

Accessible Transport Action Plan

Policy Group Customer Service
 P & P Reference P09002
 Revision 5
 Date April 2020

BARRIER	STRATEGIES	RESOURCES	RESPONSIBILITY	TIMEFRAME
1) Information about services				
People with a disability do not always have alternative access to information.	Provide information on a website in accordance with W3C Web Accessibility Guidelines.	Suitable Investment currently being made progress the implementation	Managers, Corporate Services. Manager, Business Services	Completed
	Develop a Passenger Relations Plan to improve the quality of information on customer service for people with disabilities.	See above.		Passenger Relations Plan developed and updated April 2020
	Implement revised format for bus timetables with an accessible format and font.	See above.	Manager, Business Services	Revised font timetable on website by July 2016 - Completed
2) Physical Access to services and infrastructure				
Bus services are not fully accessible.	Increase the proportion of accessible buses in the fleet.	Fleet Replacement Budget	Manager, Business Services.	82% of services now accessible. 100% to be accessible by 01/01/2022. New vehicle procurement plan is in place to achieve this.
	Review services to develop a route priority policy for accessible buses. All services to become accessible have been identified	Within route development budget.	Manager, Business Services.	Accessible buses feature on timetabled routes
The corporate facilities of the transport provider may not be fully accessible to people with disabilities.	Upgrade made to Mudgee Depot with construction of new office. Accessible access ramp and door provided at Wellington Office. Dubbo office has accessible parking provided	Within budget for Asset Management Plan.	Manager, Business Services	Corporate facilities are accessible to people with disabilities
3) Complaints procedures				
Complaint mechanisms are	Develop a new customer feedback	From information Management	Manager, Business Services	Completed July 2016

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not fully accessible.	system on our website suitable for hearing impaired to lodge feedback	Budget.		
4) Staff training and employment practices				
Employees require disability awareness training.	Engage a consultant to provide disability awareness training to all staff.	Within staff training budget.	Manager, Business Services	All staff current staff have received disability training and new staff receive training on induction
Employees may not be aware of the specific safety needs of people with disabilities.	Include safety concerns of people with disabilities in safety training for staff.	Within staff training budget.	Manager, Business Services	All staff to have received safety training including a disability safety module by December 2017. All new staff on induction
Corporate planning may not include consideration of employees with disabilities.	Develop strategies to assist employees with disabilities including: <ul style="list-style-type: none"> ▪ Workplace adjustment strategies to cope with specific disabilities, including alternate technologies; ▪ Flexible working arrangements 	Within staff training budget,	Manager, Business Services	Survey of staff disability profile completed. Currently no staff with disabilities. Action when required
5) Promoting positive community attitudes				
Passengers without disabilities may not be aware of the access needs of passengers with disabilities.	Promote transport initiatives that demonstrate that improved access is beneficial for the whole community.	Within advertising budget.	Manager, Information Services.	All future initiatives for people with disabilities should be marketed to include the wider community.



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 07/04/2020



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 Director
 07/04/2020