



North Burnett Transport Service Disability Action Plan

Title: Disability Action Plan
Department: Corporate & Community Services
Responsible Officer: Manager Finance
Section: Finance

DEFINITIONS:

'Council' Refers to the body providing the service for the North Burnett Transport Service

'North Burnett Transport Service' Refers to the name of the service provided to the community by the North Burnett Regional Council

'Disability' As per the Disability Discrimination Act 1992 interpretation

INTRODUCTION:

The North Burnett Regional Council provides the North Burnett Transport Service for the region and surrounds. The service provides comfortable, convenient and affordable transport options to assist residents and visitors wishing to travel to larger regions such as Bundaberg and Maryborough, with convenient stops encompassing Base Hospitals, train stations, transit stations and local shopping centres.

The purpose of this plan is to outline Council's Policy to ensure that passengers with disabilities are satisfied with the service provided by the North Burnett Transport Service.

MISSION STATEMENT:

The North Burnett Regional Council is committed to the implementation and maintenance of the Disability Action Plan principles in all aspects of the North Burnett Transport Service.

OBJECTIVES:

Council's Disability Action Plan for the North Burnett Transport Service intends to outline the way in which the service will meet the reasonable needs of any passengers who require assistance while using our service.

As in Council’s Quality Assurance Plan, Council has applied the following principals as the core underlying principles in providing a quality service to the community. We believe these are relevant to the Disability Action Plan, with the inclusion of a Review Process.



OBJECTIVE ACTION

Passenger Comfort

The North Burnett Transport Service vehicles are deluxe models which allows for high backed seating and wider seats for passenger comfort. The vehicles also have an automatic safety step, handrails, and a wheelchair lift.

The drivers are able to assist passengers with disabilities with getting on and off the bus and also help with luggage, if required

The Service will also endeavour to also provide priority seating for the elderly and disabled passengers. Drivers will ensure that carers and assistance animals are seated next to those in their care at all times.

Disability aids or additional required luggage will be carried by the service at no extra charge to the passenger. The retrieval of these disability aids that are stored in the Trailer will be done by the driver.

Responsibility

Driver/Bus Co-Ordinator

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Purchase of deluxe model vehicles with passenger comfort in mind	Completed
Installation of Disability Assistance Aid’s throughout the vehicle	Completed

Driver Training

Driver Training is an essential part of providing a good service. The North Burnett Transport Service drivers have been trained in various skills including Customer Service and First –Aid.

Council intends to implement Disability Awareness Training in the future for drivers and customer service staff.

Responsibility

Bus Co-Ordinator/Learning and Development Officer

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Customer Service Training encompassing training in relation to disabled passengers and their needs	Completed Feb 2015
Disability Awareness Training	Dec 2015

Policies and Procedures

The North Burnett Regional Council has made the commitment to review this Plan on an annual basis.

Council endeavours to make sure that feedback from customers, changes in legislation, new initiatives or new approaches are updated into the Policy, meaning the Plan will be relevant to the expectations of disabled passenger travelling on our service.

This policy is kept in the vehicle as part of the Driver Manual; the procedures are covered in the Driver Training – Customer Service Skills. Manuals for the use of the wheelchair lift are also kept in the vehicle and a hard-copy on Councils record system.

Responsibility

Bus Co-Ordinator

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Disability Action Plan, kept up to date and current	Annually
Relevant Procedures	Constant Review

Vehicle and Vehicle Maintenance

The North Burnett Transport Service provides the following vehicles for the service;

- Mitsubishi Fuso – Rosa 2013 Bus, 19 Seater with one (1) wheelchair access
- Toyota Hi-Ace – Commuter 2014 Mini Bus, 9 Seater with one (1) wheelchair access

The Rosa is a deluxe model which has high backed seating and wider seats for passenger comfort. The vehicle also has an automatic safety step, handrails, and a wheelchair lift.

The Hi-Ace has high backed seating and wider seats for passenger comfort. The vehicle also has a safety step, handrail, and a wheelchair lift.

Our vehicles are serviced to a high standard and are also kept in a neat and tidy condition free of any trip hazards.

Responsibility

Bus Co-Ordinator/Council Mechanic/Driver

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Vehicle Service Maintenance Report to be kept to ensure vehicles are maintained to a high standard	Completed Jan 2015
Installation of Disability Assistance Aid's throughout the vehicle	Completed

Timetable & Fare Schedules

Our drivers and staff are able to assist all passengers with fare information including helping with the bookings of tickets, if required.

As per the North Burnett Transport Service Terms and Conditions Policy we have asked passenger with disabilities to be at the pick-up point 10 minutes prior to departure. This allows the driver to assist the passenger getting onto the Bus and making sure they are comfortable without rushing the process.

Council is also looking at the implementation of 'Easy Read Timetables' with larger font for passengers in the future.

Council fare structure allows for a pensioner discount, which is a fair and reasonable price for the service provided.

Responsibility

Bus Co-Ordinator

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Driver and Staff Training in relation to the assistance of bookings for disabled Passengers	Completed
'Easy Read Timetables'	Aug 2015

Review Process

The North Burnett Regional Council Disability Action Plan Policy will be reviewed on an annual basis.

During the review process the Policy will be reviewed by key project team members;

- General Manager of Corporate and Community Service
- Manager of Finance Services
- Bus Co-Ordinator
- Safety Advisor
- Drivers

and approved by the North Burnett Regional Council.

Changes to the Policy will be determined by, but not limited to the following:

- Legislation Changes
- Complaints
- Non-Conformances
- Incidents
- Procedural Changes

Responsibility

Manager of Financial Services

<u>Target Outcomes</u>	<u>Target Timeframe</u>
Review of the Disability Action Plan	Annually

ACCOUNTABILITY

Discrimination will not be tolerated by the North Burnett Regional Council. Employees including drivers of the North Burnett Transport Service found engaging in discriminatory conduct will be subject to disciplinary action in accordance with Councils Code of Conduct.

REFERENCES & ASSOCIATED PLANS

The Commonwealth Government	Disability Discrimination Act 1992
North Burnett Regional Council	Statutory Policy 101 Equal Employment Opportunity
North Burnett Regional Council	Administrative Direction 330 Bully & Harassment
North Burnett Regional Council	Terms and Conditions of Travel
North Burnett Regional Council	Statutory Policy 116 - Administrative Action Complaints
North Burnett Regional Council	Quality Assurance Plan