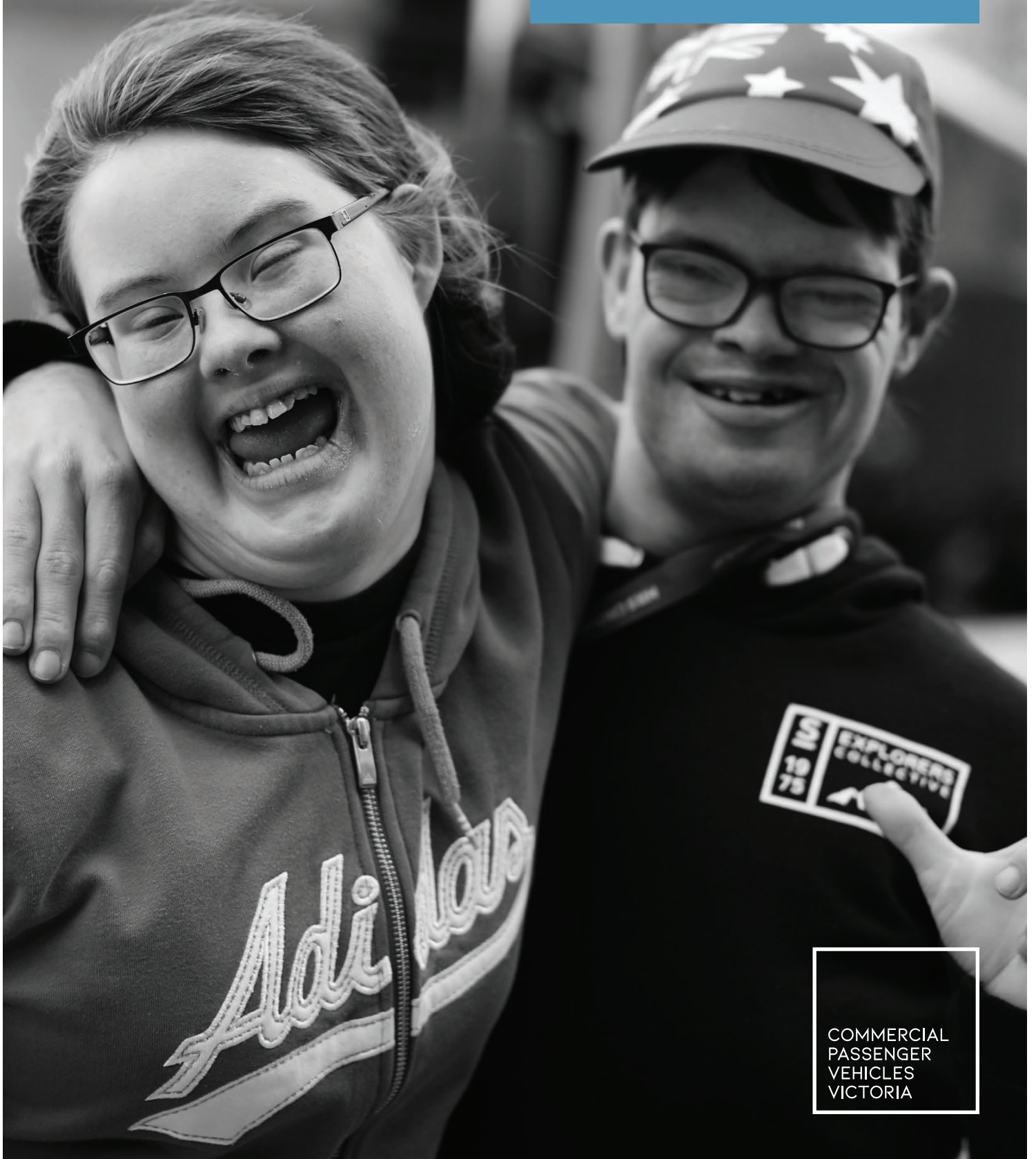


CPVV Accessibility Action Plan

2021-2025



COMMERCIAL
PASSENGER
VEHICLES
VICTORIA

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Accessibility

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DISABILITY COMMISSIONER'S FOREWORD

Many people with disability or accessibility needs face barriers and discrimination in their everyday lives – including access to work opportunities, education, health services, social gatherings and general connectedness to friends and family. One barrier to community participation can be limited available and appropriate transport.

With Australia's population of people with disability at 18.5%, and 44.5% of those being people over the age of 65, CPVV recognises that commercial passenger vehicle services (taxi, hire car and rideshare) are an important transport option in ensuring people with disability or accessibility needs can participate in the community as active citizens. Access to transport enables independence and ensures that more than one million Victorians with disability or accessibility needs are included in society as active citizens.

CPVV has made significant progress in ensuring all our organisation decision making considers the needs of people with disability or accessibility needs. This lens is demonstrated by our recently established Accessibility Committee which is an internal forum for considering disability and accessibility related issues; and our Disability and Accessibility Forum, a 'two way' engagement between us and disability stakeholders from across government, industry and the wider community.

This is our first CPVV Accessibility Action Plan and the next stage in our commitment to providing safe, accessible, customer-focused and competitive taxi, hire car and rideshares services to people with disability or accessibility needs. The Accessibility Action Plan will be delivered in consultation and engagement with government, industry and community.

I wish to acknowledge the contribution and leadership from many people across CPVV including my fellow Commissioners and the Executive Leadership Team.

This is an important development for CPVV in its engagement and service provision to Victorians with disability or accessibility needs. I look forward to reporting on our progress over the life of the plan.

Colleen Furlanetto O.A.M.
Disability Commissioner



ABOUT US

Our purpose

Commercial Passenger Vehicles Victoria's (CPVV) purpose is a commercial passenger vehicle industry that is safe, accessible, customer-focused and competitive.

Our role

CPVV is the safety regulator of the commercial passenger vehicle industry. This industry includes unbooked services (taxi rank and hail) and booked services (taxi, hire car and rideshare vehicles). We also issue driving instructor authorities.

We work with the commercial passenger vehicle industry to ensure services are safe and accessible.

The commercial passenger vehicle industry is a significant contributor towards liveability in Victoria as it enables point-to-point access to employment and education, and participation in cultural, entertainment and recreation opportunities. Commercial passenger vehicles also have a critical role in providing accessible transport where Victorians with special travel needs, such as people with a disability or mobility impairment, cannot safely and independently use public transport.

Our objectives

In working to achieve our purpose, CPVV has identified five strategic objectives. They shape our strategy and determine the actions that support our organisational goals. They are how CPVV helps provide value to the community.

- **Safe** – Ensure the commercial passenger vehicle industry is committed to safety and fosters community confidence in its services.
- **Accessible** – Ensure the commercial passenger vehicle industry is committed to diversity and accessible services.
- **Customer-focused** – Create a regulatory environment that encourages customer-focused commercial passenger vehicle services.

- **Competitive** – Create a regulatory environment that facilitates competition, innovation and encourages diverse services.
- **Effective regulator** – Be efficient, adaptive and aligned with Victoria's transport system objectives.

The objectives have been formulated to meet legislative requirements, address strategic risks, and describe the outcomes CPVV is working to achieve.

Our values

Our values are important and reflect the dynamic environment of the commercial passenger vehicle Industry. Our values are:

- Collaborate
- Innovate
- be Respectful
- Communicate
- be Accountable

Our values are underpinned by the Victorian Public Sector values as referenced in the Code of Conduct for Victorian Public Sector Employees 2015 and *Public Administration Act 2004*.

Our people

At the core of embedding access and inclusion in our workplace, we endeavour to build on our success of employing people with disability. As our 2019 People Matter Survey workforce engagement results indicated, CPVV had 6% of our workforce share they were people with disability. In creating a work environment that broadens the diversity of our organisation, as well as enhancing engagement with passengers with disability, our commitment will remain in providing barrier-free workplaces and an inclusive culture.



INTRODUCTION

Our plan

The Commercial Passenger Vehicles Victoria (CPVV) Accessibility Action Plan 2021-2025 is the first 'Disability Action Plan' developed by the Victorian Government's taxi, hire car and rideshare vehicle regulator.

Our Accessibility Action Plan 2021-2025 further demonstrates our commitment to access and inclusion for people with disability or accessibility needs following action on the outcomes in the CPVV State of the Industry Report 2019 (Accessibility), and our overarching obligations in the Department of Transport's Accessible Public Transport in Victoria Action Plan and the Victorian Government's State Disability Plan.

CPVV is committed to working with the Department of Transport (DoT) in their whole-of-journey approach for people with disability or accessibility needs to stay connected and provide increased community, social and economic participation by all.

State of the Industry Report 2019 (Accessibility)

The State of the Industry Report 2019 (Accessibility) was commissioned by CPVV with extensive consultations with more than 350 people with disability, over 350 drivers of commercial passenger vehicles and a diverse range of industry booking service providers. The valuable insight of lived experience, together with data from the Multi Purpose Taxi Program (MPTP), informed the outcomes of this project.

Several themes developed throughout the State of the Industry Report 2019 (Accessibility) consultation process:

- The essential role of reliable and accessible commercial passenger vehicle services in facilitating the social and economic inclusion of people with disability was highlighted by both passengers and drivers.
- The impact of driver behaviour on passenger experience, with passengers often linking the reliability of service with trust and confidence in an individual driver.

- Safety was also a consistent theme, with almost a quarter of passengers surveyed reporting they have felt unsafe in a commercial passenger vehicle, and almost half of those reporting they felt unsafe due to driver behaviour.
- Passengers and drivers reported administrative challenges when participating in the Multi Purpose Taxi Program.

These themes continue to be relevant and are a focus in our Accessibility Action Plan.

Access and Inclusion Context

Accessibility Action Plans provide the framework and outline for meaningful action and positive change to enable greater outcomes for our community of people with disability and to avoid unintentional discrimination.

This Accessibility Action Plan encompasses important outcomes that are underpinned by both Federal and State legislation, as well as relevant standards and policies.

As a Victorian public-sector body, CPVV is required under Section 38 of the *Victorian Disability Act 2006* to develop, maintain, and review a Disability Action Plan for the purpose of:

- a. reducing barriers to persons with a disability accessing goods, services, and facilities
- b. reducing barriers to persons with a disability obtaining and maintaining employment
- c. promoting inclusion and participation in the community of persons with a disability
- d. achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

In addition to the *Victorian Disability Act 2006*, people with disability are protected against discrimination under both State and Commonwealth laws. These include:

- *Disability Discrimination Act 1992* (Cth) (DDA)
- *Commercial Passenger Vehicle Industry Act 2017* (Vic)
- *Commercial Passenger Vehicle Industry Regulations 2018* (Vic)

- *Disability Access to Premises Standards 2010 (Cth) (APS)*
- *Disability Standards for Accessible Public Transport 2002 (Cth)*
- *Equal Opportunity Act 2010 (Vic)*
- *Charter for Human Rights and Responsibilities Act 2006 (Vic)*

Other than compliance with legislation, the CPVV Accessibility Action Plan is guided by a range of plans and strategies such as the Victorian State Disability Plan, the Department of Transport's Accessible Public Transport in Victoria Action Plan, the United Nations Convention on the Rights of Persons with Disabilities, as well as the National Disability Strategy.

Access and Inclusion Framework

As a broader community, we all have a role to play to increase the accessibility in society and as part of this Accessibility Action Plan we recognise the importance of the social model of disability.

The Social Model of Disability is outlined in the United Nations Convention on the Rights of Persons with Disabilities and defines 'disability' as:

Long-term (lasting 6 months or more) physical, mental health, intellectual, neurological or sensory impairments which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others.





This model highlights the impact of barriers placed by society on people with disability, rather than a person's own impairment. It puts the person at the forefront and highlights that it is the environment or negative attitudes as the disabling factors for people with disability or accessibility needs. In embedding access and inclusion as core business, we will create a culture where the environmental and attitudinal barriers are removed, and accessibility is widely considered in our policies, processes, and decisions.

Whether you are a booking service provider, driver or wider community member, we at CPVV are committed to collaboration and engagement to ensure that together we focus on removing barriers for people with disability or accessibility needs and enabling services that cater for as many people as possible.

Our progress

With our regulatory remit including unbooked services (taxi rank and hail) and booked services (taxis, hire cars and rideshare vehicles), we provide leadership to the industry and increase accessibility for people with disability across the state, including regional Victoria. Through the expansion of partnerships and collaboration with industry booking service providers, drivers, people with disability or accessibility needs,

and our older person community, we are focused on providing flexible and connected transport options to increase access and inclusion for all.

Accessibility action to date

Although this Accessibility Action Plan is our first developed 'Disability Action Plan', we have had a long history of providing access and inclusion to people with disability in our community.

When the *Commercial Passenger Vehicle Industry Act 2017* came into effect, there were 636 licensed wheelchair accessible vehicles in Victoria. As at the end of June 2020, an additional 357 licensed wheelchair accessible vehicles entered the industry to provide greater access to services for the community.

In January 2018, the Government appointed a Disability Commissioner to highlight increased focus on making taxi and hire car services more accessible. The role of the CPVV Disability Commissioner has provided the opportunity to improve awareness and understanding of the impact on people with a disability or accessibility needs within the industry, as well as act as a conduit for enabling access and inclusion with other government departments and other relevant organisations.

In providing support and advice to the Minister for Public Transport, the Department of Transport, as well as delivering increased engagement with transport sector agencies, the Disability Commissioner is a welcomed addition in the whole-of-journey transport agenda.

Multi Purpose Taxi Program

The Multi Purpose Taxi Program has been in place since 1983, and CPVV is committed to continuous improvement to ensure the program meets the needs of the community and offers genuine choice and access to a range of services.

Our administration of subsidised travel with the Multi Purpose Taxi Program enables us to create innovative and beneficial outcomes for people with disability or accessibility needs, as well as to the industry. We have already committed to several trial projects to enhance Multi Purpose Taxi Program availability.

In 2019, the MPTP Expansion Project began with a partnership between both taxi and hire car (including rideshare) industry booking service providers to trial technology that may enable them to carry MPTP passengers to offer safe services where entitlements don't change. Other trials provided Geelong-based MPTP members with subsidised travel with Uber and after a successful trial, Oiii vehicles are now providing services to MPTP passengers. Partnering with the industry to provide more accessible service options is a continuing CPVV priority.

Since the rollout of the National Disability Insurance Scheme (NDIS) in Victoria, the scheme has provided people with disability more choice and control over their lives and the services that they access. Transport services play a significant role in creating independence and inclusion for people with disability, and CPVV is committed to working with both State and Federal Governments to ensure we enable the best commercial passenger vehicle experience for our community and provide flexible solutions and outcomes.

Since the rollout of the National Disability Insurance Scheme (NDIS) in Victoria, the scheme has provided people with disability more choice and control over their lives and the services that they access.





Our Plan Priorities

The Accessibility Action Plan identifies opportunities to improve how people with disability can stay connected, have access to reliable and accessible services and information, and have dignified and equitable experiences whilst staying safe.

Priority One: Customer, Community and Engagement

- People with disability or accessibility needs have equitable, dignified, and responsive access to customer service and are provided the opportunity to interact and engage with us and the commercial passenger vehicle industry to identify continuous improvement.

Priority Two: Safety and Awareness

- CPWV is committed to work with the commercial passenger vehicle industry to enable diverse and accessible services that enable people with disability or accessibility needs to travel with confidence in a safe and inclusive environment.

Priority Three: Accessible Processes and Systems

- People with disability or accessibility needs will benefit from inclusive and accessible processes and systems.

Priority Four: Access to Employment

- Inclusive practices for employment of people with disability or accessibility needs will create accessible work environments.

Priority Five: Governance

- Reporting and accountability will provide people with disability sustainable change to the commercial passenger vehicle industry and improve outcomes in access and inclusion.

Priority One: Customer, Community and Engagement

People with disability or accessibility needs have equitable, dignified, and responsive access to customer service and are provided the opportunity to interact and engage to identify continuous improvement.

NO	ACTION	OUTCOME	MEASURE	TIME FRAME	RESPONSIBILITY
1.1	Disability and accessibility awareness training will be provided to all frontline CPVV people	CPVV people demonstrate disability confidence in assisting people with disability or accessibility needs, and the wider community	The number of CPVV people that have been trained Increased people with disability or accessibility needs satisfaction via feedback mechanisms	Ongoing	Customer Services People & Engagement
1.2	Continue to provide accessible information and alternative formats to assist people with disability or accessibility needs	Access to information provides easier end to end travel for people with disability or accessibility needs	Information is readily available for people with disability or accessibility needs	Ongoing	Customer Services People & Engagement
1.3	Review and align CPVV's Customer Service Charters to ensure consistent access requirements are included for people with disability or accessibility needs	People with disability or accessibility needs are included in the Charters for fair and equitable customer service outcomes	Increased people with disability or accessibility needs satisfaction via feedback mechanisms	Year 1	Customer Services
1.4	Conduct forums to inform people with disability or accessibility needs about the implementation of Accessibility Action Plan	People with disability or accessibility needs are engaged to provide solutions for the implementation of the Plan	Increased consultation with people with disability or accessibility needs	Year 1 Year 2 Year 3 Year 4	People & Engagement
1.5	Conduct regular Disability and Accessibility Forums with community and government stakeholders	Transparent and accountable consultation and engagement with stakeholders on our activities	Increased stakeholder influence, transparency and accountability for our actions	Ongoing	Executive Leadership Team
1.6	Access and inclusion tools and resources are developed and implemented to ensure frontline CPVV people can assist people with disability or accessibility needs	CPVV use accessibility information to assist people with disability or accessibility needs	Increased people with a disability or accessibility needs satisfaction via feedback mechanisms	Year 2	Customer Services People & Engagement
1.7	Actively promote rural and regional consultation opportunities where appropriate	People with disability or accessibility needs in rural and regional areas are provided opportunities for consultation	Increased consultation with people with disability or accessibility needs	Year 2	People & Engagement
1.8	Review and update CPVV's stakeholder and event calendar and promotions to ensure meaningful engagement occurs for people with disability or accessibility needs	People with disability or accessibility needs are aware and engaged in CPVV activities	Increased engagement with people with disability or accessibility needs	Year 2	People & Engagement

Priority Two: Safety and Awareness

The commercial passenger vehicle industry is committed to diverse and accessible services that enable people with disability or accessibility needs to travel with confidence in a safe and inclusive environment.

NO	ACTION	OUTCOME	MEASURE	TIME FRAME	RESPONSIBILITY
2.1	Continue to update and expand information and data on access features to assist with travel planning for people with disability or accessibility needs	People with disability or accessibility needs can plan their transport journey with confidence	Access features are reviewed, updated, and monitored to ensure accurate information is available	Ongoing	Strategy & Insights People & Engagement
2.2	Accessibility is included in the development of CPVV's emergency procedures, including pandemics, and in consultation with people with disability or accessibility needs	People with disability or accessibility needs are informed on emergency procedures and protocols	Emergency protocols and procedures are developed and implemented	Year 1	People & Engagement
2.3	Provide tools and resources for booking service providers to adopt when educating drivers to enhance knowledge and understanding of safe and accessible services	People with disability or accessibility needs have equitable and dignified access to customer service in commercial passenger vehicles	Tools and resources are developed and communicated with the industry	Year 1	Strategy & Insights People & Engagement
2.4	Review disability and inclusion training requirements for all commercial passenger vehicle drivers	Commercial passenger vehicle drivers have increased understanding and knowledge of access and inclusion	Driver training requirements in respect of disability or accessibility needs and inclusion are reviewed	Year 2	Strategy & Insights
2.5	Work with industry to improve access features into commercial passenger vehicles within Victoria	People with disability or accessibility needs have equitable and dignified access to customer service in commercial passenger vehicles	Research and analysis reports are completed with access feature options for people with disability or accessibility needs	Year 2	DoT with support from CPVV
2.6	Provide innovative solutions to increase awareness of access and inclusion with the industry by providing alternative ways to communicate to drivers	Commercial passenger vehicle drivers have increased understanding and knowledge of access and inclusion	Alternative communication methods are developed and evaluated	Year 2	Strategy & Insights People & Engagement

Priority Three: Processes and Systems

People with disability or accessibility needs will benefit from inclusive and accessible processes and systems.

NO	ACTION	OUTCOME	MEASURE	TIME FRAME	RESPONSIBILITY
3.1	Explore innovative technology solutions and continuous improvements in response to access features and information	People with disability or accessibility needs have access to up-to-date access features across the network	Technology is included and embedded as options for solutions for the future	Ongoing	Customer Services Strategy & Insights
3.2	Utilise audit results and evidence-based research to set priorities for upgrades or redevelopments	People with disability or accessibility needs benefit from upgraded facilities and networks	Increased accessible facilities across the public transport network	Ongoing	DoT with support from CPVV
3.3	Review feedback processes and mechanisms to remove barriers and ensure they are accessible	People with disability or accessibility needs can easily access processes and systems on a fair and equitable basis	Barriers are removed for people with disability or accessibility needs to provide feedback	Year 1	Customer Services
3.4	Continue to expand MPTP across the commercial passenger vehicle industry.	MPTP members can take subsidised trips in all commercial passenger vehicles	MPTP use is implemented across a range of commercial passenger vehicle providers	Ongoing	Customer Services Strategy & Insights
3.5	Develop and implement a process to aim for DDA and DSAPT compliance for all new projects.	People with disability or accessibility needs have dignified and equitable access to new and upgraded facilities and networks	Increased compliance with DDA and DSAPT	Year 2	DoT with support from CPVV
3.6	Improve the accessibility of processes, including the use of relevant technologies, for applying for travel passes, concessions and MPTP	People with disability or accessibility needs can easily access applications for discounted travel	Multiple accessible options are available for people with disability or accessibility needs to apply for concessions and travel passes	Year 2	Customer Services
3.7	Include accessibility criteria in procurement, contract management and internal requirements for whole of organisation purchases	Requisition of all business purchases are fully accessible	Contracts include additional accessibility criteria	Year 2	Corporate Services
3.8	Update feedback systems to include a consistent approach with an access related category for the purpose of continuous improvement	Systemic issues are identified and resolved in a timely manner	Increased feedback and input on access issues	Year 3	Customer Services
3.9	Establish a monitoring and review process for DDA and DSAPT compliance of projects	People with disability or accessibility needs have dignified and equitable access to new and upgraded facilities and networks	Increased compliance with DDA and DSAPT	Year 3	DoT with support from CPVV
3.10	Ensure information about taxi ranks and commercial passenger pick up points are available to assist with travel planning for people with disability or accessibility needs	People with disability accessibility needs benefit from upgraded facilities	Information about taxi ranks have been updated to assist with travel planning for people with disability or accessibility needs	Year 3	DoT with support from CPVV

Priority Four: Access to Employment

Inclusive practices for employment of people with disability will create accessible work environments.

NO	ACTION	OUTCOME	MEASURE	TIME FRAME	RESPONSIBILITY
4.1	Review induction and annual organisational training modules to ensure disability and accessibility awareness training is included	People with disability or accessibility needs are included in the workplace	Induction training modules include disability or accessibility needs awareness training	Year 1	People & Engagement
4.2	Review workplace adjustment procedures to support candidates and employees with access requirements	People with disability or accessibility needs are enabled to reach their full potential	Workplace adjustment processes are reviewed and implemented	Year 1	People & Engagement
4.3	Increase awareness among CPVV people of the Accessibility Action Plan	CPVV people are aware of their responsibilities in the Plan	Actions are progressed and implemented	Year 1	People & Engagement
4.4	Ensure recruitment processes are accessible for people with disability or accessibility needs	Barriers are removed for people with disability or accessibility needs in the recruitment process	Increased number of applications of people with disability or accessibility needs	Year 1	People & Engagement
4.5	Reduce barriers to people with disability or accessibility needs in obtaining and maintaining sustainable and meaningful employment	People with disability or accessibility needs are included in development opportunities	Employee engagement survey – increased job satisfaction	Year 1	People & Engagement
4.6	Support the active engagement and recruitment of people with disability or accessibility needs	Build a recruitment culture that values the business benefits of employing people with disability or accessibility needs and actively seeks to attract people with disability or accessibility needs	Increased number of applications and appointments of people with disability or accessibility needs	Year 2	People & Engagement
4.7	CPVV workplaces are audited for accessibility and a long-term plan created for any remedial upgrades	People with disability or accessibility needs face fewer barriers in the workplace	Audits completed of workplaces and an action plan developed for remedial upgrades	Year 2	People & Engagement
4.8	Build a repository of resources available to support inclusive workplaces and increase disability or accessibility needs awareness	CPVV people are 'disability confident'	Tools and resources are available to assist in building inclusive workplaces	Year 3	People & Engagement

Priority Five: Governance

Reporting and accountability will provide people with disability sustainable change to the commercial passenger vehicle industry and improve outcomes in access and inclusion.

NO	ACTION	OUTCOME	MEASURE	TIME FRAME	RESPONSIBILITY
5.1	Establish a senior leader governance forum for the Accessibility Action Plan	The Plan is progressed, and accountability is cascaded across CPWV	CPWV people are disability aware and have greater engagement and capability to implement access and inclusion	Ongoing	Executive Leadership Team
5.2	Report on the progress of the actions and key accessibility metrics, in the Disability Commissioner Annual Report and CPWV's Annual Report	Transparency and accountability available to people with disability or accessibility needs and the community	Increased transparency and accountability for actions within the Plan	Ongoing	Executive Leadership Team Disability Commissioner
5.3	Establish an internal CPWV Accessibility Committee	Transparent and accountable consultation and engagement with CPWV Disability Commissioner and CPWV Commission on our activities	Increased governance, transparency and accountability for our actions e.g. Monthly Disability Commissioner report	Ongoing	Executive Leadership Team
5.4	Quarterly present to PTAC on progress with the Accessibility Action Plan, implementation outcomes achieved and next steps	People with disability or accessibility needs are included in the process of accountability of the Plan	PTAC provides feedback on increased satisfaction of progress reports	Ongoing	DoT with input from CPWV Disability Commissioner
5.5	Embed committed senior leaders and champions to demonstrate the commitment to access and inclusion	Access and inclusion becomes part of core business and is promoted across CPWV	CPWV people are disability aware and have greater engagement and capability to implement access and inclusion	Year 1	People & Engagement

IMPLEMENTATION

CPVV is committed to positive and meaningful change for people with disability or accessibility needs. We stand for the principles of being safe, accessible, customer-focused, competitive and an effective regulator of the industry.

We will publish the Accessibility Access Plan on our website in alternative formats as well as register the document with the Australian Human Rights Commission.

Our Accessibility Action Plan will also be communicated and promoted across our organisation, as well as to the commercial passenger vehicle industry, other key stakeholders and the wider community.

We will monitor and report on the implementation of our Accessibility Action Plan through:

- annual implementation plans with allocated budget and responsibility
- yearly outcomes in our Annual Report
- regular progress updates to stakeholders.

The emphasis on effective and inclusive consultation will remain part of our everyday practice. We will continue to engage with people with disability or accessibility needs, Disability and Accessibility Forum participants, PTAC, Department of Transport, other government stakeholders and industry service providers throughout the life of the Accessibility Action Plan.

We understand that building on our accessibility agenda benefits everyone and contributes to an inclusive society for all.



