



Accessible Transport Action Plan

Clarks Logan City Bus Service (Qld) PTY LTD 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 allow better access to our community for public transport users. As part of removing barriers we will:

Information about our services.

Our website www.clarkslogancity.com.au provides simple and accurate information regarding our services. Further information regarding services can be obtained by contacting TransLink on 13 12 30 or alternatively contact us at info@clarkslogancity.com.au.

Improve physical access services and public transport infrastructure.

100% of our buses used for route services are low floor DDA compliant making 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 clear and simple destination signage to make riding our services easier.

As part of our internal review processes we continually look for opportunities for improvement in relation to improving accessibility and the customer experience when using our services. To achieve this our team continually review the network and work with both TransLink and our customers to identify and fix potential accessibility concerns.

Staff Training and Employment Practices

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 service assists employees with disabilities.

At Clarks 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.

At Clarks we pride ourselves on our community links bridging divides and enhancing opportunities through all facets of our operation.

Signature: **Martin Hall**

Position: **General Manager**

Date: **January 2020**