

Review of the Disability Standards for Accessible Public Transport

Can you help us? We want to find out how easy it is for people with a disability to use public transport (buses, trains, taxis, trams, ferries and planes). Anything you tell us will be confidential – that is, we will not use your name or other personal details if you ask us not to.

The information you give us will be used to help the Australian Government understand what works, or does not work, so that they can find ways to make public transport easier for you.

Could you please answer the questions below by

1. writing to us at the address at the end of this leaflet

or

2. coming to one of the public meetings (dates, places at the end of this letter)

Questions

1. Do you use buses, trains, taxis, trams or ferries from your home? Tell us which ones you use.
2. What do you use buses, taxis, trams or ferries to do? For example, to go shopping, meet friends or go to work.
3. Do you have any problems using buses, trains, taxis, trams or ferries? Tell us about this.
4. What would make it easier for you to use buses, trains, taxis, trams or ferries? What would help?
5. Do you use information like timetables and maps on buses, trains, trams or ferries? Is this information easy to use?
6. If you catch the bus, do you have any problems getting to the bus stop?
7. If you catch the train do you have any problems getting on to the train at the station? Can you get in to the train station and to your platform?
8. If you use taxis, do you have any problems booking a taxi? Do you need a special kind of taxi? Are these easy to book?

9. If you catch the tram, do you have any problems getting on to the tram at the tram stop?
- 10.If you catch the ferry, do you have any problems getting on to the ferry at the stop?
- 11.Are you able to travel by plane? What problems, if any, do you have?
- 12.Has catching buses, trains, taxis, trams, ferries or planes become easier for you in the past five years?
- 13.Did you know that you can ask for help to catch buses, trains, taxis, trams or ferries if you have a disability?
- 14.Do you know what kind of help you can ask for?

Send your answers to

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The Allen Consulting Group

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Canberra ACT 2601

Dates and places for the public meetings

To come to a public meeting, call Sharon Kennard on (02) 6204 6500.

Australian Capital Territory

- 26 July Canberra

New South Wales

- 11 July Dubbo
- 19 July Sydney
- 20 July Sydney

Northern Territory

- 7 August Darwin
- 8 August Alice Springs

Queensland

- 30 July Brisbane
- 31 July Townsville

South Australia

- 6 August Adelaide
- 7 August Mt Gambier

Tasmania

- 16 July Hobart
- 17 July Launceston

Victoria

- 12 July Bendigo
- 7 August Melbourne
- 8 August Melbourne

Western Australia

- 18 July Perth
- 19 July Bunbury