

Sent: Wednesday, 22 March 2023 11:01 PM
To: Disability Transport
Subject: Review of the disability standards

Evening,

Thank you further for the opportunity to share information about my experiences as a disabled person using various forms of public transport.

I did attend the webinar, as well as complete the online questionnaire.

And now have a few extra points I would like to share.

Does the department share the guidelines with Blind citizens Australia – BCA, Vision, Australia or guide dogs Australia. As they are what I would consider the main avenues for disabled people such as myself gathering relevant information as to our rights.

Are these groups or other establishments such as the previously named Victorian taxi director it – we are I have my M 40 cab card issued from. Instructed to share that with their list of members/participants?

I will not assume, however, I am curious. With the guidelines are all new staff who work for PTV, an individual bus company, a cab company, or a new Uber driver, given a basic summary of these guidelines?.

I feel from my understanding of the guidelines, and the webinar that they are necessary, suitable, and fairly encompassing of our needs.

However, my issue that I experience is from the day-to-day stuff, if you like at the bottom end of the company.

The call centre staff.
The actual Uber driver.
The taxi driver.
The staff at the train station

Maybe the problem why accessibility for disabled people is still a forefront issue is that the information is not getting down to the ground. Or clearly presented to people in a format that is plain English, and they can understand.

I mean no disrespect, however, a great deal of staff that work with in the transport industry have language barriers. That can often result in issues arising with a communication flow between my needs and their needs or assumptions of what they need to do to cater for a disabled person. I'm not equivalent

Has the department for infrastructure thought about running A public television/radio/social media campaign. It will both inform the staff working with in the industry, as well as members of the public. Him of which are all responsible in part for how easy it is to access the network within our country.

When it comes to changes in infrastructure within states. Are people really consulting with disability groups to understand our needs.

Why was my local station Hoppers Crossing able to get away with stairs, and a lift only to access the train station. I am for visually impaired people is a lot less dangerous and more accessible.

When it comes to the major change. that are going on within Victoria for both roads and public transport. Where is the sharing of information to the above mentioned groups.

How am I supposed to know what train platforms are now going to exist within the city if no one shares them with me.

I expect the changes have to happen and I expect that the Melbourne I used to be able to run around in 1520 years ago does have to develop and grow. However, without information sharing instead of being a place I could previously access independently. I am now forced to have to get training to access.

Is it asking too much for somehow the department of infrastructure to link up with Centrelink. With Centrelink I am listed as a person on the disability support pension blind. Could that not be used as an avenue of sharing information as well as the previously mentioned advocacy and support groups

It is called a myGov inbox for a reason. I feel more government departments should use it as a tool to share information.

Are these guidelines policies and regulations also passed on to local councils. As it seems at times they're planning and development of pods, taxi ranks and other plant public transport, access points, totally destroy and go against the guidelines.

Again, I thank you for your time and allowing me to share my further thoughts.

I think the key to this review should be the following two points, nationwide, coherency, and statewide sharing of information.

No matter what suburb we live in we are a population of people who, like to travel to see family, friends, and for work the more information we have regarding infrastructure changes the better off we will be prepared for them.

Kind regards.

Cynthia, Kate Gregory.