

Transport for NSW

# Disability Inclusion Action Plan 2018–2022



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# Ministers' foreword

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The NSW Government recognises that transport is an essential service that everybody needs to access. Access to transport is a crucial first step to ensuring that people have the means to participate in education, employment, recreation and all aspects of community life.

People with disability can face barriers when accessing transport services. The *Disability Inclusion Action Plan 2018-2022* renews our commitment to reducing and eliminating those barriers and ensuring that everyone in NSW has the opportunity to participate fully in our community.

Physical exclusion from transport services is only one form of barrier faced by people with disability. This is why the Disability Inclusion Action Plan covers all aspects of the journey experience including journey planning, staff training, customer services, the interaction between modes of transport and the physical environment. It also seeks to integrate accessibility into all of our systems and processes so as to entrench a culture of social inclusion within our organisations.

The NSW Government is funding numerous projects under the Transport Access Program to upgrade train stations, ferry wharves and interchanges. New infrastructure, such as the Sydney Metro Northwest and the CBD and South East Light Rail, are being built to the very highest standards of accessibility. We have invested in new trains, buses and ferries – all which have improved accessibility features.



The *Disability Inclusion Action Plan 2018-2022* builds upon the successes of the previous plan, the *Disability Action Plan 2012-2017*, to set an ambitious agenda for the next five years.

This document presents a vision of a more accessible future for transport in NSW. More importantly, it outlines concrete, measurable steps towards achieving that vision.

We give our full support to the priorities outlined in the *Disability Inclusion Action Plan 2018-2022*. Together with stakeholders and members of the community we will work to implement the commitments in the plan and to improve access for all customers of transport services.

## **Andrew Constance MP**

Minister for Transport and Infrastructure

## **Melinda Pavey MP**

Minister for Roads, Maritime and Freight

# Glossary

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ADB	Anti-Discrimination Board
AHRC	Australian Human Rights Commission
ATAC	Accessible Transport Advisory Committee
DDA	Disability Discrimination Act 1992 (Cth)
Transport Standards	Disability Standards for Accessible Public Transport 2002 (Cth)
EEO	Equal Employment Opportunity
LGRSP	Local Government Road Safety Program
MPS	Mobility Parking Scheme
RMS	Roads and Maritime Services
TTSS	Taxi Transport Subsidy Scheme
WAT	Wheelchair Accessible Taxi
WCAG	Web Content Accessibility Guidelines

# Introduction

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'Accessibility for all, no exceptions' is a core objective of Future Transport. The *Disability Inclusion Action Plan 2018-2022* is part of Transport for NSW's strategy to reach this long term goal. The Plan places the needs of the customer at the centre of planning and decision-making for the transport system. This means delivering high quality services to all customers including those with disability.

The strategic objectives of the Disability Inclusion Action Plan are as follows:

- To deliver barrier-free end to end journeys for all customers.
- To build accessibility into our business processes and systems.
- To provide accessible planning and cutting edge assistive technology.
- To ensure people with disability influence the future of transport in NSW.
- To establish the Transport cluster as an employer of choice for people with disability.

To achieve these objectives, the Plan contains actions organised under five outcome areas:

- Liveable Communities.
- Accessible Systems and Processes.
- Accessible Customer Information Technology and Research.
- Inclusive Customer Service and Feedback.
- Inclusive Employment.

The Disability Inclusion Action Plan complies with the requirements of the *Disability Inclusion Act 2014* and is consistent with the objectives of the *Disability Discrimination Act 1992 (Cth)* (DDA) and the *Government Sector Employment Act 2013*.

A summary of relevant legislation, standards and policy frameworks is provided in the next chapter. A detailed compliance schedule under the *Disability Standards for Accessible Public Transport 2002 (Cth)* (Transport Standards) is also included in the appendix to this Plan.





# Legislative and policy context

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The *Disability Inclusion Act 2014* requires all government departments to develop Disability Inclusion Action Plans. This Plan is an update of Transport for NSW's *Disability Action Plan 2012-2017*.

The Transport for NSW Disability Inclusion Action Plan outlines practical measures to be taken across the Transport cluster to meet the objectives and principles of the *Disability Inclusion Act 2014*. These measures will also assist Transport for NSW to meet its obligations under the Transport Standards.

Other than compliance with legislation, the Plan is guided by the social model of disability, outlined in the United Nations Convention on the Rights of Persons with Disabilities. The social model views people with disability as not being disabled by their impairment but by the barriers in the community that prevent them gaining equal access to information, services, transport, housing, education, training, employment and social opportunities.

A detailed summary of relevant legislation, standards and policies is in Appendix 3.

From 1 July 2016, the National Disability Insurance Scheme is being rolled out in stages over three years across Australia. The Scheme will give people with disability in NSW more choice and control over their lives and the services they access. Transport services in NSW, along with other services, will need to adapt to meet the unique needs and life goals of people with disability.

Providing accessible services for everyone in the community is identified as one of six priorities for Transport for NSW's Future Transport Strategy. While this Plan outlines the actions that will be taken over the next 5 years, Future Transport is a new approach to long term transport planning, using a digital experience to find out what services customers want over the next 40 years.

In 2016, with the release of the Future Transport Technology Roadmap, the discussion opened about how technology can be used to transform transport services across NSW. Future Transport will underpin planning for transport infrastructure and services that meets customer demands. The Strategy will be a 'living document' that is updated through the Future Transport website. The final Strategy and supporting plans will be released in 2018.



# Role of Transport for NSW

Transport for NSW was established by the *Transport Legislation Amendment Act 2011* and began operating on 1 November 2011. This integrated transport authority is responsible for planning and policy across all modes of transport in NSW.

The operational transport agencies such as Sydney Trains, NSW TrainLink, State Transit Authority and Roads and Maritime Services (RMS) are responsible for front line service delivery. Their focus is delivering reliable, safe and accessible transport services. Customer service is the key driver in decision making within Transport for NSW and the transport agencies.



## A snapshot of the NSW public transport system

- The population of NSW, as of June 2016, was approximately 7.7 million people.
- By 2036, the population of NSW will be around 9.9 million people.
- The total number of public transport journeys in NSW in 2015-16 was 676 million.
- Sydney Trains operate about 2953 timetable trips per day, across 961 kilometres of electrified track.
- NSW TrainLink delivered over 36 million rail and coach journeys in 2015-2016. It operated 3050 intercity services and 713 regional services per week.
- There were 290 million passenger journeys made in 2015-16, on buses in the metropolitan and outer metropolitan region.
- There were 9.7 million passenger journeys made on light rail in 2015-16.
- There were 15.4 million passenger journeys on the Sydney Ferries network in 2015-16.
- There were 6068 taxis in NSW in March 2017, including 918 wheelchair accessible taxis.

# Our customers and staff

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There are currently 1.4 million people in NSW living with disability.

It is important to note that accessibility issues affect everyone in a different way. Many people with disability may use public transport without facing barriers related to their disability. On the other hand, people who do not identify as having a disability may also have access requirements at various stages in their lives. For example people travelling with young children in prams or people with temporary injuries may require lift access.

People with a range of physical and psychosocial impairments can face difficulties accessing transport.

In particular, older Australians can face a range of challenges when using public transport. Around half of Australia's older population (aged 65 or over) have a disability. Older people with a disability now make up 7.5 per cent of the overall population, a figure that has increased and may continue to increase as the population ages.

In 2017, 0.7 per cent of the Transport for NSW workforce has disclosed a disability and 0.4 per cent requested a work-related adjustment.





# Progress towards improving access

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Transport for NSW has monitored the progress of commitments made in the previous plan through regular reporting. Since the previous Disability Action Plan was released in 2012, significant improvements have been made to infrastructure, information provision and customer service across the transport system.

The public transport network continues to be upgraded through the Transport Access Program and other infrastructure programs to improve accessibility and provide modern, secure and integrated transport services.

Announced in 2012, the Transport Access Program provided more than \$770 million over four years to improve accessibility to transport facilities. On 23 June 2015, the NSW Government announced a significant boost to the program with a further \$890 million to be invested over the following four years. A further \$200 million was announced in 2017, taking the total commitment to \$1 billion.

The Transport Access Program assessment process uses evidence-based criteria, including current and future patronage. It takes into account the needs and demographics of customers who use the station. It also considers the location of important services, such as hospitals or schools and the accessibility of nearby transport interchanges.

Since the launch of the program, more than 450 projects are underway or have been completed. These include upgrades to train stations which provide lift access for the first time, new accessible toilets, kiss and ride zones and parking spaces for people with disability. Ferry wharves and bus interchanges are also being progressively upgraded to provide better access for customers with disability.

The NSW Government has identified the need to provide new trains, buses and ferries with increased accessibility features. The NSW Government has signed a \$2.3 billion contract to build and maintain a New Intercity Fleet which will feature dedicated space for wheelchairs, accessible toilets, digital screens and announcements. The NSW Government has also invested in delivering 24 new eight-car trains as part of the Sydney Growth Trains project, along with replacement of the ageing regional fleet as part of the Regional Fleet Program.

All new buses acquired by the State Transit Authority feature a 'kneeling' suspension for level entry, and a flat no-step floor.

The ferry fleet is being progressively upgraded with the delivery of six new ferries for Sydney's inner harbour. Transport for NSW will also deliver four new ferries to support the capacity of the fleet to service the Parramatta River.

Continuing improvements to information provision and customer service are being made. Accessibility apps are enabling people with disability to confidently use public transport.

Major new infrastructure projects are progressing with more consultation with people with disability than ever before, with a view to achieving the highest possible standards of accessibility. We are ensuring that new infrastructure such as Sydney Metro Northwest and the new CBD and South East Light Rail will be fully accessible by ensuring accessibility standards are met and by testing prototypes for accessibility.

## Liveable communities

Since 2012, improvements in accessibility can be shown across key indicators throughout the NSW public transport network and taxi services.

### Buses

Eighty eight per cent of the State Transit Authority fleet and 80.2 per cent of the private operator fleet operating in metropolitan Sydney are low-floor wheelchair accessible. Of the private operator fleet, 50.5 per cent operating in outer-metropolitan Sydney are low-floor wheelchair accessible.

Timetabled wheelchair accessible bus services operate on 72.3 per cent of services on routes throughout Sydney and Newcastle. Wheelchair accessible buses operate on more than 95 per cent of trips on the weekend.

Timetabled wheelchair accessible bus services now operate on all main corridors and cross-regional routes. Many of these services provide links to accessible train stations to increase opportunities for multi-modal travel. Wheelchair accessible bus services are identified by the wheelchair icon in bus timetables located on the Transport Info website.

There are currently 13 Metrobus routes operating in Sydney which are fitted with on-board next stop information systems providing audible notifications and in-bus displays. The State Transit Authority operates 8 of the Metrobus routes, using a dedicated fleet of 158 accessible buses.

Following consultation with Vision Australia, all new buses now feature LED destination signs on the front of the bus. The contrast between the large white text and black background is easier to read for customers with vision impairment.

In conjunction with Transport for NSW, the State Transit Authority is investigating options to help passengers determine their location during a public transport journey. This includes developing real time accessibility applications to assist passengers with vision, mobility, cognitive and, hearing impairment.

All contracted NSW TrainLink regional coaches are now wheelchair accessible.

### Trains and stations

At the completion of current Transport Access Program projects in delivery, 165 (53.7 per cent) of the stations on the Sydney Trains and Intercity networks will be accessible, compared with 131 stations (42.7 per cent) in 2012. These stations account for approximately 91 per cent of patronage.

All trains operating on the Sydney Trains and Intercity networks are accessible for customers using mobility devices with 'direct assistance' using a portable boarding ramp. The age of legacy rail infrastructure and its configuration means that 'direct assistance' will continue to be necessary across the existing network.

The accessibility of the train fleet varies and is largely a function of the train's age and the accessibility requirements at the time of purchase. Trains purchased prior to the establishment of the Transport Standards in 2002 generally provide few accessibility features. These trains are progressively being replaced with a more accessible fleet.

The Waratah fleet is as compliant as possible with the Transport Standards applicable at the time of their introduction from 2011. The Waratah trains and their predecessor, the Millennium trains, make up approximately 47 per cent of the suburban fleet and offer enhanced facilities including:

- Allocated accessible spaces.
- Priority seats for elderly and less mobile passengers.

- Accessible emergency help points.
- Audio and visual destination information.
- Colour contrasted doors and handrails.

The accessibility of the fleet will continue to be enhanced in the coming years through the following projects:

- **New Intercity Fleet Program** – A new fleet will be introduced from 2019. The fleet will significantly improve accessibility and will progressively replace the existing intercity fleet, including the ageing V-set trains.
- **Tangara Technology Upgrade** – This project will improve accessibility features, such as introducing on-board visual passenger information systems, colour contrasted doors and handrails, priority seating and emergency help points.

- **The Sydney Metro** – The new metro fleet will be fully accessible. From 2019, Sydney Metro Northwest will operate between Cudegong Road and Chatswood. The second stage of the project, Sydney Metro City and Southwest, will extend the line from Chatswood, through the city and onto Bankstown. The existing Bankstown line will be converted to metro operation.

To ensure the clarity of announcements for people with vision impairment, almost 3000 staff have completed radio training at the Australian Film, Television and Radio School. This training is ongoing. Train guards have been briefed on announcement procedures, with regular auditing in place.



### Newtown station accessibility upgrade

The Newtown Station accessibility upgrade included new covered walkways, a new lift, upgraded toilet and retail premises, new platform canopies, improved CCTV, lighting, signage, tactile ground surface indicators and bike racks. As a result of the upgrade, Newtown Station became fully accessible for the first time.

An independent study conducted by the NSW Council of Social Services (NCOSS) found that customers were very positive about the upgrade, specifically identifying improvements to accessibility, safety and customer information.

Train station upgrades can help to encourage people to use public transport. Although there are always many drivers of patronage, including macroeconomic conditions, service quality and local factors, it is notable that Newtown Station's patronage increased by 12 per cent the year the accessibility upgrade was completed.

## Ferries and wharves

The NSW Government is progressively upgrading ferry wharves across Sydney as part of the Transport Access Program. The new wharf design includes a floating pontoon and a fixed entry bridge connected by a gangway and ramp, providing safe level access for wheelchairs and mobility aids.

Upgraded accessibility features include audio and visual destination information, a hearing loop to assist hearing impaired customers (positioned in an accessible location) and accessible emergency help points.

Seventy two per cent of Sydney Harbour commuter wharves are now accessible, compared to 37 per cent in 2012.

All Sydney Ferries vessels are accessible to people using wheelchairs and mobility aids. With a view to delivering whole of journey accessibility, Transport for NSW is working with local councils to improve landside access to wharves.

## Light Rail

All light rail services and stations are accessible to wheelchair and mobility device users. The Inner West Light Rail Extension expanded the network, adding nine new light rail stops between Lilyfield and Dulwich Hill. The project included real-time passenger information at the new and existing stops, new access paths, facilities for changing between transport modes, kiss and ride parking and dedicated accessible parking spaces. Other light rail projects currently in progress to deliver new, accessible light rail networks and services include the CBD and South East Light Rail, Newcastle Light Rail and Parramatta Light Rail.

## Taxis

There are now 918 Wheelchair Accessible Taxis (WATs) in operation in NSW compared to 837 in 2012.

Recent reforms to the point to point transport industry will improve WAT services for people with disability. The cost of taxi licences for WATs has been reduced to zero in metro areas (in line with the rest of NSW) and the cost of a centralised booking service for WATs in metropolitan Sydney has been subsidised. The Taxi Transport Subsidy Scheme (TTSS) cap has been increased from \$30 to \$60 and the WAT driver incentive payment has been increased from \$7.70 (ex GST) to \$15 (ex GST). The NSW Government has allocated \$5 million annually in additional funding for WAT interest free loans. Applicants can now receive up to \$100,000 (up from \$30,000) repayable over up to 10 years (previously five years) to assist with purchase and modifications to vehicles. For the first time, WAT loans are being targeted to areas with insufficient supply.

Following the recommendation of the Point to Point Taskforce Report of 2015, the TTSS is currently being reviewed. The current review is considering: the effectiveness of current incentives to encourage investment in wheelchair accessible vehicles and to prioritise use of the vehicles for customers with disability; how the scheme is administered to benefit customers; and the feasibility of moving to a service provider-neutral transport subsidy scheme and the potential impact on service availability, cost and safety compliance.

## Roads

On 1 December 2014, an additional penalty of one demerit point was introduced for two offences related to illegally parking in a space reserved for a person holding a valid Mobility Parking Scheme (MPS) Authority. Both offences attract a fine (\$549 as at 1 July 2017). The introduction of a demerit point penalty is aimed at deterring drivers from illegally parking in a designated disability parking space.

Licensing and registration concessions are offered to people with disability and their carers who currently receive a Commonwealth Carer Allowance from the Department of Human Services (DHS) – Centrelink. Holders of a Pensioner Concession Card from Centrelink or the Department of Veterans' Affairs are exempt most licence and registration fees.



## Accessibility user testing

The accessibility of new infrastructure projects is being assured through compliance with relevant standards and through extensive user testing.

- The extension of the light rail system into the CBD will include a pedestrian zone on George Street between Hunter and Bathurst Streets. Prototypes of tactile hazard perception strips have been tested by customers with vision impairment and wheelchair users to ensure the comfort and safety of both user groups in the pedestrian zone.
- A prototype station and platform for the Sydney Metro Northwest project has been constructed at Rouse Hill. User testing has been conducted by customers with vision impairment, customers with mobility restrictions, older people and people with cognitive disability, to ensure that the new train line is fully accessible.
- Six new ferries for Sydney's ferry fleet have been delivered. People with disability were involved in the fleet design from concept design to delivery. Testing by users of wheelchairs and mobility aids resulted in design changes to the accessible spaces in the internal cabins and the accessible toilets on the vessels.



## Accessible information technology and research

The improvements to timetable and real-time information mean that it is now easier than ever to plan fully accessible journeys.

The Transport Info website uses trip notes to show accessible trips to assist customers using trip planning and timetable searches. Customers with disability can now plan their trips using only accessible services. A 'location facilities' search tool has been introduced that lists facilities (including accessible features) at stations, interchanges and wharves.

The Transport Info website is Web Content Accessibility Guidelines (WCAG) AA 2.0 compliant. Work is underway to ensure that all Transport for NSW public facing websites exceed minimum WCAG compliance targets.

Real-time information on lifts closed for maintenance or repair is now provided through the 131 500 Transport Info line, customer SMS and twitter feeds, and on the Transport Info website (tailored to customers' specific trip plans), as well as on real-time smart phone apps.

There have been significant advances in smart phone apps since the release of the Disability Action Plan in 2012. The following accessibility apps have been developed and made available:

- *abil.io* enables customers with limited mobility to access the public transport system. Customers can plan their trip in real-time and be provided with comfortable walking distances that avoid significant uphill or downhill slopes and stairs.
- Metarove is a public transport trip planning app for customers with limited mobility, or who use a mobility aid such as a wheelchair, scooter or crutches or who travel with a pram or luggage.

- Stop Announcer (NSW), designed for customers with vision impairment, is a route guidance app which provides audio notifications of stops made along a route as customers approach and arrive at their stop.

Other real-time travel apps have improved their accessibility features. Arrivo Sydney provides real-time departure and vehicle location information for trains, buses, ferries and light rail. It includes next stop audio announcements and is optimised for android accessibility, support of screen readers and large text.

NextThere keeps track of your location and displays when the next buses and trains are due to depart from the user's location. It also provides information on platform length and supports screen readers on iOS.

Transport for NSW has also partnered with the Department of Finance, Services and Innovation through initiatives such as Smart Cities and Accessibility. This has resulted in a number of teams working to develop the next round of travel apps to make transport more accessible for people with disability. The apps include:

- OrienTrip – Designed to assist people on the Autism Spectrum manage their travel journey.
- SwiftFare – Replacing TTSS docket-based system with an intelligent digital application.
- TripGo – Personalised trip companion to improve the transport journey for people with disability.

A new Wayfinding Mode Identifiers project has been rolled out, providing illuminated signs to enhance visibility. This will assist people with disability and older people to better navigate the transport network. New passenger information display screens have been installed on station platforms and real-time accessible information installed on-board ferries and at wharves.

Sydney Trains is currently investigating whether wayfinding technology – Low Energy Bluetooth beacons and a smartphone application – could be used to help customers with vision impairment navigate transport locations.

## Opal

Public transport has been made more accessible by the introduction of the Opal electronic ticketing system. Opal has provided a number of benefits to consumers including convenience and speed in paying for public transport, the ability to use the same card across all modes of transport, automatic calculation of the cheapest fare, increased security for lost or stolen passes and easier ways to reload value.

The Opal card reader uses visual symbols (on display screens) and distinctive audio tones to help users understand whether they have successfully tapped on and tapped off.

An Opal card with tactile elements for vision impaired users has been developed. Holders of the Vision Impaired Person's (VIP) travel pass are entitled to free travel on public transport and can use their Opal card to open the access gates at train stations and ferry wharves.

## Inclusive customer service and feedback

New processes for capturing customer feedback provided through the 131 500 Transport Info line provides a variety of useful information regarding disability. If a customer reports having a disability, the Transport Info line now enables the reporting of discriminatory service provision, anti-social behaviour and accessibility and safety issues so they can be monitored and addressed.

Regular meetings continue to be held with the Accessible Transport Advisory Committee (ATAC). The committee has representatives from disability and ageing organisations, who provide expert guidance on access and inclusion to Transport for NSW.

Additional working groups are created as required to provide advice on specific, major upgrades to public transport infrastructure and services.

“We are from Orange and our 13 year old son is a power wheelchair user. Initially nervous about using the train system ... when we arrived at North Ryde an attendant approached us and assisted with ticket purchase and then directed us to the correct platform where another attendant put us on the train with a ramp. When we arrived at Town Hall there was another attendant. This service was consistent throughout all stations. It made traveling with a wheelchair so easy. Well done on improving accessibility on your service ... it was fantastic that the staff were very responsive and professional ... a credit to the organisation.”

**– Commuter feedback provided through 131 500**

## Inclusive employment

Key employment initiatives have been delivered to enhance employment opportunities for people with disability. These include:

- Establishing a Disability Employee Resource Group to facilitate consultation about employment equity.
- Setting targets and recruiting trainees and cadets with disability, as part of the Transport Talent Pipeline Program.
- Delivering disability awareness training to recruitment officers.
- Establishing a partnership with the National Disability Recruitment Coordinator to assist in sourcing and selecting suitable staff with disability for vacant positions. The National Disability Recruitment Coordinator service is run by the Commonwealth Department of Employment to work with employers across Australia to develop job opportunities for job seekers with disability.

From 2013, all organisations within the Transport cluster report on the number of staff who identify as having a disability and the number who require workplace adjustments.



## Working at Transport for NSW

“I have been completely blind for almost thirteen years now. In this period of time I have noticed much change to the world around me, and it has been change for the better. When I first started my employment in the Transport cluster back in 2011, it was one first of many. It was the first time I had a full-time paid job; I was the first in RMS to use screen reading technology; and for most of my colleagues it was the first time they had worked with a person with disability. So naturally in those early days being the first had its own challenges, as I was also the first one to find out when things did not work for me. Five years on, much has changed. I am no longer the only employee in our building with disability; I have progressed a rung or two up the career ladder; our Transport Intranet team designs our internal pages with screen reader users in mind; and on the whole, our entire organisation across the board embraces inclusion and diversity, not just through words, but by action. I only wonder how my experience with Transport as an employee and as a customer might be in another five years time.”

**Dawson, Project Officer,  
Transport Shared Services**

# Guiding principles

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This Plan is based on a set of guiding principles which determine Transport for NSW's approach to service provision and affirm its commitment to making NSW a better place to live and work. These principles are outlined below.

## A 'customer first' culture

The customer is at the centre of everything we do. Transport for NSW recognises the rights of people with disability to participate in communities to the fullest extent possible and the importance of accessible and inclusive transport services to people with disability.

A 'customer first' culture within Transport for NSW will deliver a high level of service for all customers, openness to innovation and striving towards best practice in the delivery of accessible services, information and infrastructure.

## Access for the entire community

Improvements to the accessibility and inclusiveness of transport services benefit all users, not just people with disability who rely on accessible transport.

Accessibility can be achieved through the adoption of universal design principles that remove physical barriers to access and create buildings, products and environments that are usable by people of all abilities. Broad accessibility principles must, however, include more than just physical access to premises and conveyances. Universal design requires that transport services also provide barrier-free access for people who have vision, hearing or cognitive impairments.

## Intelligent compliance

'Intelligent compliance' means compliance which prioritises customer-focused outcomes over a narrow focus on legal compliance with accessibility standards. As well as being compliant, infrastructure should be practical, usable, fit for purpose and convenient.

Encouraging industry partners to think critically about the application of standards and find common sense solutions to compliance matters will result in better outcomes for people with disability.

## Whole of journey accessibility

An accessible transport system can be thought of as a series of linked transport systems and services. It involves barrier-free access to:

- The pedestrian environment.
- The different modes of transport.
- The road network.

Many people with disability and older people will use all three parts of the system: either as public transport users, drivers or passengers in cars, or as pedestrians.

Accessible transport needs to provide for whole of journey accessibility, including seamless transfers between the modes that form a continuous journey. For example, a typical journey might involve looking up timetable information, travelling to a bus stop, waiting, getting on and off the bus, walking to your destination or taking another transport service. Such a journey is only fully accessible if journey planning information and the connection and integration between each part of the journey are easy and safe.

In the past, each mode of transport worked towards achieving targets for accessible transport independently. Under Transport for NSW, the focus has shifted to ensuring customers are able to easily plan and undertake a fully accessible journey.

A fundamental change is the Transport Access Program, which brings together a number of programs to provide commuters with improved accessibility to transport services, to increase connectivity between transport modes and provide improved safety and amenity for all passengers.

Most journeys begin and end with a pedestrian link. For this reason, Transport for NSW is working with councils to achieve improvements to bus stop infrastructure and footpaths. In this way, passengers obtain the full benefits of the investment in accessible public transport vehicles and stations.

### **Equivalent access**

Independent access to public transport is the ultimate goal of Transport for NSW. However, the use of 'direct assistance' or 'equivalent access' on train stations and ferry wharves will be necessary for at least the next ten years. Existing rail infrastructure and tidal variations at commuter ferry wharves are incompatible with completely independent access.

A high level of commitment to customer service is a key priority of the Plan. Staff training will help to ensure that the dignity and rights of people with disability are respected.

Transport for NSW is improving information for people with disability at public transport facilities and on-board services. However, in some circumstances, the provision of information by staff using 'direct assistance' may be necessary, particularly when normal service provision is disrupted and information needs to be changed continuously and within short timeframes.

### **Reduction in transport disadvantage**

Transport for NSW recognises the significant transport disadvantage faced by people with disability. Transport disadvantage may arise from a number of factors including poor access to services, low income, geographical isolation, high cost of alternative transport services such as taxis and modified private vehicles, lack of confidence and poor community attitudes towards people with disability.

Reducing transport disadvantage requires a multi-faceted approach, making services affordable and providing support services for people with disability who are unable to use mass transit public transport services.

### **Engagement of people with disability**

Customer satisfaction is a key performance indicator for the Plan. Transport for NSW will ensure that people with disability are able to participate in community-wide customer feedback processes.

Transport for NSW will continue to work with the ATAC and customers with disability to identify access solutions that will deliver better services for all customers.

Transport for NSW recognises the vital importance of informing our customers about accessible transport improvements across the network and in their local communities. Transport for NSW will work with advocates to identify access solutions and develop targeted strategies to provide information about access improvements for all customers.



## Innovative solutions to accessibility

Transport for NSW is committed to developing innovative and practical solutions aimed at reducing or minimising transport disadvantage for people with disability.

Assistive technology devices and services have always been crucial to overcoming barriers for people with disability. As technology advances, Transport for NSW will continue to identify opportunities to harness the power of technology to improve accessibility for all our customers.

Transport for NSW will foster a culture of openness to innovation and change, looking interstate and abroad for best practice approaches to accessibility. Transport for NSW will also strive to be a leader in engineering creative solutions.



# Action plan

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The Plan is divided into five outcome areas, each with a different focus – summarised below. Specific action items are listed in the following chapters.

## 1. Liveable communities

Transport for NSW is committed to creating liveable communities by delivering an accessible built environment and transport fleet. Building liveable communities goes beyond compliance with the Transport Standards – it is about ensuring transport facilities are built and delivered in accordance with universal design principles and with customer needs in mind.

## 2. Accessible systems and processes

Transport for NSW will ensure accessibility is built into business processes. Accessibility will be included in all infrastructure projects, as well as contracts with third party service providers.

## 3. Accessible customer information, technology and research

Transport for NSW aims to ensure travel information is accessible – from travel planning to arrival. This means information on Transport for NSW (and operating agencies) websites, at transport facilities, on board trains, buses and ferries and in apps are accessible. Transport for NSW will continue to work with third party app developers to encourage apps for customers with disability.

## 4. Inclusive customer service and feedback

Inclusive customer service is about ensuring customer service staff are trained to meet the needs of all customers, regardless of age or ability. Staff should look out for customers who may require additional assistance and customers with disability should feel they are able to approach staff and ask for assistance at any time.

Transport for NSW will engage the disability sector appropriately in the planning and delivery of transport projects.

## 5. Inclusive employment

Transport for NSW aims to be an employer of choice for people with disability. Transport for NSW is committed to being an accessible, flexible and inclusive workplace.

# Indicators, monitoring and evaluation

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## Accountabilities

Transport for NSW will monitor the implementation of each of the actions in this Plan in consultation with the relevant area in the Transport cluster.

Reports on overall implementation will be provided to the ATAC, which will have an ongoing role in identifying barriers for people with disability and where implementation might be improved.

Progress on implementation will also be reviewed annually and publically reported in the Transport for NSW Annual Report.

Finally, each of the operating agencies will have an implementation plan, setting out how it will achieve the relevant actions in Transport for NSW's Disability Inclusion Action Plan. Progress will be reported to the Transport Cluster Strategy Committee.

## Methodology

A 'customer focus' approach to accessibility requires customer experience to be the ultimate measure of success rather than mere legal compliance. At the design phase, user testing by people with disability provides insight into the usability and convenience of accessibility features, ensuring that facilities meet the needs of people with disability.

However, 'whole of journey' accessibility requires more detailed analysis of customer journeys, gained through direct feedback from people with disability. This will involve an analysis of consumer feedback provided through the 131 500 Transport Info line and online customer feedback forms. Systemic and policy issues can be raised through the ATAC.

In addition, Transport for NSW conducts two surveys each year to measure customer satisfaction levels across the NSW public transport system. The Customer Satisfaction Index includes survey responses from customers across five transport modes: train, bus, ferry, light rail and taxi and provides a range of information about customer satisfaction, including in relation to accessibility, information, ticketing, customer service, safety and security, comfort and convenience.

Transport for NSW and its operating agencies will monitor recruitment, attrition and retention rates of employees with disability. Employee engagement is measured through the employee survey as well as analysis of qualitative feedback provided through exit interviews.

The following table aligns the Outcome Areas with overarching objectives and indicators that Transport for NSW will use to measure success.

## Indicators

Outcome Area	Objective	Indicator
<b>Liveable Communities</b>	To provide barrier-free end to end journeys for all customers	<p>Improvement of public transport accessibility against Transport Standards milestones.</p> <p>Intelligent compliance with Transport Standards for all new infrastructure, premises and conveyances as measured by customer feedback during user testing.</p> <p>Reduction in the number of complaints in relation to access from customers with a disability.</p> <p>Consistent improvement in accessibility, safety and security, convenience and comfort indicators, for all modes, in Transport for NSW's Customer Satisfaction Index.</p>
<b>Accessible Systems and Processes</b>	To build accessibility into our business systems and processes	<p>Increased compliance with Transport Standards for all contracted services.</p> <p>Reduction in the number of complaints relating to accessibility of application processes for tickets, passes and concessions.</p> <p>Consistent improvement in ticketing related indicators in Transport for NSW's Customer Satisfaction Index.</p> <p>DDA certification to be provided for 100 per cent of new and upgraded facilities on construction completion.</p>
<b>Accessible Customer Information, Technology and Research</b>	To provide accessible planning and cutting edge assistive technology	<p>Reporting of progress on accessibility is publically available.</p> <p>Consistent improvement in customer information related indicators, for all modes, in Transport for NSW's Customer Satisfaction Index.</p> <p>Continued development and evolution of transport information apps and increased usage.</p> <p>Improvement in customer feedback regarding transport information at train stations, bus stops, light rail stops and ferry wharves.</p>

Outcome Area	Objective	Indicator
<b>Inclusive customer service and feedback</b>	To ensure people with disability will influence the future of transport in NSW	<p>Consistent improvement in customer service indicators, for all modes, in Transport for NSW's Customer Satisfaction Index.</p> <p>Improvements in customer feedback regarding frontline customer service.</p> <p>Consultation with the disability sector for all major infrastructure projects.</p> <p>Effective ongoing consultation through the ATAC. A minimum of four meetings per year are held.</p> <p>Rural and regional consultative mechanism established.</p>
<b>Inclusive Employment</b>	To become an employer of choice for people with disability	<p>Increase in the proportion of employees who identify as having a disability.</p> <p>Increase in engagement and satisfaction of employees with disability as measured through the staff survey.</p> <p>Cadets and scholars with disability find full time employment at the end of their program.</p> <p>Attrition rate for staff with disability is consistent with the overall attrition rate.</p>



# Key actions

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## Liveable communities

As a person with disability, a liveable community means:

- I can get where I need to go in safety and with dignity.
- I can use public transport and facilities.
- I enjoy the same comfort and convenience as other customers on my journeys.

### 1.01 Progressively improve accessibility of train stations

Continue the roll out of the Transport Access Program across NSW to increase accessibility to stations on the basis of prioritised need.

Provide a listing of stations and wharves to be upgraded with estimated time of construction as each new tranche of the Transport Access Program is announced.

Build major new rail infrastructure projects, such as Sydney Metro, to be fully accessible and ensure they are tested by customers.

Investigate ways to improve level access to trains from platforms, including the potential for temporary platform humps.

Work with local government and other partners to plan a whole of precinct approach to accessibility during station upgrades.

Apply inclusive design principles when upgrading stations to maximise accessibility and customer experience.

Progressively upgrade or remove pedestrian level crossings at stations that are not accessible for people with disability.

Plan customer information zones at stations, to provide customers with real-time visual and audio service information.

Install hearing augmentation where passenger address systems are used as part of station accessibility upgrades.

Consider new facilities at train stations including adult change facilities and mobility device charging points in high patronage locations.

Introduce a policy for the consistent application of tactile ground surface indicators and investigate ways to improve the maintenance of existing indicators on the network.

### 1.02 Progressively improve the accessibility of the train fleet

Invest in a new, accessible, intercity train fleet.

Introduce new, accessible trains to the Sydney Metro line.

Ensure new fleet procurements are accessible and meet DDA requirements.

Upgrade the present fleet, where possible, to improve accessibility.

Progressively add visual information displays to the train fleet.

Progressively add clear, automated audio announcements to the train fleet.

Progressively install hearing augmentation on trains and conduct user testing for functionality.

### 1.03 Progressively improve the accessibility of bus stops

Issue guidelines on bus stop design standards for accessibility and the reduction of barriers.

Investigate and develop a feasible program to accelerate upgrades to bus stops by councils.

Improve information about the accessibility of bus stops in metropolitan areas to prioritise upgrade works and help customers choose accessible journeys.

Provide raised lettering and braille to indicate bus stop numbers.

Apply inclusive design principles when upgrading and building new bus stops to maximise accessibility and customer experience.

Apply accessibility principles to customer information at bus stops.

### 1.04 Progressively improve the accessibility of the bus fleet

Progressively replace non-compliant buses with low floor, accessible buses built to design specifications that comply with Transport Standards.

Place accessible buses on priority routes and expand timetabled accessible services.

Prioritise the provision of accessible services across the network in service planning.

Continue to develop practical means of improving visual and audio passenger information on the bus fleet.

Conduct research into appropriate tie down systems for use on buses travelling over long distances and higher speeds.

### 1.05 Progressively improve the accessibility of ferry wharves

Continue the roll out of the Transport Access Program to increase accessibility to wharves on the basis of prioritised need.

Work with local government, other partners and land owners to develop a whole of precinct approach to accessibility when upgrading wharves.

Apply inclusive design principles when upgrading and building new ferry wharves to maximise accessibility and customer experience.

Continue to provide accessible visual and audio information at wharves.

### 1.06 Progressively improve the accessibility of the Sydney Ferries fleet

Progressively modernise the Sydney Ferries fleet, with the delivery of new accessible ferries.

Ensure the customer experience of people with disability is prioritised during the upgrade of the ferry fleet.

Continue to provide accessible visual and audio information on-board ferries.

### 1.07 Progressively improve the accessibility of interchanges

Continue the roll out of the Transport Access Program to improve access to interchanges and commuter carparks.

Build new interchanges that meet accessibility standards.

Work with local government and other partners to deliver a whole of precinct approach to accessibility during interchange upgrades.

Apply inclusive design principles when upgrading interchanges to maximise accessibility and the customer experience with seamless transfers between modes.

Promote the use of the Commonwealth's 'Whole of Journey' guide for accessibility to local government and infrastructure agencies.

### 1.08 Implement measures to increase access to taxi services by people with disability

Influence the Commonwealth through the standards modernisation process to include accessibility features within point to point vehicles including taxis.

Explore options for disability awareness training for all point to point drivers.

Investigate ways to apply existing taxi industry incentives, such as the TTSS, to a broader range of services in the future.

Investigate ways to better target subsidies and incentives for improved point to point services for customers with disability.

Work with councils to review taxi ranks in their area to determine rank accessibility, and identify areas where improvements can be made.

Transition from paper based to electronic fares for subsidised point to point journeys.

Collaborate with people with disability to develop guidelines for best practice for taxi rank locations and features for use by taxi industry and local councils.

### 1.09 Road and private transport services support the mobility of people with disability and older people

Work with councils and their rangers to ensure access to the MPS is up-to-date.

Continue to draft guidelines about permissible vehicle modifications for drivers and passengers with disability.

Continue to licence certifiers with the appropriate skills and experience to ensure the safety of vehicle occupants and other road users in relation to vehicles modified for drivers with disability.

Ensure there are adequate accessible parking spaces at transport nodes.

### 1.10 Improve the walking and cycling environment for all users

Consider walking and cycling needs, including the needs of people with disability, in all transport projects.

Include upgraded footpaths and safe road crossings in the planning and design of transport facilities where practicable.

Provide partnership funding, through the Walking Communities Program, to assist councils to improve walking infrastructure and promote walking as a means of transport.

Improve pedestrian crossing safety including extensions to crossing timings in key locations, particularly at intersections.

Provide separation of walking and cycling where possible in accordance with Austroads and RMS guidelines and review the application of the guidelines to shared paths to promote safer interaction between people walking and cycling.

Ensure that all new road works undertaken by RMS affecting pedestrian crossing points or bus stops complies with the Transport Standards.

Continue to support councils to deliver road safety initiatives for older people and people with disability through the Local Government Road Safety Program (LGRSP).

Monitor new and emerging mobility aids that become available to the market to identify safety issues.

Undertake qualitative research with mobility aid users and retailers to identify issues relating to safety, operation, access assessments and training needs.

Continue to work with Standards Australia to develop a national labelling scheme and safety standards for mobility scooters.

Promote mobility scooter safety.

### 1.11 Provide accessible transport at major events

Ensure accessible, low floor buses are used at major events.

Organise special event transport to pick-up and drop-off at accessible stops.

Provide digital information about special event transport arrangements in an accessible format.

Continue to provide event-specific visual and audio information at train stations and interchanges.

### 1.12 Improve access to transport for people with disability in rural communities

Prioritise projects in the Country Passenger Infrastructure Grants Program that improve the accessibility, safety and amenity of bus stops and kerbside infrastructure in rural, regional and remote areas.

Operate fully accessible coaches on NSW TrainLink's timetabled bus routes.

Work with NSW TrainLink to review the location and accessibility of existing coach stops.



## Accessible systems and processes

As a person with disability, accessible systems and processes means:

- I have access to the support systems I need.
- I have a say in the future of transport.
- I know there are checks and balances in place to protect my interests.
- I can look forward to a future of better transport accessibility.

### 2.01 Accessibility is a performance criteria for public transport products and projects

Refresh business requirements for infrastructure projects to ensure that accessibility objectives, which prioritise customer experience as well as compliance with standards, are included in the project scope.

Ensure all Business Requirement Statements for Transport Access Program projects reflect approved design standards and comply with DDA requirements.

Require all new and refurbished transport infrastructure and conveyances to meet customer focused design standards and comply with DDA requirements.

Require transport information to meet DDA requirements and to be accessible from trip planning to arrival.

Ensure maintenance of accessibility features is built into ongoing maintenance budgets.

Work closely with Transport cluster agencies to review minor upgrade and refresh programs and ensure they address accessibility.

Ensure that accessibility is considered in planning for public transport services.

Continue to provide Transport Standards training to staff involved in infrastructure delivery.

DDA certification to be provided for 100 per cent of project construction completions.

### 2.02 Standards are developed, maintained and updated

Extend the scope of the existing Customer Information Systems Standard to include digital signage for train, bus, rail, ferry and light rail fleet and infrastructure.

Continue to develop standards based approaches to delivering accessibility outcomes on all transport modes.

### 2.03 Ensure that contracted public transport services provide accessible services

Build industry capability to design and construct accessible transport infrastructure.

Ensure that disability action plans are a requirement of contracts with transport service providers.

Ensure all contracted transport service providers train their staff about accessibility issues.

Ensure all providers of contracted services for rail replacement and NSW TrainLink coaches are trained appropriately in the requirements for seating in vehicles in relation to Australian Safety Standards.

#### **2.04 Provide contracted alternative transport services for people with disability who are unable to access public transport**

Implement service contracts for specialised community transport services for people with disability.

Deliver a centralised trip allocation and booking system for community transport.

Implement a pilot of Community Transport Program funding for Travel Training in metropolitan Sydney and Lower Hunter, before a statewide implementation from 2018 onwards.

Trial three vehicle prototypes with several community transport service providers to evaluate their potential to meet the needs of people with disability.

#### **2.05 Ensure systems and processes are accessible**

Ensure the process of applying for passes and concessions is accessible.

Ensure the complaint and feedback process is accessible.

#### **2.06 Support, influence and participate in disability initiatives of other jurisdictions and nationwide**

Participate in, and influence the development of national accessible transport legislation and standards.

Work with councils on urban design and transport initiatives.

Work closely with Transport cluster agencies to ensure initiatives are coordinated and aligned.

Share knowledge for best practice and lessons learnt with other transport jurisdictions and national agencies including the Disability Council and Australasian Railways Association.

#### **2.07 Governance and reporting**

Report on the progress of the actions in the Plan to the ATAC quarterly.

Report on the progress of the actions in the Plan and key accessibility metrics, in Transport for NSW's annual report.

Conduct forums to inform people with disability about implementation of the Plan.

## Accessible customer information technology and research

As a person with disability, accessible customer information technology and research means:

- I can get the information I need, when I need it.
- I can plan my journeys ahead of time.
- I can use technology to improve my customer experience.
- I can contribute to customer insight.

### 3.01 Provide information about transport services that is accessible to all customers

Ensure 100 per cent compliance for all Transport for NSW web based information in alignment with WCAG 2.0 requirements.

Ensure all new uploads for all Transport for NSW websites are compliant with NSW Government standards for accessibility.

Develop website accessibility standards and guidelines that ensure all websites across the cluster are functional for customers with disability, and that their usability is tested or certified prior to release.

Continue to look for new ways to make information from maps more accessible for people with vision impairment.

Promote First Stop Transport – an online travel training resource, and provide funding to community transport service providers to assist older people and people with disability gain confidence to use public transport.

Provide information in Auslan, including information on major projects and journey planning websites and apps.

Investigate opportunities to better promote train station staffing hours on the Transport Info website.

### 3.02 Offer tailored journey planning for customers with disability

Provide timetable information for all transport services on accessible websites and in alternative formats on request.

Show details of accessible bus routes and the accessible access points to stations and wharves online.

Ensure digital station and interchange guides include details of lifts, accessible ramps, access to other modes and other information for accessible travel.

Promote the Travel Training Program and work with service providers and registered training organisations to develop travel trainers who can offer travel training and tailored journey planning on an individual and small group basis.

Provide accessibility information through Sydney Harbour Boating Destinations to enable accessible journey planning for tourist and recreational boating for people with disability.

Conduct a desktop audit of accessible features at Sydney Trains, NSW TrainLink and Sydney Ferries networks and make information available accessible on websites and in alternative formats on request.

### 3.03 Use technology to improve the provision of accessible transport information

Work with app developers to provide transport accessibility information, including real-time data and encourage developers to create transport apps specifically for people with disability.

Continue to improve accessibility features and improve up to date information of existing transport apps.

Ensure data about accessible transport is available to app developers through the Open Data program.

### 3.04 Ensure accessibility of passenger information and wayfinding

Ensure the quality and coverage of audio and visual information meets the relevant Transport Standards.

Continue to roll out radio school for both on-board and station staff to assist in improving announcements including consideration of the sequence and intervals of announcements.

Use international/recognisable symbols to identify accessibility features at train, bus, ferry and light rail facilities.

Provide real-time information regarding lifts that are closed for maintenance or repair.

Use the international symbol for deafness where hearing augmentation is available.

Ensure new signage and wayfinding is planned to meet the needs of customers with disability and ensure digital communication is WCAG 2.0 compliant.

Work with the Taxi Industry to map and promote locations of taxi ranks throughout Sydney metropolitan areas.

### 3.05 Provide inclusive information, campaigns and marketing materials

Use plain and clear English in all public transport information and marketing material.

Include positive images of people with disability in publications, websites and promotional materials.

Ensure that the visual elements of advertising are audio described and on-screen text information verbalised to assist customers with vision impairment.

Invest in the development of a photo library which represents realistic images of public transport use by people with disability.

Adapt communications to promote disability awareness, and encourage courtesy among all customers on public transport.

### 3.06 Increase our insight into the travel needs of customers with disability and older people through qualitative research

Continue to include accessibility among customer indicators in the Transport Customer Satisfaction Survey.

Assess the accessibility of public transport using metrics gained from the Transport Customer Satisfaction Survey.

Use evidence-based findings from the Community Transport Customer Value Proposition research to help prioritise activities that will assist service improvements.

Investigate opportunities for improved data capture and analysis from the Customer Feedback Management System to find trends in disability related complaints.

Analyse the travel needs of people with disability through appropriate primary research and other relevant data sources.

### 3.07 Monitor emerging technologies and opportunities

Monitor new and emerging technologies that can assist people with disability using public transport.

Monitor advances in transport accessibility in other Australian jurisdictions and overseas to identify emerging opportunities.

Conduct ongoing monitoring of the performance of the Opal card and investigate ways accessibility could be improved.



## Inclusive customer service and feedback

As a person with disability, inclusive customer service and feedback means:

- I receive friendly, respectful and efficient customer service.
- I can provide feedback about my experiences with the transport system.
- My feedback is valued and acted upon.

### 4.01 Develop and promote a culture of inclusion and customer service among Transport for NSW staff and our transport delivery partners

Provide disability and age awareness training to 100 per cent of frontline customer service staff.

Provide training for customer service staff in the operation of accessibility equipment.

Continue to ensure customer service staff are trained for unplanned disruptions and the specific needs of people with disability.

Progressively introduce audio-visual materials featuring people with a range of disabilities, to support disability awareness training and its move to online delivery.

Introduce disability awareness training for call centre operators.

### 4.02 Increase opportunities for feedback from, and ongoing engagement with, people with disability, their carers, and disability peak bodies

Continue to consult people with disability through the ATAC on plans for future transport improvements, infrastructure, products and services.

Ensure all public consultations to inform future transport outcomes are accessible by people with disability and enable public consultation through alternative methods such as phone, online and video.

Involve people with disability in design testing and lessons learnt for new public transport fleet and infrastructure and ensure that the intended use of feedback is outlined.

Ensure First Stop Training resources are kept up-to-date through ongoing monitoring, analysis and engagement with the sector.

Improve capacity to consult people with disability in rural NSW.

## Inclusive employment

As a potential or current employee with disability in the Transport cluster, inclusive employment means:

- I can find employment that matches my skill set.
- I feel valued and supported by my manager and colleagues.
- My career development reflects my abilities as an employee.
- My workplace environment, systems, processes and equipment are accessible.
- I can access reasonable adjustments and flexible working arrangements.

### 5.01 Foster an inclusive workplace culture

Promote inclusive workplace practices, particularly flexible working arrangements, to support the needs of staff with disability and staff who are carers of people with disability.

Provide managers and staff with information, toolkits and support in relation to working with people with disability.

Provide leadership training which includes disability case studies and the principle of reasonable adjustment.

Showcase skills and experience of staff with disability on International Day of People with Disability.

Create a workplace environment that values diversity and inclusion and is free from bullying and harassment.

Enhance and encourage self-identification of staff with disability and ensure that systems and processes are in place to allow confidential self-identification.

### 5.02 Representation levels and the recruitment experience

Ensure that 5.6 per cent of employees across the Transport cluster identify as having a disability by 2022.

Establish baseline data on the current workforce with disability through the Diversity Data Project.

Ensure staff and managers involved in recruitment are trained in diversity and inclusion principles, are aware of disability, workplace adjustments and diversity strategies.

Require third party agencies assisting in recruitment or procurement to demonstrate a thorough understanding of diversity and inclusion principles, including Transport for NSW's commitment to improving employment outcomes for people with a disability.

Include a message in each vacancy advertisement reinforcing Transport for NSW's commitment to diversity.

Develop strategic partnerships with disability employment networks to support staff and new recruits with disability.

Offer entry level programs with targets for staff with disability.

### 5.02 Representation levels and the recruitment experience (continued)

Offer targeted positions to people with disability.

Develop relationships with disability employment agencies to promote employment opportunities to people with disability.

Look for opportunities to advertise employment opportunities in media specifically targeted to people with disability.

Use a social procurement policy to generate employment for people with disability.

### 5.03 Workplace accessibility

Continue to ensure that new and existing workplace facilities meet the needs of staff and visitors with disability.

Undertake appropriate workplace adjustments for staff with disability.

Develop resources and guidelines on reasonable workplace adjustments for staff with disability.

Ensure that when designing and procuring information and communications technology and business systems that accessibility outcomes are prioritised.

Organise suitable transitional duties for workers returning to work while recovering from a work-related injury.

### 5.04 Career development

Provide appropriate ongoing support for new staff who have disclosed a disability, and their managers.

Support disability networks for staff to facilitate consultation and provide development opportunities.

Ensure that employees with disability meet their full potential by having the same access to career development and leadership training and opportunities as other workers at the same grade.

# Appendix 1 – Transport Access Program, projects completed and underway

## Easy Access

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Planning	Edgecliff	Q2 2019	-
Planning	Rooty Hill	Q2 2022	-
Construction	Croydon	Q4 2017	-
Construction	Harris Park	Q3 2018	-
Construction	Homebush	Q2 2018	-
Construction	Jannali	Q4 2017	-
Construction	Leura	Q1 2018	-
Construction	Narwee	Q2 2018	-
Construction	Panania	Q3 2018	-
Construction	Toongabbie	Q3 2018	-
Construction	Victoria Street	Q2 2018	-
Complete	Albion Park		25/03/2013
Complete	Arncliffe		27/07/2016
Complete	Artarmon		18/12/2015
Complete	Austinmer		30/04/2013
Complete	Berala		18/08/2017
Complete	Broadmeadow		16/06/2017
Complete	Canley Vale		28/04/2014
Complete	Central		7/02/2012
Complete	Clarendon		28/04/2014
Complete	Dungog		15/11/2013
Complete	Flemington		30/06/2017
Complete	Gerringong		21/12/2012
Complete	Greta		11/04/2013
Complete	Hamilton		8/03/2013
Complete	Heathcote		20/12/2016
Complete	Ingleburn		15/09/2015
Complete	Jannali		28/03/2013

## Easy Access (continued)

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Complete	Marrickville		5/12/2016
Complete	Martin Place		21/04/2011
Complete	Marulan		11/04/2014
Complete	Mittagong		3/10/2014
Complete	Mulgrave		7/04/2014
Complete	Museum		30/09/2016
Complete	Oatley		21/01/2017
Complete	Ourimbah		23/07/2013
Complete	Pendle Hill		25/07/2017
Complete	Picton		30/11/2011
Complete	Redfern		30/11/2015
Complete	Riverstone		28/04/2014
Complete	Scone		10/05/2013
Complete	Singleton		8/03/2013
Complete	St James		10/05/2011
Complete	Sutherland		17/10/2014
Complete	Sydenham		25/02/2013
Complete	Tahmoor		22/10/2015
Complete	Wallerobba		11/04/2014
Complete	Waterfall		6/08/2015
Complete	Wentworth Falls		20/06/2017
Complete	Wentworthville		25/07/2017
Complete	Windsor		26/10/2012
Complete	Yass Junction		21/09/2015

## Station Upgrades

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Construction	Blacktown	Q1 2018	-
Construction	Penrith	Q1 2018	-
Complete	Bankstown		15/09/2015
Complete	Birrong		1/04/2012
Complete	Cardiff		8/04/2013



## Sation Upgrades (continued)

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Complete	East Hills		1/05/2012
Complete	Ivanhoe		6/07/2012
Complete	Newtown		29/10/2012
Complete	Penrith		15/07/2012
Complete	Quakers Hill		31/05/2012
Complete	Schofields		30/06/2012
Complete	Shellharbour Junction		22/11/2014
Complete	Strathfield		30/01/2014
Complete	Unanderra		22/03/2013
Complete	Windsor		30/06/2012

## Interchanges

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Detailed Design	Byron Bay	Q4 2018	-
Construction	Hornsby	Q4 2017	
Complete	Albion Park		25/03/2013
Complete	Albury		30/06/2017
Complete	Allawah		25/08/2011
Complete	Armidale		27/10/2015
Complete	Arncliffe		12/04/2013
Complete	Auburn		24/05/2013
Complete	Ballina		17/07/2014
Complete	Balmain East		24/09/2016
Complete	Batemans Bay		22/05/2014
Complete	Baulkham Hills		4/01/2016
Complete	Beverly Hills		29/05/2015
Complete	Campsie		3/06/2013
Complete	Cardiff		5/12/2014
Complete	Casino		24/07/2014
Complete	Chatswood		7/03/2016
Complete	Coffs Harbour		30/06/2017
Complete	Dapto		12/12/2013

## Interchanges (continued)

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Complete	Dee Why		16/04/2015
Complete	Dubbo		5/09/2016
Complete	Epping		29/07/2013
Complete	Fairfield		30/06/2014
Complete	Glenbrook		8/07/2015
Complete	Goulburn		13/12/2013
Complete	Grafton School		29/08/2014
Complete	Grafton Town		30/09/2014
Complete	Hazelbrook		8/07/2015
Complete	Huntleys Point		2/06/2016
Complete	Kogarah		3/04/2012
Complete	Lismore		15/09/2014
Complete	Lithgow		30/04/2015
Complete	Maitland		16/07/2016
Complete	Milsons Point		22/04/2013
Complete	Mosman Bay		21/10/2014
Complete	Narwee		25/08/2011
Complete	Neutral Bay		14/09/2012
Complete	Normanhurst		3/06/2013
Complete	North Strathfield		24/07/2012
Complete	Orange		30/06/2017
Complete	Panania		25/10/2011
Complete	Parkes		3/10/2014
Complete	Pennant Hills		12/08/2013
Complete	Picton		19/12/2013
Complete	Port Macquarie		11/07/2014
Complete	Quakers Hill		31/10/2014
Complete	Queanbeyan		8/05/2015
Complete	Rose Bay		2/04/2013
Complete	Sutherland		4/05/2014
Complete	Tamworth		30/06/2017
Complete	Wagga Wagga		30/06/2017
Complete	Wauchope		18/12/2014

## Interchanges (continued)

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Complete	Wentworth Falls		29/05/2015
Complete	Werrington		25/08/2011
Complete	West Kempsey Racecourse		7/07/2014
Complete	Cremorne Point		22/09/2016

## Ferry Wharves

Stage	Location	Forecast Open To Public Date	Actual Open To Public Date
Planning	Cabarita Wharf	Q4 2018	-
Planning	Parramatta Wharf	Q2 2019	-
Planning	Rydalmere Wharf	Q2 2019	-
Detailed Design	Abbotsford Wharf	Q2 2018	-
Construction	Birchgrove Wharf	Q2 2018	-
Construction	Milsons Point Wharf	Q4 2017	-
Complete	Balmain East Wharf		18/06/2015
Complete	Balmain Wharf (Thames St)		15/02/2013
Complete	Chiswick Wharf		31/07/2017
Complete	Cockatoo Island Wharf		18/08/2017
Complete	Cremorne Point Wharf		5/02/2015
Complete	Drummoyne Wharf		17/09/2014
Complete	Huntleys Point Wharf		23/04/2013
Complete	McMahons Point Wharf		20/10/2016
Complete	Meadowbank Wharf		24/06/2016
Complete	Mosman Bay Wharf		8/10/2014
Complete	Neutral Bay Wharf		20/08/2012
Complete	Pyrmont Bay Wharf		8/09/2015
Complete	Rose Bay Wharf		26/09/2012
Complete	Sydney Olympic Park Wharf		20/05/2015

## Appendix 2 – Status report, Disability Action Plan 2012-2017

The majority of actions from the Disability Action Plan 2012-2017 have been implemented. The ongoing nature of many of the actions is reflected in their continuation in the Disability Inclusion Action Plan 2018-2022. This ensures consistency of purpose while also supporting agility and innovation.

Action	Status
<b>1.1</b> Require all new and refurbished transport infrastructure to meet customer focused design standards and comply with DDA requirements.	Implemented
<b>1.2</b> Review transport service planning guidelines for all modes to equitably distribute accessible conveyances across the transport network.	Implemented
<b>1.3</b> Review existing and develop customer focused design standards and criteria for accessible stations, wharves and interchanges.	Implemented
<b>1.4</b> Include specifications for accessibility, in line with the Transport Standards, in the design phase for all future purchases or provision of public transport conveyances.	Implemented
<b>1.5</b> Keep under review new and emerging technologies, such as electronic orientation systems, that can assist people with disability using public transport.	Implemented
<b>1.6</b> Establish a pre-qualification panel of access consultants to increase the consistency of technical advice on DDA compliance of transport infrastructure projects.	Implemented
<b>1.7</b> Improve methodologies used to forecast demand for accessible transport.	Implemented
<b>2.1</b> Continue the roll out of the Transport Access Program to improve access to stations, interchanges, wharves and car parks on the basis of prioritised need.	Implemented
<b>2.2</b> Accelerate the delivery of the Transport Access Program by providing staged works, with an initial focus on step-free street to platform access at stations.	Implemented
<b>2.3</b> Consider the potential to incorporate Transport Standards requirements when planned maintenance or minor works are undertaken at stations.	Implemented
<b>2.4</b> Work with councils and private sector partners to deliver a whole of precinct approach to accessibility during station and interchange upgrades.	Implemented
<b>2.5</b> Ensure that all new retail spaces at interchanges and stations meet the National Construction Code Access to Premises Standards.	Implemented

Action	Status
<b>2.6</b> Set standards for accessible seating and include adequate seating in the design of new and refurbished stations.	Implemented
<b>2.7</b> Identify and progressively upgrade or remove pedestrian level crossings that are unsafe or not accessible for people with disability.	Implemented
<b>3.1</b> Progressively replace non-compliant buses with low floor, accessible buses built to design specifications that have been tested by customers with disability and comply with Transport Standards.	Implemented
<b>3.2</b> Place accessible buses on priority routes and expand timetabled accessible services as buses become available.	Implemented
<b>3.4</b> Require all operators of contracted bus services to comply with Transport Standards and produce a Disability Action Plan.	Implemented
<b>3.5</b> Control treatments of main roads on bus routes to cater for low floor buses where possible.	Implemented
<b>3.6</b> Service network reviews should consider access to narrow, congested streets as part of review process and alternative options identified.	Implemented
<b>4.1</b> Review and reissue guidelines on bus stop design standards for accessibility.	Implemented
<b>4.2</b> Work with councils to undertake risk reviews to identify bus stops along major corridors that need improvements to meet Transport Standards.	Implemented
<b>4.3</b> Seek funding to develop a multi-year program to progressively upgrade the network of bus stops to meet Transport Standards requirements in partnership with councils.	<p>Partially Implemented</p> <p>Funding identified for rural bus stops, Northern Beaches B-line and CBD bus plans. Funding for the balance of rapid and suburban routes will be sought during the development of other routes</p>
<b>4.4</b> Work with councils to accelerate the upgrades of bus stops, remove access barriers and trip hazards in the vicinity and ensure road markings in bus zones enable buses to pull up next to the kerb.	Implemented
<b>4.5</b> Work actively with councils to resolve individual complaints and issues raised by customers.	Implemented
<b>4.6</b> Standardise plinth design to ensure they are appropriately located at bus stops and provide accessible information.	Implemented

Action	Status
<b>4.7</b> Provide raised lettering and braille to indicate bus stop numbers & route destination information at bus stops.	Partially Implemented  Under development for delivery as part of Wayfinding Program's progressive rollout
<b>4.8</b> Increase deterrence and enhance enforcement of parking offences in bus zones.	Partially Implemented  Implemented in CBD. Action for local traffic authorities in other areas.
<b>4.9</b> In consultation with the blindness sector, investigate best practice to develop a reliable system at bus stops to assist people with vision impairment to catch their desired bus.	Implemented
<b>5.1</b> Upgrade ferry wharves to comply with the Transport Standards.	Implemented
<b>5.2</b> Include adequate and accessible seating in the design of new and refurbished wharves.	Implemented
<b>5.3</b> Ensure that all new retail spaces at interchanges and wharves meet the National Construction Code Access to Premises Standards.	Implemented
<b>5.4</b> Ensure that regular inspection and maintenance of wharf infrastructure is conducted to prevent safety problems for people with disability.	Implemented
<b>6.1</b> Review disability awareness training provided by the taxi industry for all taxi drivers.	Partially Implemented  Implementation to be considered following TTSS review.
<b>6.2</b> Evaluate the various incentives and subsidies which support the provision of WATs to identify how service to customers can be improved.	Implemented
<b>6.3</b> Improve WAT availability between 7am and 8pm on Sundays.	Implemented
<b>6.4</b> Work with the taxi industry to explore opportunities to increase accessibility of NSW taxis in the standard fleet, including consideration of talking meters.	Implemented
<b>6.5</b> Work with councils to review taxi ranks in their area to determine rank accessibility, and identify areas where improvements can be made.	Implemented
<b>7.1</b> Prepare pedestrian mobility plans to achieve walk ability and safe road crossings in the planning and design phase of new public transport facilities.	Implemented
<b>7.2</b> Improve pedestrian crossing safety, shared paths interaction and review signal phasing for pedestrians.	Implemented



	Action	Status
7.3	Increase pedestrian phasing around health and disability services and in areas with large numbers of older people, where possible.	Implemented
7.4	Ensure that all new road works undertaken by RMS affecting pedestrian crossing points or bus stops result in DDA compliance. Required features include audio push buttons, kerb ramps and tactile ground surface indicators where required under AS1428.4.	Implemented
7.5	Work with councils to facilitate local road works that support pedestrian accessibility and are DDA compliant.	Implemented
7.6	Review and reissue guidelines for preparing Pedestrian Access and Mobility Plans (PAMPs), to achieve a more strategic focus and incorporate specific guidance on accessible features of the pedestrian environment.	Implemented
7.7	Continue to support councils to deliver road safety initiatives for older people and people with disability through the LGRSP.	Implemented
7.8	Improve mobility scooter safety for older road users.	Implemented
7.9	Explore the needs of people with disability and older people who cycle in the NSW Cycling Strategy.	Implemented
8.1	Continue to provide guidelines about permissible vehicle modifications for drivers and passengers with disability.	Implemented
8.2	Continue to license certifiers with the appropriate skills and experience to ensure the safety of vehicle occupants and other road users in relation to vehicles modified for drivers with disability.	Implemented
8.3	Review of the NSW Older Driver Licensing Scheme through an Older Driver Task Force.	Implemented
8.4	Provide guidance to health professionals in assessing a person's fitness to drive and make recommendations regarding conditional licences.	Implemented
8.5	Review road network standards and signage to improve access, including access to emergency roadside telephones and rest areas.	Implemented
8.6	Ensure all road signs on State Roads meet Australian Standards.	Implemented
9.1	Work with councils to enhance compliance and enforcement of MPS permits to maintain the integrity of the scheme.	Implemented
9.2	Review the MPS in line with national eligibility criteria.	Implemented
9.3	Promote new eligibility criteria for the provision of mobility parking permits to health professionals.	Implemented
10.1	Utilise the Public Transport Information & Priority System to provide information to passengers on board buses, at bus stops and at interchanges.	Implemented

Action		Status
10.2	Collaborate with the disability sector regarding the application of electronic travel aids for people with an intellectual disability and electronic orientation aids for people who are blind or vision impaired in a transport environment and information aids for people with hearing impairment.	Implemented
11.1	Continue to provide travel concessions to eligible passengers in receipt of an age, veterans, disability or carers pension.	Implemented
11.2	Continue to provide concessional car registration and licences to people in receipt of an age, veterans, disability or carer's pension.	Implemented
11.3	Continue to provide free travel entitlements for attendants of people with disability through the Companion Card system.	Implemented
11.4	Improve access to and simplify information about concession schemes and passes for people with disability and their carers.	Implemented
12.1	Contract for specialised community transport services for frail older people and people with disability.	Implemented
12.2	Implement policies and programs to optimise outcomes from community transport operations.	Implemented
12.3	Consider amendment of the NSW Passenger Transport Act 1990 to include accreditation of community transport services.	Implemented
12.4	Continue to provide taxi subsidies to eligible people with disability and evaluate the level of subsidy provided.	Implemented
13.1	Work with Family and Community Services (FACS) to research alternative service delivery options for people with disability who are transport disadvantaged, including consideration of journey companion schemes.	Implemented
13.2	Develop travel training models for use by metropolitan bus contract operators on the safe entry and exit of buses by mobility aids.	Implemented
13.3	Work with FACS to conduct pilot travel training programs for people with spinal cord injuries in rehabilitation centres and older people who have relinquished their driver's licences.	Implemented
13.4	Run campaigns which promote safety and instil values of courtesy among all customers on public transport.	Partially Implemented Safety campaigns conducted; courtesy campaigns to follow.
14.1	Employ regional transport coordinators in regional NSW to reduce the negative effects of transport disadvantage through improved coordination with community stakeholders, transport operators and other agencies.	Implemented
14.2	Include accessible transport in the development of Regional Transport Plans.	Implemented

Action	Status
<b>14.3</b> Prioritise projects in the Country Passenger Infrastructure Grants Program that improve bus stops and road infrastructure in rural, regional and remote areas.	Implemented
<b>14.4</b> Operate fully accessible coaches to rural and regional locations serviced by NSW TrainLink coaches.	Implemented
<b>15.1</b> Inform all managers about accessibility objectives and strategies.	Implemented
<b>15.2</b> Provide disability and age awareness training to all frontline customer service staff and include awareness in the criteria for assessing their performance.	Implemented
<b>15.3</b> Progressively introduce audio-visual materials featuring people with a range of disabilities to support disability awareness training.	Implemented
<b>15.4</b> Introduce disability awareness training for 131500 and Opal call centre operators.	Implemented
<b>15.5</b> Continue to celebrate the International Day for Disability with promotional activities on accessible transport.	Implemented
<b>16.1</b> Develop standard operating procedures for each public transport mode for providing assistance to passengers with a disability.	Implemented
<b>16.2</b> Provide real-time information on lifts that are closed for maintenance or repair through 131 500 and customer SMS and twitter feeds.	Implemented
<b>16.3</b> Monitor complaints from individual passengers regarding disability access and act on their concerns to the fullest extent possible.	Implemented
<b>16.5</b> Meet the needs of people with disability or limited mobility and older people during emergency transport response and recovery operations.	Implemented
<b>16.6</b> Include MLAK locks on accessible toilets at all new and refurbished stations and interchanges.	MLAK locks have been superseded by family accessible toilets.
<b>17.1</b> Achieve compliance W3C AA standards for website accessibility on all Transport for NSW websites in accordance with current W3C and NSW Government guidelines.	Implemented
<b>17.2</b> Provide detailed descriptions in HTML for all images that convey information (i.e. graphs, route maps and station and interchange location guide).	Implemented
<b>17.3</b> Transcribe audio content and caption and audio describe video content on Transport for NSW Websites.	Implemented
<b>17.4</b> Audit website by accessibility experts and implement recommendations.	Implemented
<b>18.1</b> All transport services provide timetable information on accessible websites and in alternative formats on request.	Implemented

	Action	Status
18.2	Show details of accessible bus routes and the accessible access points to stations and wharves on public transport maps and on-line services.	Implemented
18.3	Station guides include lifts, accessible ramps and other information for accessible travel.	Implemented
18.4	Interchange guides include lifts, accessible ramps and other information for accessible travel.	Implemented
18.5	Show taxi ranks on interchange maps.	Implemented
18.6	Improve the capacity to indicate accessible trains/light rail cars, buses, ferries and for all transit stops (bus stops, ferry wharfs, light rail and train platforms on customer information online services.	Implemented
19.1	Progressively add 'on-board next stop' visual displays and audio announcements on public transport conveyances.	Implemented
19.2	Ongoing training of rail staff in clear voice announcements.	Implemented
19.3	Develop standards and guidelines for audio and visual passenger information announcements.	Implemented
19.4	Install Passenger Information Points on station platforms to provide customers with electronic real-time service information (both visual and audio) as well as connection to emergency help.	Implemented
19.5	Undertake a review of the current design standards for wayfinding at public transport facilities, assessing issues that affect legibility of signage for people with low vision, including luminance contrast, text sizes, use of pictograms, consistency, and identification of accessible facilities and pathways.	Implemented
19.6	Develop revised standard operating procedures regarding the provision of information during planned and unplanned service disruptions.	Implemented
19.7	Involve people with low vision in evaluating designs and prototypes for new signage types.	Implemented
19.8	Where a recognisable symbol exists, identify facilities at public transport and RMS facilities by the use of that symbol.	Implemented
20.1	Progressively install hearing augmentation at all counters connected with service provision to the public, public transport facilities where PA systems are used and on new public transport conveyances.	Implemented
20.2	Indicate through pictograms where hearing augmentation is available.	Implemented
21.1	Develop whole of life asset management plans that make adequate provision for routine maintenance.	Implemented
21.2	Make adequate provision for ongoing maintenance when transport facilities or conveyances are handed over to Councils or private providers.	Implemented

	Action	Status
21.3	Provide bus drivers and rail staff with adequate training in the operation of automatic and manually deployed ramps and other accessibility equipment.	Implemented
22.1	Review current evacuation practices for each transport mode to cater for appropriate emergency response arrangements for people with disability or restricted mobility.	Implemented
22.2	Review current requirements for assisting people with disability in emergency training and evacuation plans for all public transport facilities.	Implemented
23.1	Ensure that tap on tap off Opal readers meet accessibility standards.	Implemented
23.2	Ensure that tap on tap off Opal readers are situated in accessible locations.	Implemented
23.3	Include wide gates in all stations where electronic gates are used.	Implemented
23.4	Provide accessible ticket vending machines at stations and at major interchanges.	Implemented
23.5	Provide a range of options to acquire and add value to Opal smartcards, including on-line services, automatic reload via direct debit via bank account or credit card and retail ticket sellers.	Implemented
23.6	The Opal website provides accessible design and features.	Implemented
23.7	Work with the disability sector to update travel training tools for people with disability in line with the new ticketing arrangements.	Implemented
24.1	Include accessibility among customer indicators to measure satisfaction with public transport services and assist people with disability to participate in customer feedback systems.	Implemented
24.2	Commission research through either a 'mystery traveller survey' or other method to assess the accessibility of public transport services.	Implemented
24.3	Ensure that any replacement customer feedback management system enhances the capacity to identify issues of concern to people with disability.	Implemented
24.4	Involve people with disability in testing design specifications for new public transport conveyances and infrastructure.	Implemented
25.1	Continue to consult with people with disability through the ATAC on plans for future transport improvements.	Implemented
25.2	Adopt strategies to promote public consultations on transport issues to people with disability.	Implemented
25.3	Ensure that all venues for public consultation are accessible to participants with a disability.	Implemented
25.4	Provide adjustments such as assistance on arrival and departure, sign language interpreters, electronic text in MS word and braille content, for public consultation participants upon request.	Implemented

Action	Status
<b>25.5</b> Develop formal customer forums to inform people with disability about the new Action Plan implementation and to receive feedback.	Implemented
<b>25.6</b> Enable people with disability to provide their feedback to public consultation issues through alternative methods e.g. verbally by phone, on-line, video feedback.	Implemented
<b>25.7</b> Break down barriers that prevent people with disability with appropriate expertise to sit on mainstream Ministerial and Transport for NSW advisory bodies.	Implemented
<b>26.1</b> Use plain and clear English in all public transport information and marketing.	Implemented
<b>26.2</b> Include positive images of people with disability in publications.	Implemented
<b>26.3</b> Ensure teletext captions are added to television advertising to assist persons with a hearing impairment.	Implemented
<b>26.4</b> Ensure that the visual elements of advertising are audio described and on-screen text information verbalised to assist customers with vision impairment.	Implemented
<b>27.1</b> Consider potential impacts of NSW planning and other legislation on delivery of accessible transport networks.	Implemented
<b>27.2</b> Continue collaboration with NSW Department of Planning and Infrastructure on the Transport Access Program, as appropriate, and the Premier's Council for Active Living to integrate land use planning and accessible transport services.	Implemented
<b>27.3</b> Continue collaboration with FACS to implement whole of government strategies on disability and ageing.	Implemented
<b>27.4</b> Contribute to cross agency planning and delivery of accessible major events in NSW.	Implemented
<b>27.5</b> Work with the Commonwealth Government to develop a national labelling scheme and safety standards for mobility scooters.	Implemented
<b>28.1</b> Support accessibility works to footpaths, roads and bus stops around transport interchanges and new station developments.	Implemented
<b>28.2</b> Work with councils to ensure that roads and streets along bus routes can accommodate low floor buses, where possible.	Implemented
<b>28.3</b> Consult with councils during regional bus network planning process to provide accessible infrastructure to meet bus services.	Implemented
<b>29.1</b> Ensure that disability action plans form part of contractual arrangements with contracted transport service providers.	Implemented
<b>29.2</b> Work with operators to assist them in understanding Transport Standards obligations and in implementing their disability action plans.	Implemented



Action	Status
<b>29.3</b> Encourage the transfer of knowledge and exchange of information about best practice on accessibility between providers of transport services through annual regional forums.	Implemented
<b>30.1</b> Partner with/promote information services that provide accessible public transport information.	Implemented
<b>31.1</b> Conduct a review to determine goods and services which could be purchased directly from disability employment organisations.	Implemented
<b>31.2</b> Increase awareness with Transport for NSW agencies of the Premier's Memorandum M2010-06 Exemption from Procurement Policy for Disability Organisations and the requirement of NSW Government agencies to support the implementation of initiatives to improve employment opportunities for people with disability.	Implemented
<b>31.3</b> Work with National Disability Services to identify specialist disability employment services with capacity to provide required services e.g. landscaping and maintenance, cleaning services.	Implemented
<b>32.1</b> Incorporate disability planning and implementation in agency business and workforce development plans.	Implemented
<b>32.2</b> Ensure that HR policies, procedures and practices comply with and support equity and diversity principles, policies and legislation.	Implemented
<b>32.3</b> Establish systems to collect, analyse and report on disability data from new and existing employees and job applicants.	Implemented
<b>32.4</b> Develop cluster-wide policy, resources and guidelines on reasonable adjustment to provide HR practitioners, line managers and supervisors with consistent guidance about workplace adjustments, flexible work options, equipment and financial support programs to support job applicants and employees with disability.	Implemented
<b>32.5</b> Establish an equity & diversity category in employee recognition awards to recognise and reward managers and teams that have demonstrated excellence in employment equity and diversity outcomes.	Implemented
<b>32.6</b> Apply the new Premises Standards in the building of new or refitting of workplaces.	Implemented
<b>33.1</b> Provide disability awareness training as part of induction training for all staff.	Implemented
<b>34.1</b> Ensure that all staff and managers involved in recruitment are trained in Equal Employment Opportunity (EEO) principles, are aware of disability and workplace adjustments and supports and of diversity strategies and targets.	Implemented
<b>34.2</b> Provide recruitment information for potential job applicants in alternative font sizes and word documents and other alternative formats, on request.	Implemented
<b>34.3</b> Establish strategic partnerships with disability employment networks and agencies to attract people with disability to apply for jobs.	Implemented

Action	Status
<b>34.4</b> Promote and offer entry-level programs including apprenticeships, traineeships, jumpstart cadetships, graduate and internships.	Implemented
<b>34.5</b> Adopt advertisement wording which encourages job applications from people with disability.	Implemented
<b>34.6</b> Ensure position descriptions and selection criteria are based on the inherent requirements of a job and do not inadvertently discriminate against people with disability.	Implemented
<b>34.7</b> Require that contractors engaged by agencies to assist in recruitment action demonstrate a thorough understanding of EEO principles and Transport for NSW commitment to improving employment outcomes for people with disability.	Implemented
<b>35.1</b> Establish and support disability networks for employees to facilitate consultation and provide development opportunities.	Implemented
<b>35.2</b> Ensure managers work with employees that have identified the onset of a disability, to develop workplace plans that identify strategies to support employee and any necessary adjustments required.	Implemented
<b>35.3</b> Provide appropriate post induction support for new employees who have disclosed a disability and their managers.	Implemented
<b>35.4</b> Ensure all internal and outsourced staff training and development activities consider access requirements for employees with disability.	Implemented
<b>35.5</b> Organise suitable transitional duties for workers returning to work while recovering from a work-related injury.	Implemented

## Appendix 3 – Legislation and standards

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The following sections provide an overview of legislation and standards which impacts on the provision of transport services. The Disability Inclusion Action Plan provides practical measures through which Transport for NSW can meet legislative requirements and their associated objectives and principles.

### Anti-Discrimination Act 1977 (NSW)

The *NSW Anti-Discrimination Act 1977* outlaws discrimination on the grounds of race, sex, marital status, homosexuality, age, disability, transgender and carer's responsibility. Areas covered by the Act include:

- Employment and employment agencies.
- Partnerships.
- Trade Unions.
- Education and qualifying bodies.
- Access to places and vehicles.
- Provision of goods and services.
- Accommodation.
- Registered clubs.

The Anti-Discrimination Board of NSW (ADB) deals with written discrimination complaints. The complaints process includes assessment, investigation and may include conciliation. If this process does not resolve the complaint, the ADB may refer complaints to the NSW Civil and Administrative Tribunal's Administrative and Equal Opportunity division.

### Disability Discrimination Act 1992

The *Disability Discrimination Act 1992 (Cth)* (DDA) seeks to eliminate discrimination against people with disability. Commonwealth, State and Territory departments and agencies and local government authorities have responsibilities under the DDA.

The objectives of the DDA are:

- To eliminate discrimination, as far as possible, on the grounds of disability in areas of work, accommodation, education, access to premises, clubs and sport, the provision of goods, services and facilities, existing laws and the administration of Commonwealth laws and programs.
- To ensure, as far as practicable, that people with disability have the same rights to equality before the law as the rest of the community.
- To promote recognition and acceptance within the community of the principle that people with disability have the same fundamental rights as the rest of the community.

The DDA does not require the development of action plans by service providers, however if action plans are developed, Section 61 specifies that Action Plans must include provisions relating to:

- The devising of policies and programs to achieve the objects of the DDA.
- The communication of these policies and programs to employees within the service provider.

- The review of practices within the service provider with a view to the identification of any discriminatory practices.
- The setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed.
- Evaluation of the policies and programs included in the Plan and the appointment of persons within the service provider to implement the Action Plan.

## **Disability Standards for Accessible Public Transport 2002 (Cth)**

The *Disability Standards for Accessible Public Transport 2002 (Cth)* (Transport Standards) were made under the DDA and provide a framework to enable public transport service and infrastructure providers to remove discrimination from public transport services.

The Transport Standards incorporate Australian Standards, Australian/New Zealand Standards, and Australian Design Rules, and specify the minimum technical requirements acceptable for the provision of accessible public transport for vehicles, stations, bus stops, transport interchanges and wharves.

The purpose of the Transport Standards is to enable public transport service and infrastructure providers to remove discrimination from public transport services. The Transport Standards specify what is required to make public transport accessible and are intended to apply to the widest possible range of people with disability.

They prescribe physical standards for the built environment so that people with disability can have access to public transport services equivalent to the public in general. The Transport Standards also include concepts of amenity, availability, comfort, convenience, dignity, cost, and safety as features of transport to be taken

into account in determining equivalence. The Transport Standards prescribe an incremental timetable for implementation. Under the Transport Standards public transport services and infrastructure, excepting trains which have a compliance target of 2032, should be fully accessible by 2022, and a timeframe with interim compliance goals is set with target dates of 2007, 2012, and 2017.

### **Equivalent access**

The Transport Standards recognise there may be instances where operators need to provide 'equivalent access' so that a person with a disability can use transport services. This is compliance by providing methods, equipment or facilities that provide alternative means of access with equivalent amenity, availability, comfort, convenience, dignity, price and safety as those methods specified in the Transport Standards.

This may include operators or providers offering direct assistance to passengers. However, this does not include the provision of separate or 'parallel' services.

### **Australian Human Rights Commission**

If a customer believes that an operator or provider has breached the DDA, they can lodge a complaint with the Australian Human Rights Commission (AHRC). The AHRC has the power to investigate and attempt to conciliate complaints of disability discrimination. If the conciliation is unsuccessful, they may start legal proceedings in the Federal Circuit Court or the Federal Court. The AHRC's website provides information on how to lodge a complaint.

## Unjustifiable hardship

Not all discrimination is unlawful. The DDA states that discrimination will not be unlawful where the elimination of all differential treatment would impose an 'unjustifiable hardship' on service providers.

The Transport Standards have identified timeframes for the introduction of accessible services and this has provided a measure of financial certainty for Government and operators regarding the future cost of implementation.

'Unjustifiable hardship' may only be used as a defence against a complaint and not as a means of obtaining prior exemption. The Transport cluster acknowledges the need to apply the concept in particular and exceptional circumstances in considering access to transport. As indicated in the Transport Standards, compliance should be achieved to the maximum extent not incurring unjustifiable hardship.

Factors that a court is to consider when assessing whether unjustifiable hardship exists include:

- The cost of meeting the Transport Standards.
- Exceptional operational, technical or geographic factors.
- Resources reasonably available.
- Likely benefits or detriment of compliance.
- Action plans developed.
- Consultations involving people with disability.
- Good faith efforts to comply.

## Exemptions

Under section 33(A1) of the Transport Standards, an operator of public transport or a provider of public transport infrastructure may apply to the AHRC for temporary exemptions from compliance with some or all of the Standards. An exemption or a further exemption (from compliance with the same requirements as the exemption) must not be granted for a period of more than five years. Operators and providers who are granted exemptions must fully comply with the Transport Standards following the exemption period.

## Disability Access to Premises Standards 2010

The *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* provides design standards to assist public transport service and infrastructure providers to meet their obligations under the DDA. The instrument is intended to:

- Ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services within buildings, is provided for people with disability,
- Give certainty to building certifiers, building developers and building managers that, if access to buildings is provided in accordance with these Standards, the provision of that access, to the extent covered by these Standards, will not be unlawful under the Act.

Part 2 of the Standards set performance requirements for public transport buildings that are consistent with compliance targets set in the Transport Standards.

## Disability Inclusion Act 2014 (NSW)

The *Disability Inclusion Act 2014* (DIA) replaces the *Disability Services Act 1993*. The law was changed to reflect major developments in the past decade including the signing of the United Nations Convention on the Rights of Persons with a Disability and the National Disability Insurance Scheme.

The objects of the DIA have been developed to reflect these changes. The objects are:

- To acknowledge that people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights.
- To promote the independence and social and economic inclusion of people with disability.
- To enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports and services.
- To provide safeguards in relation to the delivery of supports and services for people with disability.
- To support, to the extent reasonably practicable, the purposes and principles of the United Nations Convention on the Rights of Persons with Disabilities.
- To provide for responsibilities of the State during and following the transition to the National Disability Insurance Scheme.

Section 12 of the Act sets out the requirement for all public authorities to have in place a Disability Inclusion Action Plan setting out the measures it intends to take so that people with a disability can access general supports and services and participate fully in the community.

## Government Sector Employment Act 2013

The *Government Sector Employment Act 2013* (GSE Act) commenced on 24 February 2014. Two main instruments made under the GSE Act form the legislative framework for the employment and administration of the NSW Government sector workforce, including people with disability. Those instruments are the *Government Sector Employment Regulation 2014* (GSE Regulation) and the *Government Sector Employment Rules 2014* (GSE Rules).

The GSE Regulation contains provisions that have been transferred, with appropriate modifications, from the *Public Sector Employment and Management Act 2002* and the *Public Sector Employment and Management Regulation 2009* and provisions included by the GSE Act on new matters.

The GSE Rules are a form of statutory instrument that is made by the Public Service Commissioner. They have the force of law and include diversity rules covering the employment of eligible persons – such as people with disability – and the provision of diversity information.

# Appendix 4 – Policy frameworks

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## United Nations Convention on the Rights of Persons with Disabilities 2008

Australia ratified the Convention on 17 July 2008, making it one of the first Western countries to do so. By ratifying the Convention, Australia has joined other countries around the world in a global effort to promote the equal and active participation of all people with disability.

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability, and to promote respect for their inherent dignity. People with disability include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

More details can be found here:  
<https://www.un.org/development/desa/disabilities/>

## National Disability Strategy

The National Disability Strategy is part of a cooperative approach by Australian governments to support Australians with disability. The strategy was developed in partnership with all Australian states and territories and gives effect to Australia's obligations as a signatory to the UN Convention.

A key policy direction under the National Disability Strategy is a “public, private and community transport system that is accessible for the whole community”. Given the importance of mobility to all other social participation outcomes for people with disability, the National Disability Strategy signals the Commonwealth's intention to monitor adherence to and evaluate the effectiveness of the Transport Standards, and to improve the accessibility of reports.

More details can be found here:  
<https://www.dss.gov.au/>



## NSW Disability Inclusion Plan

The NSW Disability Inclusion Plan aligns with the National Disability Strategy and obligations under the United Nations Convention on the Rights of Persons with Disabilities.

It outlines the NSW Government's commitment to identifying and breaking down the barriers which prevent people with disability from enjoying the same opportunities and choices as everyone else. The plan has four focus areas:

- Developing positive community attitudes and behaviours.
- Creating liveable communities.
- Supporting access to meaningful employment.
- Improving access to mainstream services through better systems and processes.

The focus areas of the NSW Disability Inclusion Action Plan guide that of the Transport for NSW Disability Inclusion Action Plan, with some modifications to better suit the transport portfolio.

The NSW Disability Inclusion plan can be found here: <http://www.facs.nsw.gov.au/reforms/developing-the-nsw-disability-inclusion-plan>

## NSW Ageing Strategy

The NSW Ageing Strategy describes how the NSW Government will ensure that:

- Seniors lead active and rewarding lives and are valued members of the community.
- Adults make decisions that support their independence and wellbeing later in life.
- NSW responds effectively to the challenges and opportunities of population ageing.

The NSW Ageing Strategy includes initiatives to ensure that public and private transport services are accessible to older people, pedestrian and road safety of older people is improved, and the transition of older people from drivers to non-drivers is better managed.

More details can be found at:

<https://www.facs.nsw.gov.au/participation-and-inclusion/the-nsw-ageing-strategy-2016-2020>

# Appendix 5 – Compliance requirements for Disability Standards for Accessible Public Transport

Transport Standards section	Area Covered	Percent compliance required by:			
		2007	2012	2017	2022
2.1-2.9	Access paths (within vehicles and infrastructure)	25	55	90	100
3.1-3.3	Manoeuvring areas	25	55	90	100
4.1-4.3	Passing areas (within infrastructure and trains)	25	55	90	100
5.1	Resting points (infrastructure only)	25	55	90	100
6.1-6.4	Ramps (within infrastructure and vehicle boarding ramps)	25	55	90	100
7.1-7.2	Waiting areas (general infrastructure)	100			
7.1-7.2	Waiting areas (bus stops)	25	55	90	100
8.1-8.8	Boarding (mainly vehicles, but also infrastructure at boarding points)	25	55	90	100
9.1-9.11	Allocated spaces (mainly vehicles)	25	55	90	100
10.1	Surfaces	NA	100		
11.1-11.7	Handrails and grab rails	NA	100		
12.1-12.6	Doorways and doors	25	55	90	100
13.1	Lifts (infrastructure only)	25	55	90	100
14.1-14.4	Stairs (infrastructure and steps into vehicles)	25	55	90	100
15.1-15.6	Toilets	25	55	90	100
16.1-16.5	Symbols (generally within infrastructure and vehicles)	100			

Transport Standards section	Area Covered	Percent compliance required by:			
		2007	2012	2017	2022
16.1-16.5	Symbols (at bus stops)	25	55	90	100
17.1-17.7	Signs (generally within infrastructure and vehicles)	100			
17.1-17.7	Signs (at bus stops)	25	55	90	100
18.1-18.5	Tactile ground surface indicators	25	55	90	100
19.1	Alarms	100			
20.1-20.2	Lighting (generally within infrastructure and buildings)	100			
20.1-20.2	Lighting (at bus stops)	25	55	90	100
21.1-21.4	Controls (stop requests and door controls etc.)	25	55	90	100
22.1	Furniture and fitments (tables, benches etc. within infrastructure)	100			
23.1	Street furniture	25	55	90	100
24.1	Gateways (ticket barriers etc.)	NA	100		
25.1-25.4	Payment of fares (including vending machines)	NA	100		
26.1	Hearing augmentation – listening systems	100			
27.1-27.4	Information (generally within infrastructure and vehicles)	100			
27.1-27.4	Information (at bus stops)	25	55	90	100
28.1-28.4	Booked services (trains and coaches only)	100			
29.1-29.3	Food and drink services (infrastructure and country trains)	100			
30.1	Belongings (carriage of disability aids in vehicles)	100			
31.1-31.2	Priority seating (within vehicles)	100			

(Excludes rail vehicles)





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