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DISABILITY ACTION PLAN 2011-2022

DOCUMENT CONTROL TABLE

Action Plan Title:	Disability Action Plan 2011-2022		
Doc Owner:	Business Improvement Services (BIS)	Dept. Section:	BIS
Approved By:	Chief Executive Officer		
Document Control Number:	03-029		
Approval Date:	16/05/2019	Document Expiry Date:	15/05/20

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1 INTRODUCTION

Kangaroo Bus Lines (KBL) is a privately-owned company established in October 1978 to provide school and urban passenger transport bus services in Outer Northern Suburbs of Brisbane. KBL carries almost 1 million passengers annually and operates more than 90,000 scheduled bus trips a year. The regular timetabled services are primarily general access services open to all passengers, although KBL operates a number of services for students only.

KBL recognises that people with disabilities and other access challenges comprise a significant part of the community and, as such, are an important focus of our service and its development. This Disability Action Plan 2011–2022 (DAP) builds on work previously undertaken to create a long-term plan and was comprehensively reviewed in 2017 to ensure it remains relevant to changes in the needs of the community, legislation, technology and infrastructure.

This is an important strategic planning document and guides how KBL will continue to improve access to services and ensure the needs of people with disabilities and other access challenges are considered and addressed in all areas of its operations.

The DAP identifies access barriers to KBL's services and facilities, outlines actions and responsibility for removing the barriers, and explains how KBL will monitor achievement against the plan. Key objectives of the DAP are:

- to confirm KBL's acknowledgement of people with disabilities as an important and significant part of the community and therefore KBL's customer base;
- to confirm KBL's commitment to meeting the transport needs of people with disabilities, their families and carers;
- to provide a framework for KBL to use in working towards provision of accessible and equitable services in all areas of its business;
- to promote participation and inclusion of people with disabilities in the organisation;
- to demonstrate community leadership and corporate citizenship; and
- to assist KBL to meet its obligations under relevant legislation.

KBL is committed to providing equitable and dignified access to all of its services, facilities, information and communication systems and employment opportunities, to all members of the community. KBL's vision is to be an attractive travel option contributing to an integrated public transport network in South East Queensland.

KBL is grateful to all the people who contributed to the review of the plan, and to its workforce, who are committed to the benefits and opportunities associated with a public transport service that is accessible to all.

2 HOW KBL DEVELOPED THE DAP

This DAP provides the framework for KBL to continue to address disability access issues across all areas of organisational responsibility and operations, and to support KBL in meeting its requirements under relevant legislation. First published in 2011, this revised version updates KBL's action plan and progress against targets.

The original DAP was developed through an information and review process, in consultation with a range of key stakeholders that included KBL staff, people with disabilities, community users of KBL services, disability access advocates and service providers to people with disabilities.

KBL has a responsibility under the *Disability Discrimination Act 1992 (Cth)* (DDA), to provide equitable, dignified access to goods, services and premises used by the public, and further responsibilities under the *State Anti-Discrimination Act 1991 (QLD)* (TADA).

The *Disability Action Plan—Improving Access to 2017* outlines the Department of Transport and Main Roads' commitment to making the passenger transport network more accessible for people with disabilities.

The plan was developed following consultation with transport operators, disability and non-government sector representative groups, the Local Government Association of Queensland, the Queensland Disability Advisory Council, and members of the public.

The Transport Standards have been made under the provisions of the DDA and establish minimum accessibility requirements to be met by providers and operators of public transport conveyances, infrastructure, premises and services. The key priorities of the plan are:

- Priority 1 – Building an accessible transport network
- Priority 2 – Enhancing the customer experience
- Priority 3 – Improving the accessibility of information
- Priority 4 – Working in collaboration with partners and stakeholders

KBL has significant responsibilities under the Transport Standards. All conveyances, premises and infrastructure brought into use for public transport after the commencement of the Transport Standards in 2002 must comply with the Transport Standards.

KBL is working closely with the Department of Transport and Main Roads (Qld) and local councils towards achieving full compliance with the Transport Standards. Many of the actions have been achieved, some are no longer relevant, while others are ongoing and have been considered in developing this revised DAP.

3 WHAT KBL HAS DONE SO FAR TO IMPROVE ACCESS

Table 1 shows KBL’s level of compliance with the Transport Standards for bus services. The proportion of services delivered by accessible buses depends on the number of accessible buses in KBL’s fleet.

As at July 2019, KBL operated 128 buses and coaches, with 23% of the non-contracted bus fleet, along with 100% of urban services and 20% of school services already accessible. KBL continues to procure accessible vehicles, increasing compliance each year.

Table 1 Compliance with transport standards

Standard	Achievement Dec 2012	Achievement Dec 2017	Target Dec 2022
Public transport services delivered by accessible buses	16%	45%	50%

Table 2 Percentage of KBL Fleet DDA compliant.

Accessible Fleet	Achievement Dec 2012	Achievement Dec 2017	Target Dec 2022
Charter & Tour accessible fleet	15%	23%	30%
School Fleet	16%	17%	25%
Urban Fleet	100%	100%	100%

4 WHAT KBL PLANS TO DO: DAP

As a result of the review process and consultation with staff, a range of strategic actions have been developed in four key areas, which form the basis of the DAP. The four areas cover physical access; customer service and service improvements; consultation, information and communication; and employment.

1. Physical Access

Key actions:

- Provide high quality bus services, which are safe, reliable and accessible to the community
- Work with stakeholders to develop infrastructure that supports and enhances access to KBL's services

Actions	Timeline			Responsibility
1.1 Buses (new)				
Continue acquisition of accessible buses that meet the Disability Standards for Accessible Public Transport and in accordance with the timelines specified by the Transport Standards. The purchase of new buses will enable KBL to deliver 35% of charter services with accessible buses by 2022	Achievement	Target		Chief Executive Officer
	2019	2017	2022	
	31%	20%	30%	
1.2 Buses (existing)				
Continue to identify measures to improve access to existing buses and update where possible, including: <ul style="list-style-type: none"> • provision of clearly signed, designated seats for people with assistance animals and other mobility aids incorporating international symbol of access; • continue to retrofit vehicles with DDA compliant side-lifts and internal hardware, where practical. 	Ongoing until the entire fleet is accessible, expected by 2030.			Chief Executive Officer

Actions	Timeline	Responsibility
1.3 Priority Services		
Introduce new accessible services as part of the ongoing network review.	Ongoing in line with TransLink's network program and new bus acquisition	Chief Executive Officer
Continue to review accessible services to ensure that they meet the needs of passengers and consider expansion in some areas and at some times.		
Consult with users before changing key routes.		
1.7 KBL Buildings		
Develop and implement a comprehensive and consistent signage strategy for KBL buildings incorporating both external and internal areas.	Ongoing	
Review evacuation and emergency procedures at all sites to ensure plans cater for people with disabilities.	Completed	
Provide visible and audible emergency warning systems.	Ongoing	

2. Customer Service and Service Improvements

Key actions:

- To provide services which are free from discrimination, and to ensure that all customers are treated with respect, fairness and dignity
- To be a leader in the development of new products and services which meet the needs of our customers
- To provide leadership as a good corporate citizen.

Actions	Timeline	Responsibility
2.2 User Surveys		
Cooperate with DTMR to conduct the quarterly customer satisfaction survey and address customer service issues and access improvements.	Ongoing	Chief Executive Officer
2.3 Corporate Social Responsibility		
Continue commitment to treating customers with dignity and respect, free from discrimination or harassment.	Ongoing	Chief Executive Officer

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3. Consultation, Information and Communication

Key actions:

- To ensure that information about KBL’s services is readily available and easily accessible
- To have open, ongoing two-way communication with customers, staff and other key stakeholders

Actions	Timeline	Responsibility
3.1 Information - hotline		
Continue to provide and promote KBL Website and Facebook pages as forms of instant communication.	Ongoing	Chief Executive Officer
3.2 Information – bus routes		
Continue to purchase bus destination signage that shows route information in DDA-compliant formats.	Ongoing	Chief Executive Officer
3.4 Information – website		
Ensure the KBL website is accessible to users with disabilities by: <ul style="list-style-type: none"> • identifying access issues and installing upgrades to meet world-wide W3C accessibility requirements; • including information about accessible features and supports; and • providing any downloadable documents that are in pdf, in a text only alternative suitable for access by people using screen reading software. 	Ongoing	Chief Executive Officer

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Actions	Timeline	Responsibility
3.5 Information – email		
Continue to offer email as a source of communication with customers.	Ongoing	Chief Executive Officer
Continue using email as a channel for contact with service users and the communicating of bus timetable information, particularly changes.	Ongoing	Chief Executive Officer
3.6 Information – telephone		
Introduce after-hours call back facility for people with a disability.	Ongoing	General Manager Marketing
3.7 Consultation		
Establish mechanisms to ensure people with a disability have ongoing input into implementation and review of the DAP.	Ongoing	General Manager Marketing
Undertake regular consultation with people with a disability.	Ongoing	

4. Employment

Key actions:

- To provide a workplace that is increasingly accessible and free from discrimination

Actions	Timeline	Responsibility
4.1 Disability Awareness		
Ensure all KBL staff understand, are aware of, and can support people with a disability in accessing KBL services by:		Employee Relations Manager
<ul style="list-style-type: none"> • reviewing and updating access and awareness training provided to all staff 	Ongoing	
<ul style="list-style-type: none"> • developing a training program to ensure all staff undertake initial disability awareness training 	Completed	
<ul style="list-style-type: none"> • developing a module in the staff induction program that addresses disability access issues 	Completed	
<ul style="list-style-type: none"> • promoting the DAP to all staff and ensuring that everyone is aware of their responsibilities 	Ongoing	
<ul style="list-style-type: none"> • providing training to relevant staff in the operation of adaptive and assistive technology provided by KBL to support people with a disability 	Ongoing	
<ul style="list-style-type: none"> • providing relevant staff with appropriate training so they are aware of the different communication aids and alternative format materials available to support communication with people with a disability 	Ongoing	
<ul style="list-style-type: none"> • updating the Bus Operator Training Manual to: <ul style="list-style-type: none"> » place greater emphasis on customer service and customer contact; and » include a disability awareness training module that is broader in scope than the current module 	Completed	

Actions	Timeline	Responsibility
4.2 Emergency Procedures for Bus Operators		
Review emergency procedures for bus operators (e.g. in accident, medical and other emergencies) to ensure clear processes are in place that consider customers with additional needs.	Completed	Work Health and Safety Manager
Ensure bus operators are trained appropriately in emergency and safety procedures, including KBL's Customer Service Charter and conditions of travel.	Completed	
Revise emergency procedures to include staff with an injury/disability; plan for evacuating people with a disability, including nomination of personnel for assistance.	Ongoing	
4.3 Equal Employment Opportunity Policy		
Revise KBL's Equal Employment Opportunity (EEO) policy to include provisions of the DDA.	Completed	Employee Relations Manager
Communicate KBL's EEO policy to all employees.	Completed	
4.4 Recruitment		
Ensure KBL's recruitment policies and practices are accessible, and meet the needs of people with a disability, by:	Completed	Employee Relations Manager
<ul style="list-style-type: none"> • reviewing employment policies to ensure they incorporate appropriate disability access requirements 	Completed	
<ul style="list-style-type: none"> • providing position descriptions in accessible formats on request 	Completed	
<ul style="list-style-type: none"> • undertaking employment advertising and position application processes using a variety of accessible mediums 	Completed	
<ul style="list-style-type: none"> • training selection committees in the responsibilities of KBL as an EEO organisation, and providing training in disability awareness issues 	Completed	

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Actions	Timeline	Responsibility
<ul style="list-style-type: none"> Undertaking an audit of employment to identify opportunities for people with a disability to be employed by KBL in various roles 	2019	
<ul style="list-style-type: none"> Responding positively to requests from employment agencies for work placements for people with a disability 	Completed	
4.5 Employee Support		
Ensure administrative staff with a disability can undertake their work effectively, and that appropriate support is available, by:		Employee Relations Manager
<ul style="list-style-type: none"> providing all staff with training in relation to communication with people with a disability 	Ongoing	
<ul style="list-style-type: none"> providing reasonable assistance and adaptations to accommodate the needs of staff with a disability 	Ongoing	

5 HOW KBL WILL RESOURCE, MONITOR, EVALUATE AND UPDATE THE DAP

The DAP will be appropriately resourced on an ongoing basis, with consideration to available funding. KBL will investigate external funding opportunities to improve access and assist in implementing actions.

This DAP will be monitored, evaluated and reviewed to ensure access improvement actions are implemented appropriately. This will include:

- annual reports from responsible managers to the Chief Executive Officer in relation to the progress of actions in their areas of responsibility in line with budget preparation processes;
- an annual report to the KBL Board covering the progress against actions, areas still requiring action, any disability discrimination complaints, and new areas requiring action;
- reporting on the status of all key actions in KBL's Annual Report;
- registering the DAP with the Australian Human Rights Commission (AHRC) for inclusion on the AHRC Register of Disability.

This DAP will be communicated by posting on KBL's Network and website and via registration with the AHRC.

6 HOW TO GET A COPY OF THE DAP

Hard copies of this DAP are available from the following KBL offices:

Burpengary Depot
2 Motorway Drive, Burpengary

Kunda Park Depot
112 Enterprise St, Kunda Park

PDF copies are available in electronic format (via email) upon request by phoning 1300 287 525 or emailing info@kangaroobuslines.com.au.

7 DISCLAIMER

Due care has been taken in preparing this Disability Action Plan, the contents are considered to be fair and accurate.

Legal issues in the area of anti-discrimination law are in the process of change. In addition, constant change is occurring in relation to Australian Standards and Building Codes. Due reference should be given to these and other relevant Standards. All actions taken by a public authority, organisation or individual in reliance on this Disability Action Plan remain the responsibility of that public authority, organisation or individual.

8 RESPONSIBILITIES

8.1 COMPLIANCE, MONITORING AND REVIEW

It is the responsibility of the Chief Executive Officer to approve this Action Plan.

It is the responsibility of the General Manager Marketing to implement this Action Plan.

It is the responsibility of the Safety Manager to provide safety guidance into this Action Plan.

8.2 REPORTING

No additional reporting is required.

8.3 RECORDS MANAGEMENT

KBL must maintain all records relevant to administering this document in KBL's document management system.

9 RELATED AND REFERENCED DOCUMENTS

9.1 LEGISLATION

Disability Discrimination Act 1992 (Cth)

Anti-Discrimination Act 1998 (Qld)

10 REVIEW PERIOD

This Action Plan shall be reviewed annually.

11 DOCUMENT VERSION CONTROL TABLE

Version	Date	Details	Status
01	July 2011	Original document created and approved.	Superseded.
02	19/02/18	Reviewed.	Superseded
03	14/05/19	Reviewed & Sections 3 and 4 updated.	Current