



# Disability Action Plan

22<sup>nd</sup> July 2019

## Document History and Version Control

Version Number	Date Approved	Approved By	Description
1.0	23/02/2016	Grant Craike	Whole of document review and restructure. Wording amended to state clearer intent of document and cement clearer accountability.
1.1	22/02/2017	Grant Craike	Procedures in this document (Appendices) to be developed to provide guidance in related areas.
1.2	22/03/2018	Grant Craike	No change
2.0	22/07/2019	Leadership Team	Document updated to incorporate policy statement

The current controlled version of this document is available from the Team Leader: Workplace.

# CONTENTS

---

<b>1</b>	<b>Purpose .....</b>	<b>4</b>
<b>2</b>	<b>Definitions and Explanations .....</b>	<b>4</b>
<b>3</b>	<b>Policy Statement.....</b>	<b>5</b>
<b>4</b>	<b>Plan.....</b>	<b>6</b>
	4.1 Requirements.....	6
	4.2 Purpose .....	6
<b>5</b>	<b>Responsibilities.....</b>	<b>6</b>
<b>6</b>	<b>Accessible Travel.....</b>	<b>7</b>
	6.1 Easy Access Bus.....	7
	6.2 Services with Easy Access .....	7
	6.3 Accessible Bus Requests .....	8
	6.4 Accessing the bus with a Mobility device: .....	8
	6.5 Travelling with Assistance Animals.....	9
	6.6 Options to Access Information .....	10
	6.7 Vision Impaired Passengers .....	10
	6.8 Hearing Impaired Passengers .....	11
<b>7</b>	<b>Plan Controls .....</b>	<b>11</b>
<b>8</b>	<b>Review .....</b>	<b>12</b>

## 1 PURPOSE

Caboolture Bus Lines has developed and implemented a wide range of initiatives in its Disability Action Plan which builds on work undertaken by the Queensland and Federal Government which ensures the services we provide are accessible to, and inclusive of all persons including those with disabilities and encompasses the obligations from the following:

- 1) Disability Standards for Accessible Public Transport 2002 (Transport Standards),
- 2) Disability (Access to Premises – Buildings) Standards 2010.
- 3) Disability Discrimination Act 1992 (DDA)
- 4) Transport and Main Roads Disability Service Plan 2014 – 2016.

## 2 DEFINITIONS AND EXPLANATIONS

Term	Definition/Explanation
Leadership Team	Comprises of the CEO, Team Leader: Commercial, Team Leader: Network, Team Leader: Buses, Team Leader: Admin and Team Leader: Workplace
Easy Access Bus	"Easy access" means there are no steps. These buses are fitted with mechanical devices that lower the bus entrance to curb level.
Mobility Device	A mobility aid is a device designed to assist walking or otherwise improve the mobility of people with a mobility impairment.
Assistance Animals	Refers to a certified guide dog, a dog trained to assist a person in activities where hearing is required and <i>any other animal</i> trained to assist a person to alleviate the effect of a disability

	<b>NB:</b> Certified guide, hearing and assistance dogs trained in accordance with the Guide Hearing and Assistance Dogs Act (2009), and assistance animals that are trained in accordance with section 9 of the Disability Discrimination Act (1992)
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### 3 POLICY STATEMENT

Caboolture Bus Lines (CBL) values diversity in the workplace. CBL is aware of its obligations to accommodate the needs of all its customers including those challenged by disabilities. CBL strives to provide customers with an inclusive experience and caters, where possible, to the diverse needs of all. CBL have established a Mission statement that captures and reflects our Customer Service focus.

**Mission Statement:** The mission of Caboolture Bus Lines Pty Ltd is to provide our passengers with safe, accessible, reliable, quality transportation, through our commitment to responsive and innovative management, continual upgrading of our fleet, meticulous attention to maintenance and by being ever mindful of our responsibilities to passengers, co-workers and the community.

#### The Strategies to implement this Policy are:

Caboolture Bus Lines is committed to providing a high level of accessible service, ensuring that the services are accessible to people with disabilities. In this regard and as part of our operations and delivery of passenger transport services, our focus will be centred around:

- Providing compliant infrastructure which supports the inclusion of customer's with disabilities.
- Providing buses that accommodate passenger's with mobility issues.
- Considering passenger safety and comfort at all times
- Being helpful, friendly and courteous when interacting with our customers
- Ensuring current service information is made available and is accessible to all customers, including visually and hearing-impaired persons, via customer service staff, the office, contact with the Translink Customer service centre, timetables and website
- Making customers aware of any temporary or permanent service changes or disruptions
- Planning and reviewing services in consultation with the community and customer feedback.
- Ensuring that staff is suitably qualified for the role. Staff are carrying out, their duties in a professional manner. Staff receives ongoing training and support.

- Complying with the Queensland Department of Transport and Main Roads regulations in regard to the provision of *accessible inclusive public passenger transport services*.

## 4 PLAN

CBL will work collaboratively within the mechanisms of Government and our contractual partners to explore opportunities to expand transport services within the Caboolture Region to productive markets. This shall involve the following core objectives:

- Conduct research to better understand passenger needs to increase customer patronage
- Design services to meet customers' needs
- Identify potential for services targeted to unserved or underserved demographic groups
- Understand tomorrow's customer.
- To meet or exceed customer expectations

### 4.1 Requirements

This document applies to all CBL operations. The objective of this plan is to provide guidance to CBL staff in the management of Customer Service needs as they apply within the context of disability services. This plan is developed in accordance with the requirements of the Qld Transport Operations (Passenger Transport) Standard 2010 and CBL Operational Procedures.

The CBL Disability Action Plan is to be read in conjunction with all relevant CBL Governance, Procedures and subordinate documents.

### 4.2 Purpose

Caboolture Bus Lines is an inclusive employer of choice. CBL values the diversity of its workforce and it endeavours to ensure that its workplaces are designed to be inclusive of people with disabilities. As a provider of public transport CBL is aware of its obligations to accommodate the needs of all its customers including those challenged by disabilities. To this means this document provides guidance and a framework for managing these issues.

## 5 RESPONSIBILITIES

**The Leadership Team:** are accountable for ensuring that this plan is implemented across the operations of the business.

**Drivers:** are responsible for ensuring the following:

- Be aware of Passenger needs for assistance as they form to enter the bus. Scan the waiting passenger lines to determine immediate needs. **OR** respond to calls for assistance.
- If disability needs are identified, provide all available assistance to that person. This may include
- Use of mechanical lifting devices/ramps
- Assistance with seat allocation
- Provide all necessary assistance for identified passengers when de-busing.
- Be familiar and become competent in the use of mechanical lifting device apparatus on the bus. E.g. low floor design buses that can lower to the curb height.

## 6 ACCESSIBLE TRAVEL

As a delivery partner for Translink (the Queensland government body for public transport), Caboolture Bus Lines is committed to working with government to reduce the barriers for people with a disability when using bus services. CBL buses are built to a *Standard* that ensures people, who are mobility challenged, can

- Safely access the bus and
- Find/use appropriate seating.
- Staff are trained to be receptive of passenger special needs and to respond appropriately

### 6.1 Easy Access Bus

Caboolture Bus Line's urban fleet includes low floor easy access buses for people with reduced mobility.

Each of these low floor easy access buses is equipped with:

- an extendable ramp,
- a wide front entrance, and
- Space in the bus to accommodate wheelchairs or prams.

### 6.2 Services with Easy Access

Currently all Caboolture Bus Line's local urban town services are operated with low floor easy access buses.

Passengers who are mobility challenged and who wish to travel on Caboolture Bus Lines school bus services can contact our office and put in a request for an accessible bus as detailed in the next section of this plan.

### 6.3 Accessible Bus Requests

Customers who have a regular requirement for a wheelchair accessible bus on any school service can contact Caboolture Bus Lines office on 07 5495 4744 to register a request.

Customers are to advise CBL of their special request for an accessible bus on a school run service and provide the following:

- name,
- address,
- school bus run number and
- details of travel.

Caboolture Bus Lines shall; upon receiving the request:

- **Contact the customer** directly to discuss requirements and; where possible, make every **attempt to meet this request.**
- If **unable** to meet request for an easy access low floor bus CBL will
  - **Liaise** with Translink and the Department of Transport and Main Roads School Transport Office
  - Seek an alternative solution that may be available or;
  - Discuss how CBL may **accommodate** the request through future **planning.**

### 6.4 Accessing the bus with a Mobility device:

Caboolture Bus Lines low floor easy access buses have been designed to comply with the transport standards for mobility aids & devices.

Access to public transport with mobility aid devices, can only occur if the device meets the criteria for size, height, weight and maneuverability as contained in the Transport standards.



The maximum dimensions of a wheelchair or mobility scooter permitted on a low floor easy access bus are detailed below. **Please not that oversized mobility devices will NOT be able to board the bus.**



#### 6.4.1 MOBILITY AIDS

To be compliant for travelling on CBL buses mobility aids needs to:

- Fits in an allocated space of 1300mm by 800mm
- Is less than 750mm wide the total height when the user is seated on it is less than 1500mm (for travelling in accessible taxis)
- Total weight of the user and the mobility device is less than 300kg
- Meets the manoeuvrability assumptions of the *Disability Standards for Accessible Public Transport 2002* (see reference below for details).
- Be able to move in the direction determined by the transport operator; and
- Have effective braking systems to maintain stability.

To board our low floor easy access buses your mobility aid should be able to:

- Turn 180 degrees within an area 2070mm by 1540mm;
- Cross a horizontal gap up to 40mm wide;
- Mount a vertical rise (bump) up to 12mm;
- Cross grating gaps up to 13mm wide and 150mm long;
- Negotiate a 1:14 grade ramp unassisted;
- Negotiate up to a 1:8 grade where the ramp is less than 1520mm; and
- Negotiate a 1:4 grade ramp with assistance

## 6.5 Travelling with Assistance Animals

If a guide, hearing or assistance dog has been trained and certified in accordance with *Guide Hearing and Assistance Dogs Act*, and the handler has been issued with a handler's identity card by the

Department of Communities, Child Safety and Disability Services. This handler's identity card is recognised by Translink and Caboolture Bus Lines. Passengers in possession of these credentials do not have to apply for a **Translink Assistance Animal Card**.

If the assistance animal has not been certified by the Department of Communities, Child Safety and Disability Services, the following procedure applies:

- The person seeking access to the public transport system may apply to the Department of Communities, Child Safety and Disability Services to certify the guide, hearing or assistance dog and be issued with a handler's identity card; **or**
- Apply for a Translink Animal Assistance Card which provides for assistance animals trained in accordance with the Disability Discrimination Act 1992..

Persons travelling on the Caboolture Bus Lines serviced Translink network with a guide, hearing or assistance dog, or assistance animal, must present either a handler's identity card issued by the Department of Communities, Child Safety and Disability Services or a *Translink Animal Assistance Card* when requested by the driver, or an authorised person representing Translink or Caboolture Bus Lines.

## 6.6 Options to Access Information

Caboolture Bus Lines in conjunction with Translink is committed to making information on relevant bus services accessible to as many people as possible. Customer Service procedures are in place to handle instances where customers seek assistance for the following issues:

- Customer is having difficulty reading timetable or service information. Customers are encouraged to contact the Caboolture Bus Lines office on weekdays between 8.30am and 5pm for staff assistance.
- Alternatively customers may phone Translink call centre staff 24 hours a day 7 days a week for assistance.
- Customers with hearing difficulties may contact the CBL office via email at [admin@cbus.biz](mailto:admin@cbus.biz) with their enquiry. Information can be returned to the enquirer in writing.
- Alternatively customers may contact Translink by calling the centre staff 24 hours a day 7 days a week and request assistance.

## 6.7 Vision Impaired Passengers

The Translink bus services operated by CBL are provided to vision impaired passenger and their travel attendant for free.

Translink provides tactile paving at bus stations to assist vision impaired passengers to safely access transport

## 6.8 Hearing Impaired Passengers

CBL ensures that its Customer Service Agents advise all public transport customers with disabilities, that they may contact the Translink contact Centre for assistance. Customers, who identify themselves as having an impairment or disability, will receive assistance from the Translink customer service officers to pre-plan a journey.

If necessary, follow-up advice can also be provided about any planned outages impacting on the intended journey route.

## 7 PLAN CONTROLS

Operational Deliverables	Performance Standards	Quality control activity	Frequency
<i>To build an inclusive transport experience that reasonably caters to the needs of people with disabilities</i>	Industry Best Practice as outlined in industry Standards	Process Checklists : Periodically measure process and productivity against established criteria	Periodic operational review and at the end of 12 months of operation.
<i>To train a professional team of employees capable of meeting the relevant business &amp; customer service standards as they pertain to disability services.</i>	Customer Service Standards of DTMR and CBL	Testing of Deliverables: Test knowledge through in service training and Professional Development opportunities. Correct identified gaps	At completion of Training and during operations.
<i>To acquire, manage and, maintain relevant equipment used for the delivery of specific disability related services.</i>	To deliver relevant services that reasonably caters to the needs of people with disabilities.	Statistical Sampling: Review fleet equipment continuously during life of vehicles	Continuous Review. Take corrective maintenance actions as required. Scheduled

			maintenance to have 3 <sup>rd</sup> party audit process applied.
--	--	--	------------------------------------------------------------------

## 8 REVIEW

The CBL Management team shall review the **Disabilities Action Plan** annually. A record of the review shall form part of this document.