

Disability & Accessibility Transport Policy

Version: 2026 | Jurisdiction: New South Wales, Australia | Applies To: All Charter Bookings

IMPORTANT: Please read this policy carefully before confirming your booking. By proceeding with a reservation, you acknowledge and accept all terms set out in this document.

1. Purpose

This policy outlines the accessibility position of Sydney Charter Bus Pty Ltd in relation to passengers with disabilities, mobility aids, and wheelchair requirements. It is intended to provide full transparency, manage client expectations, and ensure compliance with applicable Australian legislation.

2. Regulatory Context

Sydney Charter Bus Pty Ltd operates as a private charter transport provider — not a regular-route public transport service. The following legislative framework applies:

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| Disability Discrimination Act 1992 (Cth) | Anti-discrimination obligations apply to all service providers, including private charter operators. |
| Disability Standards for Accessible Public Transport 2002 (Cth) | Primarily applies to scheduled public transport services. Private charter operators are not subject to identical compliance thresholds. |

LEGAL NOTE: While private charter services operate under different compliance thresholds, obligations under the Disability Discrimination Act 1992 (Cth) remain applicable. Services must be delivered reasonably and without unlawful discrimination.

3. Vehicle Accessibility Position

Sydney Charter Bus Pty Ltd does not operate wheelchair-accessible vehicles. Our fleet does not include buses fitted with hydraulic lifts, boarding ramps, or fixed wheelchair restraint systems.

This position is based on demonstrable operational, financial, and compliance considerations detailed in Section 6 of this policy.

4. Mobility Aids — What We Can & Cannot Accommodate

| PERMITTED MOBILITY AIDS | NOT PERMITTED |
|--|---|
| ✓ Collapsible / folding wheelchairs | X Motorised wheelchairs or mobility scooters |
| ✓ Folding walkers | X Non-collapsible or oversized aids |
| ✓ Lightweight mobility aids (stored under-coach) | X Devices exceeding safe manual handling limits |

Permitted items may be stored in under-coach luggage compartments, subject to size and weight constraints. Items must be capable of being safely stowed by the passenger or their carer.

5. Passenger Requirements

All passengers travelling with mobility aids must satisfy the following conditions prior to travel:

- Must be independently mobile, or accompanied by a capable carer or support person
- Must be able to board and alight the vehicle safely without mechanical assistance
- Must not require the driver to perform any physical lifting or manual handling

SAFETY REQUIREMENT: Drivers are strictly prohibited from physically lifting passengers. This obligation arises under NSW Work Health & Safety legislation and cannot be waived under any circumstances.

6. Commercial & Operational Constraints

The absence of wheelchair-accessible vehicles reflects the following demonstrable constraints:

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|------------------------------|--|
| Fleet & Financial | High capital cost of accessible vehicles; reduced seating capacity affects commercial viability; demand is low and inconsistent without contracted work. |
| Operational | Extended boarding/disembarkation times; increased risk of schedule delays; more complex dispatch and fleet allocation. |
| Maintenance | Higher maintenance for lift systems; increased risk of mechanical failure; additional depot infrastructure required. |
| Compliance & Risk | Additional obligations under transport accessibility standards; higher insurance premiums; specialised driver training required. |

7. Safety & Duty of Care

Sydney Charter Bus Pty Ltd is committed to the following obligations on every charter:

- Passenger safety at all stages of the journey
- Driver safety and compliance with NSW Work Health & Safety legislation
- Compliance with the NSW Bus Operator Accreditation Scheme (BOAS) Safety Management System

Manual lifting of passengers by drivers presents an unacceptable risk to both the passenger and the driver. This practice is strictly prohibited and will not be performed under any circumstances.

8. Alternative Arrangements

Where wheelchair-accessible transport is required, we strongly recommend engaging a specialist provider.

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|---------------------------|--|
| Referrals | Upon request, we may assist in referring clients to accessible transport operators. We do not guarantee availability, suitability, or third-party performance. |
| Our Recommendation | Contact Transport for NSW or your local disability support network for a list of accredited accessible transport providers in New South Wales. |

9. Non-Discrimination Statement

Sydney Charter Bus Pty Ltd does not discriminate on the basis of disability. Where a service cannot be delivered safely, lawfully, or within operational capability, we reserve the right to decline or modify a booking.

LEGAL BASIS: This position is consistent with the concept of 'unjustifiable hardship' as defined under the Disability Discrimination Act 1992 (Cth), Section 11.

10. Client Acknowledgement

By proceeding with a booking, the client acknowledges and agrees to the following:

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|---------------------------------|---|
| Vehicle Accessibility | Our fleet does not include wheelchair-accessible vehicles. |
| Passenger Mobility | All passengers must be independently mobile or accompanied by a carer. |
| Mobility Aid Limitations | Only collapsible, lightweight aids are permitted for under-coach storage. |
| Safety Priority | Safety and compliance obligations take precedence over service delivery in all cases. |
| Driver Limitations | Drivers are not authorised to physically lift or handle passengers. |

11. Policy Review

This policy is reviewed periodically in line with legislative updates, operational requirements, and market demand. Clients are encouraged to confirm the current version of this policy at the time of booking.

Sydney Charter Bus Pty Ltd

Private Charter & Coach Services | New South Wales, Australia

This document is intended for client reference only and does not constitute legal advice.