

General Questions

Where do you operate or provide your public transport service?

Rural area

What type(s) of conveyance do you operate or provide?

Community Transport

How would you rate the overall accessibility of the public transport service you operate?

Very accessible

Do you know approximately how many of the people who use your service have some form of disability?

75 of 500 average

What aspects of your service could be improved to ensure people with disability have better access to the public transport service you provide?

Create the Passenger Loading Zones. This would assist our drivers and clients to access closer to the destination in shopping centres without double parking and risk getting fined for letting out clients in an unsafe area.

Are you aware of any factors out of your control that make your service less accessible?

No Public Passenger Loading zones to drop or pick up clients so elderly clients don't walk so far.

What are the core challenges or barriers you face in ensuring the service you provide is accessible to people with disability and meets the Transport Standards?

Accessing banks in main areas of town, without Passenger Loading zones disability clients cannot get close to their banking institutions.

Do you have a process to handle complaints from people with disability?

Yes

Can you describe that process?

Complaint Management Process - information in our handbook, website. An complaint is acted on and completed with a 30 day timeframe.

Have you ever received a complain about an accessibility problem?

NO

Which areas of reform do you view as most important to improve accessibility on your service?

15. Passenger Loading areas

Which areas of reform do you view as most challenging to improve accessibility on your service?

15. Passenger Loading areas

Which area of reform would impose the greatest cost on you?

We are a community transport and are well established in our disability transport options and would move through these as Transport Standards indicated.

1. Staff Training and communication

What disability awareness training do you provide to frontline and back of house staff?

NDIS Support Worker Online Training Manual Handling

Are staff involved in design, policy and procurement trained in disability awareness or transport accessibility awareness?

Yes

Can you provide any details concerning costs incurred and time taken by staff to undergo current disability awareness training you have in place?

It is costly for any training but a critically important part of any public transport

If staff disability awareness training was mandatory would you be required to implement new training programs?

No

Do you have any examples of improved accessibility or improved customer service interactions as a result of recently implemented training programs or well-trained staff?

Increased our media coverage to include webpage and facebook and this is accessible by disability clients to enquire online about our services.

When staff are the subject of a complaint, what processes do you have in place to address the complaint?

Complaints Policy, Performance Management and Work Activity Plans which lead to consultation with staff.

15. Passenger loading areas

What considerations do you currently make when designing passenger loading facilities?

Driver and vehicle access a parking place in the busy main streets of town. Sometimes double park which is unsafe and may incur a penalty notice and result in being fined. Or the need to unload/load at a location some distance from where the clients wants to attend an appointment.

What feedback have you received regarding the use of passenger loading facilities?

A passenger loading facility can be a shared space. Taxi ranks should be opened to other public passenger transport services.

Bearing in mind the various national, state and local government guidelines on the layout of taxi ranks and passenger loading zones, what is the optimum layout of a taxi rank or passenger loading zone?

The optimum layout should be in the main area of a regional town and be at least 6 car lengths with a space only for set down drop off of 5 minute duration.

What costs would you see associated with ensuring that the Transport Standards requires all taxi ranks and passenger loading zones at public transport premises and infrastructure to be accessible?

This should not be costed to the public, monies are currently being paid via a P2P transport levy which could be directed to this project as the taxi industry should all be repaid for their licences by now.