



Mt Gravatt Coach & Travel Pty Ltd

ABN 81 052 452 02

Mt Gravatt Bus Service Pty Ltd

ABN 51 880 151 325

Fenlane Pty Ltd

ABN 39 010 964 020

# DISABILITY ACTION PLAN

# Table of Contents

|   |          |
|---|----------|
| <b>1. DISABILITY ACTION INFORMATION</b> ..... | <b>3</b> |
| 1.1. ORGANISATION .....                       | 3        |
| <b>2. OVERVIEW</b> .....                      | <b>4</b> |
| 2.1 INTRODUCTION.....                         | 4        |
| 2.2 PURPOSE .....                             | 4        |
| 2.3 ACTIONS.....                              | 4        |

# 1. ENVIRONMENTAL MANAGEMENT INFORMATION

| Building Information   |                                       |
|------------------------|---------------------------------------|
| Company Name:          | Mt Gravatt Coach & Travel             |
| Area Address:          | 39 Kenway Driver, Underwood, Qld 4119 |
| Company Owner:         | Delcie Cole                           |
| Contact:               |                                       |
| Owner Address:         |                                       |
| Owner Phone Number:    |                                       |
| Email:                 |                                       |
| Company Contact:       | Rob Brooker – General Manager         |
| email Address:         | rob@mtgcoach.com                      |
| Occupier Phone Number: | 07 3808 7800                          |
|                        |                                       |

| Persons responsible for administering the Depot's Disability Action Plan |
|--|
| Boyd Masters – Operations Manager – boyd@mtgcoach.com.au                 |
|  |

## 2. OVERVIEW

### 2.1 Introduction

Mt Gravatt Coach & Travel is committed to providing a world class transport system for use by South East Queensland Commuters. This commitment includes providing a transport system that enables people with a disability / disabilities to actively participate in community life and recognises that approximately 20% of people in Queensland live with a disability.

Mt Gravatt Coach & Travel is pleased to introduce the Disability Action Plan to demonstrate our commitment. The Disability Action Plan seeks to assist people with a disability to participate in our community by facilitating the accessibility of the local bus transport network. The actions contained in this plan contribute to four key priorities. To achieve these priorities, Mt Gravatt Coach & Travel will work collaboratively with all transport stakeholders.

Mt Gravatt Coach & Travel endeavours to play its part in the elimination of social and physical barriers faced by people with disabilities. The plan identifies key initiatives that we are committed to.

To connect and enable genuine participation in the community, people with disabilities need accessible and inclusive transport. The development and release of the Disability Action Plan is a reflection on our dedication and determination to achieving this aim and eliminating discrimination from bus transport in the Whitsundays.

The Disability Discrimination Act 1992 (DDA) requires that people with disability be given equal opportunity to participate in and contribute to the full range of life activities, including access to the goods, services and facilities provided by government departments and their contracted operators. The DDA encourages organisations to develop disability action plans to assist an organisation to plan the elimination of disability discrimination as far as possible. Developing and implementing this Disability Action Plan exemplifies Mt Gravatt Coach & Travel's commitment to DDA compliance.

The Disability Action Plan sets out how this company will contribute to making the local passenger transport network more accessible for people living with disabilities.

The Disability Action Plan introduces new actions and highlights on going activities that are aimed at improving the experience of those travelling on the passenger transport network for people with disability. It seeks to promote genuine participation in the community by supporting and promoting strategies which make it easier to access local bus transport.

Actions included in the Plan will assist in achieving 2019 compliance milestones within the Transport Standards and the Premises Standards. The Transport Standards and the Premises Standards aim to enable public transport operators and providers to remove discrimination from public transport services.

The Accessibility Action Plan also helps to deliver on The Queensland Plan: a 30-year vision for Queensland (Queensland Plan) by contributing to key foundation areas such as infrastructure, community and regions such as ours.

### 2.2 Purpose

The purpose of the Disability Action Plan is to assist people with disability to participate in community life by improving the accessibility of the bus passenger transport network in South East Queensland.

### 2.3 Actions

Actions have been developed to support the achievement of these objectives and align to the relevant priority.

The implementation of projects relating to the accessibility of the bus passenger transport network contracted to Mt Gravatt Coach & Travel is not confined to the actions contained within the Disability Action Plan. Subject to further funding and resources becoming available, Mt Gravatt Coach & Travel will consider additional investments which aim to reduce social and physical barriers for people with disability while using the passenger transport network. Mt Gravatt Coach & Travel will also co-operate with other stakeholders in relation to upgrades and refurbishments of the local transport network.

## **Priority 1 - maintaining an accessible transport network**

Maintaining an accessible transport network to deliver an accessible end-to-end journey for all our customers using the passenger transport network in South East Queensland.

Mt Gravatt Coach & Travel aims to deliver accessible infrastructure and to also contribute to developing knowledge and understanding of accessibility requirements by monitoring customer feedback. The delivery of accessible infrastructure by the Department of Transport also supports community participation.

Mt Gravatt Coach & Travel undertakes a number of activities to meet this commitment including:

1. Working with TMR in all efforts to meet Transport Standards compliance milestones.
2. Ensuring driver's and staff are informed about public transport concessions for people with disability in accordance with the department's concessions framework, including free public transport travel for eligible Totally and Permanently Incapacitated Veterans and Extreme Disablement Adjustment Veterans, visually impaired persons, attendants of people with disability and working companion animals.

### **Actions – maintaining an accessible transport network**

1. Co-operate with local government through the Passenger Transport Accessible Infrastructure Program as required, to assist with upgrading passenger transport infrastructure to meet the Disability Standards for Accessible Public Transport 2002 compliance milestones.
3. Promote in house training on DDA compliance in order to convey the message of our commitment to driver's and staff, who are responsible for assisting those traveling on our services with a disability.
4. Procure and disseminate guidelines and other reference documents to support the ongoing support of DDA compliance by drivers and staff.
5. Be part of the solution to assist Vision Impairment Travel Pass holders to enjoy independent access to the bus transport network.
6. Co-operate with TMR and local government to implement initiatives which support the delivery of an integrated accessible passenger transport network.

## **Priority 2 – enhancing the customer experience**

Enhancing the customer experience to deliver an improved customer experience for people with disability when travelling on bus passenger transport.

It is important that locals and visitors to our region, including people with disability, can use the bus passenger transport network with ease and confidence, allowing them to travel on equal terms.

One way in which Mt Gravatt Coach & Travel contributes to delivering this positive experience is through providing relevant, timely and accessible passenger transport information. Such as monitoring phone calls during peak travelling times to provide information about bus accessibility.

Public transport customers can use our seven-day phone service to contact the company for information or assistance to plan their journey if desired. If a public transport customer contacts Mt Gravatt Coach & Travel and identifies themselves as having an impairment or disability, customer service staff are able to provide assistance to help to pre-plan a journey if necessary.

Mt Gravatt Coach & Travel considers customer centred service approaches to be a fundamental part of everyday business. The belief is held that a positive customer experience is delivered to all our customers using the passenger transport network. This includes the use of flash passes such as the Vision Impairment Travel Pass, and the Totally and Permanently Incapacitated/Extreme Disablement Adjustment Veteran Travel Pass.

## **Actions – enhancing the customer experience**

1. Provide orientation and mobility training for drivers to become familiar with the local passenger transport infrastructure.
2. Work with TMR and other industry authorities such as the Queensland Bus Industry Council to pass on the benefits and importance of drivers undertaking disability awareness training.
3. Drivers receive training on the use of ramps, the importance of stopping in suitable areas (to facilitate boarding and exiting of wheelchairs in difficult terrain) and the legislation relating to guide dogs and other working animals.
4. In so far as its physically possible, accessible buses are allocated to Translink Route Service runs.

## **Priority 3 – helping to improve the accessibility of information**

Mt Gravatt Coach & Travel will play its part in improving the accessibility of information to support people with disability by enhancing the availability and accessibility of information relating to the passenger transport network.

The provision of accurate and timely information is crucial to all customers. Mt Gravatt Coach & Travel aims to ensure that customer information is accessible and readable for people with disability and is displayed in accordance with relevant standards. This includes information provided in printed form and others which are available on the Mt Gravatt Coach & Travel website (mtgcoach.com.au).

A supporting role is played by the Mt Gravatt Coach & Travel website. This website is a portal for people seeking information on the public transport network in our local area, such as travel options and timetables. Some of the key information that will soon be available on the Mt Gravatt Coach & Travel website includes information about disability access to the bus transport network, including travelling with mobility devices, concessions and other assistance for people with disability, and disability parking permits.

Information and feedback about our services is highly valued. Feedback from users of the bus transport network provide an opportunity to identify areas of the network that require improvement. Customers are able to lodge complaints through a number of platforms including web, phone and traditional written options.

## **Actions - improving the accessibility of information**

1. Ensure updated educational material for people travelling with mobility devices on the passenger transport network is displayed on vehicles, at bus stops and other prominent areas as required.
2. Improve the prominence of the Mt Gravatt Coach & Travel website through marketing strategies.
3. Communicate and raise awareness of new infrastructure or conveyances that meet or exceed Disability Standards for Accessible Public Transport 2002.
4. Work with the TMR towards their intention of expanding the use of technology so that people with disability travelling on the passenger transport network are informed through a variety of information formats.
5. Maintain a complaints system which currently capture and reports on complaints about disability access to bus transport services and infrastructure.
6. Support drivers with a medical condition, that may include a disability, to continue to drive safely and where appropriate, increase the availability of information to transition drivers to safe alternatives such as administrative roles if deemed appropriate.

## **Priority 4 - working in collaboration with partners and stakeholders**

Mt Gravatt Coach & Travel works in collaboration with stakeholders to achieve improved outcomes for people with disability accessing the bus passenger transport network.

In order to improve and promote the accessibility of the passenger transport network, Mt Gravatt Coach & Travel works collaboratively with TMR, local governments, and state and national counterparts.

Mt Gravatt Coach & Travel supports the national direction for accessible transport policy and participates in the Queensland Bus Industry Council.

### **Actions - working in collaboration with partners and stakeholders**

1. Collaborate with TMR, other state government departments and local governments to explore options to improve community access to community transport.
2. Work the local government and encourage them to promote community transport services provided by Mt Gravatt Coach & Travel.

### **Implementation**

The implementation time period for the Disability Action Plan is during the year 2019. This time period aligns with a formal revision of this plan.