

Accessible Transport Action Plan

Policy Group Customer Service
 P & P Reference P10001
 Revision 2
 Date April 2017

| 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 December 2016 |
| | 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 published July 2016 |
| | 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 Revised font timetables obtainable from drivers and offices or on request via post – e-mail by July 2016 |
| 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. | 66% of services now accessible. 80% to be accessible by 12/2017 |
| | Review services to develop a route priority policy for accessible buses. | 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. | Within budget for Asset Management Plan. | Manager, Business Services | Corporate facilities to be accessible to people with disabilities by 2020 |
| 3) Complaints procedures | | | | |
| Complaint mechanisms are not fully accessible. | Develop a new customer feedback system on our website suitable for hearing impaired to lodge feedback | From information Management Budget. | Manager, Business Services | Completed July 2016 |

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| 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 to have received disability awareness training by December 2017 |
| 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 |
| 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 to be 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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 26/04/2017

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 26/04/2017