

26/06/2023

Dear Department of Infrastructure, Transport, Regional Development, Communications and the Arts

We are the Reference Group for the South Australian Council on Intellectual Disability (SACID).

We all have intellectual disability.

We want to give our feedback on our experiences and what we have heard from our peers about accessible public transport for people with intellectual disability.

We will let you know what we think about the current public transport system, what we like, what we do not like and suggestions on how it could be better.

Why public transport is important

- Public transport is important because it helps people get from A to B, especially for people who do not drive.
- Public transport give people the freedom to do what they want and to get out of the house.
- Public transport such as the bus, train and tram can be affordable compared to other modes of transport.

What we do not like about the public transport system

- Sometimes when catching public transport like trains and buses, we do not feel safe. We especially do not feel safe when there are conflicts from other people.
- There is not enough trains or buses in the northern suburbs like Gawler and the Barossa. It makes it hard to get into the city.
- Buses are becoming cashless. Not everyone has a card to pay for tickets. People have been refused entry onto a bus because they could not buy a ticket with cash.
- Airfares are really expensive. There should be cheaper ticket options for pensioners or people who need a companion/support person to come.
- There are not enough room on planes, especially for people who need to use mobility aids like wheelchairs/transfer from mobility aids into the small seats. Sitting in the small airplane seats can be very uncomfortable.
- We have also heard that there can only be a limited number of wheelchair users who can board a plane. This makes it hard for people to travel together if there are multiple people who are wheelchair users.
- Booking or buying plane tickets is confusing and hard.
- There should be more support on planes for people who have anxiety and other mental health concerns.
- Pedestrian railway crossings can be unsafe. We have heard of lots of accidents this year.

- Sometimes we will be waiting a long time for buses or trains. This is especially hard when it might be a cold and wet day. Not all bus stops have shelters.
- There needs to be better bus stop signage.
- We have heard of a time someone has been refused entry on a bus because they were not wearing a mask. This was when masks were no longer mandatory. This person had medical exception due to health conditions, and even wore a lanyard and had their medical certificate but was still refused entry.
- Timetables for public transport can be hard to read and understand.
- There is not enough disability seating on buses. This can often be taken up or people who have bikes, prams or trolleys may be in the spot.
- In Gawler, they have small community buses for public transport. This is not accessible for people with disability. There needs to be bigger buses.
- Some bus or train drivers do not help people with disability who have mobility aids onto the bus or train. We need the ramp to help us get on. Bus drivers are not always helping with this, making it hard to get on. We should not have to always ask for this.
- There is very limited public transport in rural areas.
- There are not enough access taxis available in Adelaide. We have had people who have mobility aids wait hours for an accessible taxi.


Suggestions on how public transport can be better for people with intellectual disability.

- More security on public transports or during certain times.
- More safety and boom gates at all railway pedestrian crossings
- All public transport information should be accessible. This includes Easy Read, text to talk options, videos etc.
- There should be more speaker options that tell people when the next train or bus is coming.
- We think the Gawler line should be extended to outer North. This provides greater transport access for people in the community to go to and from Adelaide CBD. This can increase tourism in the Northern areas.
- There should be more seats or space available for people with disability.
- We have mixed feelings about the sunflower lanyards that are used on planes and just introduced for the train system. We like them because it can make travelling a bit safer and we are treated better. However, there should be more disability awareness in general in the public transport industry so everyone can be treated fairly and not have to be singled out. This should be a mandatory training, including mental health training and how to effectively communicate with people.
- There needs to be more buses that run from rural towns. There are not enough services in rural areas for people with disability, so often they will need to come to the city. Private bus companies are not always good for people, especially if they need a companion

to come. They do not accept companion cards. This is then a barrier for people to come to Adelaide and access services or attend important meetings.

- More bigger buses in rural towns.
- When booking plane tickets, there should be a section when filling out the booking if the person has support needs. This is to let flight attendants know to provide additional support prior and during the flight.
- More accessible taxis!
- Modifications to planes so people who have mobility requirements can travel like everyone else.
- Make more weatherproof shelters for all bus, train and tram stops.

Thank you for the opportunity to provide our experience with the current public transport system. We hope that our feedback will help guide some change to public transport so it is more accessible and safe for people with intellectual disability.

Should you have any questions on our submission please do not hesitate to contact us through the Reference Group facilitator Mel 


Kind Regards,

The SACID Reference Group

South Australian Council on **Intellectual** Disability
302 South Road, Hilton SA 5033 | P: 08 8352 4416 | W: www.sacid.org.au | E: admin@sacid.org.au
ABN: 19834592137