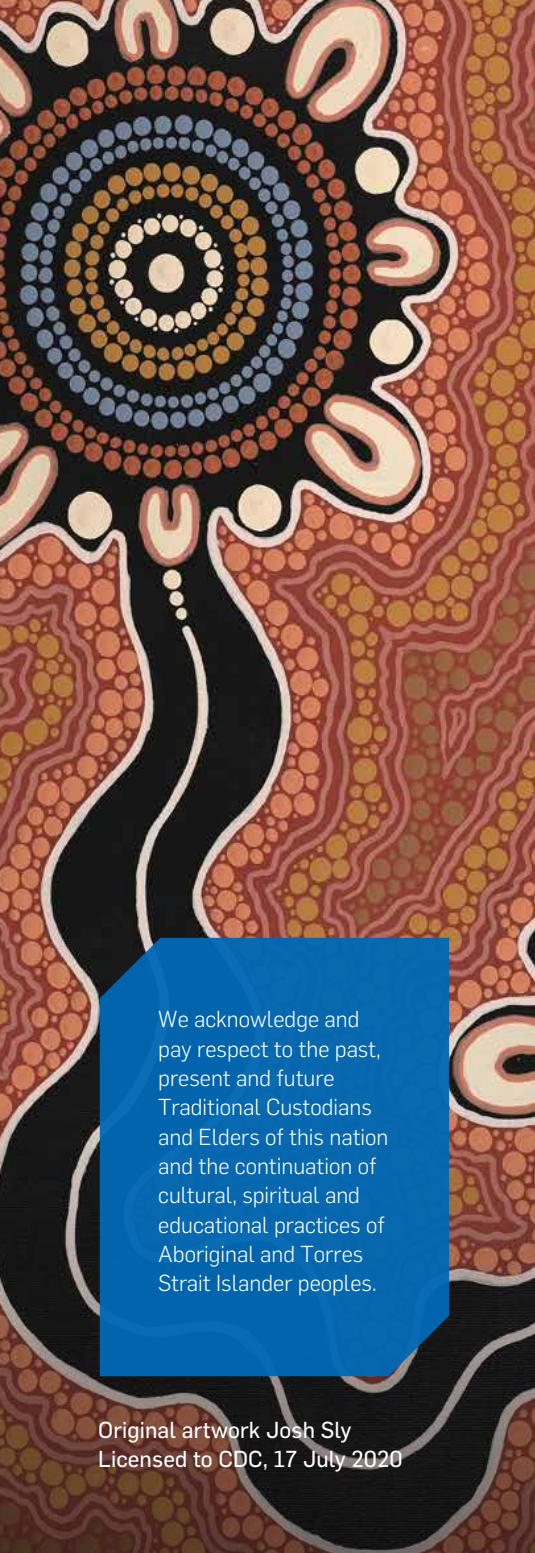


# Accessible Transport Charter





## Our Transport Access Mission

**At CDC we believe that accessible public transport is integral to people's lives. We recognise and respect the rights of all customers travelling with us and wish to contribute to their mobility and wellbeing as effectively as possible.**

Our mission is to understand the ongoing needs of all our customers and take the right steps to alleviate any barriers for people with special access requirements.

Our commitment to provide accessible transport is based on understanding and managing the following elements:

- Accommodating Customers' Needs
- An Accessible Fleet and Proactive Scheduling
- Better Bus Stops
- Mobility Aids and Assistance Animals
- Accessible Workplaces and Hiring Practices
- Compliance with all Federal and New South Wales legislation covering transport accessibility.

We acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

Original artwork Josh Sly  
Licensed to CDC, 17 July 2020



## Accommodating Customers' Needs

**CDC knows the importance of human interaction and promoting a positive community attitude for making accessible journeys safe and enjoyable.**

Upon commencing employment with CDC, our drivers are trained to work with customers of all needs and physical abilities. To maintain their knowledge, they are provided with ongoing training, covering a wide range of customer interactions, on a regular basis.

As part of our initiative to better serve customers with special requirements, CDC has implemented 'CDC Priority Seating' in our buses. These seats are at the front section of each bus and identified through distinctive seat coverings and signs to encourage customers to offer their seat to someone who might need it more.

This initiative reduces the risk of slips, trips and falls for those who are more vulnerable within our communities.

CDC provides all trip information in an accessible format, both in print and on its websites. CDC's websites are designed to meet accessibility requirements.

To find better ways to serve customers with accessibility requirements, CDC regularly seeks feedback from customers through surveys and extensive third-party research into delivering a better overall customer experience. It also works with its partner, Transport for NSW, to understand accessibility issues that arise from the greater public transport network.



## An Accessible Fleet and Proactive Scheduling

**The majority of our buses – approximately 99 per cent on scheduled route services – meet accessible vehicle standards.**

These buses feature 'kneeling' suspension which reduces the step height to the cabin, an extending wheelchair ramp for level entry and a flat, no-step floor to make it easier for less mobile people to board and alight the bus.

In addition, all new buses have priority seating and improved destination signs.

To maximise the effectiveness of our accessible fleet, our scheduling team ensures that they are placed on routes where customers require them the most.

This includes routes where accessible buses have been requested by individuals or schools or ones that service areas with retirement villages or care homes.

To meet our target of 100 per cent accessible vehicles on our New South Wales fleets, we are prioritising the retirement of non-accessible vehicles when taking on replacement buses.





## Better Bus Stops

**We believe that accessibility begins before customers board the bus.**

CDC continuously monitors the condition of the bus stops in its regions and proactively engages with local councils to help make improvements. These activities are geared to help local councils ensure that bus stops are suitable for all customers' needs and abilities and are compliant with the Disability Discrimination Act and the Disability Standards for Accessible Public Transport.

In addition to conducting numerous ongoing field audits, CDC is also working with Transport for NSW and local councils to:

- roll out improved wayfinding and indicators, including braille signage and tactile tiles
- provide improved accessible boarding points, including areas with challenging, mountainous terrain
- provide detailed reviews of bus stop infrastructure recommending new stops while rationalising unused or redundant stops, for more effective placement of accessible infrastructure.

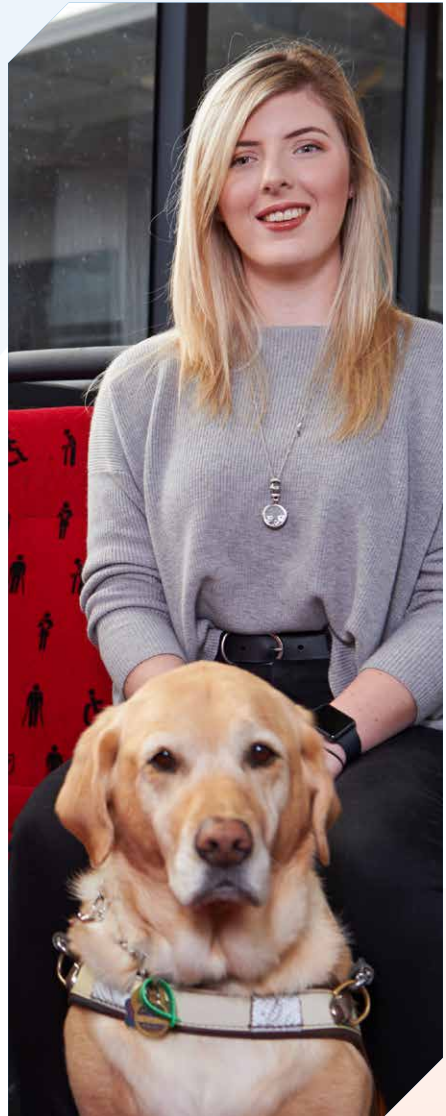


## Mobility Aids and Assistance Animals

**CDC recognises the importance of mobility aids and assistance animals in helping people to enjoy their independence, and employs measures to integrate their use with its services.**

CDC regularly works with representatives from organisations such as Guide Dogs Australia to help customers familiarise themselves with accessing our vehicles, so they can benefit from more independence.

To travel safely on our services, mobility aids (wheelchairs, electric scooters, or motorised vehicles) must conform to the requirements that are published on our website.





## Accessible Workplace and Hiring Practices

**CDC recognises that it can make a valuable contribution to the communities it serves by providing decent work for all women and men, including those requiring accessible conditions.**

In addition to fostering a positive attitude among its workforce, it employs strategies to assist people with disabilities including:

Workplace adjustment methods to facilitate specific needs, including:

- alternate technologies
- flexible working arrangements
- regular surveys of staff disability profiles.

CDC works with a range of disability employment agencies to proactively provide opportunities, to create a positive impact on the community.

CDC aims to be an employer of choice for people with disabilities which offers meaningful employment – from driving and bus depot roles through to professionals and management – by removing barriers and actively seeking employees with disabilities.



## Compliance

As a part of meeting the accessibility needs of all customers, we maintain compliance with the following regulations:

- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Accessible Public Transport 2002 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Principles in Schedule 1 of the Disability Services Act 1993 (NSW)
- Guidelines for Disability Action Planning by NSW Government Agencies.



# How to contact us

For all enquiries, feedback or to share with us your experience, please:

Call **131 500** or

Email [customer.service@cdcbus.com.au](mailto:customer.service@cdcbus.com.au)

---

## Forest Coach Lines

Call **02 9450 2277**

Email [buses@forestcoachlines.com.au](mailto:buses@forestcoachlines.com.au)

## Blanch's

Call **(02) 6686 2144**

Email [info.northcoast@cdcbus.com.au](mailto:info.northcoast@cdcbus.com.au)

## Qcity Transit

Call **(02) 6299 3722**

Email [capitalinfo@cdcbus.com.au](mailto:capitalinfo@cdcbus.com.au)

## Transborder Express

Call **(02) 6299 3722**

Email [capitalinfo@cdcbus.com.au](mailto:capitalinfo@cdcbus.com.au)

## Hillsbus

Call **(02) 9890 0000**

Email [customer.service@cdcbus.com.au](mailto:customer.service@cdcbus.com.au)

## Hunter Valley Buses

Call **(02) 4935 7200**

Email [hvbinfo@cdcbus.com.au](mailto:hvbinfo@cdcbus.com.au)

## Blue Mountains Transit

Call **(02) 4751 1077**

Email [bmtcustomerservice@cdcbus.com.au](mailto:bmtcustomerservice@cdcbus.com.au)

## CDC Broken Hill

Call **(08) 8087 3311**

Email [cdcbrokenhill@cdcbus.com.au](mailto:cdcbrokenhill@cdcbus.com.au)

---

## Other contact information

For trip planning, maps and ticket info visit [transportnsw.info](http://transportnsw.info) or call **131500**.

