

Submission to the Australian Human Rights Commission

Temporary exemptions

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

*Disability (Access to Premises –
Buildings) Standards 2010 (Cth)*

19 May 2023 | Version 1

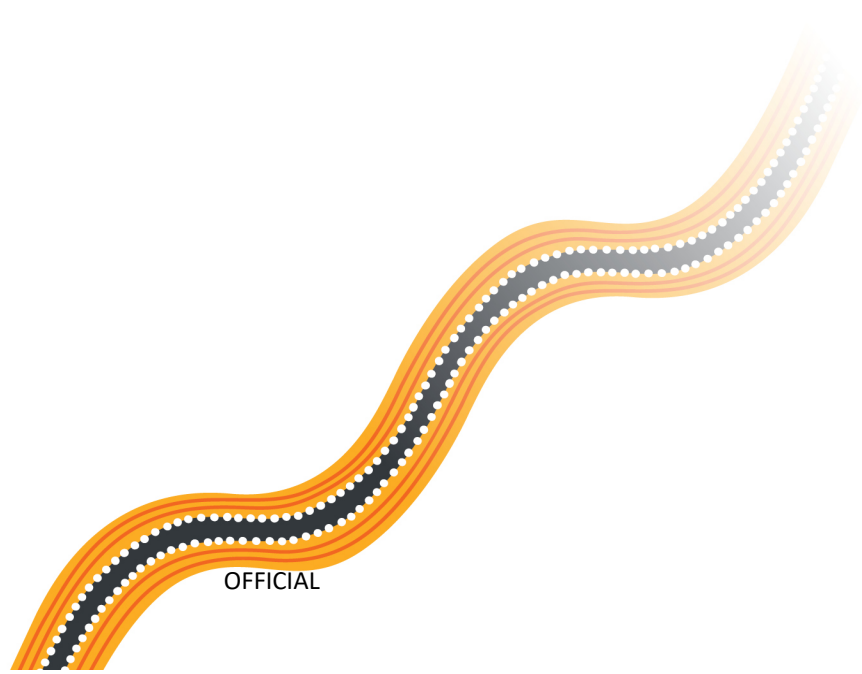
Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation’s First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples’ cultural and spiritual connections to the land, waters and seas and their rich contribution to society.



Document history and approval

Document attributes

Title	Submission to the Australian Human Rights Commission Temporary Exemptions <i>Disability Standards for Accessible Public Transport 2002 (Cth)</i> <i>Disability (Access to Premises – Buildings) Standards 2010 (Cth)</i>
Author	Asset Management Branch

Issue	Date	Description
1	19 May 2023	For executive approval before issue to the Australian Human Rights Commission

Document approval

Approvals recorded through the electronic briefing note system.

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1 Executive Summary

The Australian Human Rights Commission issued temporary exemption conditions dated 9 June 2022, to member organisations of the Australasian Railway Association (ARA) with respect to various provisions of the *Disability Standards for Accessible Public Transport 2002 (Cth)* (DSAPT) and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* (Premises Standards).

The temporary exemptions are for a 5-year period and are subject to the agencies addressing conditions related to reporting, asset upgrades and/or implementation of procedures designed to assist people with disability receive an equivalent level of access as all other customers.

This submission is for the ARA member organisations in NSW, comprising Transport for NSW (TfNSW), Sydney Trains, NSW Trains (operating as NSW TrainLink) and Transport Asset Holding Entity (TAHE).

1.1 Enterprise approach to disability compliance management

TfNSW adopts a holistic approach to compliance management that integrates the expertise from various divisions and disciplines across the organisation. These areas include strategic policy and planning, asset management, and operational functions with accountabilities across the asset lifecycle. The figure below illustrates the principles and dynamics that support TfNSW's disability compliance management approach.

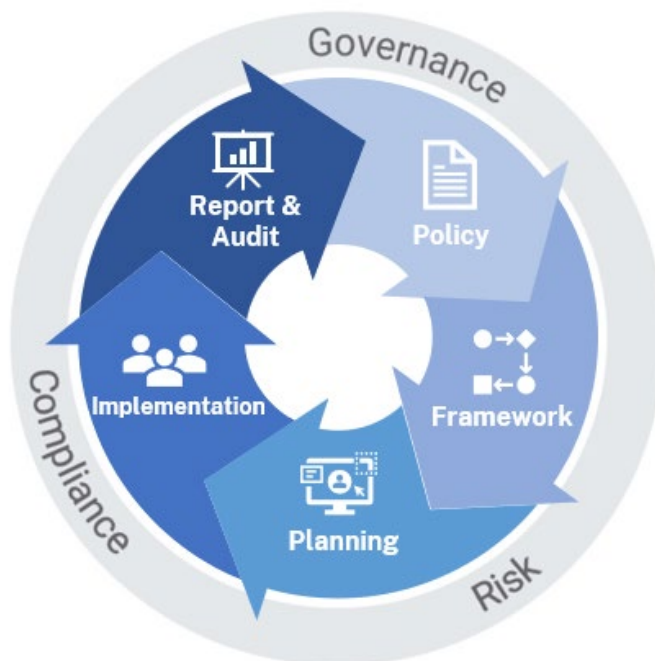


Figure 1: Framework for TfNSW Disability Compliance Management

TfNSW's compliance management approach is underpinned by a range of policies and frameworks. These include, but are not limited to, enterprise compliance, asset management and safety management.

TfNSW's planning process adopts a coordinated enterprise level prioritisation process which supports the budget process and drives an outcomes-based model of investment prioritisation and decision-making. The objective for each year is to optimise effort and investment to outcomes and produce a single view of Transport's budget priorities for the next financial year, covering submissions for the State Budget, opportunities to reprioritise within existing Transport budgets, and priorities reflected in the Transport Asset and Services Plan.

The following figure contains an overview of the prioritisation process:

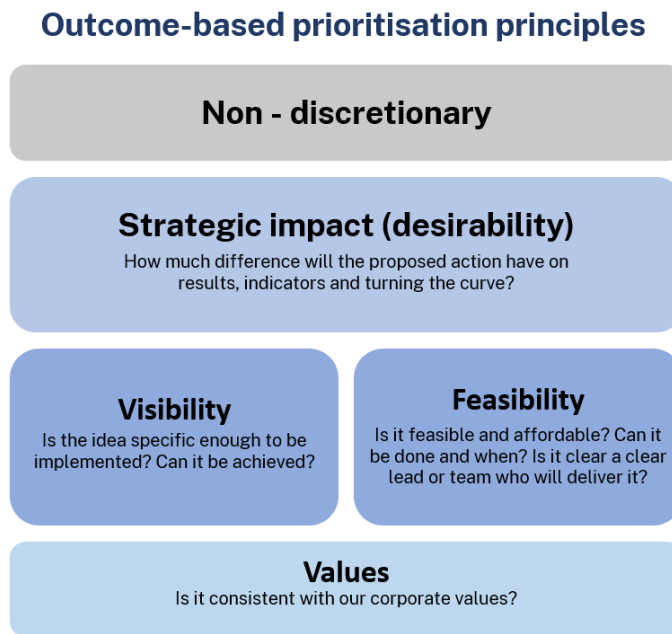


Figure 2: Outcome based proritisation principles

This process enables a consistent shortlisting of and investment in initiatives based on their strategic value, readiness to proceed, urgency and impact on customer outcomes.

1.2 Actions being taken to improve accessibility

The following table contains a summary of the actions currently being taken to improve customer outcomes and manage risks, and the actions being taken to improve outcomes towards achieving full compliance:

Item	Current actions in progress	Actions to improve compliance
Enterprise-wide actions	<ul style="list-style-type: none"> • Implement existing safety management system • Provide implementation of operational controls and procedures. • Regular reporting pursuant to the conditions of the temporary exemptions • Implement Standards Management Framework • Implement Technical Supplier Assurance framework • Manage complaints • Engagement and consultation with people with disability 	<ul style="list-style-type: none"> • Deliver Disability Compliance Management Strategy including: <ul style="list-style-type: none"> - Gap analysis - Risk assessment - Financial modelling - Decision making criteria - Prioritisation framework • Implementation of standards suite <ul style="list-style-type: none"> - Technical standard - Application guide - Technical information • Asset upgrades, for example the Transport Access Program and fleet upgrades • Related initiatives, for example the Disability Inclusion Action Plan and Transport Asset Custodian Platform

Item	Current actions in progress	Actions to improve compliance
Clause 2.1, Unhindered Passage	<ul style="list-style-type: none"> • Implement enterprise actions • Perform testing of gap fillers 	<ul style="list-style-type: none"> • Continuation of risk management actions • Strategy per Section 5.1.3 • Estimated cost of gap filler installation is \$17M with completion possible by 2029.
Clause 2.6, Access paths – conveyances	<ul style="list-style-type: none"> • Implement enterprise actions • Implement rolling stock strategy • Prioritise access paths on single deck carriages to maximise the balance of accessibility and network operation 	<ul style="list-style-type: none"> • Continuation of risk management actions • Strategy per Section 5.2.3.2 <p>New rollingstock projects are currently being delivered to replace the majority of the ageing fleet which have been in operation pre DSAPT 2002. This fleet investment is in excess of \$3B which will further increase the operational fleet numbers on the network together with DSAPT compliance prior to 2032.</p>
Clause 2.8, Access paths - extent of path	<ul style="list-style-type: none"> • Implement enterprise actions • Prioritise access paths on single deck carriages to maximise the balance of accessibility and network operation 	<ul style="list-style-type: none"> • Continuation of risk management actions • Strategy per Section 5.3.4 • In conjunction with infrastructure upgrades, new rollingstock projects are currently being delivered to replace the majority of the ageing fleet which have been in operation pre DSAPT 2002. This fleet investment is in excess of \$3B which will further increase the operational fleet numbers on the network together with DSAPT compliance prior to 2032.
Clause 6.4, Ramps	<ul style="list-style-type: none"> • Implement enterprise actions • Direct assistance with ramps and staff/crew assistance • Provide information on boarding 	<ul style="list-style-type: none"> • Continuation of risk management actions • Strategy per Section 5.4.3 • Estimated cost of platform, track and/or conveyance modifications is projected to be in the hundreds of millions, with a program targeted well beyond 2032
Clause 8.2, Boarding devices	<ul style="list-style-type: none"> • Implement enterprise actions • Direct assistance with ramps and staff/crew assistance • Provide information on boarding 	<ul style="list-style-type: none"> • Continuation of risk management actions • Strategy per Section 5.5.4 • Estimated cost of platform will be captured by the platform, track and/or conveyance modifications related to Clause 6.4 which is projected to be in the hundreds of millions of dollars with a program targeted well beyond 2032.

Table 1: Actions being taken to improve accessibility across the enterprise and in relation to the exemption conditions

2 Introduction

Transport for NSW (TfNSW), established in November 2011, is the lead agency of the NSW Transport organisation. 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 public transport in NSW. These include road, rail, ferry, light rail, point-to-point, regional air, community transport, cycling and walking.

The Transport Asset Holding Entity (TAHE), Transport for NSW (TfNSW) and its operating agencies Sydney Trains, 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)* (DSAPT) and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* (Premises Standards). The DSAPT and Premises Standards are collectively referred in this paper as the Disability Standards.

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

- DSAPT Clause 2.1 ‘Access Paths – Unhindered passage’ and Premises Standards Clause H2.2(1) - Accessways
- DSAPT Clause 2.6 ‘Access paths – Conveyances’
- DSAPT Clause 2.8 ‘Access Paths - Extent of path’
- DSAPT Part 6.4 Ramps - Slope of external boarding ramps
- DSAPT Part 8.2 Boarding - When boarding ramps must be provided

Transport for NSW remains committed to improving accessibility outcomes for our customers and is developing a strategy to manage the completion of all remaining compliance requirements under the Disability Standards, which we recognise has been a complex challenge for all jurisdictions.

There are multiple technical and financial constraints involved in trying to upgrade ageing infrastructure within the required timeframes while maintaining operational capacity. The interfaces between the premises, infrastructure and conveyances also introduce further challenges to ensuring accessibility throughout the customers’ journeys.

Significant investment and work continue across the network. This includes over \$2.2bn invested in improving access to train stations and ferry wharves for people with disability through the Transport Access Program. Fleet is also a large contributor to providing an accessible transport service, with TfNSW targeting that rolling stock is compliant with DSAPT as the rolling stock is progressively being upgraded. Where new trains replace older trains, for regional and intercity services, these have been designed with people with disability so that they are accessible and inclusive for all our customers.

3 Background

3.1 Timeline of key rail infrastructure and rolling stock upgrades

Since the introduction of the *Disability Discrimination Act 1992*, TfNSW has progressively upgraded NSW transport infrastructure with an aim of becoming a world leader in accessible public transport. Accessibility upgrades to the NSW network have been planned and implemented over multiple tranches in the form of the Easy Access Upgrades and Transport Access Program.

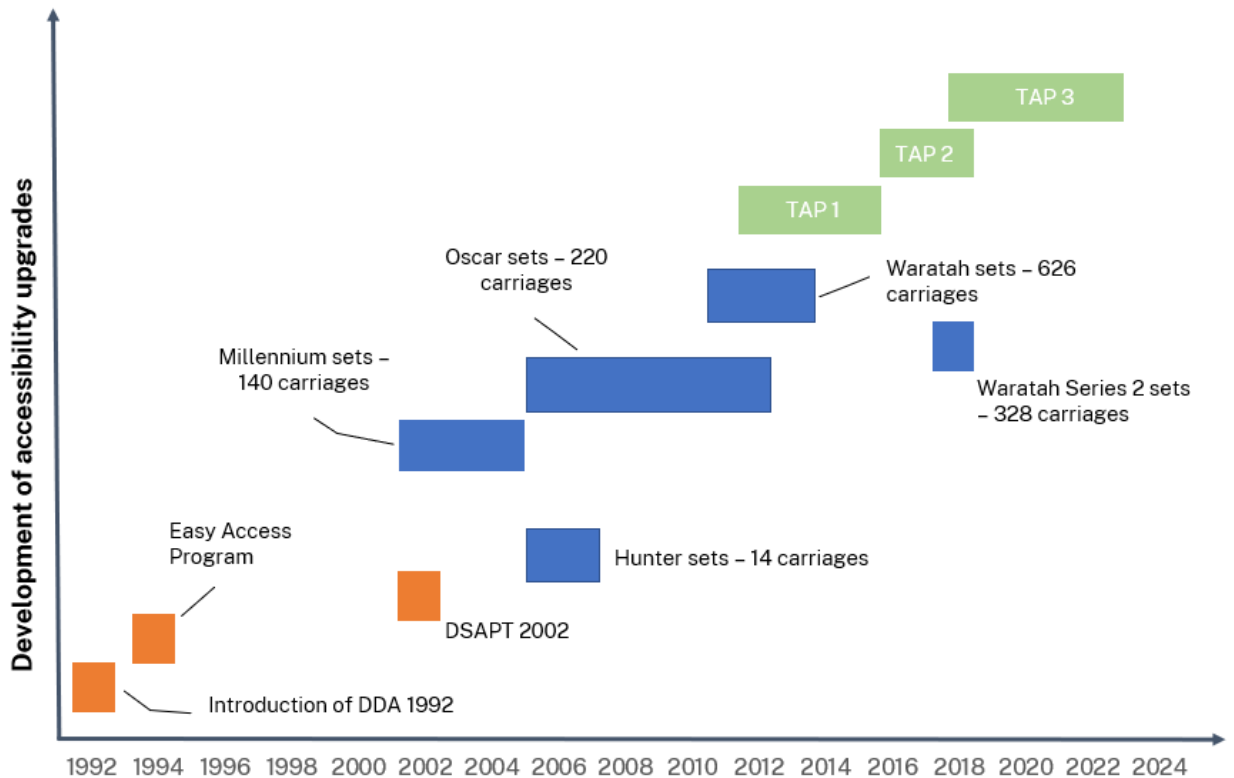


Figure 3: Timeline of milestones of DDA and DSAPT and the relation to Transport Access Program and rolling stock upgrades

3.2 Transport Access Program

The Transport Access Program (TAP) is delivering safe, modern and accessible public transport infrastructure. The projects improve access to train stations and ferry wharves, for people with disability or limited mobility, and parents and carers with prams.

The percentage of rail and ferry customers with access to accessible stations/wharves has increased as a result of the Transport Access Program, with more than 93% of customer journeys now beginning from accessible locations. Almost 87% of all journeys start and finish at accessible locations (based on data for the periods January and February 2023).

3.2.1 Previous Tranches (TAP1 & TAP2)

The following figure contains a summary of the project statistics for TAP1.

Transport Access Program Tranche 1				
TAP 1 sub-program	Objectives of sub-program	Examples of items in scope	Timelines	Investments
Easy Access	<p>Improve access to public transport for people with disability, the elderly, and customers travelling with children, and customers travelling with luggage.</p> <p>Stations upgraded to alignment with the Act and the DSAPT.</p>	<ul style="list-style-type: none"> • Lifts • Ramps • Tactile Ground Surface Indicators • Toilets • Handrails 	<p>2011 – 2012</p> <p>2015-2016</p>	<p>Total Investment for TAP 1 & TAP 2 was \$1.2B</p>
Station Upgrades	<p>Improve and upgrade major (non-CBD) and minor stations to provide adequate capacity to meet future growth and support urban renewal.</p>	<ul style="list-style-type: none"> • New buildings • Access upgrades • Signage 		
Park and Travel Safety	<p>Improve and enhance security and safety of passengers and customer perception of security and safety</p>	<ul style="list-style-type: none"> • Security fencing • Lighting • CCTV • Help Points Marking for disabled car parking spaces 		
Wayfinding and signage	<p>Standardise and improve the information available for customers to facilitate easy movement through the transport network.</p>	<ul style="list-style-type: none"> • Directional and information signage 		

Table 2: Project statistics and details of TAP 1

The following figure contains a summary of the project statistics for TAP2.

Transport Access Program Tranche 2				
TAP 2 sub-program	Objectives of sub-program	Examples of items in scope	Timelines	Investments
Easy Access	<p>Improve access to public transport for people with disability, the elderly, and customers travelling with children, and customers travelling with luggage.</p> <p>Stations upgraded to alignment with the Act and the DSAPT.</p>	<ul style="list-style-type: none"> • Lifts • Tactile Ground Surface Indicators • Toilets • Kiss and ride zones • Seating and shelter • Canopies • Taxi bays • Closed Circuit television cameras • Bike racks 	<p>2015 –2016</p> <p>2018 -2019</p>	<p>Total Investment for TAP 1 & TAP 2 was \$1.2B</p>
Commuter Car Parks	<p>Reduce total vehicle kilometres travelled and encourage greater use of public transport.</p>	<ul style="list-style-type: none"> • Multi-storey car parks • Ground level car parks 		
Rural and Regional Interchanges	<p>Support regional transport plans, improve customer experience at weather affected interchanges, and respond to current and future demand for public transport</p>	<ul style="list-style-type: none"> • Toilets • Kiss and ride zones • Tactile Ground Surface Indicators • Seating and shelter • Bike racks • Taxi bays 		

Table 3: Project statistics and details of TAP 2

3.2.2 Current Tranche (TAP3)

The 2022/23 budget announced a further \$240.2 million in capital expenditure has been allocated to continue the upgrade of train stations (\$342.4 million over four years).

Of the 373 stations in NSW, 316 will be classified as either Independent Access or Assisted Access at the completion of TAP 3 which represents 85 per cent of NSW stations or 96 per cent of train patronage. The remaining stations will be considered for upgrade in future tranche.

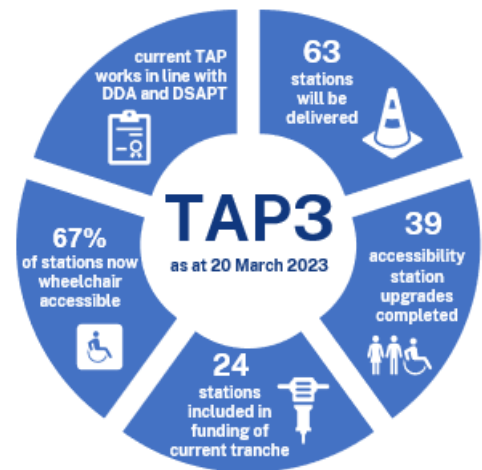


Figure 4: Overview of TAP 3 outcomes as of 20 March 2023



Figure 5: Summary of Transport Access Program outcomes

3.2.3 Planned future tranches

Future accessibility upgrades will further increase the number of accessible stations across the network. TfNSW is committed to providing accessible and inclusive public transport services through ongoing investment in its transport assets. These upgrades and new infrastructure will be progressively delivered.

All stations classified as non-accessible, following the completion of TAP3, will continue to be considered as future projects, with funding to be managed through normal budget processes.

TfNSW determines the priority of upgrades using a prioritisation process which includes evidence-based criteria including:

- Current and future patronage
- The needs and demographics of customers (particularly people with a disability) who use the location

- Whether important services such as hospitals or educational facilities are nearby
- Cumulative impacts of other construction projects
- The accessibility of other nearby transport interchanges and facilities

Information regarding stations classified as independent access, planned works and current pipeline, is provided to the commission as an appendix to this document.

3.3 Rolling stock upgrades

TfNSW is working with people with disability to progress our goal of making all trains in NSW fully accessible. When TfNSW invests in new trains, we make sure they are co-designed with people with disability. By listening to people's lived experiences, their needs and their ideas, we can ensure our new train fleets are delivered to the highest levels of accessibility. For example, people with disability can now move freely on some recent rolling stock such as from the Sydney Growth Trains and other projects.

4 Enterprise compliance management approach

4.1 Disability compliance management approach

TfNSW has adopted an enterprise-wide approach that brings together expertise from strategic policy and planning, asset management, and operational disciplines. These disciplines span across the entirety of the network in terms of accountabilities for geographic regions and the various stages of the lifecycle.

The below figure depicts the relationship between the workstreams that are either directly or indirectly contributing towards uplifting disability compliance.

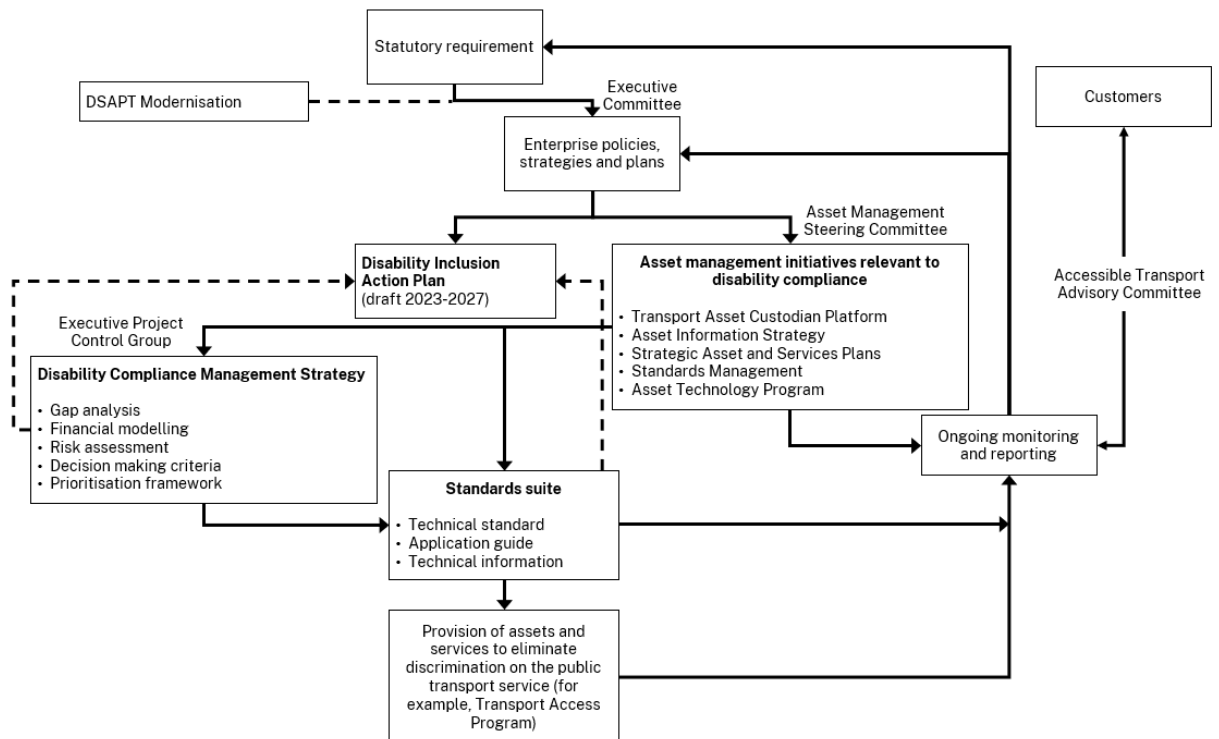


Figure 6: Workstreams on disability compliance management

4.1.1 Future Transport Strategy

The *Future Transport Strategy* is our 40 year vision for a modern and connected roads and public transport network that gives people the freedom to choose how and when they get around, no matter where they live and work.

Find out more about [Future Transport \(nsw.gov.au\)](https://www.nsw.gov.au)

Accessibility remains a core outcome area for TfNSW and will be supported by interdependent asset management workstreams and the next TfNSW *Disability Inclusion Action Plan 2023-2027* is currently under development.

4.1.2 Asset management initiatives

The Asset Management Branch is leading various initiatives that will enable and support improved accessibility outcomes.

A Transport Asset Custodian Platform is being developed to provide a centralised asset register containing asset information such as operational performance, risk exposure, asset condition, maintenance planning and execution. The system is being delivered as a commitment under *TPP 19-07, Asset Management Policy for the NSW Public Sector*. TACP will enable the orchestration and exchange of asset information both through the life cycle and with asset partners and interface with different technical, financial and document repositories that support the asset management system.

The Standards Management Framework outlines the way transport standards are developed, managed and governed for application to assets used in Transport for NSW. The framework aligns the process of setting standards and guidelines to assure a level of quality and reliability considered acceptable. Where possible, industry standards will be used and local standards will only be introduced or retained to promote consistency, specify asset interfaces or control specific network risks.

Transport for NSW operates within an outcomes-based standards regime that encourages innovation, value for NSW and references international best practices. Strategic Asset and Services Plans specify how TfNSW's organisational objectives are converted into asset management objectives, the approach to developing Asset and Services Plans, and the framework that supports achievement of the asset management objectives. Asset and Services Plans provide an annual assessment of the medium-term funding requirements and outline the approach to managing asset performance, condition and risk to meet required service outcomes.

4.1.3 Disability Compliance Management Strategy

TfNSW is currently developing an enterprise-wide *Disability Compliance Management Strategy*. The strategy will define a customer focused approach to improving accessibility that is aligned with the objects of the DDA and intent of the Disability Standards. The objective is to demonstrate an evidence-based approach in prioritising and planning activities to meet statutory obligations under legislation, with a focus on investing in activities that enhance the highest priority outcomes for people with disability, to deliver an accessible state-wide transport system. The strategy has a focus on public transport premises, infrastructure, and conveyances across NSW.

Public consultation with people with disability, families, carers and representative organisations will commence in the first half of 2023 in order to inform the strategy development. The customer focused approach is aligned with TfNSW's strategies and workstreams for advocating outcomes-based approaches to compliance.

The *Disability Compliance Management Strategy* will be informed by various inputs, including:

- Gap analysis of current data and accessibility status
- Risk assessment of the current state and options for improving accessibility
- Financial modelling of the costs needed to implement solutions needed to improve accessibility
- Stakeholder interviews of key roles involved in the delivery of accessibility for customers
- Community consultation to better understand the customer experience of people with disability

4.1.4 Standards suite

Asset Management Branch is developing a suite of technical documents that will provide more clarity to service providers on the enterprise approach for the implementation of the DSAPT and Premises Standards in meeting the objectives of the DDA. The documents will set out TfNSW's requirements in relation to:

- the regulatory requirements being the minimum acceptable standard for accessibility, such that higher levels of access are pursued where practicable
- assurance requirements for assessing, managing and attesting compliance
- methods for managing risk and maximising user benefits when planned accessibility improvement works are constrained by outside factors
- information management, reporting and handover requirements
- seeking to maximise improvements in accessibility and customer outcomes, while taking into account competing factors such as value for money
- enabling better customer outcomes through intelligent compliance rather than simply achieving technical compliance
- requirements for organisations to be authorised to perform disability compliance work, governance and assurance mechanisms

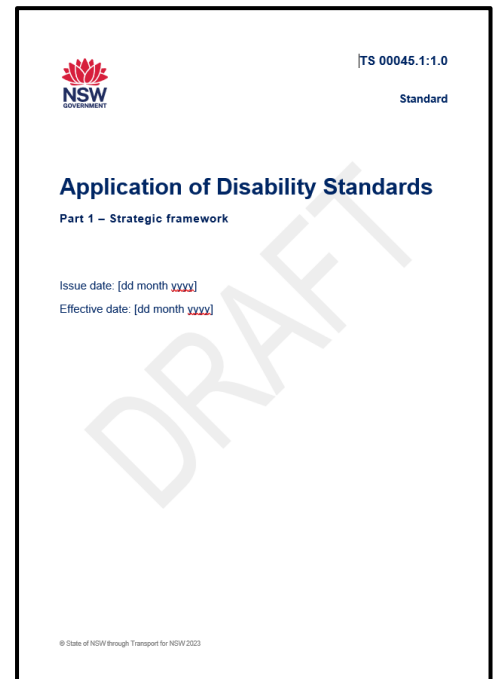


Figure 7: Standard for the application of the Disability Standards

4.1.5 Disability Inclusion Action Plan

TfNSW is in the process of finalising its Disability Inclusion Action Plan for 2023 to 2027. As a legislative requirement, the new DIAP will provide a strategic vision for the role of TfNSW in improving outcomes for people with disability. It will drive the way TfNSW embeds its policies, projects and day-to-day practices around disability inclusion and accessibility for customers, carers and employees. The plan will also seek to address how TfNSW will work towards meeting its compliance requirements under the Transport Standards through the development of the TfNSW Disability Compliance Strategy.

4.1.6 Provision of assets and services

A combination of asset and non-asset solutions is adopted to provide accessible public transport services. Examples of asset solutions are Transport Access Program and fleet upgrades.

4.2 Workstream contributions to compliance management activities

4.2.1 Defining accessibility

Transport for NSW communicates levels of physical accessibility across our assets and public transport services as follows:

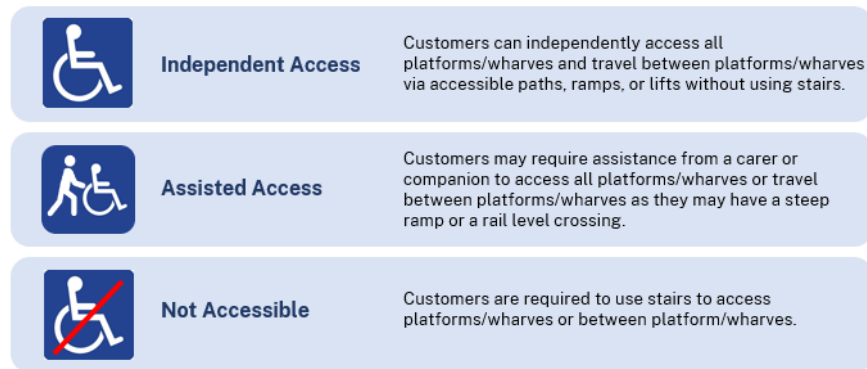


Figure 8: Accessibility ratings

The accessibility classification definitions are focused on accessibility through mobility and have been made available on the public facing website. TfNSW also provides customers with information to assist in journey planning including the availability of accessible feature such as accessible toilets, tactile ground surface indicators and the presence of audio and visual information.

TfNSW is progressing work to define a methodology until such time as a nationally agreed method of measuring and reporting on compliance has been determined. The methodology will be documented in the technical standard suite and take into account the relative customer benefit being realised from each of the provisions under the *DDA* and *DSAPT*. The methodology will be informed by the stakeholder and community engagement being undertaken as part of the *Disability Compliance Management Strategy*. A more measurable definition of disability compliance will be established to enable monitoring and reporting. The definition will be formalised in an upcoming technical standard.

4.2.2 Determining compliance status

In 2020 TfNSW completed an accessibility compliance audit of its train stations, which highlighted the Transport Access Program's role in contributing to TfNSW's network-wide accessibility improvements.

As part of the current engagement for the preparation of an enterprise disability compliance strategy is a package of desktop and site audits to ascertain the current status of premises, infrastructure and conveyances to the extent needed to inform a multimodal and whole-of-network strategy.

A gap analysis is being undertaken as part of the *Disability Compliance Management Strategy* engagement whereby a combination of desktop and site inspections will be performed. The purpose of the analysis is to establish the compliance baseline for all transport modes subject to the *DDA* and *Disability Standards*.

The responsibility and scope of work for determining accessibility status will be documented in the technical standard. Examples of such roles include delivery partners that construct or upgrade assets for TfNSW as well as other service providers.

4.2.3 Developing scope

The approach to developing the scope of work goes through various levels of requirements definition. The requirements begin at the highest level of business requirements, for example providing compliant access paths, and then are defined further into system requirements, and then project specific requirements applicable to the relevant sites.

Depending on the funding constraints and other limitations, the scope of work may undergo further definition or be subjected to the prioritisation process and either excluded or included.

The current prioritisation process that has been applied to the Transport Access Program was developed and endorsed by the Minister for Transport and Infrastructure in November 2016 and was used to inform the prioritised list for TAP 3. Future tranches will take into account lessons learned from previous processes.

The *Disability Compliance Management Strategy* will include a whole of network and multimodal prioritisation framework. This framework will enable scope of works to be identified, defined and prioritised within funding and relevant constraints beyond the current approach. This prioritisation framework will be included in the technical standard prepared by TfNSW for the application of disability standards.

The upcoming technical standard will communicate TfNSW's expectations to service providers. It will specify work that will preferentially focus on solutions that have already been deemed to satisfy the relevant performance requirements. If these solutions cannot be provided for a situation, then alternative solutions may be considered if they offer a demonstrably superior level of access.

4.2.4 Funding projects

Projects are capital funded as part of the enterprise budgeting process. Projects, and the associated funds then prioritised within the relevant funding constraints. The following figure depicts TfNSW's enterprise planning cycle:

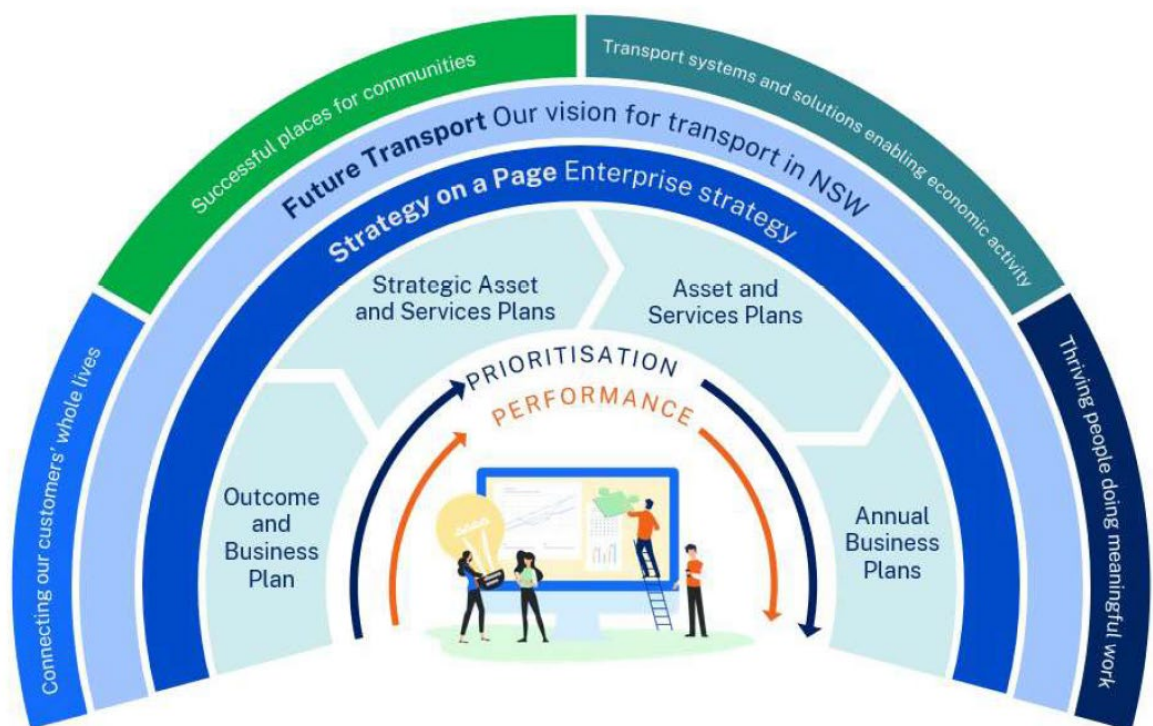


Figure 9: TfNSW's enterprise planning cycle

Coordinated enterprise level prioritisation occurs to support the budget process and drive an outcomes-based model of investment decision-making. The objective is to optimise effort and investment to outcomes and produce a single view of Transport's budget priorities for the next financial year, covering submissions for the State Budget, opportunities to reprioritise within existing Transport budgets, and priorities reflected in the Transport Asset and Services Plan.

The process draws on the scenario planning completed through the annual Asset and Services Planning process. The enterprise outcomes-based prioritisation principles provide a simple model for categorising potential initiatives and opportunities. This process enables a consistent shortlisting of initiatives on the basis of their strategic value, readiness to proceed and urgency. These are then reviewed and prioritised with the respective Ministers in preparation for the Budget process.

4.2.5 Community engagement and representation

As well as delivering improvements to services and infrastructure, TfNSW continues to engage with the disability and ageing sector through regular forums with the Accessible Transport Advisory Committee (ATAC).

The ATAC comprises over 20 disability and ageing representative organisations across NSW and provides independent advice to TfNSW with the aim of improving public and private transport access for people with a disability and older people. Localised consultation and feedback forums are also conducted with people with lived experience to ensure the views and needs of people with disability in the community are considered in the development and delivery of projects and programs.

Customers can also provide feedback to TfNSW via:

- Calling **131 500** (Transport Info)
- Forms on the website **www.transportnsw.info**

4.2.6 Managing complaints

Customers can make complaints to TfNSW through regular feedback channels detailed in Section 4.2.5 or by raising a formal complaint. TfNSW's complaints management process is governed by a customer complaints and feedback policy. Issues subject of complaints pursuant to the DDA or Disability Standards are included in the prioritisation process for future project works.

4.2.7 Reporting status

Information relating to compliance levels and exemptions granted by the Australian Human Rights Commission will be made available pursuant to the conditions of the temporary exemptions.

Further requirements on disability compliance reporting will be defined in the technical standard and form part of the enterprise planning, prioritisation and capital investment process.

5 Responses to temporary exemption conditions

5.1 DSAPT Clause 2.1: Access Paths – Unhindered passage and Premises Standards Clause H2.2 – Accessways

5.1.1 Overview of requirement

The key requirement is for unhindered passage to be available along walkways, ramps and landings and to be in accordance with AS1428.2 (1992) Clause 8.1. The subject of this exemption relates to flange gaps.

5.1.2 Audit findings

TfNSW has conducted an audit of its heavy rail station network and identified 40 stations where level crossings form part of an access path to the station. The audit data is hosted on an online TfNSW database. These locations are also available on the **transportnsw.info** website

**2.1
1(a)** *Audit results which addresses Condition 1(a) of the temporary exemption to 2.1 can be provided to the AHRC upon request..*

5.1.3 Strategy for improving accessibility

TfNSW's strategy for achieving compliance with clause 2.1 of the DSAPT is to eliminate the horizontal and vertical flange gaps by using a suitable product, or if the gap cannot be eliminated then reduced below 55mm using the product. This strategy involves the following stages:

- Product trial to assess suitability within an operational rail environment
- Prequalification assessment of the product to provide assurance that the product is fit for purpose to be installed across the rail network (TfNSW's Type Approval process which is based on AS 7702 Rail Equipment Type Approval)
- Divisional budgeting and prioritisation, with inclusion of the installation works in the Asset and Services Plan
- Subject to funding availability, mobilisation and delivery of the remedial works
- Ongoing monitoring, repair and upgrade as part of the maintenance regime
- Assessment of accessibility being provided and comparison against the requirements of equivalent access provisions under the legislation

A product has been identified and is undergoing a two-stage trial process.

Phase 1 of the trial is being conducted in a non-pedestrian setting to establish product suitability within an operational rail environment. The current pilot location is Coledale.



Figure 10: Gap filler product currently in trial

Albion Park is the second trial location that has been chosen. Based on the status report for the period 20 October 2022 to 5 March 2023, the average horizontal flange gap was reduced to approximately 0.5mm. The vertical flange gap was reduced to approximately 2mm. During this period, there were a combination of passenger and freight trains travelling over the product.



Figure 11: Gap filler product currently under trial in a non pedestrian, main line setting

Upon conclusion of Phase 1, the product will undergo assessment for approval to be deployed across the heavy rail network in accordance with TfNSW's type approval process and relevant Australian Standards.

Phase 2 of the trial will be conducted in a controlled pedestrian environment. Phase 2 trials are scheduled for completion by the end of 2023.

The selected locations are all part of the Transport Access Program (TAP 3) program of works.

2.1
1(b)

The strategy for flange gap remediation was developed in addressing Condition 1(b) of Section 2.1 (Unhindered Passage) under Part A of the exemptions from the DSAPT.

The estimated average cost to remedy each location with the product is \$185,000 per single track. This cost is inclusive of design, supply and installation of the product. The estimated total cost to remedy all locations is \$17M.

2.1
1(d)

The proposed cost estimates for flange gap remediation address Condition 1(d) of Section 2.1 (Unhindered Passage) under Part A of the exemptions from the DSAPT.

The remedial works will be prioritised for the locations where the flange gaps currently exceed the exemption conditions. The total package of works will address all locations where the flange gaps do not meet DSAPT compliance.

The estimated time to fully remedy the flange gaps will be subject to funding availability. It is expected that full remedy within six years is realistically achievable for the following reasons:

- The risks have been communicated and understood by the executive, such that there is a high likelihood that the enterprise prioritisation process will result in the remedial works being included into the Asset and Services Plan for funding and delivery
- Installation of each product at a location can be achieved during a weekend possession
- Subject to a successful trial and type approval outcome, the remedial work is expected to commence FY 2024-25

2.1
1(c)

The proposed time frame estimates for flange gap remediation address Condition 1(c) of Section 2.1 (Unhindered Passage) under Part A of the exemptions from the DSAPT.

5.1.4 Alternatives considered

Grade separation is an alternative to using an approved product to reduce the flange gaps to a minimum of 55mm, however is typically not a viable alternate. This is because in many instances the provision of grade separation results in a longer journey from origin to destination and therefore diminishes the customer experience and defeats the purpose of improving accessibility.

Furthermore, to achieve grade separation, it is necessary to acquire land from private land owners in order to construct lifts and pathways that service the overpass. Although there are mechanisms in place for compulsory acquisition of land, TfNSW does not see this as equitable to surrounding land owners or tenants whose livelihood will be affected through the process of compulsory acquisition. The preferred option is flange gap fillers to address the problem at hand.

5.2 DSAPT Clause 2.6: Access paths – Conveyances

5.2.1 Overview of requirement

The key requirement is for unhindered passage to be available throughout conveyances with a minimum width of 850mm, except where there were conveyances before the commencement of DSAPT then the minimum width is 800mm. These dimensions apply to doorways and stairs, and between entrances, exits, allocated spaces and other essential facilities for passengers using wheelchairs and other mobility aids. Trains are required to fully meet these requirements by 31 December 2032 as set out in the scheduled at DSAPT Part 5.1.

5.2.2 Status of the passenger rolling stock fleet

The rolling stock fleet is generally compliant with the requirements of DSAPT Clause 2.6. There are dimensional constraints within the conveyances that mean that the 850mm access paths may be limited at the train car stairs. Some of the older Regional Fleet including the XPT, Endeavour and Xplorer models have restricted openings and require assisted access however these are due to be retired as part of the overall \$2.8B project investment being made on the new Regional Rail Fleet.

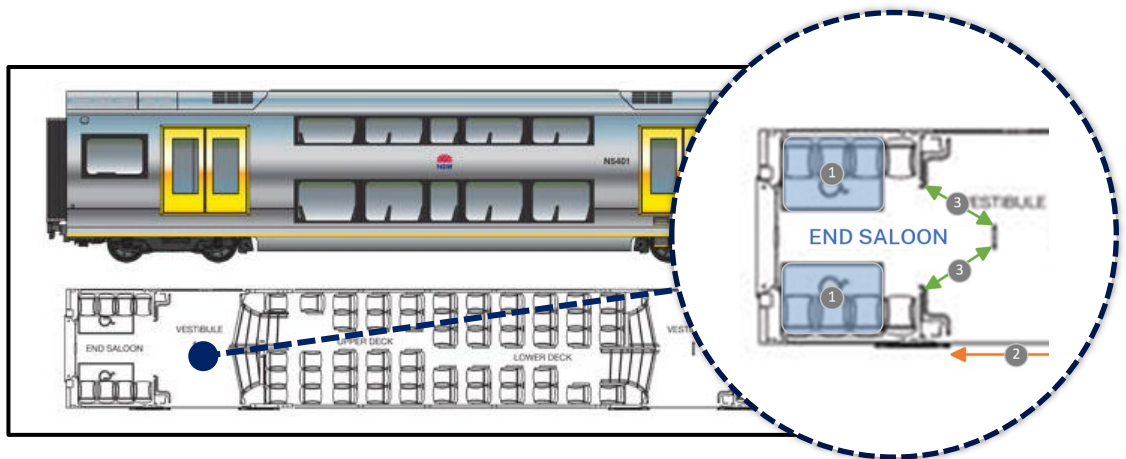


Figure 12: A Waratah train interior illustration showing the allocated accessible spaces in the vestibules.

1. Wheelchair Zones 2. Accessible Doorway Clearance 3. Minimum Access Path Widths

2.6
5

The access between the entrance of rail conveyances to the allocated spaces is compliant with DSAPT Clause 2.6. The access paths between the entrance of the rail conveyances and other essential facilities generally complies and will be improved as part of the Regional Rail Fleet upgrade.

5.2.3 Strategy for improving accessibility

5.2.3.1 Strategy for improving accessibility regarding width of passage on conveyances

TfNSW's strategy for achieving compliance with clause 2.6 of DSAPT is to maximise accessibility to a practical limit within the physical constraints of the rolling stock and the financial and operational limitations of the broader public transport service.

Noting the current compliance status of the rolling stock fleet, the key limitation in achieving full compliance with Clause 2.6 relates to the internal stairways. The management approach is to provide compliant allocated spaces within convenient proximity of the entrances, thereby removing the need to use the stairs.

This is represented in the following figure which shows that as accessibility is improved, there may be a consequent impact on the customer throughput along with increased crowding and waiting times.

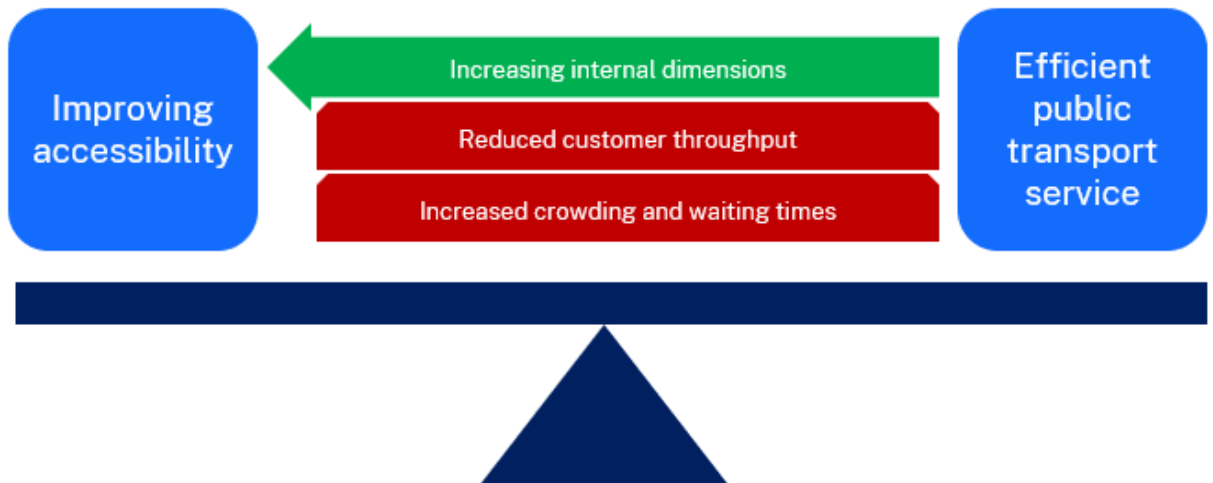


Figure 13: Relationship between actions taken to improve accessibility and potential impacts to service delivery

TfNSW has technical standards that specifically reference the DSAPT requirements. Compliance to TfNSW standards is a mandatory requirement. Whilst TfNSW cannot grant concessions to legislation, the standards specifically reference the DSAPT requirements for convenience and to ensure suppliers understand the requirements. This is particularly important because the supply chain comprises both local and international suppliers.

TfNSW has also developed a rolling stock strategy which identifies:

- The type of rolling stock
- The provider of the rolling stock
- The lifecycle stage of the rolling stock in terms of entering service, mid-life and design life expiry
- Projects being undertaken
- Milestones such as contract or asset decisions, and asset disposal

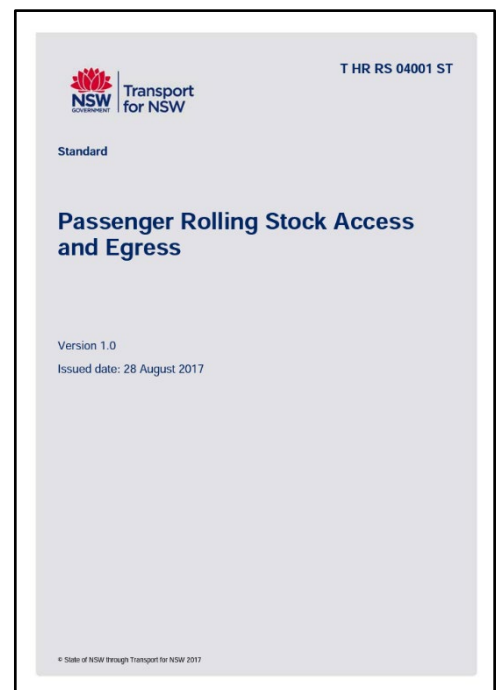


Figure 14: Cover page of Passenger Rolling Stock Access and Egress

The rolling stock strategy sets out the pathway towards asset upgrades. The scope of the upgrades takes into account the DSAPT compliance requirements.

5.2.3.2 Strategy for improving accessibility from the boarding point

TfNSW has considered the customer benefits associated with extending the accessibility requirements within conveyances to the boarding point. Extending the application of the conveyance requirement would mean the provision of unhindered passage at the boarding point and along the entire length of the platform. The overarching outcome being sought is that customers can conveniently access the boarding point, and from there, conveniently access the conveyance.

TfNSW's strategy for supporting improvements at the boarding point is to provide Boarding Assistance Zones (BAZ) and implement procedures to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available.

Sydney Trains and NSW TrainLink generally provide line markings on platforms at stations to indicate the BAZ, which is the most suitable boarding point for people using mobility aids. The BAZ is also in close proximity to Help Points which further provides communication and assistance. External decals on trains also assist in ensuring customers board from areas that have accessible features including allocated spaces and help points.

It should be noted though that customers using mobility aids can enter any door of our rail cars with direct assistance. Operationally, 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 (where provided). The access path is through the inter-car door and this is generally the case for our intercity and regional fleet services operated by NSW TrainLink.

2.6
1 *The operational details of how equivalent access is provided at doorways of the rail conveyance address Condition 1 of Section 2.6 (Access Paths - Conveyances) under Part A of the exemptions from the DSAPT.*

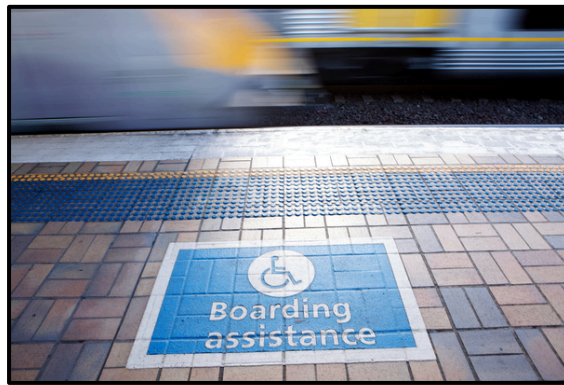


Figure 15: An example of boarding assistance marking on platform at Central Station

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 people using mobility aids.



Figure 16: Station staff preparing to assist a customer at Central Station

2.6
2&3 *The allocation of BAZ signage and operational details of train staff assisting passenger boarding at rail conveyances addresses Condition 2 & 3 of Section 2.6 (Access Paths - Conveyances) under Part A of the exemptions from the DSAPT.*

Access paths throughout the length of double deck trains are not accessible to customers with limited mobility due to the double deck design of some of our conveyances.

Information on accessible travel options and how to obtain assistance is readily available on the TfNSW website at transportnsw.info.

Sydney Trains has also rolled out a digital initiative to assist staff in providing improved customer service when undertaking boarding assistance. The new Boarding Assistance Application (MyStation) runs on station staff mobile phones, removing the need for traditional paper-based processes and allowing staff to be available and remain visible to customers. MyStation App includes helpful information on passenger numbers, whether or not the destination station is attended, lift outages, wheelchair information, among others.

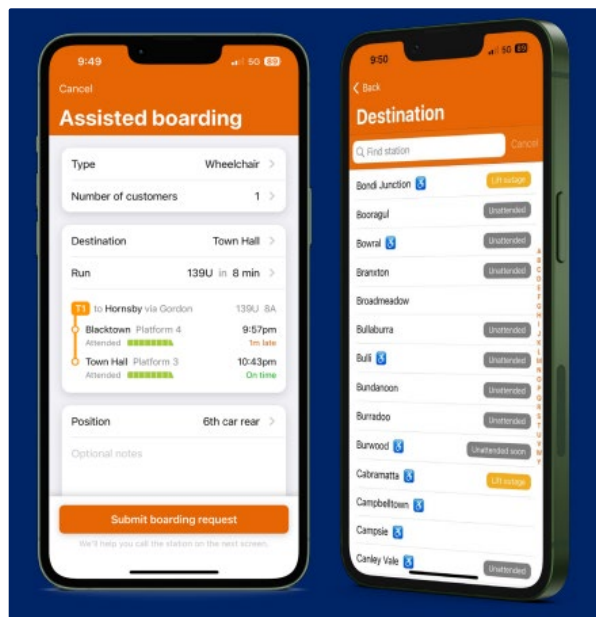


Figure 17: MyStation Boarding Assistance App



Figure 18: Customer alighting on platform using boarding ramp

TfNSW's strategy for achieving compliance with clause 2.6 of the DSAPT is to be read in conjunction with the measures taken to satisfy clause 2.8 conditions. Further details are provided in New Rollingstock Projects of this document.

2.6
5

The strategy referenced above is provided in response to Condition 5 of Section 2.6 (Access Paths - Conveyances) under Part A of the exemptions from the DSAPT.

5.2.4 Safeworking procedures during incident

TfNSW and its operators (Sydney Trains and NSW TrainLink) have safety procedures in place for the safe and timely evacuation of people with a disability who require assisted access from conveyances in the event that an evacuation is required, including in the event of an emergency.

These procedures are located on the RailSafe website, accessible at the [Network Procedures page](#).

The RailSafe website provides operators and rail workers access to obtain the latest safeworking information. The website has the latest versions of the Network Rules, Safeworking policies and procedures.

It should be noted that these procedures are not publicly available on the RailSafe website due to security constraints.

It is recognised that the *Disability Standards for Accessible Public Transport Guidelines 2004 (Cth)* note that passengers will accept constraints that are part of the safe and effective operation of public transport services, and that there are limits on what may be practicable for providers and operators to supply in some circumstances.

5.2.5 Alternatives Considered

For existing rolling stock that was sourced after DSAPT came into effect, the only alternative would be to perform modifications to the seating and internal configuration of the train cars. This would result in a reduction in usable space for all customers and therefore reduce the quality and timeliness of the passenger transport service across the network because of the diminished number of passengers per train car, increased crowding and waiting times at stations. In addition this would have a further impact to the overall customer journey times especially if they are using other transport modes. The reduction in overall customer outcomes across the network by modifying the existing train cars is considered to outweigh the benefit of improving access within the conveyances. The cost to modify the rolling stock to accommodate the compliant access paths is also considered to be prohibitive to the benefit of improving access.

5.2.6 Management plan

A current management plan to set controls on how staff manage passengers and methods used to educate passengers on the availability of the alternative boarding point and staff assistance is available on the TfNSW website [Access to trains | transportnsw.info](#)

2.6
4

The management plan referenced above is provided in response to Condition 4 of 2.6 (Access Paths - Conveyances) under Part A of the exemptions from the DSAPT.

5.3 DSAPT Clause 2.8: Access Paths - Extent of path

5.3.1 Overview of requirement

The key requirement is for access paths to extend from the entrance of a conveyance to the facilities or designated spaces provided for passengers with disabilities, with allowance for up to 50 mm of an adjacent allocated space to be used as part of the access path. If an access path cannot be provided, the operator must provide equivalent access by direct assistance.

In assessing the compliance of access paths on conveyances with respect to clause 2.8 of DSAPT, consideration is given to the level of effectiveness, amenity, availability, convenience, dignity and safety of the provision. This approach is in accordance with the DSAPT Guidelines 2004 and the referenced performance requirements set out in AS1428.2 (1992) Clause 7. As such, minor departures are assessed on a case by case basis to determine whether the DSAPT requirements are satisfied.

5.3.2 Status of the current operational passenger fleet on the NSW network

The status of all the current operational rollingstock on the NSW network can be provided to the AHRC upon request.

5.3.3 Consideration for access to upper and lower decks

Consideration has been given to the provision of access paths throughout the entirety of double deck trains. The implications are that significant internal redesign would be required, with an estimated loss of between 20% and 25% of the seats. This would have a net detrimental effect on all customers as depicted in Figure 19 below.

If such an upgrade were to be undertaken, then the majority of the fleet would need to be taken out of service to the detriment of the network and the travelling public. Changes to the internal stairs may also reduce the structural integrity of the carriage.



Figure 19: A visibility impaired customer sitting in a vestibule area (double deck train)

Newly introduced fleet provides accessible spaces at the entry points and utilises single door or assisted boarding. Where possible, this denoted location is near train crew staff which is important especially when the station is unmanned. TfNSW currently display passenger information decals and line marking that delineates the assisted boarding door. From a customer perspective it allows for consistent messaging around where and how assistance is provided in order to board a service.

Operationally, this also assists on board staff to remain vigilant and focus on specific areas along the platform to easily identify when a customer is in need of assistance. This is critical when the length of some platforms are in excess of 200 metres and this assists in maintaining on time running and reducing dwell times at the platforms. However, it is important to note that where a customer wants to board elsewhere, staff will accommodate that request if they are able to do so and subject to operational requirements.



Figure 20: Station staff assists in the platform management and directs passengers to alternative boarding points when required

5.3.4 Strategy for improving accessibility

Similarly to Safeworking procedures during incident, TfNSW's strategy for achieving compliance with clause 2.8 of the DSAPT is based on measures taken to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available.

2.8
1 *The operational details of how equivalent access is provided at doorways of the rail conveyance address Condition 1 of Section 2.8 (Extent of path) under Part A of the exemptions from the DSAPT.*

As outlined in Safeworking procedures during incident, TfNSW's strategy for supporting improvements in access is to provide Boarding Assistance Zones (BAZ) and implement procedures to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available.

2.8
2&3 *The allocation of BAZ signage and operational details of train staff assisting passenger boarding at rail conveyances addresses Condition 2 & 3 of Section 2.8 (Extent of path) under Part A of the exemptions from the DSAPT.*

Further to the strategies and as part of fleet upgrades the OSCAR H Set has been identified as having an accessibility limitation with respect to the dimensions of the access path to the accessible toilet. This limitation will be addressed when the H Set is replaced by the new Mariyung fleet. As part of TfNSW's strategy in meeting its DSAPT obligations customers will benefit with the progressive rollout of 610 brand new carriages as part of the Mariyung fleet in addition to 29 new trains forming:

- 10 long regional and 9 short regional trains which will replace the current XPT and XPLOER services, and
- 10 regional intercity trains which will replace the current Endeavour fleet.

Refer to section 5.3.5 regarding key features of these two significant projects.

5.3.5 New Rollingstock Projects

5.3.5.1 *Mariyung Project*

The Mariyung project is delivering a new, state-of-the-art fleet of intercity trains that will provide a new level of comfort and convenience for the thousands of customers who travel between Sydney and the Central Coast and Newcastle, the Blue Mountains, and the South Coast.

Some of the key accessible features include:

- The improved accessibility of the new fleet will make the intercity network more accessible for people with a disability and those with mobility constraints. The new fleet will provide better connections to places and opportunities for employment, education, business and recreation,
- The Mariyung Fleet is designed to comply with the current DSAPT requirements and has consulted throughout the project regarding equivalent access solutions.,
- The fleet will feature wheelchair access and priority seating, with dedicated accessible spaces located close to doors, windows and amenities –including customer help points,
- On average each carriage will have two accessible areas located next to the vestibule (Fig 22)
- The total fleet procurement for the project consists of 610 carriages in which each 10-car train consist will have two accessible toilets. While the new fleet will offer the same number of toilets as the current Oscar trains, it will be a significant improvement on the V Set trains which have no accessible toilets (Fig 23)
- The trains will feature more accessible communication, including internal and external information screens, digital voice announcements, hearing induction loops and announcements signaling the closing of carriage doors,
- To help customers move more easily between decks, the new trains will feature redesigned stair geometry designed to DSAPT requirements.
- The Mariyung Fleet is the most accessible and inclusive double deck train fleet in NSW.

The allocated budget for this project is \$2.8B with a significant portion being for the manufacture of the 610 new carriages.



Figure 21: New Mariyung Fleet at Kangy Angy rail depot



Figure 22: Mariyung train showing the allocated wheelchair spaces

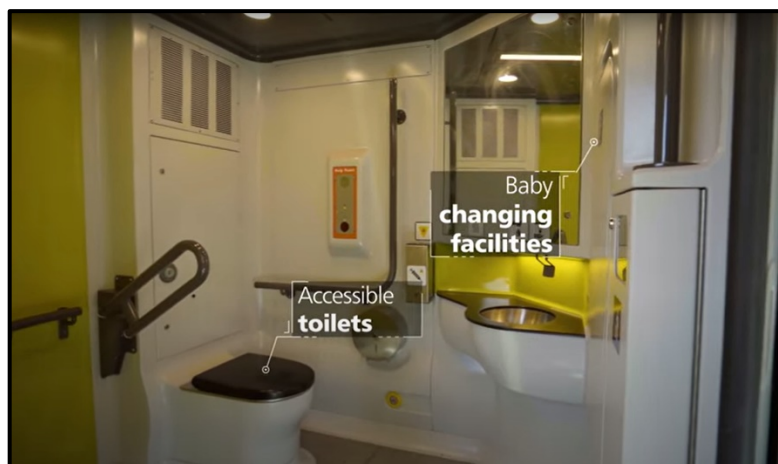


Figure 23: Mariyung train with accessible toilet

5.3.5.2 Regional Rail project

In addition to the Mariyung project, TfNSW is investing a further \$2.8B on the new Regional Rail project. This project will further improve compliance with the introduction of 29 new trains replacing some of the older NSW TrainLink fleets. This includes the ageing XPT, Endeavour and XPLOERER fleets.

Some of the key accessible features include;

- The new regional fleet is being designed in order to provide a new level of comfort, convenience and accessibility for all of our customers,
- All allocated accessible spaces will be located on cars towards the centre of the train and will have access paths to all accessible toilets which are compliant with DSAPT
- All trains will have single deck carriages, wider doors than the current fleet priority/accessible seats, accessible toilets and spaces for customers using mobility aids,
- Real-time, internal and external visual displays and announcements will help customers keep track of their journey,

- Hearing augmentation in all passenger areas will assist customers with hearing impairment,
- Trains will also feature accessible help points. The new fleet will enable easier access to all areas of the regional rail network,
- Accessible spaces will be fitted with tray tables,
- All trains in the new Regional Rail fleet will contain accessible toilets, and all toilets will have baby changing facilities,
- Colour schemes of handrails and bathroom features are being designed to help those with vision impairment move around with ease, and in line with DSAPT requirements.
- Braille signs with tactile text will be available in the toilets, in line with DSAPT requirements,
- The new fleet will also have dedicated spaces for customers using mobility aids. NSW TrainLink staff can also provide customers with on-board assistance if needed,
- The new fleet will feature a retractable external step which will automatically extend from the train's door to the platform gap or where the platform is significantly lower than the train floor level. The technology is integrated into the train door system and the step will extend automatically at required stations,
- A manual boarding ramp will also be deployed by staff to enable access for passengers who are unable to use the steps,
- Handrails will be located on the inside of each train door to help passengers stabilise themselves when boarding and alighting the train.



Figure 24: Artist's Impression – New Regional Rail Fleet (*may differ slightly to actual*)



Figure 25: Artist's impression – Proposed interior showing allocated wheelchair accessible spaces (may differ slightly to actual)

In relation to provisions from the premises and infrastructure, the current access paths to Boarding Assistance Zones (BAZ) are determined primarily from an operational perspective rather than DSAPT compliance as legacy infrastructure does not allow all platforms to provide an access path to all boarding doors. This is further exacerbated where there is curvature in the platform and track alignment causing greater gaps between the conveyance and the platform edge.

It should be noted that due to continued investments made year on year in the development of the TAP program further investigations are being explored in which DSAPT requirements like level access could be further adopted. Where this option is not viable then the project investigates other measures where the compliant grade (max 1 in 8) can be achieved.

2.8
5 The strategy outlined above is provided in response to Condition 5 of Section 2.8 (Extent of path) under Part A of the exemptions from the DSAPT.

5.3.6 Alternatives Considered

No viable alternatives are available whilst current double-deck conveyances remain in operation.

5.3.7 Management plan

A current management plan which sets out the controls on how staff manage passengers and the methods used to educate passengers on the availability of alternative boarding points and staff assistance is available on the TfNSW website [Access to trains | transportnsw.info](https://www.transportnsw.info).

2.8
4 The management plan referenced above is provided in response to Condition 4 of Section 2.8 (Extent of Path) under Part A of the exemptions from the DSAPT.

5.4 DSAPT Clause 6.4: Ramps - Slope of external boarding ramps

5.4.1 Overview of requirement

The key requirement is for the slope of an external boarding ramp to not exceed 1 in 14 for unassisted access, 1 in 8 for unassisted access where the ramp length is less than 1520 mm, and 1 in 4 for assisted access.

5.4.2 Status of Existing Platforms and Boarding Ramp Grades

The below table contains a summary of the boarding ramp gradients applicable to surveyed platforms across both the metropolitan and regional train station network. The findings conclude that the majority of platforms provision for either assisted or independent boarding ramp access.

Boarding Ramp Grades	Metropolitan Train Platforms	Regional Train Platforms
less than 1 in 8 (Independent Access)	253	12
between 1 in 4 and 1 in 8 (Assisted Access)	312	38
greater than 1 in 4 (not accessible)	17	38

Table 4: Boarding ramp gradients across metropolitan and regional train stations at the conclusion of the TAP 3 upgrades.

Fifteen of the platforms exceeding the maximum gradient for assisted access have already been identified by Transport Access Program (TAP 3) program of works where platform upgrades have either been completed or are due for completion by 2023-24. Project timelines for the TAP3 program are available on the TfNSW website: [TAP 3 | Transport for NSW](#).

The remainder of platforms exceeding maximum gradient for assisted access are subject to a further review into the current accessibility methods being provided, with an intent to assess for inclusion in future planning of platform resurfacing or regrading works.

5.4.3 Strategy for improving accessibility

TfNSW's strategy for achieving compliance with clause 6.4 of the DSAPT is based on current operational measures and future planned upgrades. Due to the variety of rollingstock and varied platform heights and geometries, the gap between the train and the platform can differ between different rolling stock. Site constraints and legacy infrastructure at many stations means that significant structural and track works with considerable impact on the network is required to achieve compliance. Due to large cost implications and heritage limitations, localised solutions are being considered, such as raising sections of a platform, to improve accessibility and support independent access.

The slope of external boarding ramps is ultimately determined by the difference in height between the platform and the entry door. TfNSW will analyse the physical configuration of its platforms, track and fleet to identify the combinations of asset configurations that result in variances in boarding ramp gradients. It is expected that the analysis will indicate the maximum and minimum gradients that would be achievable with the current platform configurations with various conveyance types. This data will then be used to inform a prioritisation and remedial works program that may comprise:

- Provision of a balanced approach to improving manual boarding ramps gradients
- Minimisation of the impact on staff and customers with respect to practical ramp weight, practical maneuverability, remaining path length once the ramp is deployed, and ramp deflection when loaded.
- Modifications to platforms, track and/or fleet



Figure 26: TAP 3 Project at Wollstonecraft completed in Feb 2023. Works include platform raising work to bring platforms level with train carriages.

6.4
1(a)

The strategy for boarding ramp remediation and platform level upgrades was developed in addressing Condition 1(b) of Section 6.4 (Slope of external boarding ramps) under Part A of the exemptions from the DSAPT.

The estimated cost to remedy each platform varies substantially between is \$1.0m - \$5.0m per platform, therefore the estimated total cost to undertake platform upgrades at all relevant locations across the network is expected to be in the hundreds of millions and will be subject to future funding approval/s.

The project planning will prioritise the locations where the boarding ramp grades currently exceed the exemption conditions. The total package of works will address all locations where the platform heights do not facilitate DSAPT compliance.

The estimated time to fully for the platform upgrade, works will be subject to future funding approval/s. Subject to funding it is expected that the upgrades could likely be achievable within seven years for the following reasons:

- Comparative project scope and time frames from previous TAP3 (Transport Access Programs) were considered in the developing time estimates
- Platform upgrades can be achieved over 3 possessions
- Considerations for subsequent Tranches have been included in the TAP3 program and strategic direction has been provided in *Future Transport Strategy*

6.4
1(b)

The proposed cost and time estimates for boarding ramp and platform level upgrades remediation address Condition 1(b) of Section 6.4 (Slope of external boarding ramps) under Part A of the exemptions from the DSAPT.

5.4.4 Alternatives Considered

Due to continued investments made year on year in the development of the TAP program further investigations are being explored in which the DSAPT requirements like level access could be further enhanced. If this option is not viable then the project investigates other measures where the compliant grade of a maximum of 1 in 8 can be achieved.

As part of the TAP project requirements where a compliant grade of a maximum of 1 in 8 of the boarding ramp at the Boarding Assistance Zone (BAZ) cannot be achieved, level access from the platform to the train shall be provided. If level access cannot be achieved then the project needs to further explore options in order to meet DSAPT. Some options being investigated include;

1. If the provision of level access of the platform height is not always viable, then the project must demonstrate that raising the platform to level access has been investigated so far as is reasonably practicable (SFAIRP),
2. If level access of the platform height cannot be achieved, raise the platform to SFAIRP to minimise the overall gradient in order to achieve a compliant maximum grade of 1 in 8 of the boarding ramp shall be provided.

5.4.5 Management Plan

TfNSW has Site Incident Management Plans (SIMP) which are station specific and these plans are regularly updated when things change. Staff are briefed on these plans and undertake periodic evacuation exercises.

A management plan is available at **Temporary Exemptions to the Disability Standards for Accessible Public Transport – Part 2.6 and 2.8 | Transport for NSW**.

6.4
1(c)

The management plan referenced above is provided in response to Condition 1c of Section 6.4 (Slope of external boarding ramps) under Part A of the exemptions from the DSAPT.

5.5 DSAPT Clause 8.2: Boarding - When boarding devices must be provided

5.5.1 Overview of requirement

The key requirement is boarding ramps are to be provided at accessible entrances to conveyances where there is a vertical rise exceeding 12mm or a horizontal gap exceeding 40mm.

The new Regional Rail fleet will be equipped with inbuilt retractable ramps. The ramps are built into the door sills and extend to further enhance accessibility outcomes for passengers.

5.5.2 Boarding provisions for existing rail conveyances

NSW metropolitan platforms are equipped with boarding ramps. All regional rail services carry boarding ramps on-board, the effect of which is that all platforms are supplied with a boarding ramp.

The physical configuration of the station platforms (particularly curved platforms) and different models of fleet have resulted in varying gaps at the boarding points across the network.

TfNSW provides accessible boarding points through a combination of the following:

- Boarding points that have physical dimensions compliant with DSAPT clause 8.2, with vertical gaps less than 12mm and horizontal gaps less than 40mm
- Staff at stations and train crew who provide assistance to customers with the use of manual boarding device. Where a station is unstaffed, then train crew provide the necessary boarding assistance.



Figure 27: Station staff use boarding ramps to assist customers to board / alight the train. Typical boarding ramp at Central Station

Station staff and train crew implement an operational procedure where assistance is provided to customers whilst trains are in service. Operationally, single door boarding via direct assistance

occurs to both mitigate the train to platform gap but also to ensure a customer can access all on board facilities, such as toilets (where provided) through the inter-car door.

Dedicated boarding points have been designated at selected locations along platforms. These dedicated points have signage indicating their locations.



Figure 28: Typical Boarding Assistance Zone (BAZ) at Central Station

External decals on trains also assist in ensuring customers board areas that have accessible features including allocated spaces and help points.

8.2
1&3

The boarding provisions outlined above are provided in response to Condition 1 & 3 of Section 8.2 (When boarding devices must be provided) under Part A of the exemptions from the DSAPT.

5.5.3 Provision of information about boarding points

Information about boarding points is available across various channels and they include,

- Transport Staff
 - Trained Transport Staff, both station and train crew, are available to assist customers to utilise the portable boarding ramps. Customers are advised to contact their departure station and inform staff of their needs if they require staff assistance, including whether a boarding ramp is required. Customer service attendants can also be provided to assist when alighting,
 - At unstaffed stations, customers are advised to wait in the designated area (BAZ) for assistance from train crew. All frontline staff are trained to provide direct assistance to customers using a portable boarding ramp.
 - Staff are regularly briefed on the Site Incident Management Plan (SIMP) specific to each station. These SIMPs are regularly updated as circumstances change. Staff are briefed on these plans and undertake periodic incident / evacuation exercises.
- MyStation App
 - Sydney Trains have rolled out an initiative to help staff in providing improved customer service when undertaking boarding assistance (MyStation App). The My Station app is on all station staff mobile phones removing the need for old paper-based processes thus allowing staff to be more mobile and remain visible to customers on the platform. Staff have commented that the application has considerably improved boarding procedures with clear benefit for customers with disability



Figure 29: Digital apps such as the My Station – Boarding Assistance App was rolled out to Sydney Trains staff who render customer boarding assistance.

- **Transport Info Line**
 - Customers with disabilities and who require extra assistance can call **131 500** (press 5).
 - Generally, on booked services of the NSW TrainLink regional fleet, there are defined cars with an accessible space as not all cars can currently 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 (where provided). These details will be recorded and passed on to on-board staff. Information on NSW TrainLink facilities can also be found at **transportnsw.info**.
- **NSW TrainLink General enquiries**
 - Customers can advise NSW TrainLink of their needs by calling **13 22 32** or by visiting their nearest Sales Agent to make their booking.

8.2 *The boarding point information above is provided in response to Condition 2 of Section 8.2 (When boarding devices must be provided) under Part A of the exemptions from the DSAPT.*

5.5.4 Strategy for improving accessibility

TfNSW strategy for achieving compliance with clause 8.2 of the DSAPT involves a combination of measures to provide the necessary level of access. These measures include:

- Perform works to modify asset configurations to reduce the vertical gaps to less than 12mm and horizontal gaps to less than 40mm,
- Provision of boarding assistance devices at stations that are staffed,
- Market review of powered assistance devices and the benefit and viability of deploying across the rail network,
- Desktop and site audits to identify asset configurations that result in vertical gaps of more than 12mm vertical and horizontal gaps to less than 40mm. This audit process is being undertaken as part of the project to develop an enterprise disability compliance strategy,
- Review of operational procedures and identification of opportunities to improve access provisions,

- Review of emergency response procedures to ensure safety is maintained and takes into account potential impacts from the location of customers with a disability being concentrated or distributed along the length of the conveyance and platform,
- Continuous improvements for the provision of information about boarding points,
- Managing and reporting on complaints

5.5.5 Alternatives Considered

- Investigate power assisted boarding devices across the entire network,
- Undertake a comprehensive risk assessment of all the platforms and prioritise locations where there is a vertical rise exceeding 12mm or a horizontal gap exceeding 40mm.

5.5.6 Complaints management

Managing complaints outlines TfNSW's process for managing complaints. Any specific issues relating to passenger boarding will be identified through a review of accessibility complaints. Relevant findings, within the 12 month period preceding this submission, of TfNSW's failure to provide access, including equivalent access, are to be documented in a report of de-identified complaints and provided to the Commission. Respective locations of train stations that are the subject of such complaints will be included in the reporting as well as in the prioritisation process for future project works.



The complaints processes detailed above are provided in response to Condition 7 of Section 8.2 (When boarding devices must be provided) under Part A of the exemptions from the DSAPT.

6 Appendix A – AHRC temporary exemptions conditions

The following content has been sourced from the AHRC decision issued 9 June 2022 and is provided in this paper for ease of reference.

6.1 DSAPT Clause 2.1: Access Paths – Unhindered passage and Premises Standards Clause H2.2 - Accessways

For a period of 5 years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on existing rail premises or existing rail infrastructure, subject to the following conditions:

1. the ARA member concerned conducts an audit of flange gaps at existing crossings against s 2.1 of the Transport Standards and cl H2.2 of the Access Code in the Premises Standards and provides a written report to the ARA and the Commission within 12 months setting out:
 - (a) the findings of the audit, including identifying each station where a level crossing forms part of an access path and, for each location, the nature of the non-compliance and the mode of rail travel.
 - (b) strategy demonstrating the proposed actions for remedy in each location identified in the audit by:
 - i. eliminating the flange gaps with a suitable product
 - ii. reducing the flange gaps to a maximum horizontal width of 55mm, or
 - iii. phasing out by grade separation
 - (c) the proposed time frames for the remedy in each location, and
 - (d) the proposed expenditure to remedy each location, so that the member may achieve compliance with the Transport Standards by the end of the exemption period
2. the ARA member concerned takes prompt and reasonable steps to implement the strategy at each of the locations identified in the audit
3. the ARA member concerned provides reports to the Commission every 12 months following the audit identifying:
 - (a) each station and the relevant mode of rail where a level crossing forms part of an access path
 - (b) the progress made to implement the strategy at that location
 - (c) the actual expenditure incurred in implementing the remedy at each location in the previous 12 months, expressed as a dollar figure and as a percentage of total budget, and
 - (d) the percentage rate of improvement of access paths through level crossings by eliminating, reducing or phasing out flange gaps on access paths in accordance with condition 1, and
4. the ARA member makes these reports available on its website throughout the exemption period.

6.2 DSAPT Clause 2.6: Access paths – Conveyances

For a period of 5 years, an access path is only required at a single door of existing rail conveyances, subject to the following conditions:

1. equivalent access is provided at an alternative door of the rail conveyance in the following circumstances:
 - (a) if an allocated space is not available
 - (b) to ensure access to unique facilities, including an accessible bathroom (where provided), or
 - (c) to ensure a passenger can both board and alight the rail conveyance
2. within 12 months of the grant of this exemption, the ARA member utilising this exemption installs signage in close proximity to the primary boarding point to notify passengers with mobility disability how access can be achieved through an alternative entry point, with staff assistance if required
3. the ARA member utilising this exemption reports to the Commission within 12 months of the exemption confirming the completion of the installation of the signage
4. within 3 months of the grant of this exemption, the ARA member utilising this exemption 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
5. the ARA member utilising this exemption provides a written strategy to the ARA and the Commission within 12 months of this exemption to demonstrate how the member intends to provide access paths between the entrance of a conveyance and the allocated spaces and other essential facilities for passengers with disabilities, including the relevant mode of rail travel, its proposed time frames for actioning this strategy, and proposed expenditure for that action so that the member may achieve compliance with the Transport Standards by the end of the exemption period
6. the ARA member utilising this exemption provides reports to the Commission every 12 months from the date of this exemption setting out the member's progress toward providing access paths between the entrance of a conveyance and all allocated spaces and facilities for passengers with disabilities, including:
 - (a) the number of conveyances over which this exemption is claimed and the relevant mode of rail travel
 - (b) the actual expenditure incurred in implementing the strategy in the previous 12 months, expressed as a dollar figure and as a percentage of total budget, and
 - (c) the safety procedures and staff training in place to ensure the safe and timely evacuation of people with disability from conveyances in the event that evacuation is required, including in the event of an emergency, and
7. the ARA member utilising this exemption makes these plans and reports available on its website throughout the exemption period.

6.3 DSAPT Clause 2.8: Access Paths - Extent of path

For a period of 5 years, an access path is only required at a single door of existing rail conveyances, subject to the following conditions:

1. equivalent access is provided at an alternative door of the rail conveyance in the following circumstances:
 - (a) if an allocated space is not available
 - (b) to ensure access to unique facilities, including an accessible bathroom (where provided), or
 - (c) to ensure a passenger can both board and alight the rail conveyance
2. within 12 months of the grant of this exemption, the ARA member utilising this exemption installs signage in close proximity to the primary boarding point to notify passengers with mobility disability how access can be achieved through an alternative entry point, with staff assistance if required
3. the ARA member utilising this exemption reports to the Commission within 12 months of the exemption confirming the completion of the installation of the signage
4. within 3 months of the grant of this exemption, the ARA member utilising this exemption 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
5. the ARA member utilising this exemption provides a written strategy to the ARA and the Commission within 12 months of this exemption to demonstrate how the member intends to provide access paths between the entrance of a conveyance and the allocated spaces and other essential facilities for passengers with disabilities, including the relevant mode of rail travel, its proposed time frames for actioning this strategy, and proposed expenditure for that action so that the member may achieve compliance with the Transport Standards by the end of the exemption period
6. the ARA member utilising this exemption provides reports to the Commission every 12 months from the date of this exemption setting out the member's progress toward providing access paths between the entrance of a conveyance and all allocated spaces and facilities for passengers with disabilities, including:
 - (a) the number of conveyances over which this exemption is claimed and the relevant mode of rail travel
 - (b) the actual expenditure incurred in implementing the strategy in the previous 12 months, expressed as a dollar figure and as a percentage of total budget, and
 - (c) the safety procedures and staff training in place to ensure the safe and timely evacuation of people with disability from conveyances in the event that evacuation is required, including in the event of an emergency, and

7. the ARA member utilising this exemption makes these plans and reports available on its website throughout the exemption period.

6.4 DSAPT Clause 6.4: Ramps - Slope of external boarding ramps

For a period of 5 years, for existing rail conveyances, where the relationship between the platform and rail carriage means that an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4, ARA members are not required to provide staff assistance in ascending or descending the ramp, subject to the following conditions:

1. within 12 months of the exemption, the ARA member utilising this exemption undertake data mapping of all stations and stops state-wide to identify the relevant locations where an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4 and provide to the Commission:
 - (a) a report setting out its findings from the data mapping, including identifying the locations at which an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4 and the relevant mode of rail travel
 - (b) a written strategy on how platforms can be improved at nominated boarding points on a case-by-case basis, including time frames for action and planned expenditure for the improvements, and
 - (c) a safety management plan addressing the safety procedures and staff training in place to ensure the safe and timely evacuation of people with disability from conveyances at these locations in the event that evacuation is required, including during an emergency
2. the ARA member utilising this exemption ensures that service users can obtain information about restricted access at any particular rail station or infrastructure:
 - (a) at the location of the restriction
 - (b) via the ARA members' websites and downloadable fact sheets
 - (c) in person at Travel Centres, where they exist
 - (d) via a telephone call to the Customer Contact Centre, where available, and
 - (e) via any other forms of communication provided by the ARA member (such as a mobile application)
3. the ARA member utilising this exemption reports to the Commission annually thereafter on:
 - (a) the number of locations where an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4 and the relevant mode of rail travel impacted
 - (b) progress to demonstrate how the boarding ramp gradients are being improved at each station
 - (c) actual expenditure on the required works at each station in the last 12 months, expressed as a dollar figure and as a percentage of total budget
 - (d) the measures in place to ensure communication of assisted access to service users, and
 - (e) the safety procedures and staff training in place to ensure the safe and timely evacuation of people with disability from these locations in the event that evacuation is required, including during an emergency

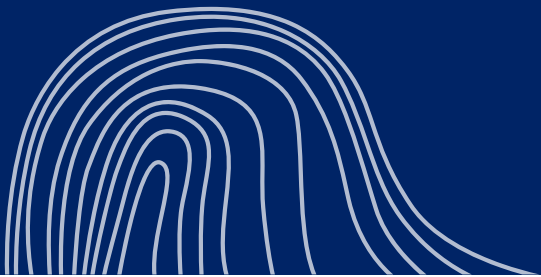
4. the ARA member utilising this exemption makes these reports available on its website throughout the exemption period, and
5. any ARA member utilising this exemption provides free travel for any assistant accompanying a person with disability who requires assistance to use the ramps between 1 in 8 and 1 in 4 and publicises the free travel arrangements:
 - (a) at the location of the restriction
 - (b) on the ARA members' websites and downloadable fact sheets
 - (c) at Travel Centres, where they exist
 - (d) to enquirers calling the Customer Contact Centre concerning access, where relevant, and
 - (e) via any other forms of communication provided by the ARA member (such as a mobile application).

6.5 DSAPT Clause 8.2: Boarding - When boarding devices must be provided

For a period of 5 years, a manual or power assisted boarding device is only required at a single door of an existing rail conveyance, subject to the following conditions:

1. equivalent access is provided at an alternative door of the rail conveyance, including clear communication of the method for signaling for staff assistance if required at the equivalent access location, in the following circumstances:
 - (a) if an allocated space is not available
 - (b) to ensure access to unique facilities, including an accessible bathroom (where provided), or
 - (c) to ensure a passenger can both board and alight the rail conveyance
2. any ARA member utilising the exemption ensures that service users can obtain information about specified boarding points at any particular rail station or infrastructure, including information about the way passengers can signal for assistance from staff if required at any equivalent access location:
 - (a) at any platform at which there is a specified boarding point, including at any equivalent access location
 - (b) via the ARA members' websites and downloadable fact sheets
 - (c) in person at Travel Centres, where they exist
 - (d) via a telephone call to the Customer Contact Centre, where available, and
 - (e) via any other forms of communication provided by the ARA member (such as a mobile application)
3. any ARA member utilising this exemption ensures that assistance is provided at each station at all times that the station is operating in deploying the assisted boarding device for passengers who require assistance boarding and alighting a rail conveyance without the requirement for passengers to book or make prior arrangements for assistance
4. any ARA member utilising the exemption provides a report to the Commission and the ARA within 12 months of the grant of this exemption on:
 - (a) the number of conveyances over which this exemption is claimed, including the relevant mode of rail travel

- (b) the number of stations where an assisted boarding device is provided only at a single door of any conveyance consistent with this exemption
 - (c) the measures taken to ensure that staff and passengers are adequately informed of:
 - i. the doors of rail conveyances at which boarding devices are available, and
 - ii. the equivalent access measures available, including how passengers can signal for assistance from staff at the equivalent access location
 - (d) the safety procedures and staff training in place for the safe and timely evacuation of people with disability from conveyances at locations where an assisted boarding device is only provided at a single door of a conveyance in the event of a need to evacuate, including an emergency, and
 - (e) measures taken to ensure that assistance is provided to passengers at each station at all times the railway is operating, whether by the driver of the conveyance or by ensuring sufficient staff are available at stations to assist passengers through the deployment of the assisted boarding device, the number of staff at each station and the roles in which they are employed, and the planned and actual expenditure incurred in implementing these measures, expressed as a dollar figure and as a percentage of total budget
5. the report be updated every 12 months
 6. the ARA member utilising this exemption makes the report available on its website throughout the exemption period, and
 7. the ARA member utilising this exemption provides de-identified reports to the Commission on any complaints made to it or an external agency (of which the ARA member is aware) alleging a failure in the provision of access, including equivalent access. The report should identify the station that was the subject of the complaint.



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