

INTRODUCTION

Keolis Downer is a proud operator of Hornibrook Bus Lines, committed to improving the useability of our public transport buses throughout our contracted network areas for accessible public transport by identifying and removing barriers that prevent or discourage people with disabilities from using our services.

INFORMATION ABOUT SERVICES

At Hornibrook Bus Lines, our website www.hornibrook.com.au provides information to assist in the planning of journeys for our passengers who transit within the Translink Network of South East Queensland. Further information can also be sought from the Translink website www.translink.com.au for timetable information, whilst information is also available for accessible transport on Translink's various modes of transport at <https://translink.com.au/travel-with-us/accessibility>.

PHYSICAL ACCESS TO SERVICES AND INFRASTRUCTURE

Hornibrook Bus Lines only operates low floor vehicles throughout our network, with all vehicles fitted with kneeling functionality for ease of boarding and alighting, a ramp and an allocated space for wheelchairs and mobility scooters. Our aim is to provide up to date destination information on our fleet for boarding passengers to provide confidence in our services and quality customer experiences when transiting the SEQ Network.

Throughout our operational network we continually review and monitor the current infrastructure to ensure it is safe, reliable and accessible for the travelling public as well as work closely with Translink to seek any improvement opportunities that may arise.

STAFF TRAINING AND EMPLOYMENT PRACTICES

Our staff are provided training and instruction for provision of accessible public transport through induction and refresher training programs which is aimed at removing barriers that prevent and discourage people with disabilities from using our services. Our view is that our staff also play a very important role in communicating with our passengers and identifying opportunities for improvements in our networks for accessibility for all passengers.

COMPLAINTS PROCEDURE

In the event that a member of the public is not entirely satisfied with the services provided by Hornibrook Bus Lines, feedback may be provided by directly contacting the Hornibrook Bus Lines office on (07) 3284 1622, or by emailing to hornibrook.feedback@keolisdowner.com.au. Alternatively, communications can be made through the Translink website <https://translink.com.au/contact-us>.

PROMOTING POSITIVE COMMUNITY ATTITUDES

As part of Keolis Downer's philosophy to "**Think like a passenger**", we shall monitor and liaise with relevant community groups to further gain insight into the needs of people with a disability who utilise our network, whilst also working closely with Translink as part of their Disability Action Plan 2018-2024.