

National Human Rights Consultation Submission

AGWW-7PHVGM

Organisation: Penrith photo-voice project

Submission Text:

Our research group explored social barriers to self-determination for people with learning difficulties. One significant barrier found was the NSW public transport system that relies on technology and signage/notices that are inaccessible to people with low literacy/English skills. NSW public transport assumes all the travelling public can read. However, not everyone can read and so not everyone has access to this information.

We saw the public transport issue as being both a safety issue and a civil rights issue since all the public should be able to access public transport information and technology such as timetables, ticket machines, indicator boards (in addition to safety signs, toilets, disabled seating, warning notices).

To highlight our concerns we have taken the following action:

- We wrote letters to the bus, train and ferry companies
- We wrote to the State and Federal transport ministers
- We met with our local State MP
- We raised the issues of concern with the Australian Human Rights Commissioner, Graeme Innes
- We contributed to the Allen Group Review of the 'Disability Standards for Accessible Public Transport'.

We received polite letters of reply from most correspondents but to our knowledge nothing is being done to address this inequity. Of course, the public transport system is but 1 small area in life where information is inaccessible (a letter from Centrelink would provide another difficult document to decipher). We would like to see more pictorial/audio information systems to assist people who cannot read.