Busways

Busways NSW Passenger Relations Plan 2023–2028

Easy Read version



www.busways.com.au

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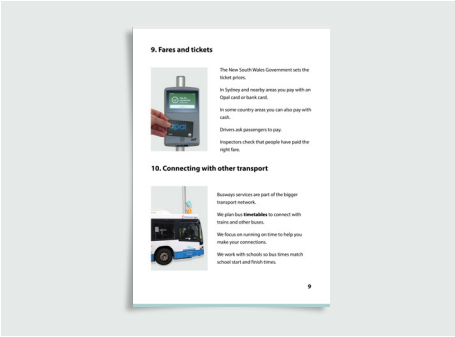
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About this document



This Easy Read document explains what Busways does to make bus travel **safe and easy** for everyone.



It uses:

- simple words
- short sentences
- pictures and image suggestions



You can ask a support person you trust to help you read this document.

1. Our promise to customers



Busways wants everyone to have a good bus trip.

We work hard to keep you safe.

We speak to you in a friendly and respectful way.

We want your journey to feel **comfortable**.

We want you to feel happy with our service.

2. What this plan covers



This plan is about Busways services in New South Wales.

It covers school buses and regular route buses.

It explains how we train our staff.

It explains how we share information with you.

It explains how we manage **feedback**, complaints and lost property.

3. Our team



Everyone at Busways helps to give good service.

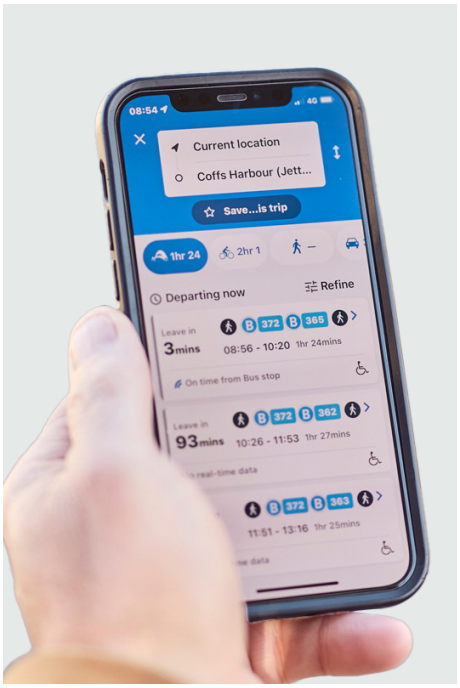
Leaders look at customer **feedback** to make improvements.

Drivers are trained to help all passengers.

This includes children, older people and people with disability.

Customer Service Officers are trained to answer questions and fix problems.

4. How to get bus information



You can use trip planning apps like the Opal Travel app.

You can visit websites such as transportnsw.info and busways.com.au.

You can read notices and listen to **announcements** on the bus.

Schools share information about school bus changes with families.

5. Telling us what you think



Your **feedback** helps us improve our services.

You can give **feedback** online or in the Opal Travel app.

You can call Busways Customer Service from 7 am to 5.30 pm, Monday to Friday.

We answer all **feedback** within 2 working days.

Most problems are fixed fast.

6. Communicating during your journey

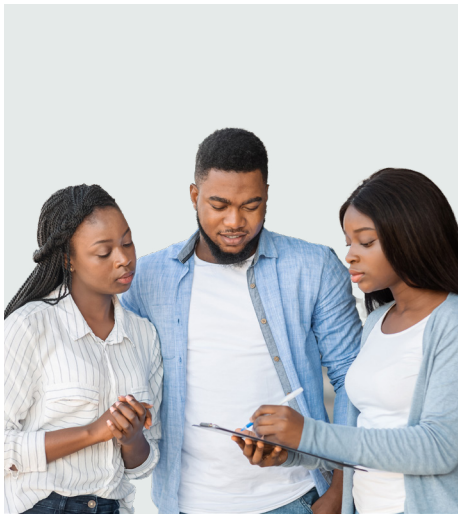


We tell people about big changes and **disruptions** on websites and social media.

Drivers tell passengers what's happening on the bus when there are problems.

We share news about planned service changes at least 2 weeks before they start.

7. Talking with the community



Busways talks with the community when thinking about making big changes.

We use **surveys** to ask what people think.

We use information stalls and meetings to listen to ideas.

We look at **feedback** before we make decisions about service changes.

8. Safety and security



Safety is very important to Busways.

We have a Safety Management System to guide safe work.

Drivers and other staff are trained in safety and **emergencies**.

Buses have safety features like security cameras and fire safety systems.

We support our staff to be fit for work and have enough rest.

9. Fares and tickets



The New South Wales Government sets the ticket prices.

In Sydney and nearby areas you pay with an Opal card or bank card.

In some country areas you can also pay with cash.

Drivers ask passengers to pay.

Inspectors check that people have paid the right fare.

10. Connecting with other transport



Busways services are part of the bigger transport network.

We plan bus **timetables** to connect with trains and other buses.

We focus on running on time to help you make your connections.

We work with schools so bus times match school start and finish times.

11. Buses for special events



Busways helps people travel to big events like concerts and games.

Sometimes your event ticket includes free travel on the bus.

More buses and people are used to manage busy times.

We work with event organisers and **emergency** services to keep people safe.

12. Lost property



If you lose something on the bus, you can report it online at transportnsw.info.

A digital lost property system helps match lost and found items.

Busways records and manages items found on buses.

We try to contact the owner when we can.

Items that are not claimed are usually kept for 28 days before **disposal**.

13. Accessible transport



Busways wants everyone to be able to use our buses.

This includes people with physical, intellectual or cognitive disability.

This includes older people and people with prams.



We follow **accessibility** laws and rules.

We have an **Accessible** Transport Action Plan that explains our actions.

Word list

Accessible and Accessibility	Easy for everyone to use.
Announcement	Important messages that give you information.
Comfortable	Feeling relaxed, safe and at ease.

Word list

Disruption	When normal services change without notice due to a problem.
Disposal	Thrown away or recycled.
Feedback	Telling us what you think about a service.
Timetables	A list of times when buses arrive and leave.
Emergency	A sudden and unsafe situation that needs quick action.
Opal card	A smart card you use to pay for travel in New South Wales.
Survey	Questions we may ask many people to find out what they think.