

Adelaide ACCESS TAXIS



Disability Action Plan



2014 - 2019



Accessible taxi transport is essential for people with disabilities to enable them to go about their daily lives. Adelaide Access Taxis (AAT) is committed to ensuring taxi transport services are accessible to all people with disabilities.

Since 2003, the Co-Operative Taxi Cabs Society Limited has been contracted to the South Australian Government to provide the Centralised Booking Service (CBS) for Accessible Taxi Services.

In order to ensure that all aspects of the accessible taxi service meets the expectations of users, AAT formed a committee, Access Taxis Advisory Group (ATAG) in August 2013 to assist in the development and ongoing maintenance of the Disability Action Plan (DAP).

AAT will consult with ATAG on matters relating to the implementation, operation and the evaluation of taxi services and transportation.

The objectives and the strategies detailed in this DAP aim to eliminate discriminatory practices that result in people with disabilities being treated less fairly than those without a disability. AAT is willing to make reasonable adjustments to rectify the situation.

The DAP covers both strategic and operational requirements in outlining the journey from where AAT is now to where we want to be and the steps needed to get there. It is AAT's intention that in addition to meeting the statutory requirements, this DAP shall also serve as a guide in promoting disability awareness and equality issues amongst employees at AAT and those in the wider transport sector.

AAT has developed this DAP in response to contractual obligations with the South Australian Government and with respect to relevant legislation to ensure that people with disabilities are not subjected to discriminatory practice at any level of service delivery.





The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against people on the basis that they have, or may have, a disability. “Part 3 – Action Plans” of the DDA, provides for an organisation such as AAT to prepare and implement a DAP to be lodged with the Human Rights and Equal Opportunity Commission.

A DAP aims to assist an organisation to achieve and implement the main principle underlying the DDA, namely people with disabilities should be able to experience and enjoy the same fundamental rights as others in the community. The development of this DAP is based on a consultative process involving people with diverse disabilities, staff members of AAT, peak bodies and the Department of Planning, Transport and Infrastructure (DPTI).

People with disabilities and travelling companions have the same concerns about transport as other members of the community, such as availability, accessibility, affordability and safety. AAT’s aims and objectives are to provide a high level of customer service to ensure that people with disabilities have the same opportunities to travel as other members of the community.

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers 2012 (SDAC) defines a person with disability as someone who has a functional limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

In SA, over one in five people (357,100 or 21.5%) reported having a disability in 2012. Of these, nearly 90% had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in schooling or employment.

Around 32.0% of people with disability had a profound or severe limitation in one or more of the core activity areas with a further 49.5% having a moderate or mild limitation in core activity areas. In 2012, there were 22,700 children aged less than 15 years with a disability (7.7% of all children aged less than 15 years). Of these, 54.6% had a profound or severe limitation in core activity areas and 10.6% had a moderate or mild limitation in core activity areas.

ABS findings indicate that there were 219,000 people providing informal assistance to people with disability (13.4% of population). Of these, 56,000 people identified themselves as being primary carers (3.4% of the population). The ABS also measures the participation of people with disability in a range of activities away from home. In the previous three months, most people with disability had visited relatives or friends (88.6%).

Participation in other specific activities away from home over the previous 12 months was also measured. These include visiting a library, participating in physical activities for exercise or recreation, or attending a sporting event or movie. Nearly one in five (18.0%) South Australians with a disability aged less than 65 years did not participate in any of these activities away from home.

Excerpt from Department for Communities and Social Inclusion.



AAT provides a transport solution for people with disabilities and is aware that transport is vital for them to access key services and provide independent mobility.

AAT supports Federal and State Government strategies to eliminate any discriminatory policies and practices that may result in people with disabilities being treated less fairly than those without a disability.

AAT actively supports communities and forms partnerships with members of the disability sector to promote the participation of people with disabilities in the community.

AAT together with the South Australian government and DPTI have accomplished a number of positive initiatives to provide a better transport solution for people with disabilities. These initiatives include:

- Dedicated specially trained staff
- 24 hour booking service
- Complaint resolution process
- Emergency response plan
- Driver ID badge
- Free phone app



- On time bonus scheme
- On line booking facility
- Participation with the Disability Expo
- Tactile ID numbers
- Blue ID reflective decals

AAT is aware that its employees, taxi operators and taxi drivers should not:

- i) Discriminate against people with disabilities;
- ii) Treat people with disabilities less fairly; and
- iii) Fail to make reasonable adjustments to the way they provide a service to allow people with disabilities continued access to taxi services.

AAT recognises that this is the start of the process and a number of challenges remain when developing and implementing a DAP.

The DAP sets out the key activities which identify the Goals, Strategies, Responsibilities and Timelines. It includes a consultation process with a view of continuous improvement. It takes into account the need to address disability awareness and discrimination in the workplace.

AAT will ensure that tasks and specific strategies are undertaken and achieved within acceptable timeframes. The ongoing monitoring and success of the specific strategies will be determined via an ongoing consultation process.

The attached DAP outlines the necessary strategies and elements required to successfully achieve its goals. The areas for review and ongoing improvements are:

1. Booking System
2. Training Programs
3. Customer Service
4. Regulatory

1. BOOKING SYSTEM

GOAL	TASK	RESPONSIBILITY	CONSULTATION	MEASURABLE OUTCOMES	INFORMATION DISSEMINATION	TIMELINE
a. Website information meets WCAG 2.0 Standard	<ul style="list-style-type: none"> External Website Audit Review the audit findings and create an implementation strategy 	General Manager AAT	<ul style="list-style-type: none"> Utilise the ATAG Committee to review its overall performance Disability Advocacy Groups Website Auditor Users 	Website information meets WCAG2.0 Standard	<ul style="list-style-type: none"> Publish the results on the website On Hold Music Through Community newsletters Links to LGA websites etc. Link to Government Website Mail out to SATSS Users Launch at Disability and Ageing Expo 	02/2015
b. Mobile Phone App meets WCAG2.0 Standard	<ul style="list-style-type: none"> Phone application Audit Review the audit findings and create an implementation strategy 	General Manager AAT	<ul style="list-style-type: none"> Utilise the ATAG Committee to review its overall performance Disability Advocacy Groups Website Auditor Users 	Mobile Phone App information meets WCAG 2.0 Standard	<ul style="list-style-type: none"> Publish the results on the web site on hold music Through Community newsletters Mail out to SATSS Users 	02/2015



2. TRAINING PROGRAMME

GOAL	TASK	RESPONSIBILITY	CONSULTATION	MEASURABLE OUTCOMES	INFORMATION DISSEMINATION	TIMELINE
a. Continuous improvement of AAT on road training programme	<ul style="list-style-type: none"> Review the AAT on-road training Manual. Implement any improvements and changes to the programme. Invite stakeholders, to review the on-road training process and manual to ensure that all relevant information on disability and discrimination aspects is offered to all new trainees 	General Manager AAT	<ul style="list-style-type: none"> Taxi Council South Australia (TCSA) General Manager AAT AAT Operators and Drivers ATAG and customers 	Providing current version of AAT On-road driver manual to all AAT Taxi Operators upon commencement and/ or annually	Update stakeholders of the ongoing process of driver training	03/2015
b. Continuous improvement of AAT employee training programme	<ul style="list-style-type: none"> Review the AAT employee training Manual. Implement any improvements and changes to the programme. Implement a disability awareness training 	General Manager AAT	<ul style="list-style-type: none"> Call Centre Staff General Manager AAT Key Stakeholders 	Reduction in complaints related to the booking process	AAT Management and Staff.	06/2015



3. CUSTOMER SERVICE

GOAL	TASK	RESPONSIBILITY	CONSULTATION	MEASURABLE OUTCOMES	INFORMATION DISSEMINATION	TIMELINE
a. Improve Complaint / Feedback handling process	<ul style="list-style-type: none"> Review the Call Centre complaint/ feedback handling process. Implement any changes or improvements to the process. Implement a Complaints Management Policy and Procedure 	General Manager AAT	<ul style="list-style-type: none"> General Manager AAT Call Centre Supervisors Web Page Service Provider 	<ul style="list-style-type: none"> Monitor the complaint handling methods of call centre staff and admin staff through the ongoing QA internal process In-house of improved complaint handling techniques Compliance with ISO 10002:2006, MOD 	<ul style="list-style-type: none"> Promote the complaints handling process on the website and via the on-hold facility Provide a provision to obtain feedback on the complaint handling methods 	02/2015
b. Improve Customer Satisfaction	<ul style="list-style-type: none"> Investigate an appropriate survey methodology 	General Manager AAT	<ul style="list-style-type: none"> ATAG Stakeholders Customers SATSS Members 	<ul style="list-style-type: none"> Improved customer satisfaction against KPI 	<ul style="list-style-type: none"> Web Page 	Ongoing 6monthly monitoring and reporting
c. Link to the Adelaide Metro website via the AAT webpage.	<ul style="list-style-type: none"> Create a link to the Adelaide Metro Website via the AAT webpage. 	General Manager AAT	<ul style="list-style-type: none"> General Manager AAT Adelaide Metro Web Page Service Provider 	<ul style="list-style-type: none"> Interactive survey form on the webpage to receive feedback. 	<ul style="list-style-type: none"> Webpage Community Newsletters Community Events 	11/2014

4. REGULATORY

GOAL	TASK	RESPONSIBILITY	CONSULTATION	MEASURABLE OUTCOMES	INFORMATION DISSEMINATION	TIMELINE
a. Compliance with the Disability Standards for Accessible Public Transport 2002, Schedule 1, Part 1, Target Date – 31/12/07 1.3, Response times for accessible vehicles are to be the same as for other taxis.	<ul style="list-style-type: none"> Monitor and report on response times. Independent analysis of data 	General Manager AAT	DPTI	% difference in response times between accessible taxis and aggregated general taxis for the following time frames: 5 mins 10 mins 15 mins 30 mins 60mins 60+mins	DPTI	Ongoing quarterly monitoring and reporting



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