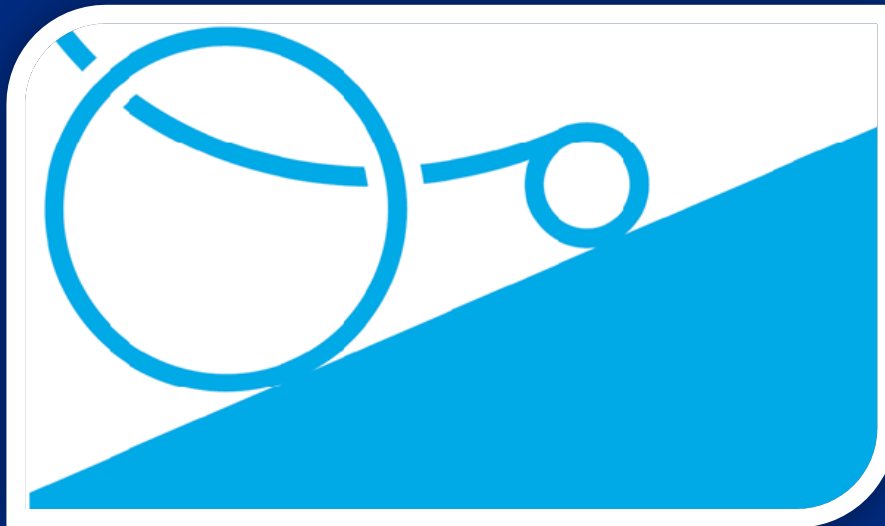




Transport
for NSW

Disability Awareness:

Bridging the gap for an accessible journey



Introduction to Disabilities

People with Physical Disabilities

People with Hearing Impairment

People with Cognitive Disabilities

People with Vision Impairment

Introduction to Disabilities

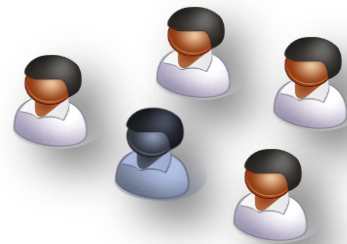
Accessible Journey – Catch Points



Challenge in how we provide services

Opportunity to make a positive impact in the lives of many of our customers

Statistics



20% of the Australian population has a disability of some form. This is 1 in 5 of our customers!

Legal Obligations

Translation

(equity, fairness and continuous improvement)

Amenity
Availability
Comfort
Convenience
Dignity
Cost
Respect
Safety

→ **Approach**

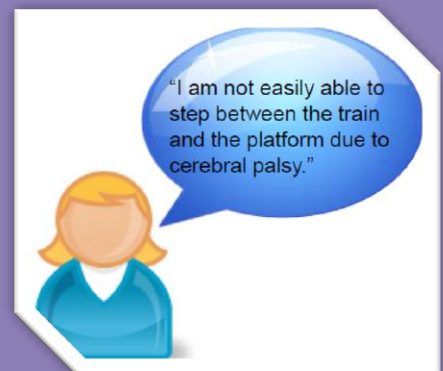
? **Ask**

✓ **Assist**

People with Physical Disabilities

Catch Points

- ✓ Accessible paths of travel
- ✓ Accessible toilets, Opal machines, help points etc.
- ✓ Boarding ramps
- ✓ Boarding Assistance Zones (BAZ)
- ✓ Boarding Assistance Required Hi-Vis Card
- ✓ Boarding Assistance Reminder Slips
- ✓ Wheelchair spaces and priority seats on trains
- ✓ Wide Gate Access Cards and gates
- ✓ Accessible buses/coaches when they replace trains



Statistics

14% of the Australian population has a physical disability of some form. (Australian Bureau of Statistics)



Assisted access station		May be accessible using a motorised mobility aid or a manual wheelchair with help from a friend or carer.
Wheelchair accessible station		Has a step-free path suitable for independent access for a person using a manual wheelchair from one or more station entrances to all platforms. Ramps of 1:14 gradient or better.

Customer Service Tips

- ✓ Reminder Slip
- ✓ Rear door of car 6 is preference
- ✓ Allow and reassure of sufficient time for boarding
- ✓ Wheelchair as part of personal space
- ✓ Inform Guard and interchange/destination station of need for assistance e.g. Boarding Assistance Register Form
- ✓ Know access paths and associated distances
- ✓ Allow manoeuvring space



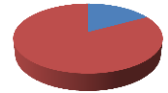
People with Hearing Impairment



Statistics

17% of people in NSW have hearing loss of some degree.

Deaf Society of NSW



Catch Points

- ✓ Clear announcements
- ✓ Well-formatted and colour contrasted signage
- ✓ Clear symbols
- ✓ Simple words and sentence structure
- ✓ Hearing loops
- ✓ Equivalent visual information



Partial hearing loss
Severe hearing loss
Total/profound hearing loss
Deaf Society of NSW

Lip Reading

"...en ou av iid co-o-rin tur o sh."

Only 50% of the English language is visible on the lips.

Royal Institute for Deaf and Blind Children



Customer Service Tips

- ✓ Get person's attention e.g. wave
- ✓ Position yourself in environment e.g. eye level
- ✓ Use facial expressions/visual clues
- ✓ Use pen and paper
- ✓ Clarify
- ✓ Speak naturally
- ✓ Maintain eye contact e.g. take off sunglasses



People with Cognitive Disabilities

Catch Points

- ✓ Experience difficulty when routine is changed e.g. track work
- ✓ Taught to recognise staff and seek assistance
- ✓ Signs, symbols and simple information
- ✓ Travel planning assistance
- ✓ Safety measures e.g. help points

Learn and process information more slowly

Have difficulty with abstract concepts e.g. money/time

Have difficulty understanding interpersonal interactions

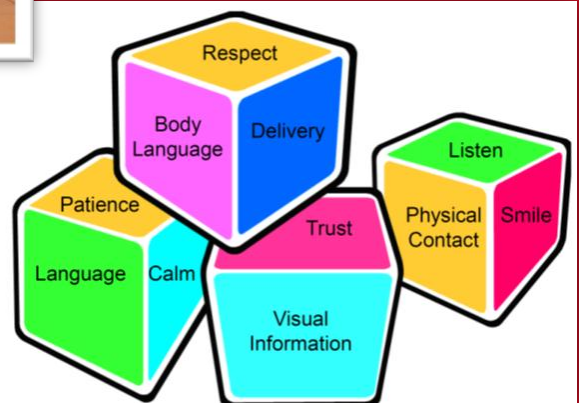
Better Health Channel 2011



"I may respond aggressively or become distressed."



"I experience stress whilst travelling."



Customer Service Tips

- ✓ Identify/introduce yourself
- ✓ Use appropriate language
- ✓ Use respectful tone and volume
- ✓ Use visual information
- ✓ Don't rush
- ✓ Clarify/check for understanding
- ✓ Address inappropriate or unsafe behaviour

Autism

Intellectual disabilities

Memory disorders e.g. Dementia

Acquired Brain Injury

Dyslexia

Down Syndrome

People with Vision Impairment

Cataract
Macular Degeneration
Glaucoma
Diabetic Retinopathy

Catch Points

- ✓ Audio information
- ✓ Tactile and directional tiles
- ✓ Door movement warning announcements/tones
- ✓ Vision Impaired Person Pass
- ✓ Companion Card
- ✓ Braille and tactile signage e.g. toilets
- ✓ Certification of Assistance Animals
- ✓ Yellow doors/handrails and red seats

"I sometimes have difficulty finding staff to ask for help or information."



"I may not be able to see hazards such as spills."



Customer Service Tips

- ✓ Allow and reassure of sufficient time for boarding
- ✓ Wayfind to buses during trackwork
- ✓ Know your station and give specific directions to facilities



Announcements

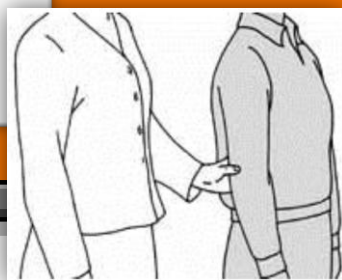
Pace Breathing
Volume Posture
Intonation Technology
Emotion
Stress



Guiding

1. Ask if person would like to be assisted and how
2. Make contact by touching back of their forearm with back of your hand. They will take your arm above elbow
3. Walk at comfortable pace
4. Describe travel path e.g. hazards
5. Ask if person would like to use stairs, lift or escalator

Vision Australia 2001



Guide Dog Etiquette

1. Never touch a person's Guide Dog
2. Talk to the person not the Guide Dog
3. Do not distract, pat or feed a working Guide Dog
4. People using a Guide Dog in harness are legally allowed to enter all public places and use all forms of public transport



I didn't know that...

I can do this to assist...

[illegible]