



South Australian Public Transport

Women's Action Plan (2021-2022)



Acknowledgement



The Department for Infrastructure and Transport (DIT) would like to acknowledge that the land Adelaide Metro operates on are the traditional lands of the Kaurna Peoples (Adelaide Plains Region) and the Peramangk Peoples (Adelaide Hills Region).

DIT would like to acknowledge the Kaurna People as the traditional owners and custodians of the Adelaide Plains Region and the Peramangk People as the traditional owners and custodians of the Adelaide Hills Region, and that their cultural practices and heritage beliefs are still as important to the living Kaurna and Peramangk Peoples today.

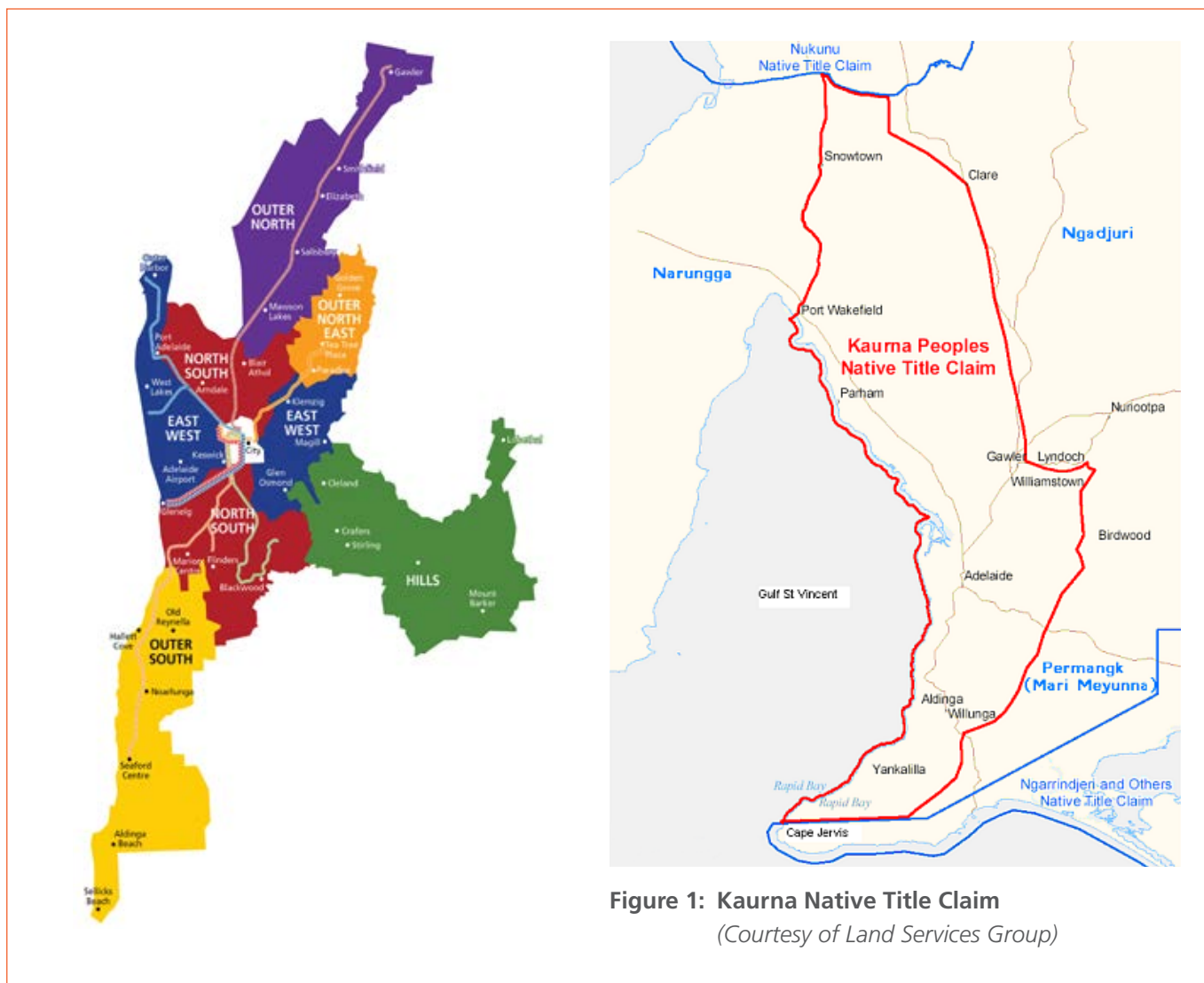


Figure 1: Kaurna Native Title Claim
(Courtesy of Land Services Group)

Action Plans

Under the South Australian Public Transport Diversity and Inclusion Framework (the Framework) this action plan has been developed to drive progress for women as a priority group.

Targeted action plans for this group are the first of their kind for transport in South Australia and have a strong focus on establishing two-way relationships with each of the identified priority groups. Planned research and engagement is the focus of this first year, with learnings informing further actions in the next five year plans.

The next five year action plans will have more specific actions and projects to address issues identified during this first year. These actions and projects will have a strong customer focus generated from grass roots engagement with the community.

Introduction

South Australia's first railway opened between Goolwa and Port Elliot on 18 May 1854, but it wasn't until these lines became a unified network with a focus on Adelaide, that rail dominated land transport until the mid-twentieth centuryⁱ. Since then, the network has expanded and evolved to include buses, trams and trains. The network now connects people daily, providing more than 76 million trips annually.

South Australia is a great place to work, live and grow and for continued success it must have the right economic and social infrastructure in the right places at the right time. This includes a public transport system that supports the needs of its diverse community.

According to 2019 ABS Census data that has been mapped to the Adelaide Metro network area, as at 2019, there were around 700,000 women, young women and girls within the Adelaide Metro Area in total, with nearly 550,000 young women and women aged between 15 – 85.

Current Situation

The department annually conducts a survey to explore the combined service delivery of trains, trams and buses. The most recent report showed the highest levels of use were for those aged 18 – 25¹ with a slightly higher representation of women to men. A 2020 study, examining women's perception of safety during waiting times at public transport terminals, found that some women experience anxiety while waiting at stops and stationsⁱⁱ.

According to Everyone's business: Fourth national survey on sexual harassment in Australian workplaces the Australian Human Rights Commission (AHRC) annual survey on sexual harassment, found that more than four in five (85%) of Australian women 15 years and older have experienced gender based violence at some point in their lifetimes. This survey also found that women were substantially more likely than men to have experienced gender based violence in their lifetime (85% for women and 56% for men respectively).

Gender based violence was highest among people aged 18 – 29 years old with 75% of people in this group having experienced gender based violence over the course of their lifetime. Those aged 65 or older were comparatively less likely (67%) to have experienced gender based violence. However, the prevalence of this behaviour among this age group was still high.

While 16% of 15–17 year olds reported having experienced sexual harassment over the course of their lifetime when provided with the legal definition, 55% of people in this age group reported experiencing one or more of the 16 sexual harassment behaviours at some point in their lifetime.

This is relevant because a portion of those people aged 15 – 17 would be students who constitute approx. 17% of Adelaide Metro patronage. People aged 18 – 29 constitute approx. 190,000 people within the Adelaide Metro Network and people aged 65 or older constitute approx. 240,000 people within the Adelaide Metro Network².

It is clear that the safety of women is an important issue that extends beyond the scope of public transport, however there are practical things that Adelaide Metro can do to help improve the experience of women, young women, and girls while at stations and stops. It is envisaged that these actions will support women to feel empowered, safe and comfortable when engaging with the public transport system, and within its built environments. It is important that the voice of women is captured, that their perspectives and experiences are heard, valued and used to collaboratively design and improve services.

As part of the broader Public Transport Diversity and Inclusion Framework (the Framework), Adelaide Metro has established a series of action plans to make headway in achieving improved outcomes in specific areas and enhance user experience for all, with a strong focus on priority groups including women.

This plan outlines some key actions that Adelaide Metro will undertake, while identifying some areas where improvements can be made.

Other documents associated with this action plan include:

- *The South Australian Public Transport Diversity and Inclusion Framework*

Documents and legislation that have informed this plan include:

- *Passenger Transport Act 1994*
- *Committed to safety: A framework for addressing domestic, family and sexual violence in South Australia*

¹ Except trams which were people aged 65 or over.

² It is acknowledged that not all people within the Adelaide Metro area would be public transport users

Moving Forward

South Australia have always been at the forefront of improving outcomes for women, it was the first state to grant women the right to vote, and the right to stand for parliament, with the last state not following suit for an additional 14 years and 15 years for each issue respectively.

Recent research in SA public transportⁱⁱⁱ indicated that more could be understood about the diversity of people who engage the public transport system. Whilst there are some barriers all people commuting face, it is envisaged that through the establishment of a network of women commuters / community groups (including women with disability), this network will inform a firm understanding of barriers and concerns specific to women in engaging with the public transport system.

Adelaide Metro is committed to building a responsive workforce, which supports a safe and accessible public transport system for women with appropriate avenues to raise and address specific concerns.

Engagement

Adelaide Metro is committed to capturing the voice of women commuters and the Office for Women, DHS, has been engaged to guide the development of this action plan, as further stakeholder networks are being expanded and strengthened.

To support this, the primary action of this plan is the establishment of a network of women (including women with disability) within the public transport space who will guide, co-design and inform on matters that are important to them.

Key Outcomes and Objectives

This action plan is designed to drive progress under the Adelaide Metro Diversity and Inclusion Framework.

These actions aim to ensure services that support women to feel further empowered, seen and heard, included and valued, equal and welcome when engaging with the Adelaide Metro public transport system. They also have a strong focus on the Adelaide Metro principles, engagement, empowerment, celebration, and learning.

This action plan has the following objectives to lower barriers and support empowerment and inclusion:

- 1** Establish mechanisms to meaningfully engage women (including women with disability) with an interest in public transport to improve services for them
 - a. Ensure women from the community have a voice in the decisions that affect them
- 2** Address concerns for women on public transport
 - a. Assess trends / hotspots of concern for women engaging public transport and address them
- 3** Reduce barriers in public transport engagement for women in the community
 - a. Ensure barriers to accessing public transport are reduced
 - b. Ensure access to information (including digital) is not a barrier
 - c. Ensure service providers have undertaken appropriate training in diversity and gender bias, as well as primary prevention / gendered violence training

Monitoring and Reporting

A high-level progress report on the status of all action plans will be developed and internally published bi-annually for measurement and benchmarking purposes. A holistic action plan progress report, inclusive of all action plans, will report on an annual financial year basis.

Actions

Objective	Holistic Domain(s)	Person Centred Outcome	Action	Timeline
Empower women Reduce barriers	Satisfaction Empowerment Safety	<i>"I feel heard, I can have an input into decisions that affect me"</i>	1 Enable the opportunity for women from the community to co-design and contribute on matters that are important to them. - Establish a network of women / community groups (including people with disability) to consult, co-design, and refine policies, practices and procedures within Adelaide Metro and identify barriers or concerns for women using public transport. - Conduct regular stakeholder meetings to generate ideas, gather feedback and ensure women's views are being captured and included in consultation processes. - Utilise a Community Engagement Officer to engage and manage the co-design consultation process - Offer the opportunity to collect more specific demographic information on the Adelaide Metro website when providing feedback (optional) - Co-develop a 5 year action plan with women from the community of South Australia	- December 2021 - Ongoing - Mid 2021 - Late 2022 - Late 2022

Objective	Holistic Domain(s)	Person Centred Outcome	Action	Timeline
Empower women Reduce barriers	Satisfaction Empowerment Safety	<i>"I feel safe at the stations, they're vibrant and well lit</i> <i>When I'm on the bus I don't feel scared"</i>	2 Address safety concerns on public transport a. Explore feedback through Customer Relationship Management System and other data sources to help identify and inform hotspots around safety on public transport b. Complete a risk assessment across the network to assess concerns where stops / stations may need lighting upgrades, garden pruning, CCTV cameras and emergency phones etc. to aid in better visibility and increased safety c. Simplify processes for incident reporting and equip staff with skills to appropriately respond to incidents and disclosures of violence. d. Provide videos, infographics and information within transport facilities for witnesses and victims on how to report and / or respond to an incident of harassment or assault on public transport.	a. Late 2021 b. Late 2022 c. Late 2022 d. Late 2022

Endnotes

- i Peter Donovan, 'Transport', SA History Hub, History Trust of South Australia, <http://sahistoryhub.history.sa.gov.au/subjects/transport>, accessed 27 May 2021
- ii Chowdhury, S., & Van Wee, B. (2020). Examining women's perception of safety during waiting times at public transport terminals. *Transport policy*, 94, 102-108.
- iii 18086 Adelaide Metro 2019 Combined Services Report 131219.pdf



Marion

← Way Out

