



# Kangaroo Bus Lines

## DDA Policy and Action Plan

2015-2022

SUBJECT DDA Action Plan	NUMBER WHSPOL63	REV 2.0	EFFECTIVE DATE 01/05/2015	PAGE 1	OF 5
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# 1 VISION

Kangaroo Bus Lines is committed to an inclusive workplace that embraces and promotes diversity.

We value, respect and leverage the unique contributions of people with diverse backgrounds, experiences and perspectives to provide exceptional customer service to an equally diverse community.

## 2 PURPOSE

Kangaroo Bus Lines recognises the benefits of diversity where people from different backgrounds can bring fresh ideas and perceptions which make the way work is done more efficiently and services more valued.

It is for these reasons Kangaroo Bus Lines is committed to being a diversity leader in the passenger transport sector by:

- Providing a diversity inclusive workplace in which everyone has the opportunity to fully participate and is valued for their distinctive skills, experiences and perspectives.
- Incorporating diversity into its business practices through its social responsibility initiatives that aim to improve the quality of life for its workforce, their families, communities and society at large.

## 3 POLICY STATEMENT

Kangaroo Bus Lines seeks to:

- Be a market leader in the provision of transportation services to all of our customers.
- Operate in a professional manner.
- Manage an up-to-date and well-maintained fleet of vehicles.
- Design and utilise equipment to suit specific customer needs.
- Employ people who are committed to the goals of the organisation.
- Value customer satisfaction and ensure their expectations are exceeded.

Kangaroo Bus Lines aims to provide superior bus and coach operations through the development of technology and staff training, resulting in a professional and experienced service to customers.

- Enhance customer service and industry reputation through a workforce that respects and reflects the diversity of our customers;
- Make a contribution to the economic, social and educational well-being of the communities we serve;
- Improve the quality of decision making, productivity and teamwork;
- Meet and exceed the relevant requirements of legislation and the board;
- Align with industry best practice, and
- Create an inclusive workplace culture.

# 4 DISCRIMINATION POLICY

## DISCRIMINATION, SEXUAL HARASSMENT AND BULLYING POLICY

Kangaroo Bus Lines is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

**Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic that is protected under the *Anti-Discrimination Act 1991 (Qld)*.

**Indirect discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Kangaroo Bus Lines provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- gender
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal. Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

## 5 DEFINITIONS

### **The Commonwealth Disability Discrimination Act 1992.**

The Commonwealth Disability Discrimination Act 1992 seeks:-

(a) To eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:

- (i) Work, accommodation, education, access to premises, clubs and sport; and
- (ii) The provision of goods, facilities, services and land; and
- (iii) Existing laws; and
- (iv) The administration of Commonwealth laws and programs; and

(b) To ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and

(c) To promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

**“Discrimination”** is treating people with a disability less favourably than people without the disability would be treated under the same circumstances; or

A condition or requirement imposed which may be the same for everyone but which unfairly excludes or disadvantages people with a disability (e.g. in employment, education or access to goods and services).

The Disability Discrimination Act 1992 prohibits discrimination not only against people who have a disability, but also against a person who is an 'associate' of a person with a disability, e.g. a spouse, relative, carer, or a person in a business, sporting or recreational relationship with a person with a disability.

**“Disability”** is:

- (a) Total or partial loss of the person’s bodily or mental functions; or
- (b) Total or partial loss of a part of the body; or
- (b) The presence in the body of organisms causing disease or illness; or
- (d) The presence in the body of organisms capable of causing disease or illness; or
- (e) The malfunction, malformation or disfigurement of a part of the person’s body; or
- (f) A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) A disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour and includes a disability that:
- (h) Presently exists; or
  - (i) Previously existed but no longer exists; or
- (j) May exist in the future; or
- (k) Is imputed to a person.

As a provider of coach and bus services, Kangaroo Bus Lines has a responsibility to eliminate discrimination in the provision of its services.

### The Queensland Anti-Discrimination Act 1991.

The Anti-Discrimination Act 1991 of Queensland also prohibits discrimination on the basis of:-

Sex, relationship status, pregnancy, parental status, breast feeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, and association with, or relation to, a person identified on the basis of any of the above attributes.

### Disability Standards for Accessible Public Transport 2002.

The Disability Standards for Accessible Public Transport 2002 set out minimum requirements for public transport operators, with a twenty year timetable for compliance.

Target dates for compliance as set out in Schedule 1 of that Act are:-

*All public transport coach and bus services are to comply fully with the relevant Standards as of the 31 December 2022.*

## 6 SERVICE PROVIDED

Kangaroo Bus Lines currently operates school and daily urban services in the Moreton Bay Region under contract with Translink, as well as local and long distance charter services.

## 7 DISABILITY ACTION PLAN & STRATEGY

Action: Accessibility	Responsibility	Target Outcomes	Timeframe
Vehicles allocated to public passenger services will be fitted with accessibility devices and signage.	Operations Manager	Vehicle to be fitted with ramps, lift access on nominated services, kneeling capability, handrails, allocated spaces, and signage.	Active from March 2014
Enquiry and sales.	CEO	To provide public awareness of disabled accessibility available, by using modern and advanced communication technologies. EG Website and Social Media.	Active by April 2015
Action: Training	Responsibility	Target Outcomes	Timeframe
Deliver Disability Awareness Training.  Drivers	HR Department	Capability to Include Disability Awareness Training into induction training Programmes for;  Drivers of all service types can identify and assist disability customers as required.	Active from March 2014  January 2015

Sales Staff Operational staff Managers		Ticketing agents, Sales staff and Operational staff improve communication skills and techniques when dealing with disabled customers.  Managers for monitoring and assisting staff with all aspects of disability assistance.	
Incorporate Disability Awareness Training into induction procedures, for Sales staff and Operational staff.	HR Department	Induction procedures to be updated and implemented.	Active by April 2015
<b>Technical Training</b> Drivers, Sales staff, Operational staff, Managers and Mechanical staff receive training in operation of all equipment relating to disability accessibility.	HR Department	Training and competence in the operation of all mechanical devices, equipment and programmes utilised in assisting disabled customers.	Active by April 2015
<b>Action: Countenance of services</b>	<b>Responsibility</b>	<b>Target Outcomes</b>	<b>Timeframe</b>
Minimise threats to the ability to provide disabled accessible services.	Operations Manager	To follow current Continuity Strategy. Operate with current company policies and procedures. Follow company Incident Management Plan.	Active July 2015
<b>Action: Monitor and Review</b>	<b>Responsibility</b>	<b>Target Outcomes</b>	<b>Timeframe</b>
Complaints, Non-Conformances, Incidents	Operations Manager/ Customer Service	All disability Complaints, Non-Conformances, Incidents will be recorded and corrective action implemented as per current policies and procedures	Active April 2015
Reviews	HR Manager	Reviews, audits and assessments of this Disability Action Plan will be as scheduled in this table. Further review will be annually in December of each year or as required or requested.	Active 2015

## 8 LINKS TO CORPORATE STRATEGY

The Policy links directly to Kangaroo Bus Lines' Corporate Strategy. It supports the development of a high performance culture and reinforces our ideals with diversity integrated into the business processes to deliver enhance workplace, customer and community outcomes.

## 9 MEASURES AND ACCOUNTABILITIES

All Kangaroo Bus Lines employees have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site. All employees are also required to attend and complete annual disability awareness training to enhance their knowledge to fulfill this responsibility.

The CEO and HR Manager will monitor the progress and report to the Board of Directors on the effectiveness of diversity related initiatives. The senior management team will make recommendations on diversity related initiatives, monitor and evaluate their implementation and ensure that diversity related programs of work are progressing correctly and successfully.

## 10 REFERENCES

- Human Rights and Equal Opportunity Commission Act 1986
- Queensland Anti-Discrimination Act 1991
- Sex Discrimination Act 1984
- Racial Discrimination Act 1984
- Queensland Workplace Health and Safety Act 1995
- Kangaroo Bus Lines BQ3+8
- Kangaroo Bus Lines Harassment Policy
- Kangaroo Bus Lines Disciplinary Policy and Procedures