

Red Bus Services provides high quality accessible services that are convenient and desirable for all of our passengers. Services are delivered in partnership with Transport for NSW and the local community. We will deliver services that aim to encourage greater use of public transport for a more sustainable lifestyle.

**TASK 1: PROVIDE INFORMATION ABOUT REDBUS SERVICES ALTERNATIVE FORMS**

**Objective:** Reduce the barrier for people with a disability by providing alternative information sources to ensure information is accessible to all.

**Target:** Nil incident or complaints highlighting non-compliance

**TASK 2: CONTINUAL IMPROVEMENT OF PHYSICAL ACCESS TO BUSES AND INFRASTRUCTURE**

**Objective:** Improve the journey experience of people with a disability while using our services.

**Target:** Nil incident or complaints highlighting non-compliance

**TASK 3: CONTINUE TO IMPROVE THE ACCESSIBILITY OF BUS NETWORK**

**Objective:** Improve the journey experience of people with a disability while using our bus network.

**Target:** No incidences or complaints reported highlighting non-compliance

**TASK 4: STAFF TRAINING AND EMPLOYMENT PRACTICES**

**Objective:** Reduce transport disadvantages for people with disability.

**Target:** Nil Incident or complaints highlighting non-compliance. Review via Driver Consultative Committee.

**TASK 5: REDUCING TRANSPORT DISADVANTAGES FOR PEOPLE WITH DISABILITY**

Objective: Assist stakeholders in the training of people with disability to confidently utilise the bus service.

Target: Nil incident or complaints highlighting non-compliance. Increased patronage from people with disability.

**TASK 6: EQUAL EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES**

Objective: Ensure equal employment opportunities for people with disabilities to use their level of skills.

Target: Nil incident or complaints highlighting non-compliance.

**TASK 7: PROMOTING POSITIVE COMMUNITY ATTITUDES**

Objective: Promote positive community attitudes

Target: Nil incident or complaints highlighting non-compliance.

**TASK 1: PROVIDE INFORMATION ABOUT REDBUS SERVICES ALTERNATIVE FORMS**

**Objective:** To reduce the barrier for people with a disability by providing alternative information sources to ensure information is accessible to all.

**Target:** No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
1	Website Accessibility	Maintain a website that is in accordance with W3C AA Web Accessibility Guidelines.	General Manager	On going
2	Website to provide accessibility information to assist customer	To update website so that accessibility information for customers is easily found.	General Manager	On going
3	Provide DDA Compliant timetables	<ul style="list-style-type: none"> <li>Make it easy to access large print timetables for customers on website.</li> <li>Remind staff members that large print timetables are available for customers on request.</li> </ul>	General Manager	On going
4	Promote 131500	Maintain promotion of 131500 at bus stops, website, timetables and any other promotions material to ensure customers are aware of this information resource.	General Manager	On going
5	Kerbside Infrastructure Signage	Ensure that all signage placed in timetable cases are accordance with AS1428.2 (1992) Design for access and mobility set.	General Manager	On going
6	Customer Communications	Maintain a database to record and catalogue all accessibility issues.	General Manager	On going

**TASK 2: CONTINUE TO IMPROVE PHYSICAL ACCESS TO BUSES AND INFRASTRUCTURE**

**Objective:** To improve the journey experience of people with a disability while using our services.

**Target:** No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
7	Increase the number of fully accessible buses	Purchase only low floor accessible vehicles.	Depot and Fleet Manager	On going
8	Accessible Office Amenities	Maintain accessible office amenities.	General Manager	On going
9	Accessible Kerb Side Infrastructure	Liaise with local authorities to ensure kerb side infrastructure improvements are accessible compliant.	General Manager	On going
10	Accessible Interchanges	Liaise with Shopping Centres, RMS and TFNSW to ensure interchange infrastructure improvements are accessible compliant.	General Manager	On going

**TASK 3: CONTINUE TO IMPROVE THE ACCESSIBILITY OF BUS NETWORK**

Objective: To improve the journey experience of people with a disability while using our bus network.

Target: No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
11	Place accessible buses on priority routes and expand timetabled accessible services.	Whilst performing a service review ensure that all opportunities to convert additional routes to be operated as accessible services is considered.	General Manager	On going
12	On-board passenger information	Ensure all new vehicles are fitted with "Next stop" information.	Depot and Fleet Manager	On going
13	Install hearing loops on new buses	Ensure all new vehicles are fitted with hearing loops.	Depot and Fleet Manager	On going
14	Liaise with local councils to ensure bus routes can accommodate accessible buses.	Attend both Wyong Shire and Gosford City Council Traffic Committee meetings	Planning and Development Officer	On going

**TASK 4: STAFF TRAINING AND EMPLOYMENT PRACTICES**

Objective: To reduce transport disadvantages for people with disability.

Target: No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
15	Provide training to drivers in regards to the use of ramps and other accessibility equipment.	<ul style="list-style-type: none"> <li>• Training is provided in the induction process and on regular basis for all staff when required.</li> <li>• Instructions are provided in staff handbook.</li> </ul>	Recruitment	On going
16	TfNSW passenger evacuation guidelines.	<ul style="list-style-type: none"> <li>• Training is provided in the induction process and on regular basis for all staff.</li> <li>• Evacuation procedure is provided to all drivers in the staff handbook.</li> </ul>	Recruitment	On going
17	Ensure drivers are well equipped to assist passengers with all types of disabilities.	<ul style="list-style-type: none"> <li>• Drivers are given the opportunity to complete Certificate III in Driving Operations (Bus) that will provide drivers with the necessary tools to cope with passenger with all types of disabilities such as mental illness.</li> <li>• When required external consultant are engaged to assist drivers with disability awareness training, such as the Blind Institute.</li> </ul>	General Manager	On going
18	Provide awareness training to drivers in regards to specific safety needs of people with disabilities.	<ul style="list-style-type: none"> <li>• Training is provided in the induction process and on regular basis for all staff.</li> <li>• Instructions are provided in staff handbook.</li> </ul>	General Manager	On going

**TASK 5: REDUCING TRANSPORT DISADVANTAGES FOR PEOPLE WITH DISABILITY**

Objective: To assist stakeholders with training people with disability and to promote positive community attitudes.

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
19	Assist stakeholders with training people with disability.	Provide opportunities to assist stakeholders with training people with disability, such as; <ul style="list-style-type: none"> <li>• Safety School Program</li> <li>• Access to buses for the assistance of integrating people with disability into the use of public transport.</li> <li>• Access to buses for the assistance of training passengers on safe entry and exit of buses for mobility device users.</li> </ul>	SSTS Liaison Officer	On going
20	Promote accessibility to stakeholders.	<ul style="list-style-type: none"> <li>• Visit retirement villages and handout information packs throughout the year.</li> <li>• Any future initiatives for people with disabilities</li> </ul>		On going
21	Community feedback on accessible services.	<ul style="list-style-type: none"> <li>• Record daily bus type allocation and despatch.</li> <li>• Manage requests for accessible vehicles or trip planning assistance.</li> <li>• Provide contact information on all public timetables.</li> </ul>		On going

**TASK 6: EQUAL EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES**

Objective: To ensure equal employment opportunities for people with disabilities.

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
22	Employment policies, procedures and practices comply and support equity and diversity principles.	Maintain policies, procedures and practices.	General Manager	On going
23	Compliance of accessibility standards at depot for all buildings new or refurbished.	All new buildings or refurbished buildings to be 100% compliant.	Managing Director	When required



**TASK 7: PROMOTING POSITIVE COMMUNITY ATTITUDES**

Objective: Promote positive community attitudes

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
24	Speedy response to community concerns.	Customer Feedback	General Manager	On going
25	Community Interaction	Interaction within the local community via university open days, retirement villages, local councils, service clubs and schools.	Managing Director	When required