



**Australian Government**  
**Department of Infrastructure,  
Regional Development and Cities**



# **Third Review of the Disability Standards for Accessible Public Transport 2002 (Transport Standards)**

**Issues Paper**

August 2018



This issues paper supports the Terms of Reference for the Third Review of the Disability Standards for Accessible Public Transport 2002 (Transport Standards) released on 17 December 2017.

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## Introduction

The [Disability Discrimination Act 1992](#) (DDA) prohibits both direct and indirect discrimination on the grounds of disability, both to the person with a disability as well as family members, carers and friends. The DDA allows disability standards to be formulated in a range of areas. The Disability Standards for Accessible Public Transport 2002 (Transport Standards) were made by the Attorney-General's Department under the DDA and are administered by the Department of Infrastructure, Regional Development and Cities. The purpose of the Transport Standards is to support public transport operators and providers to remove discrimination from public transport services by providing specific details about the standards they need to meet.

Part 34 of the Transport Standards requires the Minister for Infrastructure and Transport, in consultation with the Attorney-General, to review the efficiency and effectiveness of the Transport Standards within five years of their taking effect, with subsequent reviews every five years. The Department of Infrastructure, Regional Development and Cities is conducting this third review and will prepare a report for the Minister for Infrastructure and Transport and the Attorney-General.

This, the third review of the Transport Standards, must include advice as to whether discrimination has been removed, as far as possible, according to the requirements set out in Schedule 1 of the Transport Standards; and consider any necessary amendments to these Standards (Schedule 1 is included at Appendix D).

Under the Terms of Reference (at Appendix A), the 2017 Review will also assess and advise on the progress of the implementation of the Government response to the 2012 Review. A summary of the recommendations of the second review is at Appendix C.

## Issues Paper

This Issues Paper sets out some of the considerations transport operators and providers, governments, the disability sector and the public may wish to take into account in making a written submission to the Review. The paper has been divided into separate sections which set out questions for each stakeholder group. The questions and additional information provided are intended to assist stakeholders in framing their submissions. Stakeholders may also wish to provide input on other issues related to the efficiency and effectiveness of the Transport Standards.

## Consultation Timetable

The review commenced with the release of the Terms of Reference on 17 December 2017. Submissions will close on 30 November 2018.

# SUBMISSIONS

## Making a submission

To assist stakeholders in framing their submissions, key questions are contained within each section for different stakeholder groups. However, stakeholders are welcome to provide responses to questions contained within other sections or any other matters considered to be relevant to the Terms of Reference of the Review.

Where possible, submissions should be lodged as accessible txt, pdf or Microsoft Word document to ensure screen readers can read them. Please remove any drafting notes, track changes or other hidden text, as well as any internal links, large logos and decorative graphics. Submissions may also be sent by mail or audio file.

Submissions should be provided to the Disabilities Transport Access Secretariat within the Department of Infrastructure, Regional Development and Cities by 30 November 2018.

Submissions can be lodged:

By email (preferred) to the Department of Infrastructure, Regional Development and Cities via the Secretariat mailbox at:

[DisabilitiesTransportAccessSecretariat@infrastructure.gov.au](mailto:DisabilitiesTransportAccessSecretariat@infrastructure.gov.au)

or alternatively by mail to:

Road Safety Policy and Transport Standards Section  
Land Transport Policy and Safety Branch  
Department of Infrastructure, Regional Development and Cities  
GPO Box 594  
CANBERRA ACT 2601

All submissions will be treated as public documents and made available on the review website unless:

- the documents are clearly marked as being provided 'IN CONFIDENCE'; or
- the Department of Infrastructure, Regional Development and Cities determines that the documents contain private or confidential information.

Please note: Copies of all submissions will be provided to the Attorney-General's Department.



## Section A: For operators and providers: Compliance against Schedule 1 of the Transport Standards

Section A of this Issues Paper focuses on assessment against the December 2017 operator and provider compliance targets found at Part 3 Target date – 31 December 2017 on page 25 of this document or page 74 of the current version of the Transport Standards.

Questions for operators, providers and their representative organisations

1. Have you been able to meet the 2017 Transport Standards legislated targets? If not, can you elaborate on the reasons for not being able to meet these targets?
2. Are there requirements that have proven to be impractical or difficult to implement? If so, please specify these.
3. Can you provide detail of any initiatives and actions you have undertaken, not currently detailed under the Transport Standards or other legislative requirements, in relation to removing discrimination against people with disability?



## Section B: For State and Territory Governments: Actions and initiatives

Section B provides an opportunity for state and territory governments to detail initiatives and actions undertaken in order to eliminate discrimination against people with disability in relation to public transport services.

### Questions for state and territory governments

1. Has the accessibility of public transport within your jurisdiction improved since the last review commenced in 2012?
  - How has accessibility of conveyances (for example, trains, buses and coaches, trams, ferries, wheelchair accessible taxis and aircraft) changed? Have compliance targets been met? Can you provide examples? If compliance targets have not been met, can you elaborate on the reasons for not being able to meet these targets?
  - How has accessibility of information (for example, maps, timetables, announcements) changed? Can you provide examples?
  - How has accessibility of infrastructure (for example, any structure or facility that is used by passengers in conjunction with travelling on a public transport service) changed? Can you provide examples
  - Have you been able to improve the collection and reporting of reliable, current data on public transport accessibility within your jurisdiction?
2. Are there any other initiatives and actions in relation to removing discrimination from public transport services that do not come under the above, for which you can provide details?

## Section C: For disability sector and public views: Accessibility of public transport

The accessibility of public transport for people with disability is the primary purpose of the Transport Standards.

Section C provides an opportunity for people with disability, organisations, councils, advisory groups and representatives submitting on behalf of people with lived experience, and the wider community, on progress towards achievement of targets set out in the Transport Standards.

Questions for people with a disability, their representative organisations and the community generally.

1. Has your accessibility to public transport improved since the commencement of the second Transport Standards review in 2012?
  - How has your accessibility to conveyances changed? (for example, trains, buses and coaches, trams, ferries, wheelchair accessible taxis and aircraft). Can you provide examples?
  - How has your accessibility to information (for example, maps, timetables, announcements) changed? Can you provide examples?
  - How has your accessibility to infrastructure immediate to boarding a conveyance changed? (for example, any structure or facility that is used by passengers in conjunction with travelling on a public transport service). Can you provide examples?
  - What do you currently see as the greatest areas of need with regard to accessibility of public transport for people with disability? Can you provide specific examples?
2. As a public transport user, are there areas of the Transport Standards where you consider that a more specific requirement for compliance would improve accessibility?
3. To what extent do you feel that the requirements in the Transport Standards address all of the accessibility requirements for people with disability? Are there gaps in the coverage of requirements?
4. Have new ways of providing public transport, such as ride sharing or on-demand bus services affected your ability to access services?

- 
5. Do you find that the current processes with regard to making a complaint or seeking information are sufficient or sufficiently responsive?
  6. As a body representing the views of people with disability, do you have any specific responses or perspectives with regard to the issues raised in the questions above?
  7. What other issues you would like to see addressed?



## Appendix A: Terms of Reference

### Terms of Reference

#### 2017 Review of the Disability Standards for Accessible Public Transport

### Background

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) were made to enable public transport operators and providers to remove discrimination from public transport services. Part 34 of the Transport Standards requires the Minister for Infrastructure and Transport, in consultation with the Attorney-General, to review the efficiency and effectiveness of the Transport Standards every five years.

The second review was initiated in October 2012. The review report and the accompanying Government response were publicly released in July 2015. Implementation of the Government response to the second review is primarily focused on Recommendation 1 - the modernisation of the Transport Standards. This work is ongoing and is envisaged to extend into 2018-19.

The third review will provide an opportunity to assess compliance with the Transport Standards and also provide an opportunity for stakeholders to comment on the efficiency of the Transport Standards and their effectiveness in removing discrimination from public transport services.

The third review is required to commence by December 2017. Stakeholders will be invited to provide written submissions in response to an Issues Paper. The final written report of the third review will be provided for consideration by the Minister for Infrastructure and Transport in consultation with the Attorney-General.

### Scope

1. As required by Part 34 of the Transport Standards, the 2017 Review will review the efficiency and effectiveness of the Transport Standards and will:
  - assess whether discrimination has been removed, as far as possible, according to the requirements for compliance set out in Schedule 1 of the Transport Standards; and
  - advise on any necessary amendments to the Transport Standards.



2. The review will focus on:

- reporting public views on progress towards achievement of targets set out in the Transport Standards;
- assessing compliance with the requirements set out in Schedule 1 of the Transport Standards, in particular those under Part 3 of Schedule 1;
- identifying initiatives and actions with respect to removing discrimination from public transport services undertaken by state and territory governments since the 2012 Review; and
- assessing the progress of the implementation of the response to the 2012 Review.



## Appendix B: Review background

### United Nations Convention on the Rights of Persons with Disabilities

The Transport Standards are part of Australia's commitment to give effect to the United Nations Convention on the Rights of Persons with Disabilities. By ratifying the Convention in July 2008, Australia joined other countries around the world in a global effort to promote the equal and active participation of all people with disability.

### National Disability Strategy

In addition to a legal framework for giving effect to Australia's international obligations, in March 2011 the Australian Government launched the National Disability Strategy 2010-2020 (the Strategy).

The Strategy outlines a ten-year national policy framework to improve the lives of people with disability, promote participation, and create a more inclusive society. It guides public policy across governments and aims to bring about change in all mainstream and specialist services and programs, as well as community infrastructure, to ensure they are accessible and responsive to the needs of people with disability.

Importantly, the Strategy ensures that the principles underpinning the UN Convention are incorporated into relevant policies and programs affecting people with disability, their families and carers. Critical to the success of the National Disability Strategy is the creation of accessible and well-designed communities. Accordingly, one of the key aims of the Strategy is to ensure that public, private and community transport systems are accessible for the whole community.

### *The Disability Discrimination Act 1992 (DDA)*

The DDA prohibits both direct and indirect discrimination on the grounds of disability, both to the person with a disability as well as family members, carers and friends. The DDA allows disability standards to be formulated in a range of areas. The purpose of disability standards is to spell out in greater detail rights and obligations under the DDA, providing greater certainty about the Act's requirements.

### The Disability Standards for Accessible Public Transport 2002 (Transport Standards)

The Transport Standards were the first standards made under the DDA and commenced on 23 October 2002. The Australian Government considers the ability to move around the community underpins all aspects of life for people with disability. The Transport Standards



seek to provide a level of certainty to operators and providers of public transport conveyances and infrastructure about their responsibilities under the DDA.

The Transport Standards apply to public transport conveyances including trams, trains, taxis, ferries, aircraft, buses and coaches. A public transport service is an enterprise that conveys members of the public by land, water or air (see page 13 Transport Standards). Providers and operators of public transport must comply with the minimum accessibility requirements set out in the Transport Standards for vehicles and associated infrastructure.

Associated infrastructure is any structure or facility that is used by passengers in conjunction with travelling on a public transport service. Infrastructure does not include any area beyond immediate boarding points. Since 23 October 2002, all new public transport systems must comply with the Transport Standards. Existing public transport must progressively become accessible. The Transport Standards include a set of target dates for compliance by public transport operators and providers over a 20-30 year period. Appendix D details the 2007, 2012 and 2017 compliance targets.

### [The Disability \(Access to Premises-Buildings\) Standards 2010 \(Premises Standards\)](#)

From 1 May 2011, all new public transport buildings were required to comply with the Access Code set out in Schedule 1 of the Premise Standards. Existing public transport buildings (that formally came under the Transport Standards) were required to comply with the Access Code in accordance with the timetable set out in section 3.1 of the Premises Standards. With the introduction of the Premises Standards, the Transport Standards were amended to remove many provisions relating to transport buildings. However, some access issues relating to the use of transport buildings such as fixtures, fittings and signage remain in the Transport Standards.

## Appendix C: Previous reviews

There have been two reviews of the Transport Standards since their inception in 2002. For information on these reviews please go to:

<https://infrastructure.gov.au/transport/disabilities/index.aspx>

### First Review

The first review report and Australian Government response was released in June 2011. Between the release of the report and the start of the second review in October 2012, only three out of the ten recommendations that were agreed to or supported by the Australian Government had been completed. It was determined that the unimplemented recommendations would be dealt with in the course of the second review.

### Second Review

The second review found that a number of the unresolved issues from the first review continued to cause concern. Subsequently, a number of these issues were again reflected in the recommendations of the second review. The recommendations of the second review superseded those of the first review as they reflected the latest findings and issues relating to the Transport Standards. Replacing the first recommendations with updated recommendations also ensured that parties responsible for implementation of the recommendations were able to focus on the most relevant and up-to-date issues with the Transport Standards.

A number of the recommendations of the second review are still being implemented.

A summary is provided below:

<b>Recommendation and Australian Government Response</b>	<b>Status at March 2018</b>
<b>Recommendation 1</b> - That the Australian Government, jointly with state and territory governments, commence a process for updating and modernising the Transport Standards. This work should be undertaken in close consultation with industry, local government and the disability sector, and include research on the technical issues raised in this review, the development of options, and assessment of the impact of any proposed changes to the standards, with this work to be completed by 30 June 2017. <b>Support</b>	Current work revolves around the resolution of a first tranche of issues and development of a Council of Australian Governments Consultation Regulation Impact Statement which will be the centre of national consultations to occur in the second half of 2018 (See further discussion on page 15 of this Issues Paper).

Recommendation and Australian Government Response	Status at March 2018
<p><b>Recommendation 2</b> – That the Australian Government, jointly with state and territory governments, establish a national framework for reporting on progress against the Transport Standards by 31 December 2016.</p> <p><b>Support in principle</b></p>	<p>The Department after careful consideration decided to concentrate on modernising the Transport Standards in the first instance and then work with governments to develop a national reporting on a progress framework once the new standards were in place.</p>
<p><b>Recommendation 3</b> – That the Australian Government considers the concerns raised about the complaints process.</p> <p><b>Noted</b></p>	<p>The Australian Government noted that the Australian Human Rights Commission is the complaint-handling mechanism for the anti-discrimination regime (including resolving issues relating to the Transport Standards) and considered the emphasis on conciliation to resolve complaints in the first instance to be an effective, low-cost dispute resolution mechanism.</p>
<p><b>Recommendation 4</b> – That the Australian Government, jointly with state, territory and local governments, develop accessibility guidelines for a whole-of-journey approach to public transport planning by 30 June 2016.</p> <p><b>Support in Principle</b></p>	<p>Following extensive work and consultation, <i>The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys</i> was released by the Minister for Infrastructure and Transport on 1 December 2017 (see further discussion on page 16 of this paper).</p>
<p><b>Recommendation 5</b> – That the Australian Government, in collaboration with state and territory governments, develop and implement a national motorised mobility device labelling scheme.</p> <p><b>Noted</b></p>	<p>The second review received widespread support for the continuance of work surrounding this issue which had been ongoing since 2012. The Australian Government supported the continuance of these processes.</p> <p>Current work is centering on the development of an Australian Technical Specification (ATS) by Standards Australia in partnership with the association of Australian and New Zealand road transport and traffic authorities (Austroads). It is planned that the ATS will be used to provide support to regulatory proposals which by necessity involve further public consultation.</p> <p>Final processes will involve state and territory governments incorporating regulatory changes via their own legislative programs and possible uptake of ATS specifications</p>



<b>Recommendation and Australian Government Response</b>	<b>Status at March 2018</b>
	<p>into the Transport Standards as part of the current modernisation work.</p> <p>It must also be noted that in December 2017 the Senate Standing Committee on Rural and Regional Affairs and Transport References Committee instigated an inquiry into the need for regulation of mobility scooters (including motorised wheelchairs). The Committee is scheduled to hand down its findings in September 2018.</p>
<p><b>Recommendation 6</b> – That the Australian Government, jointly with industry, state and territory governments, develop consistent national compliance milestones and response times for wheelchair accessible taxis by 31 December 2016.</p> <p><b>Noted</b></p>	<p>The Australian Government recognised the inherent challenges and difficulties associated with achieving national harmonisation in a service industry where local factors and business arrangements play a major role in determining outcomes and is also mindful that any additional regulation placed on the wheelchair accessible taxi industry as a result of trying to achieve national harmonisation may add to regulatory and financial burdens already incurred by taxi networks and drivers in order to remain viable.</p> <p>The Department is also closely monitoring the effect of the introduction of rideshare services by state and territory governments on accessible taxi services. Work surrounding these issues will be undertaken as part of the Transport Standards modernisation work.</p>
<p><b>Recommendation 7</b> – That the Department of Infrastructure and Regional Development, in close consultation with the Aviation Access Forum, undertake a review of the Disability Access Facilitation Plan initiative by 30 June 2015, with the aim of improving the overall effectiveness and accessibility of the plans.</p> <p><b>Support</b></p>	<p>Completed by 30 June 2015.</p>



## Modernisation of the Transport Standards

The Australian Government recognised that 10 years after inception, some parts of the Transport Standards may not have been meeting the current and future needs of people with disability or provide sufficient flexibility or guidance to providers and operators in their efforts to fulfil their obligations under the *Disability Discrimination Act 1992*. Subsequently the Government commenced a process for updating the Transport Standards which would involve consultation with industry, all levels of government and the disability sector.

With the release of the second Transport Standards review report and Australian Government response on 10 July 2015, the National Accessible Public Transport Advisory Committee (NAPTAC), chaired by the Department of Infrastructure, Regional Development and Cities (the Department), convened a number of modal working groups in order to identify specific issues for examination as part of the modernisation process.

In early 2016 the Department led the development of a project management plan to explain how the modernisation process might occur and associated key considerations. In July 2016 NAPTAC agreed to convene a specific purpose modernisation committee, comprising representatives from state and territory transport agencies, public transport industry peak bodies, local government and the national disability sector, to undertake the required modernisation work in two phases:

- Tranche 1 – those issues which might be resolved by the conclusion of 2018
- Tranche 2 – more complex work, commencing late 2018.

Throughout the remainder of 2016, 2017 and the first half of 2018, the modernisation committee responded to all of the Tranche 1 issues previously raised by the modal working groups. Many of these proved to be challenging and complex, requiring careful consideration. The modernisation committee has agreed on a number of proposed changes to the Transport Standards that will be included in a Council of Australian Governments (COAG) Consultation Regulation Impact Statement (RIS) that will be made public for consultation in the second half of 2018.

Following public consultation, a final Tranche 1 Decision RIS will be developed for agreement by the Transport and Infrastructure Council in 2019. With Council agreement, legislative amendment and adoption processes will be undertaken in 2019-20.

The Department will continue to undertake work surrounding Tranche 2 of the Transport Standards modernisation process while also undertaking this review. The Department recognises that as a result of undertaking these dual processes in parallel, there may be an opportunity for recommendations emanating from the review to be included in Tranche 2 considerations as part of an ongoing Transport Standards improvement process.



The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys

*The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys* (the Guide) was released by the Minister for Infrastructure and Transport on 1 December 2017 following extensive work and nationwide consultation.

The Guide responds to Recommendation 4 of the Second Review of the Disability Standards for Accessible Public Transport 2002. This key review recommendation sought to develop guidance for a whole-of-journey approach to improve public transport accessibility, creating complete, seamless journeys for public transport users—journeys from A to B and to C to D and back again.

The Guide provides guidance on how transport planners and providers, architects, engineers, builders, certifiers and all levels of government can work together with people with disability to achieve this goal. In developing the Guide, the Australian Government's intention was to promote thinking beyond compliance. This includes facilitating best practices based on innovation and continuous improvement, human-centred design, understanding, consultation and collaboration.

# Appendix D: Schedule 1 – Target Dates for Compliance

## Part 1 Target date — 31 December 2007

### 1.1 Responsibility

- Operators
- Providers

#### *Requirement*

Full compliance with the relevant Standards in relation to:

- Waiting areas
- Furniture and fittings
- Information
- Booked services
- Food and drink services
- Belongings
- Priority

#### *Application*

**Conveyances**

**Premises**

**Infrastructure**  
except bus stops

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### 1.2 Responsibility

- Operators
- Providers

#### *Requirement*

Full compliance with the relevant Standards in relation to:

- Symbols
- Signs
- Alarms
- Lighting
- Hearing augmentation

#### *Application*

**Conveyances**

**Premises**  
except premises to  
which the Premises  
Standards apply

**Infrastructure**  
except bus stops

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### 1.3 Responsibility

- Radio networks
- Co-operatives

#### *Requirement*

Response times for accessible vehicles are to be the same as for other taxis.

#### *Application*

##### **Conveyances**

Taxis

Dial-a-ride services

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### 1.4 Responsibility

- Operators
- Providers

#### *Requirement*

Compliance with the relevant Standards by 25% of each type of service in relation to:

- Resting points
- Boarding
- Allocated space
- Street furniture

#### *Application*

**Conveyances**

**Premises**

**Infrastructure**

-

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## 1.5 Responsibility

- Operators
- Providers

### *Requirement*

Compliance with the relevant Standards by 25% of each type of service in relation to:

- Access paths
- Lifts
- Manoeuvring areas
- Stairs
- Passing areas
- Toilets
- Ramps
- Tactile ground surface indicators
- Doorways and doors
- Controls

### *Application*

#### **Conveyances**

#### **Premises**

except premises to which the Premises Standards apply

#### **Infrastructure**

except bus stops

---



## 1.6 Responsibility

- Providers

### *Requirement*

Compliance with the relevant Standards by 25% of bus stops in relation to:

- Access paths
- Handrails and grabrails
- Manoeuvring areas
- Stairs
- Passing areas
- Symbols
- Ramps
- Signs
- Waiting areas
- Tactile ground surface indicators
- Boarding
- Lighting
- Allocated space
- Street furniture
- Surfaces
- Information

### *Application*

**Infrastructure**  
Bus stops

---



## Part 2 Target date — 31 December 2012

### 2.1 Responsibility

- Operators
- Providers

#### *Requirement*

Full compliance with the relevant Standards in relation to:

- Gateways
- Vending machines

#### *Application*

**Conveyances**

**Premises**

**Infrastructure**  
except bus stops

---

### 2.2 Responsibility

- Operators
- Providers

#### *Requirement*

Full compliance with the relevant Standards in relation to:

- Surfaces
- Handrails and grabrails

#### *Application*

**Conveyances**

**Premises**  
except premises to  
which the Premises  
Standards apply

**Infrastructure**  
except bus stops

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### 2.3 Responsibility

- Operators

#### *Requirement*

Full compliance with the relevant Standards in relation to:

- 1500 mm minimum head room and vertical door opening

#### *Application*

##### **Conveyances**

Accessible taxis

---

### 2.4 Responsibility

- Operators
- Providers

#### *Requirement*

Compliance with the relevant Standards by 55% of each type of service in relation to:

- Resting points
- Allocated space
- Boarding
- Street furniture

#### *Application*

**Conveyances**

**Premises**

**Infrastructure**

except bus stops

---



## 2.5 Responsibility

- Operators
- Providers

### *Requirement*

Compliance with the relevant Standards by 55% of each type of service in relation to:

- Access paths
- Lifts
- Manoeuvring areas
- Stairs
- Passing areas
- Toilets
- Ramps
- Tactile ground surface indicators
- Doorways and doors
- Controls

### *Application*

**Conveyances**

**Premises**

except premises to  
which the Premises  
Standards apply

**Infrastructure**

except bus stops

---



## 2.6 Responsibility

- Providers

### *Requirement*

Compliance with the relevant Standards by 55% of bus stops in relation to:

- Access paths
- Handrails and grabrails
- Manoeuvring areas
- Stairs
- Passing areas
- Symbols
- Ramps
- Signs
- Waiting areas
- Tactile ground surface indicators
- Boarding
- Lighting
- Allocated space
- Street furniture
- Surfaces
- Information

### *Application*

**Infrastructure**  
Bus stops

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## Part 3 Target date — 31 December 2017

### 3.1 Responsibility

- Operators
- Providers

#### *Requirement*

Compliance with the relevant Standards by 90 per cent of each type of service in relation to:

- Resting points
- Boarding
- Allocated space
- Street furniture

#### *Application*

<b>Conveyances</b> except buses	<b>Premises</b>	<b>Infrastructure</b> except bus stops
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### 3.2 Responsibility

- Operators
- Providers

#### *Requirement*

Compliance with the relevant Standards by 90 per cent of each type of service in relation to:

- Access paths
- Manoeuvring areas
- Passing areas
- Ramps
- Doorways and doors
- Lifts
- Stairs
- Toilets
- Tactile ground surface indicators
- Controls



*Application*

**Conveyances**  
except buses

**Premises**  
except premises to  
which the Premises  
Standards apply

**Infrastructure**  
except bus stops

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**3.3 Responsibility**

- Operators
- Providers

*Requirement*

Compliance with the relevant Standards by 80 per cent of each type of service in relation to:

- Access paths
- Manoeuvring areas
- Passing areas
- Resting points
- Ramps
- Boarding
- Allocated space
- Doorways and doors
- Lifts
- Stairs
- Toilets
- Tactile ground surface indicators
- Controls
- Street furniture

*Application*

**Conveyances**  
Buses

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### 3.4 Responsibility

- Providers

#### *Requirement*

Compliance with the relevant Standards by 90 per cent of bus stops in relation to:

- Access paths
- Manoeuvring areas
- Passing areas
- Ramps
- Waiting areas
- Boarding
- Allocated space
- Surfaces
- Handrails and grabrails
- Stairs
- Symbols
- Signs
- Tactile ground surface indicators
- Lighting
- Street furniture
- Information

#### *Application*

**Conveyances**

**Premises**

**Infrastructure**

Bus stops

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Part 4 Target date — 31 December 2022

4.1 Responsibility

- Operators
- Providers

*Requirement*

All public transport services are to fully comply with the relevant Standards in relation to all aspects not specified in clause 4.2.

*Application*

<b>Conveyances</b>	<b>Premises</b>	<b>Infrastructure</b>
except trains and trams		

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## 4.2 Responsibility

- Operators
- Providers

### *Requirement*

All public transport services are to fully comply with the relevant Standards in relation to:

- Symbols
- Signs
- Alarms
- Lighting
- Hearing augmentation
- Access paths
- Manoeuvring areas
- Passing areas
- Ramps
- Doorways and doors
- Lifts
- Stairs
- Toilets
- Tactile ground surface indicators
- Controls
- Surfaces
- Handrails and grabrails

### *Application*

#### **Conveyances**

except trains and trams

#### **Premises**

except premises to which the premises Standards apply

#### **Infrastructure**



Part 5 Target date — 31 December 2032

5.1 Responsibility

- Operators
- Providers

*Requirement*

All public transport services are to fully comply with the relevant Standards.

*Application*

<b>Conveyances</b>	<b>Premises</b>	<b>Infrastructure</b>
Trains Trams		

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