

Area Connect Routed Services

Passenger Rights & Responsibilities

Welcome aboard. We are here to help you connect to work and training.

While you travel with us, we'd like you to know your rights and responsibilities and that of our team, so that we can create a safe, comfortable, and positive environment.

To ensure your safety and the wellbeing of our team and other passengers, we reserve the right to discontinue service to any individual who does not comply with these guidelines or anyone who poses a threat to the safety, comfort or the wellbeing of others.

Your rights as a passenger

- We will treat you with courtesy, dignity and respect.
- We will respect and support your identity, culture, and diversity.
- Our service will be delivered in a safe and competent manner by professional, knowledgeable, capable, and caring team members in accordance with our policies and procedures.
- We will let you know if we need to cancel your transport.
- We will treat your personal and confidential information with sensitivity.
- We will collect, store and use your information responsibly.
- We welcome all ideas, suggestions, and comments. You are welcome to have someone speak on your behalf. Making a complaint will not affect the way you are treated.

What you can expect from us

- A courteous, friendly, culturally safe service and environment.
- A safe and comfortable trip.
- Easy-to-understand information.
- To be listened to and understood.
- That any complaints made about our service will be resolved promptly.



What we expect from you

- Our team and other passengers will be treated with courtesy, dignity and respect.
- Behave in a polite and safe manner – and comply with driver instructions at all times.
- Be respectful of others' privacy.
- Flexibility, as our vehicles carry multiple people.
- Tell our coordinators in advance if pick up and drop off times change, if you no longer need our service, or if you are unable to travel with us if unwell or showing symptoms of illness.
- Inform us immediately if your circumstances change, such as contact details, work location, etc.
- Not to willfully damage our vehicles.
- Not to distract your driver or behave in a loud or disruptive manner.
- Not to eat or drink in the vehicle. Drinking from water bottles is allowed.
- Not to smoke, vape or use an e-cigarette of any kind in the vehicle or within five (5) metres of the vehicle.
- Not to offer money or gifts to our team.

Tell us how you we are doing

We welcome feedback about our service, including compliments, complaints, and suggestions. Here's how to provide us with feedback:

- info@areaconnect.org.au
- 1300 651 948 or phone your local coordinator.
- Directly to your local coordinator or driver.
- Complete the survey using the QR code found in our vehicles.

