

Accessible Transport Action Plan

Surfside Buslines is committed to providing accessible public transport, including identifying and removing barriers that prevent or discourage people with disabilities from using our services.

Accessible public transport is critical for people with a disability. Providing greater access to public transport services for all people by removing barriers to access will deliver wider access to the network for public transport users. As part of removing barriers we will:

- **Provide simple and accurate information regarding our services in an accessible manner.**

Our website www.surfside.com.au provides simple and accurate information regarding our services in both New South Wales and Queensland. Further information regarding services can be obtained by contacting 13 12 30 for Queensland services, or 13 15 00 for New South Wales services. Alternatively contact us via email customerservice@tagroup.net.au

- **Improve physical access to our services by partnering with Local and State Government to improve the accessibility of public transport infrastructure.**

100% of our buses used for route services are low floor DDA compliant and feature a "kneeling" suspension to make it easier for less mobile people to board and alight the bus. Our low floor buses also feature an extending wheelchair ramp and can accommodate up to two wheelchairs. Our newer buses have improved destination signage.

As part of our Operational Excellence System we continually look for opportunities for improvement in relation to improving accessibility and exceptional customer service experience when using our services. To achieve this, both our operations and planning teams continually review the network and work with both our clients and customers to identify and fix potential accessibility concerns.

- **Educate our employees in relation to disability awareness and ensure that our employees understand how to effectively assist people with disabilities.**

Our employees all undertake regular training in relation to disability awareness which is focused on how we can remove barriers that prevent or discourage people with disabilities from using our services. Our employees are also a vital part of assisting us to identify opportunities for improvement for accessible services.

- **Ensure our employment practices assist employees with disabilities.**

At Surfside Buslines we are committed to assisting employees with disabilities through strategies such as investigating workplace adjustments to assist with specific disabilities and implementing flexible working arrangements.

- **Work with the local community groups in promoting a positive attitude toward assisting people with disabilities.**

