

# Temporary Exemptions to the Disability Standards for Accessible Public Transport – Part 2.6 and 2.8

Condition 4 - Management Plan

August 2022

[transport.nsw.gov.au](http://transport.nsw.gov.au)

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# Introduction

Transport for NSW (TfNSW), established in November 2011, is the lead agency of the NSW Transport cluster. TfNSW leads the development of a safe, efficient, integrated transport system that keeps people and goods moving, connects communities, and shapes the future of our cities, centers and regions.

TfNSW is responsible for planning, policy, strategy, regulation, funding allocation and other non-service delivery functions for all modes of transport in NSW. These include road, rail, ferry, light rail, point-to-point, regional air, community transport, cycling and walking.

TfNSW and its operating agencies Sydney Trains and NSW Trains (operating as NSW TrainLink) are members of the Australasian Railway Association (ARA). On 9 June 2022, the Australian Human Rights Commission granted temporary exemptions to members of the ARA in relation to various provisions of the *Disability Standards for Accessible Public Transport 2002 (Cth)* (Transport Standards) and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* (Premises Standards).

TfNSW provides this report in collaboration with Sydney Trains and NSW Trains in relation to exemptions reporting conditions. This report addresses the following reporting conditions:

**2.6 Access paths – conveyances, Temporary exemption: existing rail conveyances and  
2.8 Extent of path, Temporary exemption: existing rail conveyances**

Within 3 months of the grant of this exemption, the ARA member utilising these exemptions provides a management plan to the Commission detailing:

- (a) the management controls set out by the ARA member on how staff manage passengers with disability who require an alternative boarding point
- (b) the methods used to educate passengers on the availability of the alternative boarding point and staff assistance, and
- (c) the safety procedures and staff training in place for the safe and timely evacuation of people with disability who require assisted access from conveyances in the event that evacuation is required, including in the event of an emergency

The information provided in this report is correct at the date of publishing however is subject to change.

# Temporary exemption conditions

## 2.6 access paths and 2.8 extent of path - existing rail conveyances

### **Staff management controls for customers with disability who require an alternative boarding point**

Customers using mobility aids can enter any door of our rail cars with direct assistance. On non-booked services, single door boarding occurs to both mitigate the train to platform gap but also to ensure a customer can access all onboard facilities, such as toilets, through the inter-car door. Access paths throughout the internal length of the train are not accessible to customers with limited mobility due to the double-deck design of many of the conveyances on NSW trains.

Operational procedures and safe work instructions are in place to support staff management of customers requiring assistance. Frontline staff are trained to provide direct assistance to customers using a portable boarding ramp and by identifying the most suitable boarding points on the platform for customers using mobility aids. Staff also undertake disability awareness training as part of induction training.

Sydney Trains and NSW TrainLink provide line markings on platforms to indicate the most suitable boarding point for people using mobility aids. These points are known as boarding assistance zones. External decals on trains also assist in ensuring customers board from areas that have accessible features including allocated spaces and help points.

A Boarding Assistance Application run on station staff mobile phones has been deployed for non-booked services to improve procedures for staff and better customer experience for those requiring assistance to board and alight services.

### **Customer communications on the availability of the alternative boarding point and staff assistance**

Information on accessible travel options and how to obtain assistance is available at [transportnsw.info](http://transportnsw.info), through calling the customer contact centre (or the National Relay Service) and contained within the Sydney Trains Accessible Travel brochure. Customers are also able to use help points at stations to seek assistance. Staff at stations are also able to provide information and assistance to customers as required.

On booked services of the NSW TrainLink regional fleet, there are defined cars with an accessible space as not all cars can provide this accessibility. Customers are advised to inform NSW TrainLink in advance if special assistance is required or if they utilise mobility devices. When customers provide this information, the booking system allocates a seating location to the customer that provides the best access to all on-board facilities such as accessible toilets. These details will be recorded and passed on to on-board staff. Information on NSW TrainLink facilities can also be found at [transportnsw.info](http://transportnsw.info).

### **Safety procedures and staff training for the safe and timely evacuation of people with disability who require assisted access**

Safety of staff and customers is paramount in NSW. Operational procedures are in place to consider evacuation and emergency scenarios for on board staff however the actions taken will depend on the urgency of the situation.

Staff undertake training related to emergencies and evacuations which consider the context of the incident (for example at a station, in a tunnel or a corridor), management of customers with limited mobility or the threat to life.

Control of emergency incidents is legislated under the *State Emergency and Rescue Management Act 1989 (NSW)*. Under the Act, the State Emergency Management Plan delegates responsibilities for various incident types across the state. State emergency services may lawfully attend and take control of an incident. Ultimate control of the incident site may rest with an external agency to achieve the response objectives using their own methods, tools and techniques. It is important to note that these rescue options will be contextual and may not be directly aligned to the operator's evacuation procedures or processes.



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