

SOUTH WEST COACHLINES — WHEELCHAIRS

2868. Hon Adele Farina to the Parliamentary Secretary representing the Minister for Transport:

- (1) Does the Minister agree with South West Coachlines' buses policy refusing wheelchairs, even in the luggage compartment on its buses?
- (2) Does the Minister agree this discriminates against people in wheelchairs?
- (3) What is the Minister doing to require South West Coachlines to change its position on this matter?
- (4) Why do people in wheelchairs need to provide TransWA with 48 hours notice of their intention to travel on a TransWA bus?
- (5) Why does TransWA refuse to permit wheelchairs to be placed in the luggage compartment on its buses, instead insisting that the person sit in the wheelchair on the bus?

Hon Jim Chown replied:

Insofar as the Public Transport Authority is concerned:

- (1) It is understood that South West Coach lines do carry wheelchair passengers on their services, however they require notice to ensure that suitable arrangements are made to the road coach (i.e. regular seats removed). This was confirmed by a telephone conversation with a South West Coach Lines customer service person and from the information provided on their website.
- (2)–(3) Not applicable
- (4) The notice period required for a wheelchair passenger to travel on a Transwa road coach service is to ensure that a road coach is made suitable to accommodate the size and security mechanism of the wheelchair (four regular seats are removed). The detachable seats need to be removed at the East Perth Depot as there are no facilities to remove or store the removed seats in the country locations. The adapted road coach is then scheduled for the service requiring wheelchair access.
- (5) Transwa does permit passengers to sit in the regular seats and have their wheelchair (or gopher) transported in the luggage compartment.