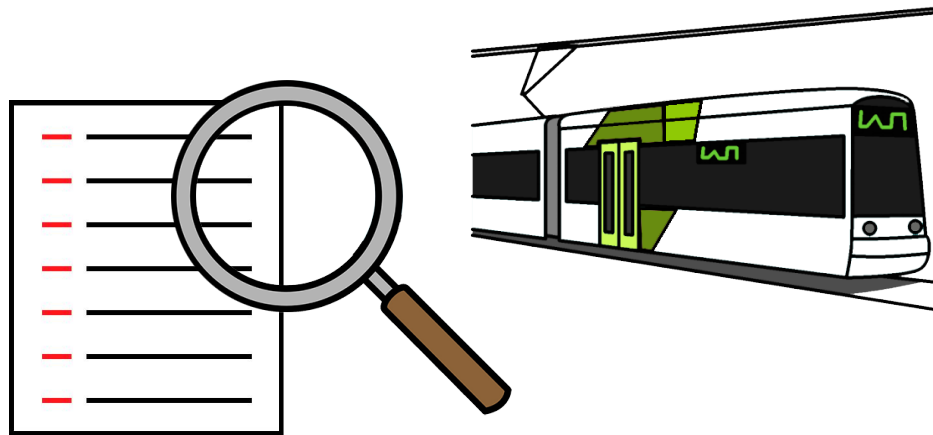




Australian Government

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



Our response to the transport standards review

Australian Government



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.



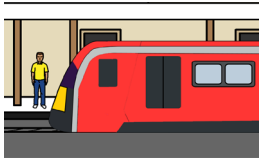
Australian Government

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

About this book

This book is from the Australian Government.

This book is about public transport.

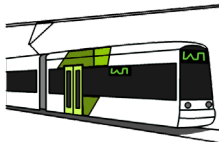


Public transport could be when you catch a

- train



- bus



- tram



- ferry.

Public transport could also be when you go

in a



- taxi



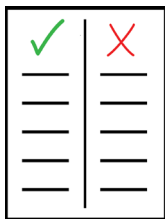
- plane.

We want public transport to be good for everyone



The law says public transport **must** be **accessible** for people with disability.

Accessible means easy for everyone to use.



We have special rules to make sure everyone can use public transport.

We call the rules **standards**.



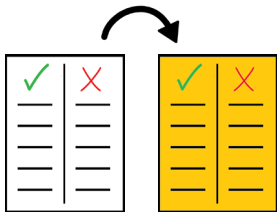
People who give public transport services **must** do what the standards say.



We did a **review** of the standards.

Review means we check if the standards

- are good

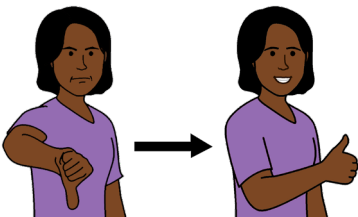


- need any changes.



This book says

- what our review found out



- what we will do to make the standards better.

Who did we ask about the standards?



We got information from

- people with disability
- family members of people with disability



- carers of people with disability



- **advocates** for people with disability
 - an advocate is someone who can tell us what you want.



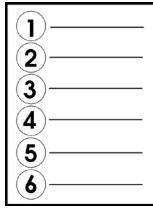
We also talked to

- people who give public transport services

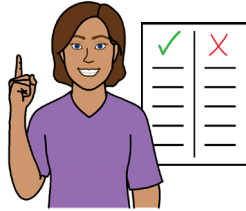


- state and territory governments.

What did our review find out?



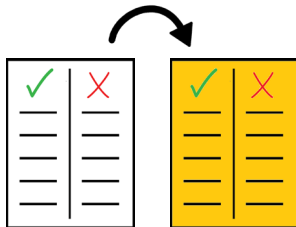
Our review said there were 6 areas where we could make the standards better.



1. **We can make sure more people know about the standards.**



2. **We can make sure public transport services do what the standards say.**

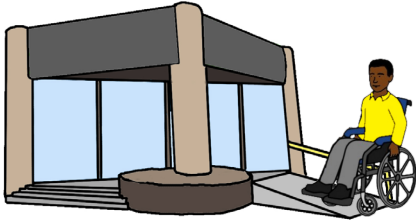


3. **We can make sure the standards stay up to date.**

Up to date means we change the standards when something in public transport changes.

- 4. We can make sure the standards cover all parts of public transport.**

For example, everything that makes it hard for people with disability to use public transport.



We want all buildings to have the same accessibility rules as the standards.

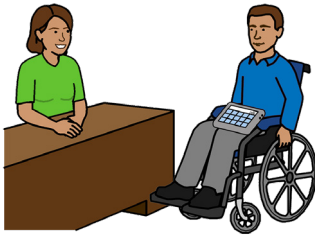


- 5. We can improve services that are extra hard to access.**



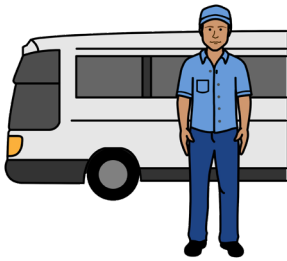
- 6. We can ask people with disability to help plan public transport services.**

How will we make the standards better?

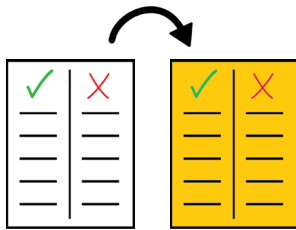


We will work with

- people with disability

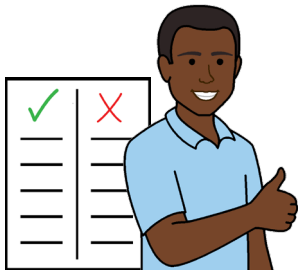


- people who give public transport services.



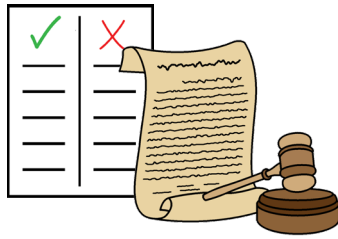
We will ask how we can make sure the standards

- stay up to date



- work well

- do what we want them to do.



We will change the law and **guidance** about the standards.

Guidance means how to use the standards.



We want to stop **discrimination** against people with disability who use public transport.

Discrimination means you are not treated fairly.



We want public transport services to tell us how they use the standards.



A special group will help public transport services know what information we want.



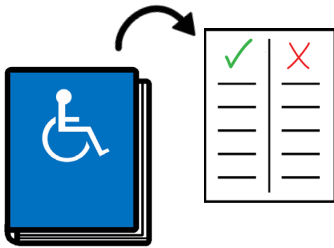
We want to get the same information from **all** public transport services in Australia.

What about things that are not part of the standards?

We want public transport to be accessible across all of a person's journey.



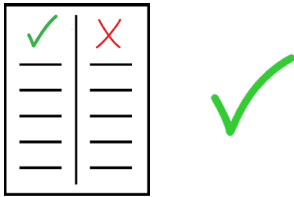
For example, we want things like bus stops to have accessible footpaths.



We will think about how other standards can be used in public transport.

For example, standards that say that all public buildings must be accessible.

How can we make sure people do what the standards say?



The review said there should be a way to make people do what the standards say.

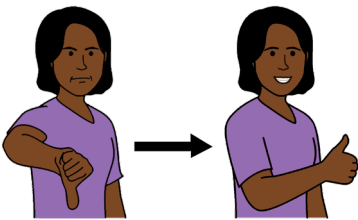


The **Disability Royal Commission** said we should improve rules against discrimination.

We will improve the rules.

The Disability Royal Commission was a special way to

- find out about big problems for people with disability



and

- find ways to make things better for people with disability.



We call it **the Royal Commission**.



The Royal Commission said discrimination rules should be **enforced**.

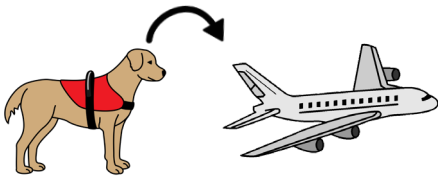
Enforced means make people do what the rules say.

How will we make air travel more accessible?



We will make new standards for air travel.

It can sometimes be hard for people with disability to fly on planes.



For example, some airlines will not let people with **assistance animals** on their planes.



Assistance animals means animals that are trained to support people with disability.

For example, guide dogs.

It can also be hard for people with disability to do things like



- get information about their flight
- check in for their flight.

What will we do next?



We want all of the Government to work together to make public transport accessible.

We will tell the community what we have done.

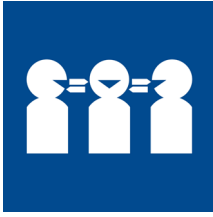


More information

Go to our website for more information.

Website infrastructure.gov.au/transport-standards-review

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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