

ARA17NC/125

30 May 2017

Director – Road Safety Policy and Transport Standards  
Road Safety and Productivity Branch  
Department of Infrastructure and Regional Development  
GPO Box 594  
CANBERRA ACT 2601  
[dsaptwholejourney@infrastructure.gov.au](mailto:dsaptwholejourney@infrastructure.gov.au)

Dear Director

## THE WHOLE JOURNEY GUIDE

Thank you for the opportunity to provide comment on the consultation draft of *The Whole Journey: A guide for thinking beyond compliance to create accessible public transport journeys*.

The Australasian Railway Association (ARA) is a not-for-profit member-based association that represents rail throughout Australia and New Zealand. Our members include rail operators, track owners and managers, manufacturers, construction companies and other firms contributing to the rail sector. We contribute to the development of industry and government policies in an effort to ensure Australia's passenger and freight transport systems are well represented and will continue to provide improved services for Australia's growing population.

The ARA strongly supports the development of The Whole Journey guide to assist in the delivery of a fully accessible public transport journey, and the important recognition of a seamlessly accessible whole of journey experience (beyond public transport), for those with a temporary or permanent disability. The correlation between accessible communities and public transport is intrinsic to the movement of people with a disability, and the design of accessible communities will ultimately increase patronage of public transport services.

Integrated planning and urban design are essential for future proofing new public infrastructure developments and upgrades, however consideration needs to be given to the time, cost and limitations in modifying existing, often significantly aged, infrastructure, and the alignment between transport standards and premises standards.

The overall objective should be the dignity and independent movement of people with a disability; as such less prescriptive and more objective based approaches would encourage innovative and cost effective design solutions, resulting in better functional outcomes for people with a disability. For example, ARA members are focusing not only on improvements to infrastructure and rolling stock, but also on customer

experience innovation for people with a disability. As part of this commitment to continuous improvement, a number of member organisations have created specialist roles within their organisations to advise on access issues and broadened the focus beyond a compliance issue to a whole of network accessible issue.

Please contact Natalie Currey, General Manager for Passenger & Industry Programs via [ncurrey@ara.net.au](mailto:ncurrey@ara.net.au) or 02 6270 4512 for additional information.

Yours sincerely,

A handwritten signature in black ink that reads "Broad". The signature is written in a cursive, flowing style.

Danny Broad  
Chief Executive Officer  
Australasian Railway Association