

Transport Access Program

19 FEBRUARY 2019



NEW SOUTH WALES AUDITOR-GENERAL'S REPORT

PERFORMANCE AUDIT

This Easy English version of the audit report is intended to meet the needs of some people with lower literacy skills, some people with an intellectual disability and some people from different cultural backgrounds. For the full audit report which was tabled in NSW Parliament please go to the Audit Office website: www.audit.nsw.gov.au



A report about NSW

- train stations
- and
- ferry wharves.

Rules about this report



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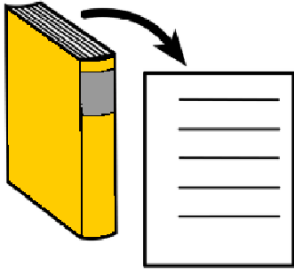
Cover image: 'Pendle Hill 20180506 01.jpg', taken on 6 May 2018 by Gareth Edwards available at https://commons.wikimedia.org/wiki/File:Pendle_Hill_20180506_01.jpg under Creative Commons Attribution-ShareAlike 3.0 Unported Licence. audit.nsw.gov.au Full terms at <https://creativecommons.org/licenses/by-sa/3.0/deed.en>.



About some of the work to improve
access to

- train stations
- and**
- ferry wharves.

We call it a Performance Audit.



What is in this report?



The NSW Audit Office page 6

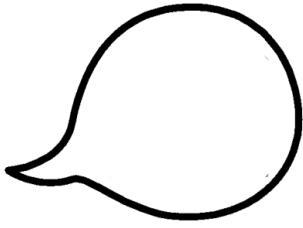


About this report page 8



People with disability are in our community

page 10



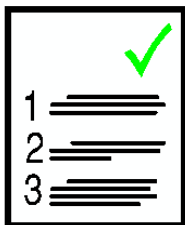
What do people with a disability say about
train stations and ferry wharves? page 12



The Transport for NSW Program page 14



What did the Audit Office NSW
find out? page 26



What Transport for NSW need to do page 36



We are The NSW Audit Office



The Auditor General is Margaret Crawford.



We help the NSW Parliament.

But



We are **not** part of Transport for NSW.

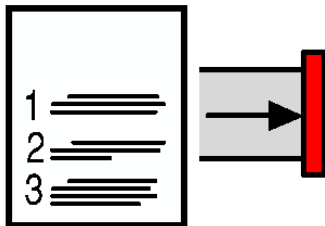
We look back at how government departments work.



We ask did the government do a good job

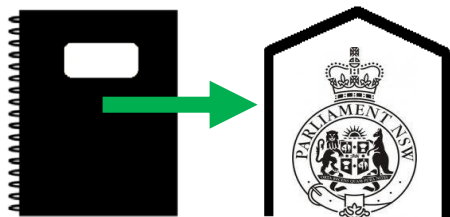


We also find out what could be better and needs to improve.



We can look at

- the plans for the program
- what else needs to be done
- how much money has been spent
- when we think the project will end.



Then we write a report.

The report goes to the NSW Parliament.

Transport for NSW have replied to the report.



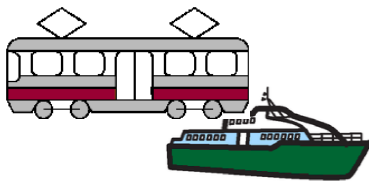
About this report



We wrote this report.

It is about work Transport for NSW

- has done
- plans to do.



Transport for NSW is in charge of public transport in NSW.



This is a report about a program so we can

all use

- train stations
- and**
- ferry wharves.



People with disability are in our community

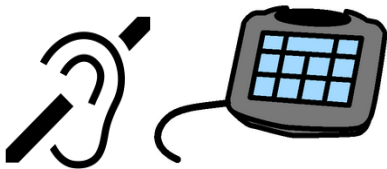
People with disability may



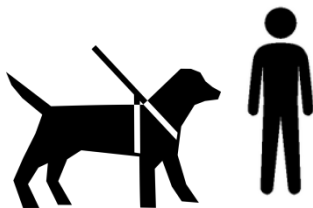
- use a wheelchair or scooter
- use crutches or a walker



- be vision impaired or blind



- be hearing impaired or Deaf
- not be able to talk

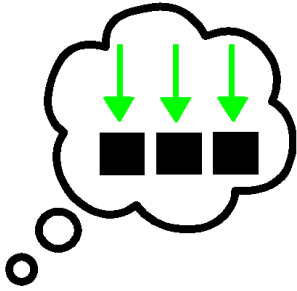


- find it hard to learn new things

- not like noisy places

or

- not like places with lots of flashing lights.



The Transport Access Program needs to think about all these things.



When this is done, it helps all of us.

This includes



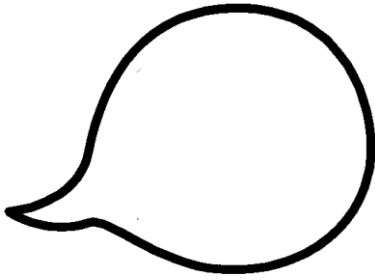
- parents with prams



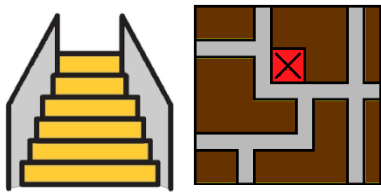
- people travelling with luggage.



The law says all of us must be able to use public transport.

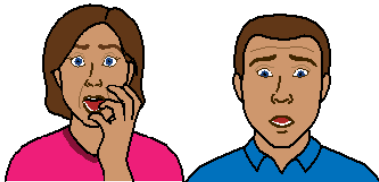


What do people with a disability say about train stations and ferry wharves?



People say the most problems are

- with stairs
- how to get to the station or wharf



- they are worried or scared



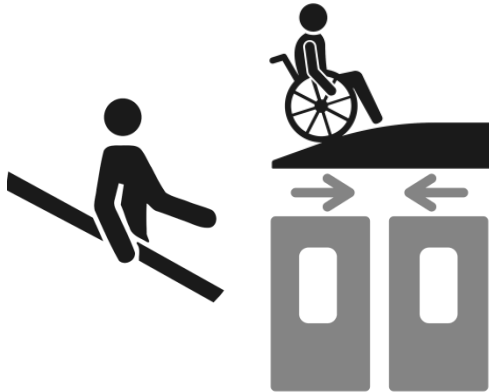
- **not** enough seats

or

- **find** it hard to stand or wait for the train or ferry.



What does the law say Transport for NSW need to think about?



- paths
- ramps and lifts
- handrails
- doorways

and

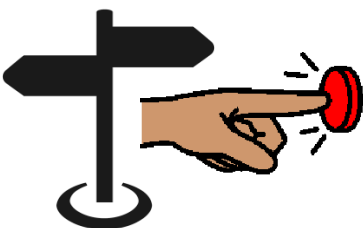


- dot markers on the ground



- ramps to get onto the train

and



- emergency buttons
- signs.



The Transport for NSW Program



There are 3 parts to the program.

- part 1
- part 2
- part 3.



Part 1 finished in 2016. That is 3 years ago



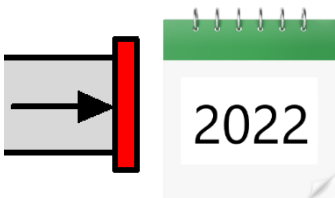
Part 2 finishes in 2019. That is this year.



Part 3 will start in 2019. That is this year.



There is lots more work to do in the program.



The law says all stations and wharves must be accessible to all of us by 2022.

That is in 3 years.



Part 1 and part 2.

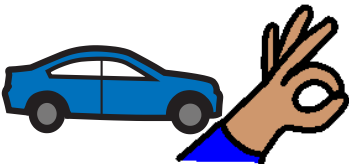


Part 1 and part 2 were done to

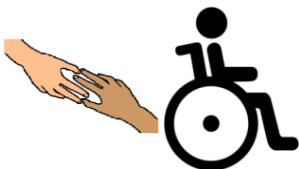
- get more people to use the trains and ferries



- help people feel safe



- have safe places to park your car



- have some things to help people with a disability.



Transport
for NSW

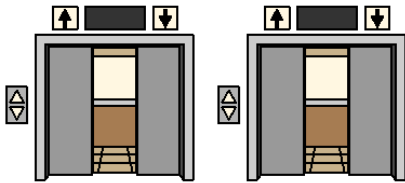


What Transport for NSW did.



They

- made lots of wheelchair ramps at stations and wharves

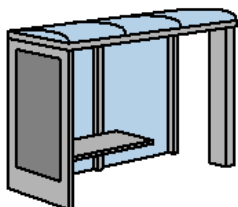


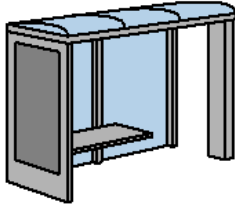
- put in lots of lifts at stations.



Many stations had other things done to help us all. Like

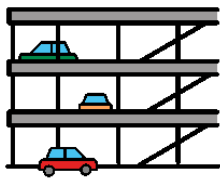
- put in toilets we can all use
- put in lots of seats
- made better shade
- made better signs
- helped people hear announcements.





Many wharves had other things done to help us all. Like

- put in lots of seats
- made better shade
- made better signs
- put in buttons so people can get help.



They also made lots more car parks at stations. These car parks had more parking for people with disability.



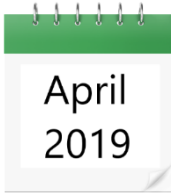
Some money was used to make good access for people with a disability.

More of the money was used to fix the other problems.

For part 3, Transport for NSW will spend all of the money to fix stations and wharves.



Part 3 will start in 2019.



Transport for NSW says it will have the plan ready in 3 months.

That is at the end of April 2019.



There will be work at

- train stations
- and**
- ferry wharves.



There will be work at

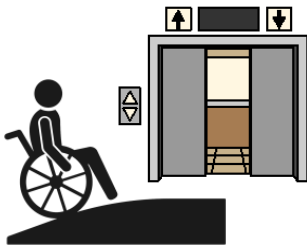
- Sydney trains stations like North Strathfield station



- train stations between our cities like Sydney, Wollongong and Newcastle



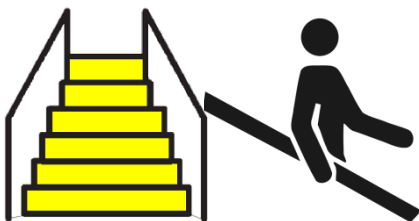
- country train stations like Taree station.



Some of the work is to

- build lifts
- build new ramps
- change some old ramps

and



- build stairs
- change some old stairs
- put in handrails.



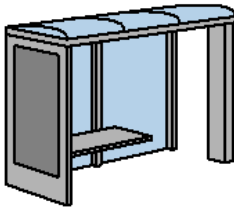
More work will be to

- put in toilets we can all use

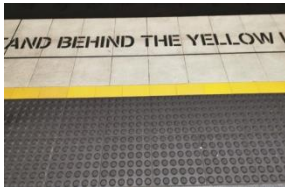
but

- only at stations where there are already toilets like Petersham Station.

and



- put a shade cover
 - at places you wait
 - over new stairs.



There will also be work to put

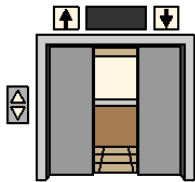
- dot markers on the ground to show the edge of the platforms



- signs we can read and understand.



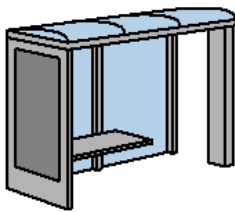
There will be work at ferry wharves too like
Watsons Bay Wharf



Some of the work is to

- build new wharves
- build new walkways from the wharf to the ferry. These are called gangways.
- build lifts

and



- put shade cover at places you wait



- put in more seats.

The law says what these need to be.



Other work will be

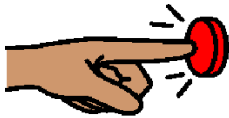
- dot markers on the ground



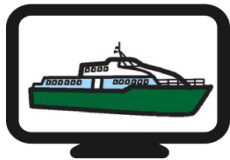
- signs we can read and understand



- hearing loops



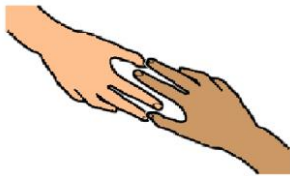
- call for help buttons



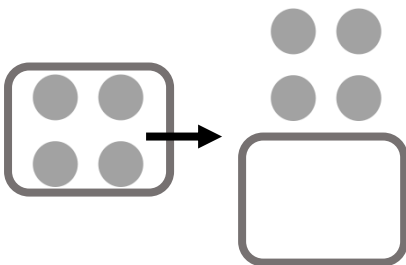
- more screens with ferry information.



Transport for NSW talk to people about what needs to change. The group is called the Accessible Transport Advisory Committee.



The group tells Transport for NSW what needs to change for all of us.

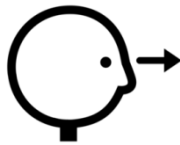


Like Transport for NSW showed the group the new buttons for the new lifts.

They had Braille on the buttons.

The group said the Braille needed to be above the buttons not on the buttons.

In future Transport for NSW will change the buttons put in new projects.



What did the Audit Office NSW find out?



1. Transport for NSW has a plan.
It helps them know where to work.

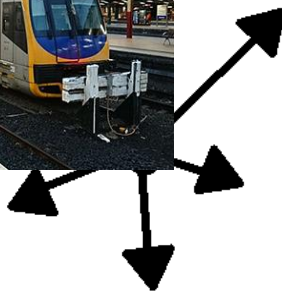
Some things they thought about are



- how many people use that station
- how many times a train stops at that station
- how many people live near that station

and

- what is near that station. Like
 - hospitals
 - schools
 - nursing homes
 - disability offices.



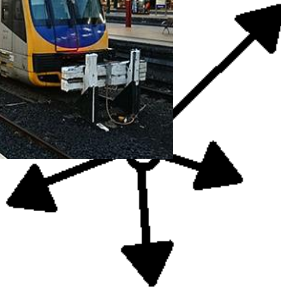


They did the same for wharves. They asked

- how many people use that wharf
- how many times a ferry stops at that wharf
- how many people live near that wharf

and

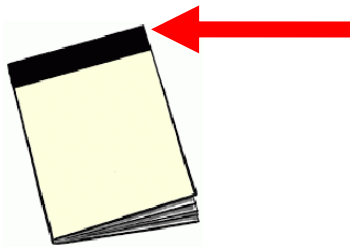
- what is near that wharf. Like
 - hospitals
 - schools
 - nursing homes
 - disability services



That is good.



2. Transport for NSW do **not** know everything about all stations and wharves.



Transport for NSW used information to help plan.

Much of the information was new.



This is good

But

Transport for NSW used some old information.

This was information from a long time ago.

They have done more work to get newer information.



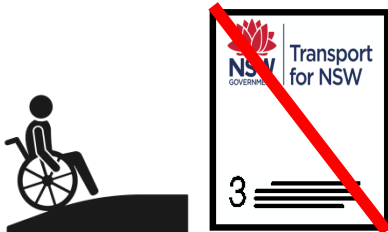
They do **not** know about all the problems,
but decided to improve stations and wharves
that people in wheelchairs could not use



That is **OK**.



3. All of us will **not** be able to use **all** stations and wharves by 2022.



Sydney train stations and ferry wharves with a ramp or lift already are **not** in part 3.



Some wheelchair ramps are old.

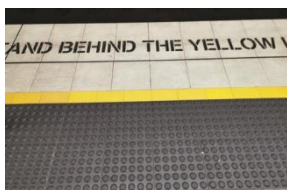
They are **not** legal. Like

- the ramp is wrong
- there is no side rail
- the ramp is too steep

and

there are more things needed. Like

- dot markers on the platform to help know where the edge is



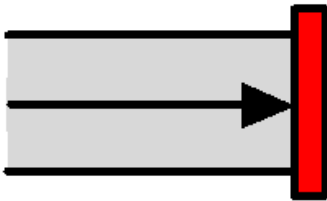


Transport for NSW said places with a wheelchair ramp or lift **now** will have **no** work on this program.

Some of those places might be fixed as part of other work. Other places will have to wait.



Transport for NSW says that it will fix these stations as part of a future program.



The future program will start in 2023.

That is at least four years away. It may take a long time for that project to finish.



The law says we all must be able to use stations and wharves.

It all needs to be there by 2022.



Transport for NSW will **not** be ready by 2022.

4. Transport for NSW could know more about how people with disability use trains and ferries



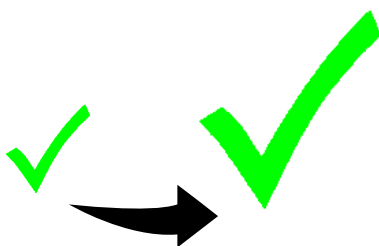
Transport for NSW measures accessibility by

- counting the number of people who use wheelchair accessible stations or wharves
- counting the number of stations and wharves that are wheelchair accessible



That is good.

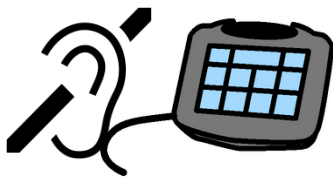
But



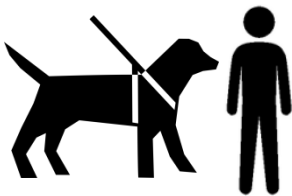
It can be better.

Transport for NSW could get more information to measure accessibility for people with other disabilities.

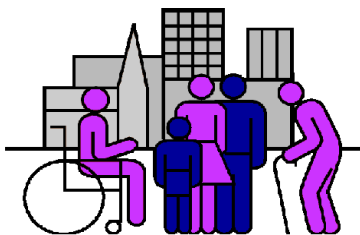
Like a person who



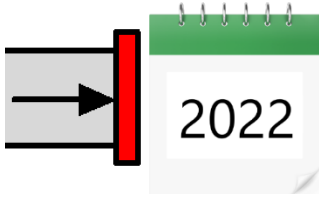
- is hearing impaired or Deaf
- can **not** talk



- find it hard to learn new things
- do **not** like noisy places.



Transport for NSW need to look at all people with a disability.



5. **Not** all stations and wharves will be accessible by 2022



No.



Transport for NSW say part 3 will end by June 2023. That is 4 years away.



6. Transport for NSW have not told all of us about the plans for stations and wharves



Transport for NSW said that they would show all of us a list of all the stations and wharves that they would fix as part of this program.

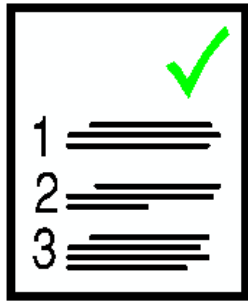
This list would include information about when each location would be fixed.

But Transport for NSW haven't planned to do this.

Instead, they were going to tell us about plans for each station and wharf closer to when work was about to start



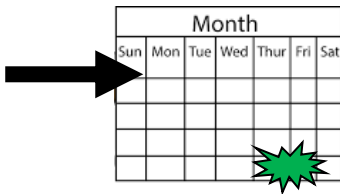
This needs to improve.



What Transport for NSW need to do



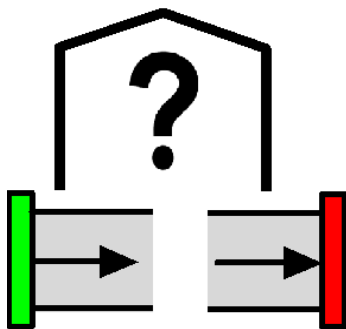
1. Tell all of us about the work



1 month after they have finished planning this work.

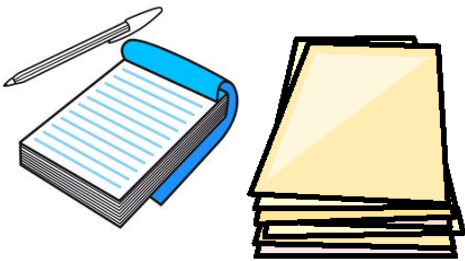


Transport for NSW needs to tell all of us what they will do.

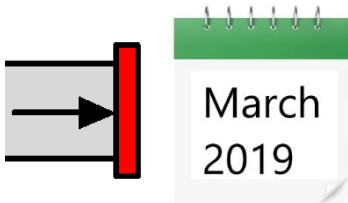


They need to tell all of us

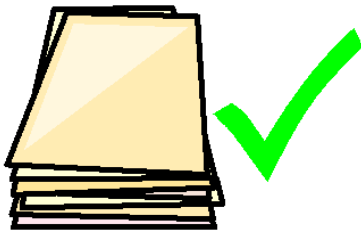
- what station or wharf will have work
- when work will start
- when work will end.



2. Improve notes and paper work

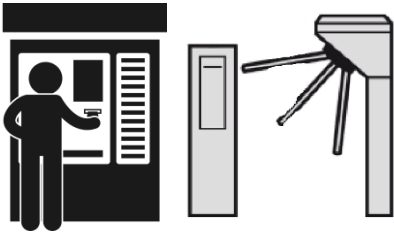


By March 2019. This is in 2 months.

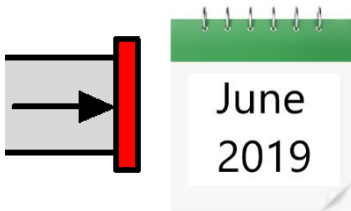


Transport for NSW must have all the paper work for this work right. There is a law in NSW that says this. It is called the State Records Act.

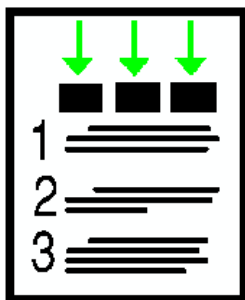
Transport for NSW must write down how and why it makes decisions on what projects are chosen.



3. Know all the problems for access to stations and wharves

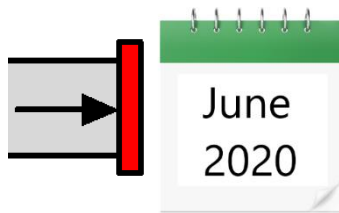


By June 2019. This is in 5 months.



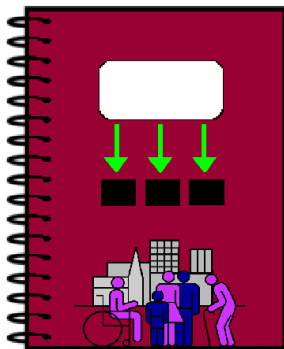
Transport for NSW need to make a **plan** to find out about

- all the different things people with a disability may need for access
- for all stations and wharves.



By June 2020.

This is in 1 year and 6 months.



Transport for NSW should know

- all the different things people with a disability may need
- at **all** stations and wharves.

Images

We have used images from

- Enwikipedia
- Inspired Services
- Mayer-Johnson
- Picto- Selector
- Photo Symbols
- https://upload.wikimedia.org/wikipedia/commons/d/d2/Circular_Quay_Station_View.jpg
- https://commons.wikimedia.org/wiki/File:Dungog_station_2.JPG
- <https://www.flickr.com/photos/philiperrygraham/26932291789>
- <https://www.flickr.com/photos/philiperrygraham/34582726756>
- https://commons.wikimedia.org/wiki/File:Wollongong_Railway_Station_lifts_and_concourse.jpg
- https://commons.wikimedia.org/wiki/File:Redfern_railway_station_from_west_side.jpg
- [https://commons.wikimedia.org/wiki/File:OSCAR_\(H5\)_ATP_test_train_at_Central_Station.jpg](https://commons.wikimedia.org/wiki/File:OSCAR_(H5)_ATP_test_train_at_Central_Station.jpg)
- Pinterest
- Social Buzz
- Spectronics
- The Noun Project.



This report is based on the New South Wales Auditor-General's Report.

Performance Audit. Transport Access Program, Transport for NSW. January 2019.



More information



We wrote this report in a different way.

It is called Easy English.

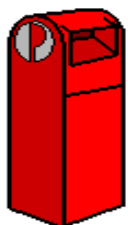
Tell us what you think.



- Phone 02 9275 7100



- Email mail@audit.nsw.gov.au



Send to

Audit Office of New South Wales

Enquiries

GPO Box 12

Sydney NSW 2001.