



The Hon Gladys Berejiklian MP
Minister for Transport

BN12/00909

Ms Ruth Robinson
Chief Executive Officer
Physical Disability Council of NSW
St Helens Community Centre
3/184 Glebe Point Road
GLEBE NSW 2037

Dear Ms Robinson,

I am writing in response to the Physical Disability Council of NSW's report, *The Impact of Ageing on the Needs of People with Physical Disability*, which was provided by the office of the Minister for Ageing and Disability Services. I am also responding on behalf of the Hon Duncan Gay MLC, Minister for Roads and Ports.

Transport for NSW has a number of initiatives underway to improve transport services for older customers with a disability. These include:

1. Existing wheelchair accessible taxi services are currently being investigated. This includes the services required to meet customer needs, and the subsidies and incentives that support the service.
2. The NSW Government administers the Taxi Transport Subsidy Scheme for people who are unable to use public transport because of a severe medical condition or disability. This Scheme allows approved participants to travel by taxi at half fare, up to a subsidy of \$30 per trip. A survey of customers currently using the Scheme is planned for 2013, to better understand customer needs.
3. Less mobile customers may be eligible to use the Community Transport Program. This assists groups in the community, including frail older people and people with disabilities, to access recreation, shopping, medical care, social services and social contact where conventional public transport systems are not viable or appropriate. The NSW Government recently committed an extra \$12 million over four years to community transport organisations throughout NSW.
4. The Transport Access Program includes more than \$770 million for accessible, modern, secure and integrated transport infrastructure, including station upgrades, better interchanges, ferry wharf upgrades and

commuter car parks. The NSW Government has announced improvements at more than 50 locations. across the network.

5. The Transport for NSW Disability Action Plan 2012-2017 includes the provision of disability awareness training for all frontline customer service staff. The number of staff performing frontline services who meet the training requirements will be monitored throughout the life of the plan.
6. A review of the Mobility Parking Scheme is also underway, to achieve harmonisation with the Australian Disability Parking Scheme and reduce the misuse of permits. The findings of the review are expected to be available in 2013. Transport for NSW is also looking at the provision of mobility parking spaces at accessible rail stations.

Thank you for the opportunity to provide comment on this important report.

Yours faithfully,



30 NOV 2012

Gladys Berejiklian MP
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