

ComfortDelGro Cabcharge Community Consultation Charter

ComfortDelGro Cabcharge through its associated bus operators including Hillsbus, Westbus and HunterValley Buses aims to develop and deliver services that are responsive to community needs. ComfortDelGro Cabcharge is committed to involving the community in our decision making process. We will:

- Maintain two way communication. The need for timetable and/or route revision will be determined through two-way communication between Westbus and stakeholders.
- Use a consultation method that provides inclusiveness, accessibility and diversity for all areas of the community.
- Foster community involvement and engagement.
- Make adequate proposal information available to those participating in the consultation process.
- Provide at least a four-week timeframe for consultation.
- Ensure that there is easy access to information and that information is in an easy to read, interesting and shown in a well set out manner.
- Provide information and assistance from our customer service department during the consultation process.
- Be open to all issues. We will respect the diverse range of interests and views of the community and will make genuine attempts to resolve conflicts.
- Provide feedback to participants throughout the consultation process.
- Provide feedback regarding the final decision to all participants and provide ongoing information about services and future consultation.

CUSTOMER ENQUIRIES
9890 0000
www.cdcbus.com.au

COMFORTDELGRO**CABCHARGE**