



Disability Action Plan

Trans North Bus and Coach manages disability access issues likely to arise in regional locations, in accordance with the Disability Discrimination Act 1992.

Trans North Bus & Coach Services (“Trans North”) recognises the importance of the demand for public transport to meet the requirements for all users on our services. To achieve this, it is essential that in the development of the public transport network, future strategies include co-ordination of the design of vehicles, infrastructure and other premises. Trans North is taking active steps to ensure that people with disabilities have the freedom and independence to enjoy equivalent access to our services like any other passenger.

Trans North recognises that there are many barriers which impact the ability to provide fully accessible public transport services to our customers in remote areas and endeavours to manage these issues accordingly.

Information about services

- Websites to detail how services can be accessed by persons with special needs.
- Operations staff provide information to persons with special needs. Such information may include specific booking processes, requirements for passengers with disability, location of accessible bus stops, timing of accessible services and access features.
- Make sure booking forms and mobile apps are accessible to people with disabilities. Take steps to inform booking agents of relevant considerations for people with disabilities.
- Communicate with persons with disabilities by talking directly to the person, asking the person first if they require assistance, and if they answer yes, ask how you can best assist them. If a person is deaf or has a hearing impairment, make sure we have pen and paper to help communicate, if necessary. If a person has a vision impairment or is blind, physical assistance is offered to board the bus.

Physical Access to Services

- Ensuring vehicles are easy to access for people with disabilities by providing correct hardware and latest technologies for ease of use.
- Training of staff in safe manual handling techniques for specific use with disabled persons and mobility devices.
- Driver awareness of passengers not being able to board the bus due to physical limitations.
- All new vehicles must comply with Australian Design Rules and Disability Discrimination Regulations.

Staff Training and Employment Practices

- Training staff in the types of disabilities they may encounter and provide useful strategies for dealing with persons to maintain dignity.
- Provide operations staff with information and/or training about assistance animals.
- Training of Operational staff in how to assist persons with all types of disabilities.

Passenger Safety

- Educating consumers on what constitutes a safe mobility device and how to secure them safely when using public transport.
- Training Operations staff on ensuring security and safety of disabled passengers using services.
- Training staff in securing any assistance device, securing of passengers and in the safety and security of other passengers.
- Ensuring vehicles are carrying fit-for-use safety equipment for the safe carriage of customers with disabilities

Contractual Framework

- Negotiating with contracting parties to ensure that all parties are aware of service impacts and financial requirements of Disability Discrimination Act compliance.
- To define required Disability Discrimination Act initiatives and supporting funding.

Maintenance

- Ensure workshops give priority attention to wheelchair equipment maintenance and repairs.

Infrastructure

- Liaising with different levels of government for support to improve remote bus operations infrastructure and public assets to meet the requirements of people with special needs to enable access to bus transportation.