



# **Accessibility and Inclusion Action Plan 2024-2029**

**Metro**

## Acknowledgement of Country

Metro respectfully acknowledges the Tasmania Aboriginal people and their enduring custodianship of lutriwita (Tasmania). We honour the uninterrupted care, protection and belonging to these islands, skies, and waterways. We pay our respects to their Elders, past and present.

In this plan, we use 'Aboriginal Tasmanians' to refer to the Tasmanian Aboriginal communities, respecting their preference.

# Foreword

## A message from Metro Tasmania CEO, Katie Cooper

We are proud to share the Metro Tasmania Accessibility and Inclusion Action Plan 2024-2029. This comprehensive plan marks a continuation of our commitment to fostering an accessible, inclusive, and respectful environment for all Tasmanians.

At Metro Tasmania, we understand the critical role public transportation plays in connecting people to their communities, essential services, and opportunities. The importance of this role is magnified for the 26.8% of Tasmanians living with disability and the 37.5% with long-term health conditions. Our purpose is clear to minimise the barriers these individuals face and provide equitable, dignified, and safe access to our services.

The journey to this new action plan began with the expiration of our previous Disability Action Plan in 2022. Recognising the evolving landscape of needs and regulations, we partnered with 3P Advisory to undertake a robust consultation process. This collaborative effort, engaging community members, stakeholders, and our dedicated workforce, has been instrumental in shaping the goals and strategies outlined in this document.

Reflecting on the past decade, we've made significant strides in improving accessibility across our network. From the introduction of fully accessible buses to enhanced communication tools, our efforts have been geared towards creating a more inclusive service for everyone. The insights gained from these experiences, combined with the invaluable feedback from our community consultations, have informed the development of this new plan.

The Plan sets out clear, actionable strategies to further our progress. It aligns with our core values and the overarching vision of making the journey better for all Tasmanians and our mission to deliver safe, reliable, and efficient services that meet all of customers' needs. We are committed to implementing these strategies with diligence, transparency, and a spirit of better – Metro's drive for continuous improvement in all areas of our business.

We extend our gratitude to all who contributed to the formulation of this plan. Your insights, experiences, and suggestions are the foundation upon which we build a better, more inclusive service. As we move forward, we pledge to maintain an open dialogue with our community, ensuring that our actions remain aligned with the needs and expectations of those we serve. Together, we can continue to break down barriers and create a public transportation system that truly serves everyone.







## Introduction

Tasmanians want to travel independently, safely and with ease.

As Tasmania's primary urban public bus transport service, Metro Tasmania recognises the important role we play in providing this *for* and *with* our communities. We are committed to delivering transport services and bus infrastructure that are inclusive, respectful of diversity and accessible to meet the needs of all people.

This Accessibility and Inclusion Plan 2024 – 2029 (the Plan) guides how Metro Tasmania will continue to improve equitable, dignified, and safe access to services and address identified barriers. The Plan builds upon the previous Metro Tasmania Disability Action Plan 2011 – 2022. The aim of the Plan is to get on board with better as we focus our energy on a more modern, inclusive, and connected Metro.

Metro celebrates, values, and welcomes people of all backgrounds, genders, sexualities, cultures, religions, ages, bodies, and abilities. The Plan commits to reflect and make real the values of inclusion and diversity in all we do.

We are grateful to all the individuals, organisations and workforce who have informed the development of the Plan. Your insights and feedback have been invaluable in identifying and creating practical, effective, and sustainable solutions that will make a tangible difference and enhance the experience of public bus transport in Tasmania.

# About Metro Tasmania

Metro Tasmania is a state-owned company established in 1998 to provide essential public transport services across Tasmania. Operating transport networks in Hobart, Launceston, and Burnie, as well as offering some regional services, Metro is the largest Tasmanian-owned passenger transport service provider, serving as a lifeline for many Tasmanians to connect communities. Each year, Metro transports nearly seven million passenger journeys and operates over 600,000 scheduled bus trips including general access and student-based services.

## Metro's Journey to Improve Access

Over the last ten years, Metro Tasmania has worked hard to make its services more accessible to everyone, especially people with disability. We've listened to people's needs and responded to improve our services. We have updated our plans to stay in step with new laws and technology.

Our focus has been on recognising and supporting people with disability, their families, and carers, ensuring our services are easy and fair for everyone to use, and making sure we're doing our part as a community leader.

We've achieved a lot under our previous plan. We talked with many people and drew on a range of expertise, to make our plan. We've followed the law to make sure our services are fair and respectful. We've worked with government programs to help make travel easier for everyone. Our progress includes getting new, easy-to-use buses, better signage, and clearer, more helpful information for passengers. As of January 2023, all our buses are now accessible, showing our commitment to making travel easy and fair for everyone.

## Metro's Vision, Mission and Values



This Plan builds on the achievements above, reflects Metro’s Vision, Mission, and Values, and draws on the new insights from stakeholders and bus users consulted, aligns with best practice approaches, and sets a clear and accountable direction for our Metro team to continue to improve the accessibility and inclusivity of our services.

## Metro Inter-Agency Partnerships

Metro Tasmania, in collaboration with the Department of State Growth, and the local government areas we service, is committed to dignified access to public transport services. These partnerships acknowledge that some aspects of public transport, such as bus stops and shelters, and the reach and setting of routes and fares, are not within Metro’s control and influence.

We are committed to enhancing the accessibility and inclusivity of our services for all members of our community. We understand the importance of reliable, comfortable, and accessible transportation in fostering a connected and inclusive society. This range of responsibility isn’t always clear to our users, and it is important to clarify the scope of our influence and control in making these improvements. Our commitment is centred around two key areas: the bus infrastructure we own and manage, and the provision of services and value to our customers.



# Accessibility and Inclusivity

## Action Areas

When we asked people about their experiences with our services, they shared some important points. They told us about the difficulties they face in using our buses and services, especially people with disability. They need clear and easy-to-understand information about our timetables and routes. Many stressed the importance of making our services welcoming for everyone, including LGBTQIA+ and Tasmanian Aboriginal communities, and people who speak languages other than English. Safety on buses was a big concern, as well as the need for our staff to be trained in helping all passengers. People also gave us ideas on how to improve our services, like more buses and better schedules. It's clear we need to keep talking with our customers to make our transport system better for everyone.

The recommended actions for inclusion in Metro's next Accessibility and Inclusion Plan are guided by the social model of disability and inclusion that considers individuals not impaired by disability or how they identify but rather by the barriers in society that prevent equitable access to services and opportunities.

These recommended focus areas have also been developed within the context of what Metro can directly control, influence, and achieve over the next five years.

### **Action Area 1 – Make Services Accessible and Welcoming for Everyone:**

Ensure Metro Tasmania's services are easy to use and welcoming for all, including people with disability. This involves improving the customer experience on our buses, providing clear information, and promoting a culture that values diversity among customers and staff.

### **Action Area 2 – Involve the Community in Service Improvements:**

Work closely with the Tasmanian community to shape the services provided by the Tasmanian Government, which meet everyone's needs. This approach aims to make people feel more connected and satisfied with Tasmania's public transport.

### **Action Area 3 – Ensure Safe and High-Quality Travel:**

Focus on keeping customers safe and secure, responding effectively to any concerns, and continually improving the quality of service provided by our staff.

### **Action Area 4 – Use Technology to Improve Services:**

Embrace technology to make travel more accessible and keep passengers well-informed, while also providing alternative communication options for people who are not as comfortable with digital tools.

### **Action Area 5 – Be Open and Responsible:**

Operate openly, listen, and take responsibility for continually improving our accessibility and inclusivity, keeping everyone informed about what we're doing and why.

### Action Area 1 - Make Services Accessible and Welcoming for Everyone

Action	Timeframe	Responsibility
1.1 Continue to conduct regular accessibility reviews of services and infrastructure to identify and address accessibility barriers for specific bus services	Ongoing	Chief Operating Officer
1.2 Review and update all current accessibility initiatives to reflect best practices.	June 2025	Executive Leadership Team
1.3 Develop and implement inclusion initiatives to reflect best practices and feedback.	June 2025	Executive Leadership Team
1.4 Work to introduce accessibility and inclusion visual signals /symbols on the buses, such rainbow flag, Aboriginal flag, or hidden disability symbols.	2025	Chief Operating Officer
1.5 Introduce Mobility Cards or other type of aids (made available via our website and distributed to disability organisations) to allow customers to fill in information relating to their desired journey and make asking for assistance easier.	2025	Chief Operating Officer

### Action Area 2 - Involve the Community in Service Improvements

Action	Timeframe	Responsibility
2.1 Establish a new Disability Accessibility and Inclusion Plan (DAIP) governance group to regularly engage with community groups and stakeholders to keep the framework and practices current and relevant.	December 2024	General Manager Corporate Services
2.2 Develop a communication plan to work with advocacy organisations to recognise, celebrate, educate, and market accessibility and inclusion dates of importance including marketing campaigns.	December 2024	General Manager Corporate Services
2.3 Continue to partner with educational institutions to inform students about using public transport, focusing on safety and respect.	Ongoing	Chief Operating Officer
2.4 Continue to ensure the annual customer satisfaction survey provides an opportunity to capture sentiment to enable action that addresses customer service issues and access improvements.	Ongoing	Chief Operating Officer



### Action Area 3 – Ensure Safe and High-Quality Travel

Action	Timeframe	Responsibility
3.1 Implement ongoing and refresher training for all staff on accessibility, inclusivity, and cultural competence.	Ongoing	General Manager People and Safety
3.2 Host inclusivity workshops with bus operators and stakeholders to educate and upskill staff and co-create solutions for inclusivity issues identified.	2025	General Manager People and Safety
3.3 Provide Mental Health First Aid training for relevant staff.	Ongoing	General Manager People and Safety
3.4 Continue to ensure bus operators are trained appropriately in emergency and safety procedures, including Metro's Customer Service Charter and conditions of travel.	Ongoing	General Manager People and Safety
3.5 Review our community reporting system for passengers to report issues with services, relating to accessibility and discrimination.	2028	General Manager Corporate Services

### Action Area 4 – Use Technology to Improve Services

Action	Timeframe	Responsibility
4.1 Continue to improve the accessibility of the Metro website and app including improving accessibility for people with physical and intellectual disability and people who speak languages other than English.	2026	General Manager Corporate Services
4.2 Continue to promote website links and contact information to appropriate government agencies for reporting bus stop / shelter accessibility concerns.	Ongoing	Chief Operating Officer
4.3 Continue to work with state and local government infrastructure providers to ensure relevant accessibility information to inform their responsibility to improve access to stops and shelters such as safe crossings and crossovers, pathways, and lighting.	Ongoing	Executive Leadership Team
4.4 Continue to provide real-time service information in accessible formats via website and social media platforms.	Ongoing	General Manager Corporate Services

Action Area 5 - Be Open and Responsible		
Action	Timeframe	Responsibility
5.1 Monitor and report on diversity and inclusion actions, including challenges faced and progress made.	2028	Chief Executive Officer
5.2 Incorporate inclusivity into strategic planning and performance planning.	2025	Chief Executive Officer
5.3 Create a recognition program for all staff who excel in customer service focussed on inclusivity and accessibility.	Ongoing	Chief Operating Officer



## Review and Monitoring

Our Accessibility and Inclusion Plan will be supported by the necessary resources, considering the funds available on an annual basis. Metro will also continue to investigate external funding opportunities to improve access and inclusivity and assist in implementing our identified actions.

We'll regularly check and update the Plan to make sure we're on track. This includes an annual status update to the Metro Board which incorporates each department's progress. A project team will review the Plan, and we'll publish the plan on our website and register it with Australia's Human Rights Commission.

For more information, please contact Metro via any of the ways set out below.

### Information Hotline – 13 22 01

Call 13 22 01 for timetable and service information, wheelchair and disability accessible information, and general enquiries. The hotline is staffed 7am to 6pm Monday to Friday.

For urgent after-hours assistance in Hobart, please call 13 22 01.

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service using one of the following options:

Speak and Listen users can phone 1300 555 727 then ask for 13 22 01.

Internet relay users can connect to the National Relay Service then ask for 13 22 01.

Online Enquiries – [contact@metrotas.com.au](mailto:contact@metrotas.com.au)

Postal Address – PO Box 61, Moonah, TAS 7009



## Disclaimer / Copyright Information / Acknowledgements

Metro would like to thank 3P Consulting for their work in talking to our customers and Tasmanians living with disability. Their team's thoughtful insight and guidance have been of great help in the development of this Plan.