



# **Temporary Exemptions Report to the Australian Human Rights Commission**

Disability Standards for Accessible Public Transport  
Disability (Access to Premises – Buildings)  
Standards

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## Introduction

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Transport for NSW (TfNSW) was constituted by the *Transport Administration Act 1988* and began operating on 1 November 2011. This integrated transport authority is responsible for planning and policy across all modes of transport in New South Wales.

The rail operational agencies, Sydney Trains and NSW Trains, are responsible for front line service delivery. Their focus is delivering reliable, safe and accessible transport services. Sydney Trains is the operator and maintainer of train services across metropolitan Sydney and also maintains regional NSW rail services other than the Country Rail Network. NSW Trains provides intercity and regional train services under the name NSW TrainLink. Intercity services operate between Sydney, Newcastle, Maitland, Bombaderry, Southern Highlands, and Lithgow whilst regional services operate throughout NSW and into Victoria, Queensland and the Australian Capital Territory.

The rail network in NSW is the oldest and most extensive in Australia. Over 2,000 carriages provide services to 370 train stations in the Sydney Trains, Intercity Trains and Regional Trains networks.

In 2017/2018, the annual Opal patronage for Sydney Trains and NSW TrainLink Intercity services was 345.4 million and 41.4 million journeys respectively. During this time, there were also over 1.6 million booked journeys on NSW regional rail services.

Accessibility across station infrastructure continues to improve through initiatives like the Transport Access Program. The NSW Government, as part of the NSW Budget 2018, has committed a further \$133 million to the Transport Access Program to make more transport services accessible, with upgrades for lifts, escalators and ramps to stations to make it easier for people with limited mobility and parents with prams.

Find out more about the Transport Access Program at [transport.nsw.gov.au](http://transport.nsw.gov.au).

Information about accessible travel across the NSW public transport network, including train stations, is available on the [transportnsw.info](http://transportnsw.info) website or by calling **131 500**.

Customers can obtain a printed copy of the *Accessible Travel* brochure from any staffed Sydney Trains station or by contacting **131 500**. The *Accessible Travel* brochure lists all the stations across the Sydney Trains and NSW TrainLink Intercity network identifying accessibility features and other customer amenities and facilities available at each location.

Large print, braille or audio copies of information around accessible services are also available by contacting **131 500** or through [transportnsw.info](http://transportnsw.info). For customers with hearing or speech impairment, information can be obtained through the National Relay Service by contacting **133 677**.

TfNSW is a member of the Australasian Railway Association (ARA). On 1 October 2015, the Australian Human Rights Commission (AHRC) granted temporary exemptions to members of the ARA in relation to various provisions of the *Disability Standards for Accessible Public Transport 2002 (Cth)* (Transport Standards) and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* (Premises Standards).

TfNSW is actively working with the Australian Government on the review and modernisation of the Transport Standards. Due to the nature and complexity of

infrastructure and fleet delivery, changes and progress between reporting periods is minimal.

TfNSW provides this report on behalf of the rail operating agencies and in relation to exemptions which contain reporting requirements.

This report is for the period 1 October 2017 to 30 September 2018.

To provide feedback in relation to this report, please contact:

Phone: **131 500**

Website: **[transportnsw.info](http://transportnsw.info)**

Postal address: Transport for NSW  
PO Box K659  
Haymarket NSW 1240

## Key Achievements

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Transport for NSW (TfNSW) is committed to delivering better transport for the future of NSW. Current projects and programs are helping to shape our cities, centres and communities to deliver outcomes across infrastructure, freight and technology.

TfNSW continues to focus on delivering strong customer outcomes and improved accessibility through continued engagement and consultation with the disability sector, constructing new and improved infrastructure and fleet and continued innovation in emerging technologies.

A key highlight for TfNSW during this period was the release of the *Future Transport Strategy 2056*. The Strategy sets the 40 year vision, directions and outcomes framework for customer mobility in NSW. Providing accessible services for everyone in the community is identified as one of the six core objectives of the Strategy.

TfNSW also released the *Disability Inclusion Action Plan 2018-2022* which is a key sub-plan of the Strategy. The Plan places the needs of the customer at the centre of planning and decision-making for the transport system. This means delivering high quality services to all customers including those with disability. With over 160 actions, the Plan renews the commitment to reducing and eliminating the barriers people face in accessing public transport, and ensures that everyone in NSW has the opportunity to participate in education, employment, recreation and other aspects of community life.

Outlined below are some other key achievements for the reporting period of 1 October 2017 to 30 September 2018:

- Delivery of 11 station projects under the Transport Access Program with a commitment to funding \$133 million in the next financial year and a further \$882 million over forward estimates taking the total investment to over \$2 billion since 2011.
- Further collaboration and consultation with peak disability and ageing groups in NSW through five Accessible Transport Advisory Committee workshops and over 20 in-depth consultations for projects and programs including Sydney Metro and the New Intercity Fleet.
- Opening of the Newcastle Interchange – a new major transport hub in Newcastle and the Hunter, linking trains, buses, taxis, kiss and ride facilities, and from early 2019, Newcastle Light Rail.
- Commencement of the B-Line bus service – a high frequency, fully accessible, turn up and go double-decker service connecting the Sydney CBD with the Lower North Shore and Northern Beaches.
- Continuation of major infrastructure projects including Sydney Light Rail, Sydney Metro Northwest, Parramatta Light Rail and Sydney Metro City and Southwest.
- Continuation of the Fleet Delivery Program to provide more comfortable, reliable, efficient and accessible rail journeys through delivery of the New Intercity Fleet, Regional Rail, Sydney Growth Trains and Tangara Technology Upgrade.
- Working with industry and research partners to trial highly automated passenger shuttles at Sydney Olympic Park with a view to conduct further trials in regional NSW.

# Temporary Exemptions from the Transport and Premises Standards

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The following information provides an update on the reporting requirements for temporary exemptions granted on 1 October 2015. This is the third yearly report on the temporary exemptions. The reporting requirements are for exemptions to the *Disability Standard for Accessible Public Transport 2002 (Part A)* and exemptions to the *Disability (Access to Premises – Buildings) Standards 2010 (Part B)*.

Numbers and headings contained within this report have been reproduced in alignment to the specific sections of the Transport Standards. The equivalent Premises Standard exemptions are included in parentheses.

## 2.1 Access paths – Unhindered passage (H2.2)

### Temporary exemption: rail premises and rail infrastructure

For a period of five years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on rail premises or rail infrastructure.

#### Reporting requirements for the period 1 October 2017 to 30 September 2018:

##### a) Action taken to improve safe use of level crossings where they form part of an access path

The Level Crossing Improvement Program (LCIP) managed by TfNSW, provides funding to accelerate improvements to level crossings at priority sites across NSW, raise community awareness of level crossing safety issues and promote new technology to improve level crossing safety.

Customers are able to access information on level crossing safety by visiting **transportnsw.info**. Information available includes the safety features of level crossings, general safety advice and further advice for mobility device users using level crossings.

Maintenance works have been undertaken across multiple level crossing sites in NSW to improve safety to ensure they give necessary warnings to road users and pedestrians. These include:

- Bell replacements
- Equipment replacements including motors and pedestrian lights
- Implementation of remote monitoring equipment
- Upgrade of signage and boom mechanisms.

In addition to infrastructure improvements, TfNSW and Sydney Trains also undertake level crossing safety initiatives. During the reporting period these included:

- Continuing the level crossing education campaign, “Don’t rush to the other side” which has been running since 2013.
- Promoting safe behaviours around rail environments through the Sydney Trains Schools Program to over 4000 children.
- Partnering with the TrackSAFE Foundation to promote safety around rail environments including events such as Rail Safety Week.
- Conducting a track crossing campaign for pedestrians in the NSW TrainLink network.

## **b) Progress made in the removal of level crossings**

There are more than 3800 level crossings in NSW. Of these more than 1400 are on public roads. Currently there are 46 stations in the NSW network that have a level crossing forming part of an access path to a rail station. To manage the risk to safety associated with pedestrian and rail interfaces, the closure of level crossings in NSW is to be pursued where it is practical and cost effective to do so.

TfNSW has allocated \$29.2 million (\$7.3 million per annum) for the LCIP between 2014/15 and 2017/18 (TfNSW, Level Crossing Strategy Council, Yearly Report 2014/15). This allows for the planning and completion of priority level crossing upgrades.

## **c) Any developments in research into possible technical solutions for bridging flange gaps**

The Australasian Centre for Rail Innovation (ACRI) is an independent entity with the aim to provide research and innovations for the Australasian Rail Industry on significant challenges and opportunities we face in the rail sector today. ACRI, of which TfNSW is a participant, comprises of all mainland Australian and New Zealand Transport departments, the Office of the National Rail Safety Regulator, Rio Tinto, BHP Billiton, Brookfield Rail and the Australian Rail Track Corporation.

During this reporting period ACRI has completed Stage 1 of a potential two-stage project into minimising the risk to pedestrians from flange gaps in pedestrian at grade level crossings. The aim of the Stage 1 assessment was to:

- identify existing rail flange gap solutions
- identify the key features of these products to test in Stage 2 from both a user, and railway engineering perspective.
- deliver a report summarising the products available and optimal approach to Stage 2 testing and evaluation of the products

The Stage 1 literature review concluded that significant entrapment and trip risks exist with the flange gaps at level crossings, particularly for those using wheel chairs, wheeled walkers, walking canes and prams. There are various flange gap fillers available however these have not been properly evaluated and tested for their effective ability to reduce risks without creating additional hazards.

ACRI is ready to commence Stage 2 lab/field testing based on the Stage 1 outcomes, and is waiting for committee approval.

TfNSW is investigating the feasibility of facilitating a specific level crossing trial within NSW at a suitable location based on the Stage 1 research conducted by ACRI. TfNSW will also continue to monitor trials and research conducted in improvements to level crossings by ACRI and other rail networks in Australia and assist where possible.

## **2.1 Access paths – Unhindered passage (H2.2)**

### **Temporary exemption: existing rail premises and existing rail infrastructure**

For a period of five years, an access path is required to provide entrance and exit only at a single boundary point for existing rail stations where providing access at each entrance would require significant structural building work or not be feasible due to space, topographical or heritage reasons.

## **Reporting requirement for the period 1 October 2017 to 30 September 2018: rail stations which have inaccessible entrances**

Currently 209 stations on the Sydney Trains and NSW TrainLink network are wheelchair accessible.

A list of stations that are accessible and non-accessible is provided in Attachment A.

Accessibility applications, such as alibil.io and NextThere, are also available and specifically designed for customers with a disability to provide information about accessibility across the train network.

Some entrances at some accessible stations do not have step free access. Where this occurs, Wayfinding will assist to direct customers to the accessible entry point. For pre-trip planning, the location of the accessible entry points is available at [transportnsw.info](http://transportnsw.info) and the Sydney Trains *Accessible Travel* brochure.

### **2.4 Access paths – Minimum obstructed width (H2.2)**

#### **Temporary exemption: existing rail premises and existing rail infrastructure**

For a period of five years, for existing rail premises and existing rail infrastructure:

- where the 1200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1000mm may be provided
- the 850mm minimum unobstructed width (applicable to doorways and gateways) is also permitted on access paths for the purposes of passing an obstruction limited to less than 800mm in length
- platform edge warning TGSIs are permitted to intrude into access paths.

#### **Reporting requirement for period 1 October 2017 to 30 September 2018: stations with restricted paths of travel**

All wheelchair accessible stations provide an accessible pathway from the entrance of the station to the boarding point.

Customers are provided with accessibility information through [transportnsw.info](http://transportnsw.info). Additionally, accessibility information can be obtained by customers calling **131 500**. There are also a number of applications available specifically designed to assist customers with a disability to utilise the network such as TripView and abil.io.

Individual station information through [transportnsw.info](http://transportnsw.info) can advise customers of features such as:

- Availability of a lift
- Hearing loops
- Accessible toilet facilities
- Tactile ground surface indicators
- Car parking facilities.

In relation to which stations have restricted paths of travel, this level of detail is not currently recorded. Significant resources are required to achieve this level of detail noting the extent and complexity of the network. Sydney Trains and TfNSW will continue to determine which stations have restricted paths of travel and plan the appropriate response.

Maps which identify the access points from the station entry to the platform level are available for some locations on [transportnsw.info](http://transportnsw.info). This information does not provide restricted paths of travel, rather the means of access and vertical transport available for customers. These maps are progressively being added to [transportnsw.info](http://transportnsw.info) as they are developed.

There are also a number of initiatives currently being delivered, such as the Sydney Trains Station Refresh Program, that aim to de-clutter stations in order to improve circulation spaces and access paths for customers.

## 2.6 Access paths – Conveyances

### Temporary exemption: existing rail conveyances

For a period of five years, an access path is only required at a single door rather than all doors of existing rail conveyances.

**Reporting requirement for the period 1 October 2017 to 30 September 2018: 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**

Technically, customers with mobility impairments or using mobility aids can enter any door of our accessible rail conveyances with direct assistance. In practice however, single door entry occurs because of the need to deploy a portable boarding ramp.

Sydney Trains and NSW TrainLink provide line marking on platforms indicating the most suitable boarding point for people using mobility aids. External decals on trains also assist in ensuring customers board areas that have accessible features including allocated spaces and help points.

Frontline staff are trained to provide direct assistance to customers using a portable boarding ramp.

Accessible rail conveyances offer an accessible pathway through the inter-car door.

Information on accessible travel options and how to obtain assistance is available at [transportnsw.info](http://transportnsw.info) and the Sydney Trains *Accessible Travel* brochure.

## 4.2 Passing areas – two-way access paths and aerobridges (H2.2)

### Temporary exemption: existing rail platforms

For a period of five years, for existing rail platforms, a passing area every nine metres along any two-way access path that is less than 1800mm wide is permitted where it is not possible to provide one every six metres due to structural or heritage constraints.

**Reporting requirement for the period 1 October 2017 to 30 September 2018: rail station platforms which do not provide passing spaces every 6 metres where any two-way access path is less than 1800mm wide**

Detailed information regarding passing areas on two way access paths on stations is not currently available and significant resources are required to achieve this level of detail, noting the extent and complexity of the network. Heritage constraints often present limitations in achieving the required passing widths.

Sydney Trains and TfNSW will continue to determine which rail station platforms do not provide passing spaces every six metres where any two-way access path is less than 1800 millimetres wide.

New stations are required to take into account requirements related to Australian Standards and the standards published by TfNSW Asset Standards Authority. This is applied to both new designs and refurbishments.

Sydney Trains are also delivering initiatives such as the Station Refresh Program and Station Components Guide that aim to drive consistency in the placement of platform furniture elements and declutter of the station environment. These initiatives assist in improving circulation spaces and access paths available for customers

## **5.1 Resting points – when resting points must be provided**

### **Temporary exemption: existing rail premises and existing rail infrastructure**

For a period of five years, compliance with clause 5.1 is not required for existing rail premises and existing rail infrastructure to the extent that site constraints prevent compliance (rather than only add expense of difficulty).

### **Reporting requirements for the period 1 October 2017 to 30 September 2018:**

- a) Outcome of consultation**
- b) Locations of any non-compliance**

Resting points by way of seating is provided on rail platforms.

Resting points are also included on all newly built infrastructure in accordance to the Transport Standards. TfNSW conducts quarterly consultation meetings with peak disability organisations through the Accessible Transport Advisory Committee (ATAC) regarding upgrading existing infrastructure. Where additional seating or resting points are requested this is considered in the scope of works. TfNSW also provides accessible seating at interchange facilities such as bus stops, light rail stops, taxi ranks and, where appropriate, kiss and ride facilities.

As part of the current Station Refresh Program and Wayfinding Locational Signage Program, existing seating locations on platforms are being reviewed. Seating is retained, repositioned or additional installed as required to comply with the standards to provide suitable resting points along platforms. The level of detail on which stations do not comply with providing resting points is not currently recorded but as programs continue these non-compliances are being progressively identified and resolved.

In some instances, resting points are not provided at locations as seating would impinge on the accessible path or create safety issues due to narrow platform widths or on existing footbridges. In these scenarios seats are removed or relocated to allow for the maximum extent for clear access paths.

Customer feedback also captured requests for additional seating. All requests are investigated and evaluated in alignment to requirements in accordance to the Station Components Guide. In all instances of customer initiated requests for seating, sites were either determined to have sufficient seating in alignment to the guide and the Disability Standards or were in locations that would impinge on the access path and as such not progressed.

At large stations on the Sydney Trains network, the requirement to install additional seating in underground tunnels and on concourses would impose significant restraints on pedestrian flows. Given the high volume of customer flows at large stations, the requirement to install seating in these locations would lead to further congestion and negatively impact on customer safety. Seats in these stations are strategically located

to provide adequate resting areas on platforms whilst ensuring customer safety and operational effectiveness is maintained in such a constricted environment.

## 6.4 Slope of external boarding ramps

### Temporary exemption: rail conveyances

For a period of five years, where the relationship between the platform and rail carriage means that an external boarding 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.

#### Reporting Requirements for the period 1 October 2017 to 30 September 2018:

- a) **Number of locations where boarding ramp slopes of 1 in 8 or better cannot currently be achieved**
- b) **Measures to be taken to increase the number of locations where external boarding ramp slopes of 1 in 8 or better will be achieved**
- c) **Results of examination of alternative methods of achieving accessible boarding.**

The number of locations where boarding ramp slopes of 1 in 8 or better cannot currently be achieved is not known and significant resources are required to obtain this information. Sydney Trains, NSW TrainLink and TfNSW will continue to identify and plan the appropriate response and identify affected locations.

Customers can obtain information about boarding ramps and boarding assistance zones in the Sydney Trains *Accessible Travel* brochure and at [transportnsw.info](http://transportnsw.info) which provides information about accessible facilities at stations.

Accessibility applications are also now available specifically designed for customers with a disability to utilise the network. Mobile phone applications such as NextThere and abil.io provide information about accessibility across the train network, including information about ramp gradients and stations with short platforms where known.

Due to the variances between platforms, portable boarding ramps are provided to assist customers from the platform to the train. Portable ramps have been rolled out to Sydney Trains and Intercity stations. There are currently two lengths of boarding ramp utilised by station staff, 165cm and 125cm, to assist managing the variation between different platforms. Sydney Trains is also currently investigating other ramp alternatives.

Staff, both station and train crew are available to assist customers by utilising 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 can also be provided to assist when alighting.

All trains operating on the Sydney and Intercity networks are accessible for customers using mobility devices with direct assistance using a platform to train boarding ramp. Factors such as curved platforms and legacy infrastructure can exacerbate the gap between train and platform resulting in continued reliance on direct assistance to board services.

For booked services, customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to on-board staff. Customers can advise NSW TrainLink of their needs by calling **13 22 32** (NSW TrainLink general enquiries number), **133 677** (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking. Information on NSW TrainLink facilities can also be found at [transportnsw.info](http://transportnsw.info).

During the reporting period, an extended boarding ramp trial has been completed at Armidale station to address gap and slope issues for XPLOER trains. The 205cm ramp was developed and tested for assurance prior to being operationally trialled at Armidale station. The trial had no negative feedback.

Investigation is also being undertaken to replace the existing four fold ramps used on Endeavour trains with a bi-fold ramp to provide a more stable and light weight solution for customers and staff respectively.

## **8.2 Boarding – when boarding devices must be provided**

### **Temporary exemption: rail conveyances**

For a period of five years, a manual or power assisted boarding device is only required at a single door rather than all doors of a rail conveyance.

### **Reporting requirement for the period 1 October 2017 to 30 September 2018: measures taken to ensure that staff and passengers are adequately informed of both the doors of rail conveyances at which boarding devices are available and the equivalent access measures available**

While technically passengers can board at any door of an accessible train, the variation between the boarding ramp and the rail conveyance may require a dedicated boarding point. These are located at fixed points along a platform with signage indicating where these fixed accessible boarding points are located. External decals on trains also assist in ensuring customers board areas that have accessible features including allocated spaces and help points.

Staff, both station and train crew are available to assist customers by utilising 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 can also be provided to assist when alighting.

At unstaffed stations, customers are advised to wait in the designated area on the platform for assistance from train crew. All frontline staff are trained to provide direct assistance to customers using a portable boarding ramp.

Generally on booked services of the NSW TrainLink regional fleet, there are defined cars with an accessible space – not all cars can provide this accessibility. Customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to on-board staff. Information on NSW TrainLink facilities can also be found at [transportnsw.info](http://transportnsw.info).

Customers can advise NSW TrainLink of their needs by calling **13 22 32** (NSW TrainLink general enquiries number), **133 677** (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking.

## **11.2 Handrails and grabrails – handrails to be provided on access paths (H2.4)**

### **Temporary exemption: rail platforms**

For a period of five years, rail platforms are exempt from clause 11.2 (clause H2.4(2)).

### **Reporting requirement for the period 1 October 2017 to 30 September 2018: where a request is made but the installation of a handrail does not proceed, report on the request and the reasons for not taking action**

A request for the installation of a handrail at Stanmore station has been actioned with a completion date of late October 2018.

A request has been made for the installation of a handrail at Seven Hills station. This request has not been completed and will be actioned through the Sydney Trains Station Request Register process. This is prioritised on the basis of available funding. In the previous reporting period, a request for an additional handrail was made at Central station. This request is still pending Heritage investigations and allocation of funding.

## **15.3 Toilets – unisex accessible toilets – ferries and accessible rail cars**

### **Temporary exemption: accessible rail cars**

For a period of five years, if toilets are provided, a unisex accessible toilet without airlock is not required in every accessible rail car.

### **Reporting requirement for the period 1 October 2017 to 30 September 2018: which services are affected**

This reporting requirement only relates to NSW TrainLink services.

All existing fleet types (excluding the V-sets) have an accessible toilet at a ratio of one per set. Where longer passenger trains are created by coupling short sets together, for example an eight car OSCAR train has two accessible toilets per train.

The location of accessible toilets is not always immediately near the allocated wheelchair spaces, as many trains have significantly more allocated spaces than toilets. Level access through the length of the train is not possible due to the double deck saloon layout. In a double deck train configuration in the NSW fleet, an accessible toilet requires all the single deck area of one end of a train car.

The Hunter set has the accessible toilet near the wheelchair spaces, even if not always in the same car, while the Endeavour, XPLOER and XPT have the allocated space adjacent to the accessible toilet in the same car.

V-sets will be progressively replaced as part of the New Intercity Fleet (NIF) program from 2019. The NIF design includes four-car sets, each with one wheelchair accessible toilet, and six-car sets, each with one wheelchair accessible and one ambulant accessible toilet. NIF services will often amalgamate to operate as a longer train by coupling shorter sets together, similar to OSCAR trains.

On the NIF, a maximum of 2 allocated spaces can be accommodated in the single deck end of the car immediately adjacent to each accessible toilet.

There are no airlocks provided with any toilets and all toilets are designated unisex.

Information on the availability of accessible toilets is available on [transportnsw.info](http://transportnsw.info).

## **15.4 Toilets – requirements for accessible toilets – ferries and accessible rail cars**

### **Temporary exemption: narrow gauge and standard gauge accessible rail cars**

For a period of five years, compliance with clause 15.4 is not required for narrow gauge and standard gauge accessible rail cars.

### **Reporting requirement for the period 1 October 2017 to 30 September 2018: outcome of consultations**

This reporting requirement only relates to NSW TrainLink services.

The New Intercity Fleet (NIF) will be introduced from 2019. The NIF train design will include fully compliant wheelchair accessible toilets as well as separate toilets designed to support people with ambulant disabilities in some sets. Customer feedback has formed an integral part in the design phase for the NIF Train and its on-board facilities.

Initial lessons learnt activities for existing fleet were conducted with stakeholder user groups to understand how best to optimise the toilet facilities on-board. Design concepts developed with input from accessibility specialists have been tested by intercity customers and representatives of peak disability organisations using both low and high-fidelity mock-ups of the toilet design. This iterative design process has enabled end users with disabilities to inform the proposed design, helping to ensure a leading standard of safety, accessibility, functionality and comfort for NSW TrainLink customers.

Information on wheelchairs and motorised scooters and the availability of accessible toilets is available on [transportnsw.info](http://transportnsw.info).

## **17.5 Signs – Electronic notices**

### **Temporary exemption: rail premises and rail infrastructure**

For a period of five years, electronic notices may be displayed at rail premises and rail infrastructure for less than 10 seconds where more frequent updating is necessary because of the frequency of services or the volume of information to be displayed.

### **Reporting requirement for period 1 October 2017 to 30 September 2018: progress in the development and availability of alternative passenger information display systems**

Sydney Trains and NSW TrainLink continue to comply with this standard.

NSW TrainLink is progressively rolling out additional electronic customer information screens to ensure customers have access to real-time information.

All new products that are developed and commissioned by Sydney Trains and NSW TrainLink comply with this standard.

## Attachment A

### Accessible stations

Aberdeen	Carlton	Guildford	Macquarie University	Pendle Hill	Toongabbie
Adamstown	Casino	Gunnedah	Maitland	Pennant Hills	Town Hall
Albion Park	Casula	GyMEA	Marayong	Penrith	Tuggerah
Albury	Central	Hamilton	Marrickville	Penshurst	Turramurra
Allawah	Chatswood	Harris Park	Martin Place	Picton	Uralla
Armidale	Cheltenham	Heathcote	Martins Creek	Port Kembla	Victoria Street
Arncliffe	Circular Quay	Helensburgh	Mascot	Quakers Hill	Wagga Wagga
Artarmon	Coffs Harbour	Holsworthy	Meadowbank	Queanbeyan	Wallerobba
Ashfield	Concord West	Hornsby	Merrylands	Quirindi	Warabrook
Auburn	Coolamon	Hurstville	Metford	Regents Park	Warwick Farm
Bankstown	Cootamundra	Ingleburn	Milsons Point	Revesby	Waterfall
Bathurst	Corrimal	International Airport	Minnamurra	Rhodes	Wauchope
Belmore	Cowan	Ivanhoe	Minto	Richmond	Waverton
Berala	Cronulla	Jannali	Miranda	Riverwood	Wellington
Beresfield	Croydon	Junee	Morisset	Rockdale	Wentworth Falls
Berowra	Culcairn	Katoomba	Mortdale	Rydal	Wentworthville
Berry	Domestic Airport	Kempsey	Mount Druitt	Schofields	Werrington
Beverly Hills	Dubbo	Kiama	Murrurundi	Scone	West Ryde
Blacktown	Dundas	Kings Cross	Museum	Sefton	Westmead
Blaxland	Dungog	Kingsgrove	Muswellbrook	Seven Hills	Willow Tree
Bomaderry	East Richmond	Kirrawee	Nambucca Heads	Shellharbour Junction	Windsor
Bombo	Eastwood	Kogarah	Narrandera	Singleton	Wolli Creek
Bondi Junction	Edmondson Park	Kootingal	Narwee	Springwood	Wollongong
Bowral	Emu Plains	Lakemba	Newcastle Interchange	St James	Woolooware
Broadmeadow	Engadine	Leeton	Newtown	St Leonards	Woonona
Broken Hill	Epping	Leppington	North Ryde	St Marys	Woy Woy
Bulli	Fairfield	Leumeah	North Sydney	Strathfield	Wynyard
Bungendore	Fassifern	Leura	North Wollongong	Summer Hill	Wyong
Burwood	Flemington	Lidcombe	Oak Flats	Sutherland	Yass Junction
Cabramatta	Gerrington	Lindfield	Oatley	Sydenham	
Campbelltown	Glenfield	Lithgow	Olympic Park	Tahmoor	
Campsie	Gordon	Liverpool	Orange	Tamworth	
Canberra	Gosford	Lochinvar	Padstow	Tarana	
Cardiff	Grafton	Macarthur	Panania	Telarah	
Caringbah	Granville	Macksville	Parkes	Thirroul	
Carlingford	Green Square	Macquarie Park	Parramatta	Thornton	

## Non-accessible stations

Asquith	Euabalong West	Moree	Unanderra
Austinmer	Eungai	Moss Vale	Urunga
Awaba	Exeter	Mount Colah	Valley Heights
Banksia	Fairy Meadow	Mount Kuring-gai	Villawood
Bardwell Park	Faulconbridge	Mount Victoria	Vineyard
Bargo	Geurie	Mulgrave	Wahroonga
Beecroft	Glenbrook	Narara	Waitara
Bell	Gloucester	Narrabri	Walcha Road
Bellambi	Goulburn	Niagara Park	Waratah
Bellata	Greta	Normanhurst	Warnervale
Bexley North	Griffith	North Strathfield	Warrawee
Birrong	Gunning	Oxford	Warrimoo
Blackheath	Harden	Ourimbah	Werris Creek
Blayney	Hawkesbury River	Paterson	Wiley Park
Boggabri	Hazelbrook	Penrose	Wingello
Booragul	Henty	Petersham	Wingham
Branxton	Hexham	Point Clare	Wirragulla
Bullaburra	High Street	Port Kembla North	Wollstonecraft
Bundanoon	Hilldale	Punchbowl	Wombarra
Burradoo	Homebush	Pymble	Wondabyne
Camellia	Hurlstone Park	Redfern	Woodford
Canley Vale	Kembla Grange	Riverstone	Wyee
Canterbury	Kendall	Rooty Hill	Yagoona
Carramar	Killara	Rosehill	Yennora
Chester Hill	Kingswood	Roseville	Yerrinbool
Clarendon	Koolewong	Rydalmere	Zig Zag
Clyde	Kotara	Sandgate	
Coalcliff	Kyogle	Sawtell	
Cockle Creek	Lapstone	Scarborough	
Coledale	Lawson	St Peters	
Como	Leightonfield	Stanmore	
Condobolin	Lewisham	Stanwell Park	
Coniston	Linden	Stuart Town	
Cringila	Lisarow	Tallong	
Dapto	Loftus	Tarago	
Darnick	Lysaghts	Taree	
Denistone	Macdonaldtown	Tarro	
Doonside	Macquarie Fields	Tascott	
Dora Creek	Marulan	Telopea	
Douglas Park	Medlow Bath	Tempe	
Dulwich Hill	Menangle	Teralba	
East Hills	Menangle Park	The Rock	
East Maitland	Menindee	Thornleigh	
Edgecliff	Mindaribba	Towradgi	
Ersineville	Mittagong	Turrella	