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The accessibility of public transport for all is essential in the community.

This plan addresses the following key elements in providing an accessible service and overcoming barriers that would otherwise be in place:

1. Information about services
2. Physical access to services and infrastructure
3. Feedback and enquiries procedures
4. Staff training and employment practices
5. Promoting positive community attitudes

Information About Services

Barrier	Strategy
People with a disability do not always have alternative access to information.	Develop a customer promise to improve the quality of information on customer service for people with disabilities.
	Implement revised format for bus timetables with an accessible format and font.

Physical Access to Services and Infrastructure

Barrier	Strategy
Bus services are not fully accessible.	Meet targets and requirements under the Disability Discrimination Act 1992 (Cth) and Disability Standards for Accessible Public Transport 2002 (Cth).
	Review services to develop a route priority policy for accessible buses, among others based of customers' feedback.
The corporate facilities of the transport provider may not be fully accessible to people with disabilities.	Undertake an access audit of the depot as part of an overall Asset Management Plan and make changes where required.

Feedback and Enquiries Procedures

Barrier	Strategy
Feedback mechanisms are not fully accessible.	Develop an accessible customer feedback system via the website (www.transdevnsw.com.au) and liaise with the Transport Info (transportnsw.info) system, including facilities for hearing-impaired persons (e.g.: NRS National Relay Service facility, 133 677).

Staff Training and Employment Practices

Barrier	Strategy
Employees require disability awareness training.	Module on disability awareness and assistance included in training to all staff, as required; additional internal campaigns reminding of customer with disabilities needs.
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.
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 technology; • Flexible working arrangements; • Regular surveys of staff disability profiles.

Promoting Positive Community Attitudes

Barrier	Strategy
Customers 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.

Version Control:

Version Number	Date of Issue	Details
1.0	1/12/2016	Publish
1.1	21/12/2017	Regular Review
1.2	21/12/2018	Regular Review