



<b>Procedure Title:</b>	Disability Assistance - After-Hours Phone	
<b>Department:</b>	Customer Services	
<b>Approved By:</b>	COO & GM Customer Services	<b>Procedure No:</b> 01-062
<b>Originated:</b>	5 August 2014	<b>Revision Date:</b> 5 August 2016

## DISABILITY ASSISTANCE - AFTER-HOURS PHONE

### Purpose

To provide after-hours assistance to people with a disability and to provide disability information for travel on Metro's timetabled services.

### Scope

Operations Officers, State Customer Services Manager, State Security Coordinator, and other designated employees as nominated by the Chief Operating Officer and General Manager Customer Services, the General Manager Infrastructure and Engineering Services or the Chief Executive Officer.

### Referenced documents

Metro's Work, Health & Safety Policy

Metro's Passenger Conditions of Travel

Metro Bus Operator Manual

Metro's Customer Service Charter

Metro Disability Action Plan 2011 - 2022

Disability Discrimination Act (Commonwealth)

Anti-Discrimination Act (Tasmania)

Unable to provide designated accessible service procedure (Hobart only)

### Review

These procedures will be reviewed at least every two years.

### Personnel

The Chief Operating Officer and General Manager Customer Services is responsible for the implementation of this procedure.

### Note

If the reader does not understand this procedure or requires clarification with respect to this document they are to seek direction from their supervisor.

## Procedure

After-hours (after 19:00) calls to the Metro Hotline, 132201, will be diverted to a virtual number: in this case 03 6212 9010, located in Operations.

This number will play a pre-recorded message listing the options available.

Callers can then choose to:

- (1) leave a message on 6233 4230; or
- (2) call Metro's after-hours disability information line - 6233 4225; or
- (3) hear the menu options again.

All unanswered calls to the disability after-hours number (6233 4225) will go to message bank which will generate an email to the Mail After-Hours Call Centre email list. If a caller leaves a message and then chooses option 6 before sending, it will be sent as an email message marked "High Importance".

## Actions

1. All Operations Officers on duty after-hours and weekends must answer all calls to the after-hours disability number.
2. If, due to unforeseen circumstances, a call is not answered and an email message is received, Operations Officers must respond to the email message as soon as possible
3. When a call is received on this phone the Operations Officers on duty are to provide the caller with information relating to wheelchair-accessible services and any other disability issues.
4. If a call is received about non-disability matters, the Operations Officer on duty must politely advise the caller that this is a disability service number only and redirect the caller to the hotline number and instruct them to follow the instructions provided by this service.
5. If disability calls are received from Launceston or Burnie, the Operations Officers on duty should contact the Operations Office in Launceston on Ext 5896 to and either;
  - a. forward the caller to Launceston Operations; or
  - b. provide email voice message information and the caller's phone number to the Operations Officer on duty in Launceston.

Alan Pedley  
**Chief Operating Officer and  
General Manager Customer Services**