



Government of **Western Australia**
Office of **Multicultural Interests**
Department of **Transport**
Public Transport Authority

COMMUNITY CONSULTATION

Transport Issues for Culturally and Linguistically Diverse Communities

Discussion Paper May 2010

INTRODUCTION

The Office of Multicultural Interests (OMI) will hold a consultation at the Citiplace Community Centre, Perth Train Station from 1pm to 4pm on Saturday 26 June 2010 to address transport issues affecting culturally and linguistically diverse (CaLD) communities. Two key areas have been identified:

1. Public Transport – access and safety
2. Obtaining a Driver's Licence

The consultation aims to:

1. Provide information about key issues, current strategies and programs provided by relevant government agencies.
2. Listen to concerns about transport issues affecting people from CaLD backgrounds, the impact on settlement, and possible solutions.

The issues and comments raised will be compiled in a report and provided to relevant State Government departments. OMI will follow up on key issues and report back to community members on the outcomes of the consultation and provide updates through its website.

PUBLIC TRANSPORT

Many people from CaLD communities, in particular refugees and humanitarian entrants, rely on public transport. This makes it difficult to get to workplaces that are not close to existing public transport routes. Access to medical and essential services can also be difficult. Anecdotal evidence has also highlighted problems experienced by young people living in areas distant from schools, in particular schools with Intensive English Centres.

Issues include:

- Information about how the Transperth system works
- Knowledge about how to plan a journey
- Skills to access and navigate user information (timetables, smart-rider, help lines)
- Cost

Anecdotal evidence also suggests that some people from CaLD backgrounds fear for their safety and security on public transport. However, little is known about the type or frequency of incidents.



Current Initiatives

Transperth's "Get On Board" education program works with community groups to deliver the skills and knowledge necessary for people to become active and confident users of Perth's public transport system, Transperth. The program includes "in class" education, delivered by teacher-trained Transperth facilitators, and hands-on "Station and Facilitator Tours" to provide real experiences, also supported by bilingual workers. Workshops cover:

- how to plan a journey on the internet, understanding zones and using timetables
- using customer information telephone lines and interpreter lines
- ticketing options including the new SmartRider, ticket machines, different types of tickets, concessions and costs and the importance of getting tickets
- safety and security.

An Education Resource Kit containing facilitator notes, DVD and classroom workshop activities is available for all service providers working with CaLD communities including centres delivering the Adult Migrant English Program, migrant resource centres and Intensive English Centres in schools.

Other Transperth initiatives include:

- distributing multilingual posters to promote the use of the Translating and Interpreting Service (TIS) to contact Transperth
- translating key 'getting started' Transperth information into eleven languages
- trialling a free call phone at the Wellington Street Bus Station InfoCentre
- promoting key Transperth messages on Multicultural Radio Station, 6EBA 95.3FM.

1. What difficulties, if any, have you or members of your community experienced accessing public transport (buses and trains)?
2. What information or assistance would be helpful to you or your community to help overcome these difficulties?
3. What is the most effective way to provide this information or assistance?
4. What information would be helpful to translate into other languages?
5. Have you or a member of your community experienced any safety issues while travelling on public transport? Please describe the situation and the outcome.

DRIVER'S LICENCE

CaLD communities report a range of barriers that prevent people from obtaining and keeping their driver's licence. These include:

1. Pre-Test Knowledge - Awareness of the need, or process to obtain, a licence.
2. Learner Permit Theory Test – Literacy levels may pose a challenge to passing and computer-based multiple choice questions are sometimes confusing to CaLD clients.
3. Driving Lessons - High cost of lessons and large number of lessons required.
4. Supervised Driving – Availability of drivers to assist.
5. Practical Driving Assessment - Communication with assessors.
6. Hazard Perception Test (HPT) - Understanding the computer-based HPT.
7. Prior Driving Habits – Adapting to new/Australian driving standards.

More information is required on the extent to which people from CaLD backgrounds are:

- driving without a current driver's licence and or an unregistered vehicle; or
- involved in traffic violations or accidents while driving without a licence.

Current Initiatives

The Department of Transport (Transport) convenes and chairs a CaLD Driver's Licence Reference Group which aims to address the barriers faced by people from CaLD backgrounds in obtaining and keeping their driver's licence, without compromising road safety. Its role is to:

- identify the barriers faced by people from CaLD backgrounds in obtaining and keeping their driver's licence;
- identify options and implement strategies to address these barriers;
- monitor and evaluate the strategies; and
- disseminate relevant information to CaLD communities.

As a result of the Reference Group Transport has produced four flyers that have been distributed throughout CaLD communities.

Two flyers have been translated into 11 languages and are available on Transport's website. One targets people who already hold an overseas licence and the other targets novice drivers. They outline key information about the drivers licence laws and the steps in the process to acquiring a driver's licence. A third flyer provides information about learner driver requirements. The fourth raises awareness of provisional licence requirements.

Other community initiatives include:

- A driver's licence training program run by the Edmund Rice Centre (ERC), Mirrabooka and funded through the Department of Immigration and Citizenship's Settlement Grants Program (SGP). It provides subsidised places for driver training including practical driving lessons, preparatory theory courses and supervised driving and log book completion. It also makes available five places to suitable clients to complete a subsidised, intensive ten day course to obtain a Certificate IV that will qualify them to be a driving instructor.
- An information session for young people aged 18-25 years titled "Become a good WA motorist" hosted by the Australian Asian Association on Saturday 15 May 2010.

More information is required on the extent to which people from CaLD backgrounds are:

- driving without a current driver's licence and or an unregistered vehicle; or
- involved in traffic violations or accidents while driving without a license.

6. What difficulties, if any, have you or members of your community experienced obtaining a driver's licence?
7. What information or assistance would be helpful to you or your community to help overcome these difficulties?
8. What is the most effective way to provide this information or assistance?
9. To what extent is unlicensed driving an issue in your community?
10. Are you aware of any instances in which a member of your community has been involved in a traffic accident as a result of driving without a licence?
11. Was the person required to go to court as a result of the incident? If yes, do you believe the case was handled fairly?

OTHER ISSUES

Other issues that may be explored include:

- the extent to which transport difficulties affect job search efforts
- experiences with local taxi services
- current and planned car child restraint laws.

12. In what ways have transport difficulties affected your job search efforts? (For example, getting a driver's licence; understanding how the public transport system works)
13. Have you, or has a member of your community, experienced any difficulty using taxis in Perth?
14. Are you aware of the law which requires children under 12 months of age to be secured in a child restraint seat when in a car and that this law will soon be changed to require children under seven years to be in an approved car seat?
15. What is the best way to let members of your community know about these laws?

To provide feedback:

1. Attend the consultation
2. Email feedback to OMI at harmony@omi.wa.gov.au
3. Visit the community consultation page on the OMI website: www.omi.wa.gov.au
4. Suggest a consultation or be involved in future consultations. Visit the OMI website for details.

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