



Australian Government

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



Review of the transport standards

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.



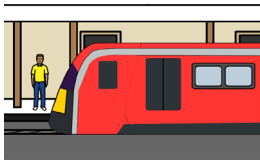
Australian Government

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

About this book

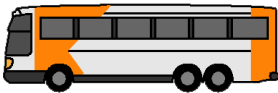
This book is from the Australian Government.

This book is about public transport.

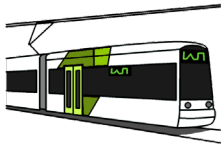


Public transport could be when you catch a

- train



- bus



- tram



- ferry.

Public transport could also be when you go

in a



- taxi



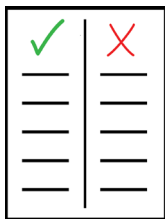
- plane.

We want public transport to be good for everyone



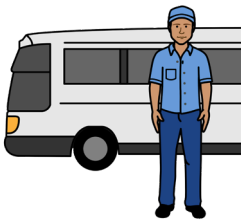
The law says public transport **must** be **accessible** for people with disability.

Accessible means easy for everyone to use.



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

We call the rules **standards**.



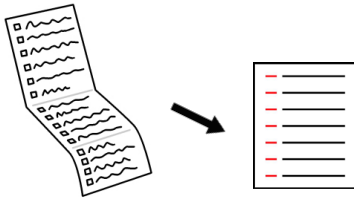
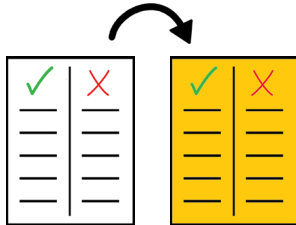
People who give public transport services **must** do what the standards say.



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

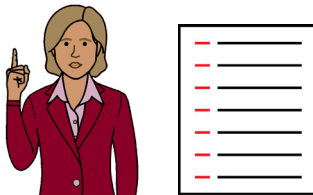
Review means we check if the standards

- are good
- need any changes.



This book is a **summary** of what our review found out.

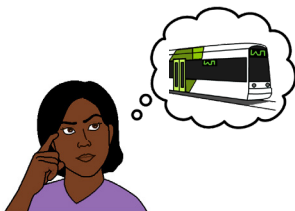
Summary means we only include the most important ideas.



How did we do our review?

We asked lots of different people

- what they think about the standards
- what they think about public transport.





We got information from

- people with disability



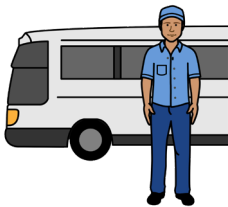
- family members of people with disability



- carers of people with disability



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



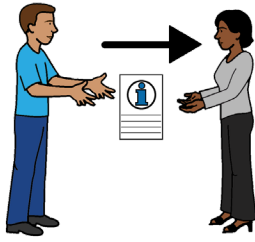
We also talked to

- people who give public transport services



- state and territory governments.

How did we get information?



People gave us information in lots of different ways.



For example

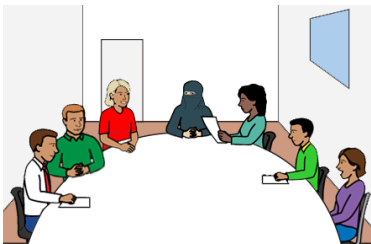
- by email



- on our website



- by phone.



We also had

- special meetings where people could tell us what they think



- two online **surveys**
 - a survey means we ask people questions.



We did lots of things to make sure people with disability could be part of our review.



For example, we had information in

- Easy English



- **Auslan**

– Auslan is the Australian sign language.

What did our review find out?

1	_____
2	_____
3	_____
4	_____

Our review found information about 4 areas.

1. Discrimination and doing what the standards say



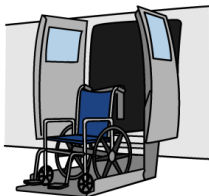
Discrimination means someone does **not** get treated fairly.

What is going well?

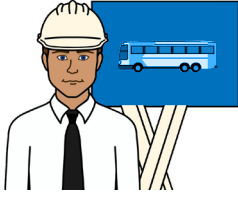


Our review said public transport services work hard to

- make public transport more accessible for people with disability



- end **barriers** for people with disability
 - barriers make it hard to use services.



A lot of new public transport services are

- planned to make sure they do what the standards say



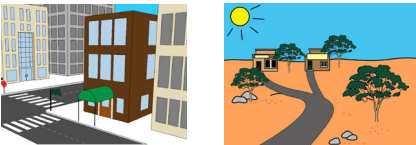
- built to make sure they do what the standards say.

What can public transport services do better?

Work to make public transport more accessible
can sometimes



- take too long



- happen more in some parts of Australia than others.

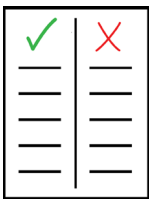


It can be hard for people with disability to access public transport because of

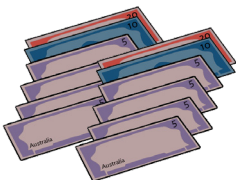
- things that are not part of the standards
- things that are not the **responsibility** of public transport services.



Responsibility means things people **must** do.

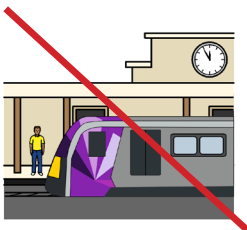


The review said we need to do more to make sure people do what the standards say.

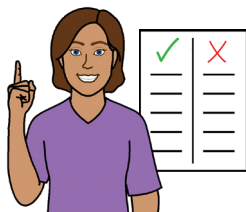


It can be hard for public transport services to be more accessible because

- it costs a lot of money
- services have to stop while they get improved.



2. How much people know about accessibility

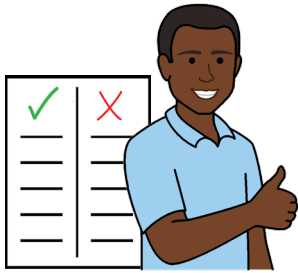


We need to make sure more people know about

- the standards
- the needs of people with disability who use public transport.

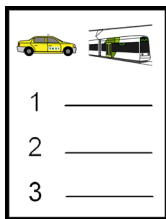


3. Accessibility across all public transport services



What is going well?

There have been lots of improvements in things like



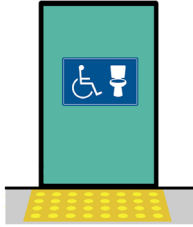
- information to help people with disability plan trips on public transport



- the way people with disability can get tickets for public transport



- the way people who work in public transport treat people with disability.



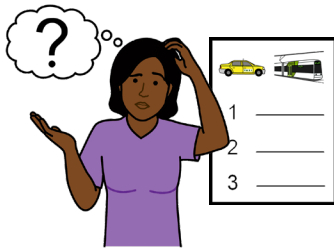
Some airports have built toilets for **assistance animals**.



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

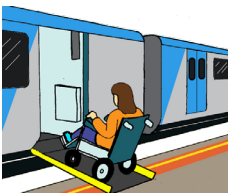
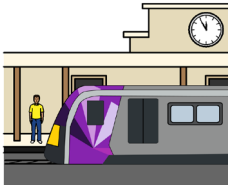
For example, guide dogs.

What can public transport services do better?



People with disability can sometimes find it hard to

- plan trips
- access things like train stations
- get on to public transport.

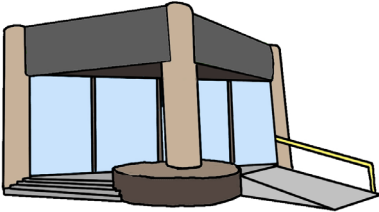


4. Problems with the standards



The standards can sometimes

- be hard to understand
- be different from other public transport building rules
- not cover everything that makes it hard for people with disability to use public transport.



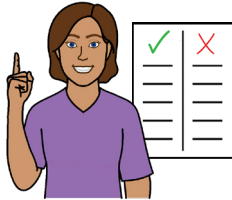
For example, footpaths that are not accessible.

It can be hard to understand what the standards mean for some services.

What can we do next?



Our review said there were 6 things we can do to make public transport more accessible.



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

For example, we can make sure

- people with disability know their rights
- people who give public transport services know what the standards say they **must** do.

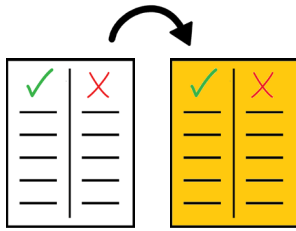


2. We can make sure public transport services do what the standards say.

For example, we can make public transport services tell us how they follow the standards.

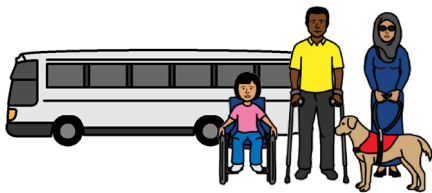


3. We can make sure the standards stay up to date.



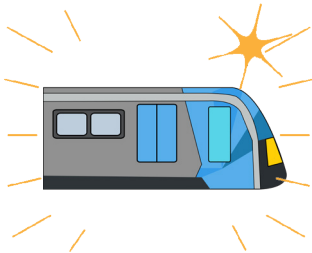
Up to date means we make new standards when something changes.

For example



- we find out more about the accessibility needs of people with disability

or

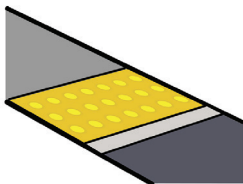


- public transport changes.

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 things like accessible footpaths at bus stops.



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

For example, we can

- make it easy to travel in rural areas
- make it easy for people with disability to make a **complaint**
 - a complaint is when you say why you are **not** happy with a service.



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

Public transport will be more accessible if people with disability tell us what they want.





More information

Go to our website for more information.

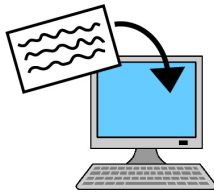


Website

infrastructure.gov.au/infrastructure-transport-vehicles/transport-accessibility



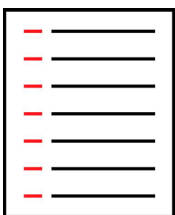
Call 1800 621 372



Email

DisabilityTransport@infrastructure.gov.au

You can read the full report on our website.



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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