Public Transport Survey for People with Disability

**Survey Introduction**

Disabled People’s Organisations Australia (DPO Australia) is an alliance of four national Disabled Peoples Organisations (DPOs). DPOs are organisations that are led by and made up of people with disability.

DPO Australia is comprised of First People’s Disability Network (FPDN), National Ethnic Disability Alliance (NEDA), People with Disability Australia (PWDA), and Women with Disability Australia (WWDA).

DPO Australia knows that people with disability are faced with many barriers when accessing or using public transport. We would like to hear from people with disability about their public transport experiences. We want to know if buses, trains, planes, taxis, trams, ferries, and other forms of public transport (e.g. Uber) meet your transport needs.

This survey will provide us with a better understanding of public transport related issues currently impacting on people with disability. Also, survey information will feed into DPO Australia’s submission to the review of the Disability Standards for Accessible Public Transport (DSAPT).

To complete this survey, you can either:

1. Fill it out and send it to us by email – [comms@neda.org.au](mailto:comms@neda.org.au)
2. Fill it out and send a printed copy to us by post:

NATIONAL ETHNIC DISABILITY ALLIANCE

Po Box 971, Civic Square Act 2608

If you would like support to complete this survey, please call us on 02 9370 3100 or email us – [comms@neda.org.au](mailto:comms@neda.org.au)

People with disability continue to have difficulties using public transport. If a person with disability has difficulty accessing public transport, this can limit their access to services or participation in the community.

1. **Have you had difficulty using public transport because it is not accessible?**

YES

NO

1. **If yes, has this affected you participating in or accessing:**

(You can check as many as required.)

Medical/Health Services

Community & Crisis Services

Employment & Workplace

Centrelink/Employment Services

Education & School

Recreation/Sporting Activities

Socialising with Family/Friends

Other - Please Specify Below

People with disability experience a range of barriers accessing and using the public transport system.

1. **Which of the below barriers have you experienced when accessing or using the public transport system**

(You can check as many as required)

Physical Barriers (e.g. inaccessible trains or buses, inaccessible train platforms or bus stops, no lifts at train stations etc)

Information and Communication Barriers (e.g. lack of audio announcements, information not in accessible formats, inaccessible signage etc)

Attitudinal (e.g. poor customer service, lack of disability awareness etc)

Financial Affordability (e.g. cost of travel)

Policies/Procedures (e.g. staff available to assist with boarding, use of mlak key to access accessible toilets, booking services)

Other - Please specify below

We are interested to hear how the NDIS has changed the way people with disability access and use public transport.

1. **Has the National Disability Insurance Scheme (NDIS) changed the way you access or use public transport?**

YES

NO

If yes, how?

We also want to know about your ‘Whole of Journey’ experiences. ‘Whole of journey’ is more than just one trip, it means a complete and reliable journey for all public transport users.

The ‘Whole of Journey’ includes your journey planning; your journey from start to end; what happens at public transport stops/stations; public transport services; bus or other interchanges; your return journey planning; navigating unplanned disruptions to regular services; and, other important parts of your journey such as toilets, drinking fountains and wayfinding (finding where to go).

If one or more of these parts of the journey are not accessible it can mean that people with disability may not be able to complete a whole journey.

1. **Lastly, taking into consideration all the barriers people with disability face regarding public transport, tell us what would improve your (and other people with disabilities) public transport/whole of journey experiences.**