



Manly Fast Ferry | The NRMA

Manly Ferry Service Contract

**Accessible Transport
Action Plan**

Revision 002

Date 12/05/2023

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Document control

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|-------------------------|---|----------------------------|--|
| Title | Manly Fast Ferry Accessible Transport Action Plan | | |
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| | 00 | 2022-08-22 | Tender BAFO draft |
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| | 002 | 2023-05-11 | Revised submission for Contract Year 1 based on TfNSW feedback |
| This document | <i>Name</i> | <i>Position</i> | <i>Signature/Date</i> |
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Document numbering convention

| Document number (excluding revision) | Document name |
|--------------------------------------|--|
| MFF-001 | Manly Fast Ferry Operator Communications and Marketing Plan |
| MFF-002 | Manly Fast Ferry Operator Stakeholder Engagement Plan |
| MFF-003 | Manly Fast Ferry Accessible Transport Action Plan |
| MFF-004 | Manly Fast Ferry Environmental Plan |
| MFF-005 | Manly Fast Ferry Customer Experience Plan |
| MFF-006 | Manly Fast Ferry Safety Management Plan |
| MFF-007 | Manly Fast Ferry Small and Medium Enterprise and Regional Procurement Plan |
| MFF-008 | Manly Fast Ferry Aboriginal Participation Plan |
| MFF-009 | Manly Fast Ferry Disability Engagement Plan |
| MFF-010 | Manly Fast Ferry Diversity Inclusion Plan |
| MFF-011 | Manly Fast Ferry Business Continuity and Disaster Recovery Plan |
| MFF-012 | Manly Fast Ferry Operator Disruption Management Plan |
| MFF-013 | Manly Fast Ferry Local Content Plan |
| MFF-014 | Manly Fast Ferry Operator Sustainability Plan |
| MFF-015 | Manly Fast Ferry Industrial Relations Plan |
| MFF-016 | Manly Fast Ferry Asset and Services Plan |
| MFF-017 | Manly Fast Ferry Transition In Plan |

Revision numbering convention

Documents start at REV00, then are incremented by 1 at each change.

Therefore:

- REV00 – initial version
- REV01 – second version
- REV02 – third version

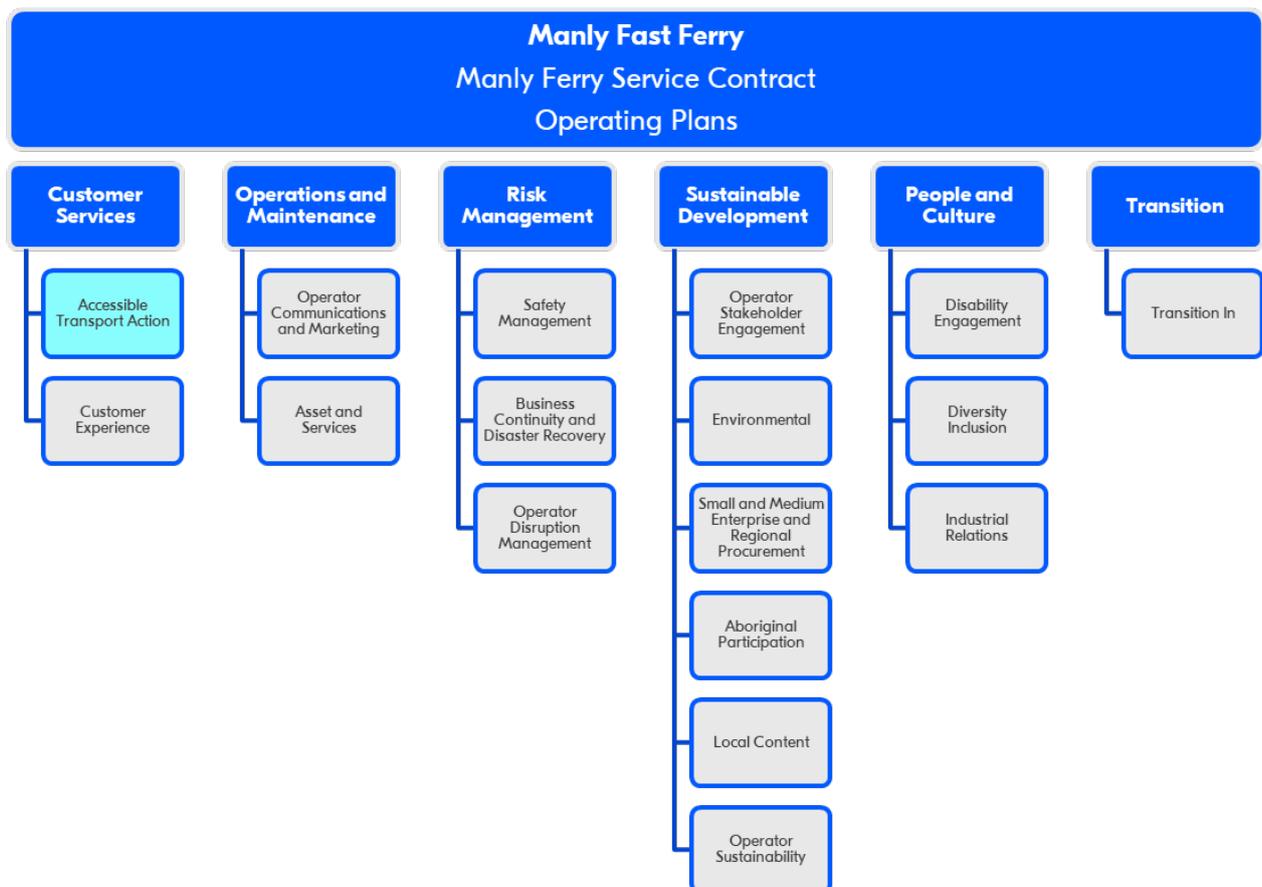
Purpose and context

Purpose

This Accessible Transport Action Plan outlines MFF's current commitment to continuously improving inclusive access to transport services. It demonstrates the current service accessibility and specific improvement actions in place to promote inclusive access for all, and achieve the objects in the *Disability Inclusion Act 2014* and the *Disability Discrimination Act 1992*.

Context

This **Accessible Transport Action Plan** forms part of a suite of management plans for the operation of the Manly Ferry Service Contract for Transport for NSW:



This Plan supports the principles of MFF's Diversity Inclusion Plan and the Disability Engagement Plan.

This Accessible Transport Action Plan is aligned with:

- NRMA Code of Conduct
- NRMA Anti-Discrimination, Harassment, Bullying and Equal Employment Opportunity Policy
- NRMA Safety, Wellbeing and Environmental Policy

Legislative/regulatory/standards compliance

This Plan is subject to the following legislation, regulations, standards, guidelines and policies:

- Disability Inclusion Act 2014
- Disability Discrimination Act 1991
- Disability Standards Accessible Public Transport Act 2002
- NSCV CI 4.11.4 - Access for persons with disabilities
- Guidelines for Disability Action Planning NSW

Periodic review

MFF will undertake an annual review of this Accessible Transport Action Plan and provide each update to TfNSW.

The review will consider improvement statuses, new technologies, major asset changes and goals.

Introduction

Manly Fast Ferry is committed to providing equal and inclusive access with no barriers, for all customers wishing to travel on our Ferry Services. Our Playbook guides us all in the way we work together and how we serve our Members, customers and communities. We will continue to keep people moving safely with dignity and inclusion as we look to the future for new and exciting passenger transport solutions.

At Manly Fast Ferry we will:

- Promote equal access rights for all customers on our service
- Enhance safe high-speed transport through emerging technologies
- Ensure inclusive accessibility is a key factor in the design of new vessels and infrastructure

Inclusive access means all patrons can experience the same quality service we provide with dignity, respect and equality.

Our People

As a Member-owned mutual, NRMA works to help deliver a sustainable future, inclusive community and fair transport costs for all our Members and the wider community.

We invest our resources and lobby governments to make road transport accessible, safe and affordable for all, improve electric vehicle infrastructure and grow tourism to help communities thrive.

We work with the community to identify challenges around safety and infrastructure, traffic congestion, transport accessibility, public transport, tourism and fuel sources and we campaign to create positive change.

MFF brings together our passion for blue highways (our waterways) and our purpose to keep people moving. We employ great people from all walks of life and are committed to reducing barriers of travel for the communities we connect.

As part of the contract we are required to document and provide training to all frontline staff on a number of aspects of our operation. Any customer related training is captured in our Service Delivery Manual which is delivered to all new starters and annually refreshed. This manual contains relevant information related to accessible transport including the processes for rendering non-judgemental direct assistance with a focus on genuine customer interactions.

The Service Delivery Manual is refreshed annually to account for changes in processes, legislation, regulation or contract requirements. This annual refresher training is delivered on-the-job by our Operations Managers and completion is recorded in our internal learning management system/register.

Our Services

MFF operates the fast-ferry service between Circular Quay and Manly, as well as a range of other ferry and leisure services. The MCQ service utilises a fleet of purpose-built Australian made ferries, suitable for safe operations across unsheltered waters – for all passengers.

Our fleet was designed to be accessible and is capable of moving over 4000 people per hour. The newest vessels in the fleet make use of up to four accessible gangplanks simultaneously to greatly improve ingress and egress times, resulting in faster, more frequent trips for passengers.

Whilst we have always valued equal access for all, we have identified a number of improvement actions to better the experience for all our passengers and improve inclusive access on our core services.

MFF Action Plan and Deliverables

| Action Item | Deliverables | Target/Measure | Due | Status | Owner | Comment |
|---|--|--|---------|-------------|------------|----------------------------------|
| ATAP01 MFF shore-side infrastructure improvements. <ul style="list-style-type: none"> • Manly wharf gantry is over 15m long without a flat landing. • CQ wharf ramp (fixed wharf to pontoon) may be too steep during low tides. • Electronic notices to be visible for at least 10 seconds. | Development of management plans for Manly Wharf gantry and CQ Wharf ramp. | Continuous improvement | Dec '23 | In progress | Tim Yates | |
| | Deliver staff training on management plan for Manly Wharf gantry and CQ Wharf ramp. | Initial and refresher training in Service Delivery Manual | Mar '24 | In progress | Tim Yates | |
| | Adjust timing of all electronic notices to display for 10sec or more where possible. | ≥10sec visibility (excluding ticket validation which must be <10sec. | Jan '24 | Planned | TfNSW | Opal Integration Project (TfNSW) |
| ATAP02 MFF fleet refurbishment <ul style="list-style-type: none"> • 24m Ocean Class turning/passing space in front of kiosk. • 24m Ocean Class allocated spaces. • Step nosing across fleet to have 30% contrast. • Accessible toilet door handles repositioning. • Hearing augmentation • Toilet Illumination • Folding Seats • Soft Hatches • Priority Seating • Accessible Seating | Relocate seating and other vessel infrastructure to provide more room for access . | Ingress/egress to allocated space unimpeded (24m only) | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Develop direct assistance process for redundancy. | Direct assistance process implementation via Service Delivery Manual | Mar '23 | Complete | Tim Yates | |
| | Relocate seating and other vessel infrastructure to provide more room for passing . | 1 passing area per vessel (24m only) enabling passengers with mobility aids to pass eachother. | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Allocation of space for wheelchair's or mobility aid | 6 allocated spaces (24m only) | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Grabrails installed in allocated spaces. | AS1428.2 (1992) Clause 10.2 | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Reposition accessible toilet door handles. | Position between 900-1100 centre to FFL | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Folding seat maintenance. | Must remain up when not in-use at allocated space. | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Re-installation of nosing of vessel steps | 30% contrast | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Re-installation of soft hatches. | Must be flush | Jul '23 | In Progress | Adam Moore | Vessel and Wayfinding |

| Action Item | Deliverables | Target/Measure | Due | Status | Owner | Comment |
|--|---|---|---------|-------------|------------------|---|
| | | | | | | Upgrade Project (MFF) |
| | Review toilet illumination across fleet. | >150lux at entrance or fare paying point. ASI428.2 (1992) CI 19.1. | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Equal access to Food and Beverage | Direct Assistance requirements included in Service Delivery Manual. | Mar '23 | Complete | Tim Yates | |
| | Allocate Priority and Accessible Seating on each vessel for passengers with disabilities or requiring special assistance. | At least 2 seats per vessel. | Jul '23 | In Progress | Bruce McKessar | Vessel and Wayfinding Upgrade Project (MFF) |
| ATAP03 MFF Ocean Rider specific improvements. <ul style="list-style-type: none"> • Ocean Rider accessible spaces location • Ocean Rider accessible toilet door restricted by cabin door. • Ocean Rider height of toilet seat | Relocate accessible spaces behind stanchions. | Unhindered passage of 850mm width. | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Redesign toilet door to eliminate clash with cabin door. | Clear opening of doorways. | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| | Replacement of existing toilet (415mm) | Height 480mm | Jun '24 | Evaluation | Adam Moore | Long-term vessel upgrade plan |
| ATAP04 Wayfinding and Signage improvements. <ul style="list-style-type: none"> • Visibility of destination signs from boarding point. • Directional signage • Display of appropriate accessibility symbols. • Priority seating • Gangplanks Working Load Limit • Digital accessibility | Installation of new destination and wayfinding signage, with required visibility. | XXX Lumens brightness Simplified interface | Jul '23 | In Progress | Bruce McKessar | Vessel and Wayfinding Upgrade Project (MFF) |
| | Installation of accessibility symbols | Symbol for Deafness Symbol for accessibility Directional arrows/words Inside & outside accessible doors. | Jul '23 | In Progress | Bruce McKessar | Vessel and Wayfinding Upgrade Project (MFF) |
| | Gangplanks Working Load Limit signposted | On plank and next to accessible entrance on the outside of vessel | Jul '23 | In Progress | Tim Yates | |
| | Evaluate alignment with Web Content Accessibility Guidelines (WCAG) for manlyfastferry.com.au | Achieve compliance with all guidelines | Dec '23 | Evaluation | Jonas Leibschner | |

| Action Item | Deliverables | Target/Measure | Due | Status | Owner | Comment |
|---|---|---|---------|-------------|----------------|---|
| | Evaluate alignment with printed material accessibility guidelines. | Achieve compliance with all guidelines. | | | | |
| | Install signage designating priority seating | Designated seat signs Vacating priority seating signs. | Jul '23 | In Progress | Bruce Mckessar | Vessel and Wayfinding Upgrade Project (MFF) |
| ATAP05 Documentation changes and updates | Development of direct assistance processes and procedures. | Inclusion in Service Delivery Manual | Mar '23 | Complete | Tim Yates | Included in Service Delivery Manual |
| | Update documents to include DDA/DSAPT terms and definitions | | Jun '23 | In Progress | Tim Yates | |
| ATAP06 Training and awareness | Implementation of direct assistance processes and procedures. | 100% of staff trained | Mar '23 | Complete | Tim Yates | Service Delivery Manual roll-out |
| | Delivery of inclusive access training | 100% of staff are trained | Mar '23 | Complete | Tim Yates | Service Delivery Manual roll-out |
| | Annual refresher training | Annual training delivery to all staff | Ongoing | Ongoing | Tim Yates | Service Delivery Manual refresher. |
| ATAP07 Conduct business audits | Develop internal audit checklist for six-month reporting on DSAPT and DDA compliance. | 100% compliance | Ongoing | Ongoing | Tim Yates | DoneSafe checklist. |
| | Gangplank slip resistant coating | Complaint with AS/NZS3856.1 (1998) 2.1.8 (b), (c), (f), (g) | Jul '23 | In Progress | Tim Yates | |
| | NSCV consultant to review operations and provide compliance recommendations | | Nov '22 | Complete | Tim Yates | |
| | DDA/DSAPT professional to review operation and provide compliance recommendations | | Nov '22 | Complete | Tim Yates | |

Reporting

MFF is required to provide quarterly reporting to TfNSW on all its operating plans, including its Accessible Transport Action Plan. Delivery on the actions in the action plan above will be reported quarterly in the Quarterly Executive Report and forum. The plan will be updated annually and will include action plan progress updates and achievements. The relevant actions will be refreshed or updated accordingly to reflect adjustments to the action plan for the upcoming contract year.

Additional actions in Appendix 1 will also be reported on and added to the action plan as the relevant progress is made with TfNSW.

The annual updates of this plan will also capture reporting on training delivery completion rates to staff members for each contract year for the life of the contract. MFF is targeting 100% completion rate each year for all frontline, supervisory and leadership staff.

Community Engagement

Our Operational Stakeholder and Engagement Plan currently includes several engagement strategies with a range of MFF stakeholders relevant to our operations. These stakeholders include various community groups and government bodies.

During the next contract year MFF will look to expand its relationships with community stakeholders including representatives from relevant accessible transport groups. In our efforts to continuously improve the accessibility of our services. As part of this, we will develop processes to manage feedback and improvement suggestions to promote a collaborative and constructive relationship with these groups.

MFF currently has its own internal complaints management process, that will be migrated to the TfNSW Customer Feedback system during the transition to the new contract. Any accessibility related complaints will be recorded and tracked in this system, and responded to inline with TfNSW Customer Feedback management guidelines where applicable. In our 13 year operation to date, we have not received any accessibility related complaints.

Additional, the NRMA Group is also expanding its efforts in community engagement relating to accessibility across a number of our group operations. MFF will leverage the effort of the group to better support our MFF customers.

Appendix

Appendix I – Complete Accessible Transport Action Plan

| Area | Details | Notes | Status |
|---------------------------------|---|--|-------------|
| General | | | |
| Policy and documentation | Update key documents with appropriate DDA/DSAPT terms and definitions | | In progress |
| Documentation | Implement Management Plan where equivalent or direct access if provided | Due 1/04/2023 | In progress |
| Training and awareness | Conduct inclusive access training for staff | Due 1/04/2023 | In progress |
| Audit | Engage NSCV consultant to review operations and provide compliance recommendations | Due 1/11/22 | Complete |
| Audit | Engage DDA/DSAPT professional to review operation and provide compliance recommendations | Due 1/11/22 | Complete |
| Infrastructure | | | |
| 2.5 | Apply luminance contrast to ticketing bollards. 150 tall band, 1000 from ground level | Collaboration with TfNSW for Opal reconfiguration | External |
| 6.1 | Manly wharf gantry is over 15m long without a flat landing. Develop management plan where equivalent or direct access if provided | Training to be provided as per Management Plan – Due 1/04/23 | In progress |
| 6.5 | CQ wharf ramp (fixed wharf to pontoon) may be too steep during low tides. Develop management plan where equivalent or direct access if provided | Training to be provided as per Management Plan – Due 1/04/23 | In progress |
| 7.1 | 2 seats at each wharf to be allocated for people with ambulant disabilities, close to boarding point. | Collaboration with TfNSW/Wharf maintenance | External |
| 7.2 9.1 | Both wharfs to have 2 marked wheelchair spaces, close to boarding point. | Collaboration with TfNSW/Wharf maintenance | External |
| 10.1 | Review and maintain ground surfaces. Repair tactile ground surface indicators (TGSIs) at Manly | Collaboration with TfNSW/Wharf maintenance | External |
| 11.1 | Handrails should be installed on both sides of the ramp connecting CQ fixed wharf and the wharf pontoon. | Collaboration with TfNSW/Wharf maintenance | External |

| Area | Details | Notes | Status |
|--------------------|---|---|-------------|
| 11.2 | Handrails on wharfs could be improved with contrast against their background. | Collaboration with TfNSW/Wharf maintenance | External |
| 11.6 | Grabrails to be installed where customers pay their fare. | Collaboration with TfNSW for Opal reconfiguration | External |
| 16.1 | CQ accessible path between ticketing bollards (right hand side on entry) should be marked with signage to indicate access for wheelchair users and prams. | Collaboration with TfNSW for Opal reconfiguration | External |
| 16.3 | Directional signage to toilets should be installed at Manly Wharf | Collaboration with TfNSW/Wharf Maintenance | External |
| 17.4 | Destination signs to be visible from boarding point. | Scoped in 2023 vessel overhaul | Scheduled |
| 17.5 | Electronic notices to be visible for at least 10 seconds (not including ticket validation notices which must be less than 10 seconds) | Collaborate with TfNSW for Opal reconfiguration. | In progress |
| Conveyances | | | |
| 2.6 | Ocean Rider accessible spaces could be moved aft, behind staunchions to improve access | Review at next major refurbishment | On hold |
| 3.2/4.3 | 24m Ocean Class turning/passing space required in front of kiosk improvement | Review at next major refurbishment | On hold |
| 6.2 | Gangplank slip resistant coating to be inspected by professional consultant | Consult by 1/7/2023 | In progress |
| 8.6 | Gangplanks Working Load Limit to be signposted on plank and next to accessible entrance on the outside of vessel. | Consult by 1/7/2023 | In progress |
| 9.1 | Folding seat maintenance required to ensure they remain 'up' when not in use to maintain clear allocated space | Scoped in 2023 vessel overhaul | Scheduled |
| 9.5 | 24m Ocean Class to have 6 defined allocated spaces | Review at next major refurbishment | On hold |
| 10.1 | Soft hatches in allocated spaces should be made flush. Currently have openings so handle can be gripped. | Fabricate plugs | In progress |

| Area | Details | Notes | Status |
|-------------|---|--|---------------|
| 11.7 | Allocated spaces to have grabrails installed | Review at next major refurbishment | On hold |
| 12.4 | Ocean Rider accessible toilet door restricted by cabin door. | Review at next major refurbishment | On hold |
| 14.3 | Step nosing across fleet to have 30% contrast. | Review at next major refurbishment | On hold |
| 15.4 | Ocean Rider hight of toilet seat should be 460-480mm (currently 415mm) | Review at next major refurbishment | On hold |
| 16.1 | Symbol for deafness to be provided when hearing augmentation installed. | Signage overhaul project | On hold |
| 16.3 | Directional signage to be installed at key decision points for key facilites | Signage overhaul project | On hold |
| 16.5 | International symbol for accessibility to be installed as required | Signage overhaul project | On hold |
| 17.4 | Installation of destination signs | Scoped in 2023 vessel overhaul. Delay on parts. | Scheduled |
| 20.2 | Illumination in fleet toilets to be reviewed against AS | Review | On hold |
| 21.3 | Adjust accessible toilet door handles to position between 900-1100 centre to FFL | Review at next major refurbishment | On hold |
| 26.3 | Hearing augmentation installation | Scoped in 2023 vessel overhaul | Scheduled |
| 27.2 | Direct Assistance Develop management plan where equivalent or direct access if provided | Training to be provided as per Management Plan – Due 1/04/23 | In progress |
| 28.3 | Location of carers and assitance animals. Develop management plan where equivalent or direct access if provided | Training to be provided as per Management Plan – Due 1/04/23 | In progress |
| 28.4 | All vessels to keep accessible seats with arm and backrests for passengers with disabilities | Signage overhaul project | On hold |
| 29.1 | Ensure equal access to food and beverage facilities. Develop management plan where equivalent or direct access if provided | Training to be provided as per Management Plan – Due 1/04/23 | In progress |

| Area | Details | Notes | Status |
|------|---|--------------------------|---------|
| 31.1 | 2 designated seats per vessel (with arm and backrests) assigned as priority seating, preferable close to entry and facilities | Signage overhaul project | On hold |
| 31.2 | Provide signage to advise passengers to vacate priority seating if required by passenger with a disability | Signage overhaul project | On hold |