



7 October, 2011

Mr David Mason  
Human Rights & Equal Opportunities Commission  
GPO Box 5218  
**SYDNEY NSW 2001**

Dear Sir,

**Action Plan**

Following representation from the Commissioner for Transport in Tasmania, we have revised our Disability Discrimination Act Action Plan and attach a copy for your reference.

Please note that TasCoast Pty Ltd is a wholly owned subsidiary company of Tasmanian Redline Coaches Pty Ltd and comes under the same plan.

Yours faithfully,



**Michael Larissey**  
**Managing Director**

**Postal Address:** P.O. Box 2083, Launceston, Tasmania 7250  
**Telephone:** +61 3 6336 1400 **Facsimile:** +61 3 6334 5685  
**www:** [tasredline.com.au](http://tasredline.com.au) **Email:** [redline@tasredline.com.au](mailto:redline@tasredline.com.au)

# TASMANIAN REDLINE COACHES PTY LTD

and wholly owned subsidiary company

TASCOAST PTY LTD

## DISABILITY DISCRIMINATION ACT

### ACTION PLAN

Revised September 2011

'Tasmania's own' Redline is a family owned bus and coach company that has been operating route, charter, school and tour services for over 75 years. In September 2008 the company purchased the whole of the company Tascoast Pty Ltd and integrated its services and vehicles into Redline's operations.

The company is contracted to the Tasmanian Government to supply General Access route services between Burnie, Devonport, Launceston and Hobart as well as commuter services to the regions of Smithton and Stanley, Deloraine and Mole Creek, Sorell and Dodges Ferry. The Company operates these services under five separate contracts; each of these contracts, which were revised in January 2009, has clauses contained in them to ensure the contractor meets the requirements of the Disability Discrimination Act.

The Company has always been focused on the requirements of disabled access for public transport and was the first operator in the State to operate a coach with a wheelchair lift in 1998.

The present requirement of 25% of all services operated by the Company to be DDA compliant is being exceeded and under our plan, future targets will be exceeded by the due dates.

### ***Current Operation***

#### *a) Long Distance Route Services*

*(Burnie, Devonport, Launceston, Hobart)*

Since January 2009 a dedicated wheelchair lift coach has operated the return service daily between Devonport, Launceston and Hobart. Another wheelchair lift coach is available should a booking be received for another time or operationally the dedicated coach may be reallocated to satisfy passenger requirements.

#### *b) Regional Commuter Services*

- *Smithton- Burnie*

A dedicated wheelchair lift coach has operated on this sector since January 2011.

- *Deloraine – Mole Creek – Launceston*

Two low floor disabled access coaches operate this sector.

- *Sorell, Dodges Ferry – Hobart*

Since purchasing this run a low floor disabled access bus has operated the majority of services (61%).

### *Priority Seating*

Signs are installed in buses restricting forward seats for disabled or elderly passengers as appropriate.

### ***Future Plans***

#### *General*

All General Access services are DDA compliant and depending on the outcome of our current application to HREOC our purchase plan for new vehicles beyond December 2012 will be revised.

#### *Specific*

##### ➤ *Long Distance Route Services*

By November 2011 an additional two (2) coaches shall be introduced under these contracts that are fitted with wheelchair lifts.

##### ➤ *Regional Commuter Services*

New coaches will progressively be introduced on these services over the next 2-3 years. These coaches will be fully DDA compliant either with wheelchair lift or low floor.

## *Information and Other Requirements*

### *Driver Training*

Drivers have been trained in all aspects of assisting disabled passengers and we are awaiting release of a specific training package from the Tasmanian Bus Association. All drivers will be trained as part of their assessment, accreditation and induction process. Our company has Tasmania's only full time in house accredited training officer.

### *Information*

Company website will be updated with information on services for disabled passengers and special large font timetables will be made available at counters.

Target January 2012

### *Complaints*

The Company has a procedure for complaints – when received complaint must be:

- Recorded in prescribed form.
- Investigated by local Supervisor/Manager
- Reviewed by Managing Director or State Manager
- Responded to within three business days.

### *Review*

A quarterly review will be carried out assessing all requirements of the Act and this plan with particular emphasis on the target and how the Company is performing against those targets.

### *Responsible Officers*

The overall responsibility of implementation of the DDA action plan rests with the Managing Director who delegates specific issues as appropriate to:

- State Manager
- State Operations Manager
- Regional Supervisors