



**Thompson Bus Services**

## Disability Service Policy

Version:	DSP– Version – 2019.1
Endorsed By (Name):	Commercial Manager
Endorsed By (Role):	General Manager
Signature (Wet Sign):	Roddney Keys
Date:	7/08/2019

# DISABILITY SERVICE POLICY

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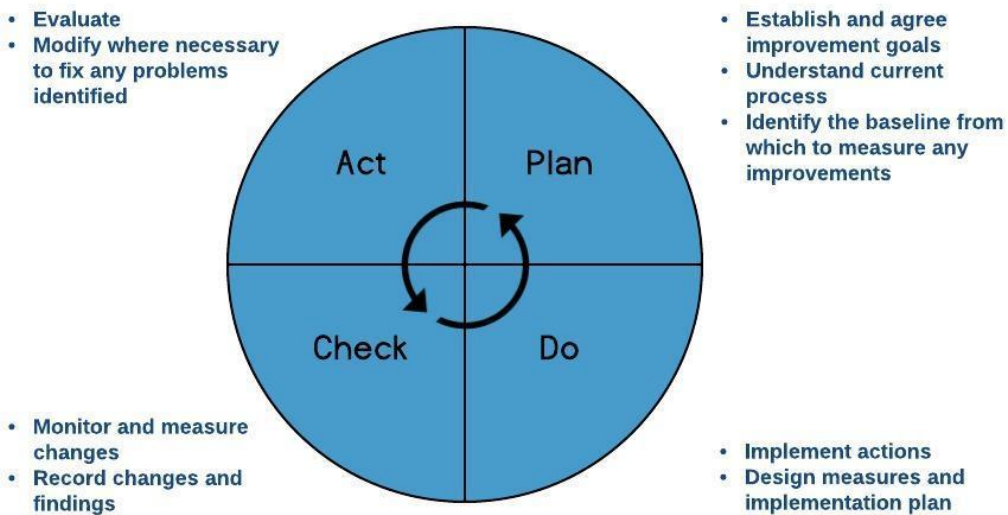
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## 1. BUSINESS OVERVIEW

Thompson Bus Services is a family company operating out of Joyner on the Northside of Brisbane, with a fleet of 57 vehicles, a fully functioning workshop including a mechanic, auto electrician and panel shop, as well as a fueling bay, diesel storage, and administration facilities.

Our continuous improvement strategy includes continued reviews to the fleet and services provided to those passengers requiring assistance and the ability to access transport services provided by TBS without discrimination.



TBS looks to promote recognition and acceptance with its community of the principle that persons with disabilities have the same fundamental rights as the rest of the community. TBS aims to have its fleet of vehicles accessible for disability access and mobility. Our friendly team are to be capable to render assistance and access to the vehicles within our fleet, whilst providing services for urban routes, rail replacement and charter services upon request.

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**Thompson's Bus Services – Depot - 276 Youngs Crossing Road, Joyner**

## **2. ROLES, RESPONSIBILITIES AND CONTACTS**

All positions/employees at Thompson's are aware of the need to ensure the provision of our Disability Service Policy to any customer that requires assistance. We encourage all staff to contribute to the Disability Service Policy plan in their actions whilst at work, whether it be at the Depot or in the vehicles within the community. These duties vary but everyone has a base level Duty of Care in the provision of services to the community without discrimination.

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**Table 1:** Project Roles, Responsibilities and Contact Details

POSITION	NAME	CONTACT DETAILS
General Manager	Shane Thompson	0409 874 387
Workshop Manager	Rob Fordham	0430 303 203
Yard Manager	Marcus Sack	0417 761 380

### 3. TRAINING AND AWARENESS

Our Disability Service Policy will be delivered at Employee Induction/Training, to ensure all relevant aspects of our DSP are communicated. This includes all the necessary steps needed to ensure we provide service to all passengers travelling on our fleet whilst in service without discrimination.

### 4. DISABILITY SERVICE POLICY

The following items have been identified as essential elements to ensure that Thompson Bus Services, are providing management and an accountability process for the continued implementation and provision of disability services within its fleet of vehicles.

- Signage
- Designated Areas
- Vehicle Access
- Training
- Equipment

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### 4.1 Signage

<b>Objective(s)</b>	Visible signage on all buses that are equipped to provide carriage of disabled passengers		
<b>Management Strategy</b>	Ensure equipped vehicles are displaying signage required under State or Federal laws		
		<b>Responsibility (Role)</b>	<b>Timing</b>
<b>Control(s)</b>	<ul style="list-style-type: none"> <li>• Inspection of equipped vehicles to ensure compliance</li> <li>• Consider the inclusion of necessary requirements when purchasing new vehicles to our fleet.</li> <li>• Have all priority seating clearly signed</li> </ul>	General Manager	Ongoing
<b>Performance Indicator(s)</b>	% of fleet equipped to provided access for disability services	General Manager	Ongoing
<b>Monitoring</b>	Regular vehicle inspections. Vehicle purchases that are equipped to carry disabled passengers.	Workshop Manager/Allocated Driver	Daily
<b>Reporting</b>	Incidents reported immediately as per the Incident Management Plan	All Personnel	Ongoing
<b>Corrective Action(s)</b>	<ul style="list-style-type: none"> <li>• Implement DDA (Disability and Discrimination Act) provisions</li> <li>• Modify procedures accordingly</li> <li>• Communicate any training updates.</li> </ul>	General Manager General Manager	Ongoing Ongoing



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### 4.2 Designated Areas on Equipped Buses

<b>Objective(s)</b>	Provide designated areas on vehicles that can facilitate access		
<b>Management Strategy</b>	Maintain existing fleet and where possible add to our fleet, vehicles that can provide access for disabled passengers		
		<b>Responsibility (Role)</b>	<b>Timing</b>
<b>Control(s)</b>	<ul style="list-style-type: none"> <li>Maintain our fleet with vehicles providing a designated area for disabled passengers</li> <li>Ensure all urban services are equipped with designated areas</li> <li>Ensure any request for a charter service provides the necessary designated area</li> </ul>	General Manager	Ongoing
<b>Performance Indicator(s)</b>	Monitor and maintain our provision bench marking and increase with future fleet acquisitions	General Manager	Ongoing
<b>Monitoring</b>	Regular Depot/Workshop and vehicle inspections	Workshop Manager	Ongoing
<b>Reporting</b>	Incidents reported immediately as per Incident Management Plan	General Manager	As Required
<b>Corrective Action(s)</b>	<ul style="list-style-type: none"> <li>Implement PDCA process</li> <li>Modify procedures accordingly</li> <li>Communicate training updates.</li> </ul>	General Manager General Manager	Ongoing Ongoing

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### 4.3 Vehicle Access

<b>Objective(s)</b>	Always have sufficient and effective access to designated vehicles		
<b>Management Strategy</b>	Provide all services delivered by TBS with the ability to ensure accessible vehicles are available		
		<b>Responsibility (Role)</b>	<b>Timing</b>
<b>Control(s)</b>	<ul style="list-style-type: none"> <li>• Provide low floor vehicles to all urban services</li> <li>• Ensure at time of any charter booking any request to provide disabled facilities is fulfilled</li> <li>• Whilst providing rail replacement services disable access vehicles are available upon request</li> </ul>	General Manager	Ongoing
<b>Performance Indicator(s)</b>	<ul style="list-style-type: none"> <li>• % of fleet with disabled facilities</li> </ul>	General Manager	Monthly
<b>Monitoring</b>	Regular vehicle inspections and maintenance of fleet	Yard Manager	Fortnightly
<b>Reporting</b>	Incidents reported immediately as per the Incident Management Plan	All Personnel	Ongoing



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### 4.4 Training

<b>Objective(s)</b>	Have all personnel working with TBS aware of our DSP		
<b>Management Strategy</b>	Incorporate Disability and Discrimination awareness in all training material and staff inductions		
		<b>Responsibility (Role)</b>	<b>Timing</b>
<b>Control(s)</b>	<ul style="list-style-type: none"> <li>Regular updates of our provision of disable services within our community</li> <li>Have all induction manuals updated as required</li> <li>Train all drivers on the usage of necessary disabled access points and use of designated equipment</li> </ul>	Workshop Manager	As Required
<b>Performance Indicator(s)</b>	Staff awareness of our DSP Training workshops delivered Customer feedback	Workshop Manager/All Drivers	As Required
<b>Monitoring</b>	Monitor all services provided by TBS	Workshop Manager	Ongoing
<b>Reporting</b>	Incidents reported immediately as per Incident Management Plan	General Manager	As Required
<b>Corrective Action(s)</b>	<ul style="list-style-type: none"> <li>Implement PDCA process</li> <li>Modify procedures accordingly</li> <li>Communicate training updates.</li> </ul>	General Manager General Manager	As Required As Required

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### 4.5 Equipment

<b>Objective(s)</b>	Fleet vehicles provided to have operable equipment as all time		
<b>Management Strategy</b>	To have a variety of fleet vehicles with disabled access and facilities		
		<b>Responsibility (Role)</b>	<b>Timing</b>
<b>Control(s)</b>	<ul style="list-style-type: none"> <li>• Always provide operable ramps for access</li> <li>• Always provide operable lifts or ramp for charter services</li> <li>• Ensure strapping or tie downs are on equipped vehicles</li> <li>• Have handrails on all accessible vehicles</li> <li>• Equipment and ticketing facilities installed at heights to easy access</li> </ul>	General Manager	On Going
<b>Performance Indicator(s)</b>	Community feedback/complaints	General Manager	On Going
<b>Monitoring</b>	Quarterly fleet inspections Complaints Management process	Yard Manager	As Required
<b>Reporting</b>	Incidents reported immediately as per the Incident Management Plan	General Manager	As Required
<b>Corrective Action(s)</b>	<ul style="list-style-type: none"> <li>• Implement PDCA process</li> <li>• Modify procedures accordingly</li> <li>• Communicate training updates.</li> </ul>	General Manager	As Required