

Accessibility Plan

This Accessible Transport Action Plan outlines the short-term and long-term actions Keolis Downer will take to create an accessible, all-inclusive and passenger focused public transport network, in compliance with the:

- (i) The DDA Legislation;
- (ii) Anti-Discrimination Act 1977 (NSW);
- (iii) Disability Inclusion Act 2014 (NSW); and
- (iv) The Guidelines for Disability Action Planning by NSW Government Agencies.

This plan sets a program of actions for each year. This plan will be reviewed annually.

Guiding principles

Keolis Downer commitment to accessibility

Ensuring easy access to public transport by all and including people with some form of disability is essential in order to provide equal access to jobs, education, recreation and other activities. Creating fair and equitable access to the network is a key objective for Keolis Downer.

A whole-journey approach to accessibility

Designing and delivering an end-to-end accessible journey is a critical challenge for public transport. Our vision is to consider disability as a whole journey approach that aims at delivering accessible outcomes rather than just mode-specific projects or technical outputs.

Wider benefits of improved accessibility

Accessibility improvement benefits to a much larger proportion of the population, which is from time to time, in a situation of disability. A large diversity of life conditions create a level of disability or barriers.

Accessibility Strategy

Keolis Downer has set its accessibility experience strategy based on five priorities.

Priority 1	Deliver an accessible and intuitive journey by improving the information and quality of the passenger assistance
Priority 2	Engage with communities and stakeholders to anticipate passenger needs and deliver proven solutions, as well as developing education and marketing programs to call for community members' commitment
Priority 3	Improve the access to public transport services by ensuring KD owned assets are fully-accessible and by liaising with other stakeholders to improve other related infrastructure
Priority 4	Develop a strong culture of accessibility awareness in all layers of the organisation
Priority 5	Support and report to TfNSW by providing information on accessibility and by being a forceful voice behind new initiatives

Further information regarding Keolis Downer Hunter's Accessible Transport Action Plan is available on request.