
- Noted differences were reported between WA and QLD. QLD have a guard to put ramps down and help you get on and off trains safely. Assistance is there should people need it.
- Suggested improvements included implementing bus stops at a higher level and with tactile indicators.

Question Do barriers still exist for people with disability using or wanting to use public transport? If so, how do you think the Transport Standards could be improved to help address those barriers?

Response There was a consensus among Community Representatives that barriers still exist. Suggestions from Community Representatives generally ignored the Transport Standards (that they were largely unaware of) and focused on specific issues and challenges, including:

- Peak periods including to and from school times
- The incline on ramps can be quite steep to get on a bus (wheelchair users)
- People don’t have the confidence to use public transport.
- The app allowing people to track the bus in real time is helpful. Helpful to pre-plan and research.
- A quiet carriage is a good idea and great for people with autism or difficulty being around lots of people.
- When the bus and train get packed, you feel in the way or get tripped over because you are so much lower.
- People are always bumping into you because people are all sharing the same space.
- Sunflower lanyards are becoming more popular. How is Transperth seeing this?
- There are high barriers for people with anxiety and sensory disability. Knowing what information is out there, how to access it and who to help. A lot of train stations often don’t have people around you could talk to or ask questions if you needed more information or assistance. Even having a live chat would be useful.

Question Do the Transport Standards need changing? If so, please tell us how you think the Transport Standards could be changed and why?

Response No response provided because of the low level of awareness with the Standards.

Question Are you aware of the Guidelines to support passengers, operators and providers when interpreting the Transport Standards? If so, do you find them useful? If not, why not?

Response No response provided because of the low level of awareness with the Standards.

SECTION: Tell us about your experience accessing and using public transport

Question Planning your journey. Tell us about your experience accessing information about public transport routes, timetables, any required connections, and information at the destination in a form that suits your needs. How do your circumstances affect planning a public transport journey?

Response Community Representatives provided several suggestions and comments including:

- The app allows you to put in exact addresses and tells you what you need to do, but pictures would be helpful
- Google street view would be useful
- Information of accessibility features of the location would be helpful. If you are going to a train station, include the accessibility features of that station would be helpful
- Number of accessible taxis and the cost – barriers to do with administration.
- Have they looked at the need and how many accessible taxis are in the area?
- If you drive a maxi taxi, you should have to do some form of disability training.
- Taxis can charge a fee for how long it takes you to get in the vehicle. They have the meter on from the moment they arrive, and you have to pay before you even start the drive. For PWD, they may need longer to get into the taxi, so often have to pay more for the experience.

Question Public transport stops, stations, or terminals. Tell us about your experience at public transport stops, stations, terminals, wharfs, airports, and other boarding locations, from the time you arrive until you board. Are you able to easily identify suitable and safe boarding points and waiting areas? Is information readily available in your preferred format?

Response comments are included in the response above.

Question On-board the public transport service. Tell us about your experience during your public transport journey on the vehicle. Are you able to board independently, quickly and effectively, have a safe, secure and comfortable experience on board the vehicle? If not, why not?

Response no response provided – addressed in earlier questions.

Question Disruption to your journey. Tell us about your experience with planned and unplanned disruptions to the usual operation of public transport. When disruption occurs, how does this impact you and what do you need to make sure you can continue to travel safely and confidently?

Response no response provided – addressed in earlier questions.

Question If you considered a public transport operator or provider was not meeting their obligations, how do you deal with this situation? Do you know how to make a complaint? If so, tell us about your experience.

Response no response provided. There was a generally low level of awareness about the Transport Standards and/or the related process for complaints.

Should you require further information about the response provided please contact:

[REDACTED]

[REDACTED]

[REDACTED]

End of submission