

ACCESSIBLE TRANSPORT ACTION PLAN

INTRODUCTION

Hornibrook Bus Lines, owned by Keolis Bus and Coachlines, is dedicated to providing accessible and inclusive public transport across the South East Queensland (SEQ) Translink network. We aim to remove barriers and enhance confidence for all passengers, particularly those with disability.

ACCESSIBLE SERVICE INFORMATION

You can find journey planning and service information at:

- **Hornibrook Bus Lines:** www.hornibrook.com.au
- **Translink:** www.translink.com.au
- **Accessibility information:** www.translink.com.au/travel-with-us/accessibility

We ensure information is clear, kept up to date, and available in accessible formats on request.

PHYSICAL ACCESS

Our fleet consists of fully low-floor buses equipped with:

- **Kneeling function** to reduce the step height when boarding and alighting
- **Boarding ramps** to assist passengers using wheelchairs, mobility devices or prams
- **Dedicated spaces** for wheelchairs and mobility devices that meet Translink size and weight requirements
- **Priority seating** for passengers with reduced mobility
- **Clear destination displays** to help you confirm you are boarding the correct service

We continuously monitor and work with Translink to improve bus stop infrastructure accessibility across our network. We maintain accessibility features to ensure safety and reliability.

STAFF TRAINING AND INCLUSION

Our staff receive comprehensive training to assist passengers with disability, including safe use of accessibility features, effective communication, and emergency procedures. We support an inclusive workplace for employees with disability.

ASSISTANCE ANIMALS AND CONCESSIONS

We welcome assistance animals that accompany passengers with disability, in line with Queensland legislation and Translink policies. Our staff are trained to recognise and support passengers travelling with assistance animals.

We honour all applicable disability travel concessions and Companion Card entitlements under the Translink fare system. Our staff are familiar with these provisions and assist eligible passengers in accessing our services.

FEEDBACK AND COMPLAINTS

If you are not satisfied with a service provided by Hornibrook Bus Lines, you can provide feedback by:

- Calling our office on: 07 3284 1622
- Emailing: hornibrookfeedback@keolisdowner.com.au
- You can also contact us via the Translink website at: translink.com.au/contact-us

We respond promptly and strive to make feedback processes accessible to all passengers.

COMMUNITY

As part of the Keolis philosophy to think like a passenger, Hornibrook Bus Lines monitor and engage with relevant community groups to support Translink's Disability Action Plan. Our goal is to promote positive community attitudes and ensure our services meet the diverse needs of all passengers.

This plan will be reviewed periodically to maintain its relevance and effectiveness in supporting accessible public transport in SEQ.