

# Your rights to use transport in Northern Ireland



Easy Read version of: Your rights when accessing transport services in Northern Ireland



# The Equality Commission for Northern Ireland

Equality Commission

FOR NORTHERN IRELAND

The Equality Commission for Northern Ireland has written this leaflet.



We make sure people follow the laws about treating everyone equally and fairly.



We give information to:

- the public



- employers



- people who provide services.



The law is complicated and this leaflet is just to give disabled people an idea about their rights to use transport.



If you want more information or to find out about something that has happened to you, please talk to us.



At the back of this leaflet there is information about how to contact us.

# The Disability Discrimination Act



## What the law says about disability

The Disability Discrimination Act is a law to help disabled people.



It says disabled people must be treated fairly and not **discriminated** against.



**Discrimination** means treating someone worse than other people.



**Disability discrimination** means treating someone worse than other people because of their disability.

## What the law says about transport

When the law talks about transport it means different ways of getting to places and includes:



- buses



- coaches



- trains



- taxis



- rental vehicles



- breakdown recovery services.



The law says disabled people have the same rights as everyone else to use services.



This leaflet is about your rights to use transport.



Transport services have to treat disabled people fairly.



The law also says people and places that sell tickets or where you wait for transport have to treat disabled people fairly.





# Who has rights under the law?



The Disability Discrimination Act says you are disabled if:



- it is very hard for you to do normal everyday things because of your disability



- you have found these things hard for a long time, at least one year.



All disabled people are different and it is important to remember that not everyone has a disability you can see.

Sometimes you can't tell if someone has a disability just by looking at them.

# What is disability discrimination?



Discrimination about transport is when someone who provides transport treats you worse than other people because you have a disability.



It is discrimination if someone providing transport says they will not give a service to disabled people. This is called **refusal of service**.



This means it is against the law for a bus driver to say you can't come on the bus because you have a disability.



But he can say you can't come on if the bus is not built for you to use and it would not be safe.



It is discrimination if someone providing transport gives disabled people a worse or **lower standard** of service.

This means it is against the law for transport staff to be rude to you or bully you because of your disability.



It is discrimination if someone providing transport gives a disabled person a service in a way that means they are treated worse than other people. This is called **worse terms**.



This means it is against the law for a taxi company to charge you more because you are disabled than other people using the same type of taxi.



If it is a big taxi the price may be more.



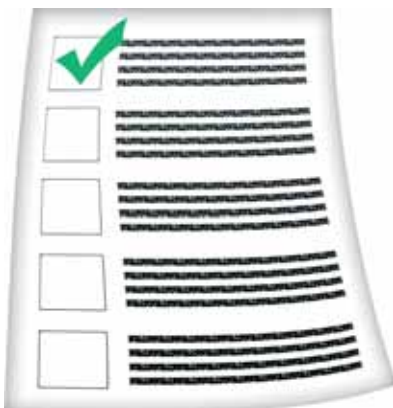
Or to ask you to pay at the start of your journey if other people pay at the end.



It is discrimination if someone providing transport does not make any changes they could to make it easier for disabled people to use the service.



These changes are called **reasonable adjustments**.



Reasonable means that the changes have to be something that can be done easily, sensibly and safely.



There are 3 types of changes that services can make:

## 1. Changes to their rules or the way they do things



If bus drivers leave the bus stop before everyone sits down it could be difficult for people with physical disabilities to travel safely.



The bus company could tell its drivers to wait until people with physical disabilities have found seats. This would be **reasonable**.



## 2. Give extra help or special equipment

Staff could bring a wheelchair ramp to help you get on a train.

A bus company could make timetables easier to read.



## 3. Changes to physical features

This rule is for vehicles you rent that seat up to 8 passengers and buses and coaches that you hire that can carry more than 8 passengers.



Breakdown trucks should provide you with transport to take you home if they cannot repair your car.



**Physical features** are things like pedals or other controls that are provided for driving the car.



The law says there are times when people have to take out or change something that stops a disabled person using one of these vehicles or find a different way for them to travel.



Sometimes it is very hard for people who provide transport to make changes for disabled people.



It might:

- mean the transport is not safe for the disabled person or for other passengers



- mean the disabled person agreeing to something they do not understand properly



- be very difficult or mean the transport can't work properly for everyone



- cost too much money.





**Not all kinds of transport have to do what this law says.**

Transport that goes along the ground on roads or railways must do what this law says.



Aeroplanes and boats do not have to do what this law says.



But the people who provide the transport have duties under other laws to make sure disabled people can:

- book tickets



- use their timetables



- use airports and places where you wait to catch a boat.



Some other types of transport can get a certificate or permit to say they do not have to do what this law says.



These are usually small buses used by people from a school, group or organisation.

# What to do if you think you have been treated unfairly



If you read what this leaflet says about discrimination and think you have been treated unfairly then you can use the law to help you.



You have to do this within 6 months of the time this happened.



We can give you free advice about this.



We can help you try to sort things out by talking to the person or service.



If this does not work then you might need to go to court.



There are some times when we can help disabled people to do this.

# How to contact us

Write to:



**The Equality Commission for Northern  
Ireland  
Equality House  
7-9 Shaftesbury Square  
Belfast  
BT2 7DP**

Telephone:



**028 90 890 890**

Textphone:



**028 90 500 589**

You can also use Typetalk to contact us.

Email:



**[information@equalityni.org](mailto:information@equalityni.org)**

Or look at our website:



**[www.equalityni.org](http://www.equalityni.org)**





## Credits

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