



Kangaroo Bus Lines

DDA Policy and Action Plan

2022-2025

SUBJECT DDA Action Plan	NUMBER WHSPOL63	REV 3.0	EFFECTIVE DATE 16/06/2022	PAGE 1 OF 5
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CONTENTS

1	VISION	3
2	PURPOSE	3
3	POLICY STATEMENT	3
4.	DISCRIMINATION POLICY	4
4	DEFINITIONS	5
5	SERVICE PROVIDED	6
6	DISABILITY ACTION PLAN & STRATEGY	6
7	LINKS TO CORPORATE STRATEGY	7
8	MEASURES AND ACCOUNTABILITIES	8
9	REFERENCES	8

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 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

Workplace Bullying Harassment and Discrimination 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 six 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.

Bullying Workplace bullying occurs when an individual or group of individuals repeatedly behaves unreasonably towards a worker or a group of workers and the behaviour creates a risk to health and safety. Bullying is unwarranted and welcome, and may be obvious or insidious. It is often characterised as behaviour that is: offensive, intimidating, malicious or insulting

Victimisation occurs if someone is treated badly or suffers a detriment because they have (or if they intend or are believed to have): made a complaint, appeared as a witness, raised a concern or issue, asserted their workplace rights or helped someone else to raise a concern, complaint or assert their rights.

Harassment is behaviour that another person does not want and does not return. It is behaviour that may offend, humiliate or intimidate and that, in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate. Importantly, harassment may occur even when there was no intention of causing offence.

Complaints and Grievances KBL encourages employees who experience bullying, harassment or discrimination to report it to their manager, or other party (for example Human Resources) straight away. Where necessary, a formal investigation will be undertaken and disciplinary action may occur where a breach of this policy is found, in accordance with *Kangaroo Bus Lines' Enterprise Agreement 2010, Part 6 – Other Matters, clause 6.6 Dispute Resolution Procedure*.

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.

“Direct 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.

“Indirect Discrimination” Indirect discrimination happens when there is a policy that applies in the same way for everybody but disadvantages a group of people who share a protected characteristic, and you are disadvantaged as part of this group. If this happens, the person or organisation applying the policy must show that there is a good reason for it.

“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
- (c) 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:
 - (i) Presently exists; or
 - (ii) Previously existed but no longer exists; (Including Because of a genetic predisposition to that disability)
 - (iii) May exist in the future; or
 - (iv) Is imputed to a person.

To avoid a disability that is otherwise covered by this definition including behaviour that is a symptom or manifestation of the disability.

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 ACCESSIBILITY & INCLUSION ACTION PLAN

Key Priorities

Priority 1: Policies, Procedures & Programs			
Objective: To be an accessible, flexible and inclusive workplace for all our employees			
Action: Policy	Responsibility	Target Outcomes	Timeframe
We will develop policies and programs to achieve the objective of the Act.	Workplace Health and Safety Officer	Framework that is effective, relevant, and compliant with laws	December 2021
We will communicate policies and programs to persons within the action plan.	Workplace Health and Safety Officer	Stakeholders are kept informed	December 2021 ongoing
We will promote this Accessibility & Inclusion Action Plan to all employees and ensure it is accessible and readily available.	Workplace Health and Safety Officer	promote equality and inclusion	December 2021 ongoing
We will develop and promote a flexible workplace policy that supports the needs of staff with	Human Resource Manager	Creation of a respectful and inclusive workplace environment where all staff feel safe to come to work and	December 2021

disabilities and staff who are carers of people with disabilities.		feel supported.	
We will develop a Mental Health and Wellbeing Plan to support staff with their mental health wellbeing.	Workplace Health and Safety Officer	Address mental ill health regardless of cause, prevent harm by addressing risk factors in the work environment, promoting support and inclusion.	December 2021 ongoing

Priority 2: Maintaining an Accessible Network

Objective: To remove barriers in public transport travel for people with diverse disabilities and access requirements

Action: Accessibility	Responsibility	Target Outcomes	Timeframe
Vehicles will be allocated to public passenger services fitted with accessibility devices and signage.	Service Delivery Manager	Vehicle are fitted with ramps, lift access on nominated services, kneeling capability, handrails, allocated spaces, and signage.	Active from March 2014
We will review and amend job descriptions and encourage people with disabilities to apply.	Human Resource Manager	Job descriptions that do not inadvertently dissuade applicants with disabilities from applying.	December 2021 ongoing
We will review recruitment processes and practices to identify and remove any unintended barriers for candidates with disabilities	Human Resource Manager	Removal of unintended barriers that limit the participation of people with disability in the recruitment process.	December 2021 ongoing
Co-operate with local government through the Passenger Transport Accessible Infrastructure Program as required to assist with upgrading passenger transport infrastructure.	Service Delivery Manager	Improved customer safety, accessibility and comfort for public transport customers.	December 2020 ongoing

Priority 3: Training

Objective: To increase awareness and understanding of people with a diverse range of disabilities and access requirements.

Action: Training	Responsibility	Target Outcomes	Timeframe
We will deliver disability awareness training when recruiting staff including accessibility and inclusion principles, workplace adjustments and diversity strategies and annually to existing staff.	Professional Development Officer	Capability to Include Disability Awareness Training into induction training Programs for;	Active from March 2014

Action: Training	Responsibility	Target Outcomes	Timeframe
We will deliver disability awareness refresher training annually to existing staff.	Professional Development Officer	Increased level of awareness and understanding of a range of disabilities, including disabilities that are unseen, when interacting with passengers.	Active from March 2014
Drivers	Professional Development Officer	Drivers of all service types can identify and assist disability customers as required.	Active from January 2015
Sales Staff Operational staff Incorporate Disability Awareness Training into induction procedures for Sales and Operational staff.	Professional Development Officer	Ticketing agents, Sales staff and Operational staff improve communication skills and techniques when dealing with disabled customers.	Active from January 2015 Reviewed 2020
Managers	Professional Development officer	Managers for monitoring and assisting staff with all aspects of disability assistance.	December 2020 ongoing
Technical Training Drivers, Admin, Operational, Mechanical staff and Managers receive training in operation of all equipment relating to disability accessibility.	Professional Development officer	Training and competence in the operation of all mechanical devices, equipment and programs used in assisting disabled customers.	Active from April 2015

Priority 4: Monitor & Review

Objectives: To ensure compliance is maintained through monitoring and regular reviews of service and other feedback.

Action: Monitor and Review	Responsibility	Target Outcomes	Timeframe
We will monitor & action Complaints, Non-Conformances, and Incidents	Workplace Health and Safety Officer	All disability Complaints, Non-Conformances, Incidents will be recorded, and corrective action implemented as per current policies and procedures	Active April 2015 Reviewed annually
We will review policies, programs, audits and assessments annually in December and as required.	Workplace Health and Safety Officer	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 Reviewed annually

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 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 1975
- Queensland Workplace Health and Safety Act 2011
- Kangaroo Bus Lines Workplace Health and Safety Policy
- Kangaroo Bus Lines Workplace Bullying, Harassment and Discrimination Policy
- Kangaroo Bus Lines Performance Management Policy
- Kangaroo Bus Lines Work Health and Safety Policy