

Accessibility & Assistance Animals Policy

Accessibility, mobility assistance and assistance animals

Effective date: 01 October 2026 | Version 1.0

Related Monty Express policies: [Conditions of Carriage](#) | [Luggage Policy](#) | [Children & Young Passengers](#) | [Passenger Information](#) | [Privacy Policy](#)

Monty Express is committed to treating passengers with disability fairly and respectfully and to providing reasonable access to its scheduled services. This policy explains how to request assistance and how mobility aids, support people and assistance animals are handled.

1. Legal framework

Monty Express services are subject to applicable disability discrimination law, including the Disability Discrimination Act 1992 (Commonwealth) and the Disability Standards for Accessible Public Transport 2002, as amended. Nothing in this policy limits a right that cannot lawfully be excluded.

2. Contact us before travel where assistance may be needed

Please contact Monty Express as early as practicable if you may need a reasonable adjustment, help with boarding, carriage of a mobility aid or medical equipment, or another accessibility arrangement. Where possible, 48 hours' notice is helpful because it gives us time to check the vehicle, stopping point and available safe storage.

Shorter notice does not automatically mean assistance will be refused. Monty Express will consider what is reasonably practicable in the circumstances.

3. Physical access to the coach

Physical access depends on the vehicle and the boarding location. Some passengers may need to use coach steps and handrails to reach a passenger seat. Contact Monty Express before booking if you cannot use steps, cannot transfer from a wheelchair or mobility device to a passenger seat, or need a boarding aid so we can explain the arrangements available for the booked service.

4. Mobility aids and disability equipment

Monty Express will carry reasonable mobility aids and essential disability equipment in addition to the standard luggage allowance where the item can be safely handled, stowed and transported on the service. Contact us in advance for wheelchairs, scooters, walking frames, powered mobility devices or unusually large or heavy equipment.

A mobility aid must be in a safe condition for transport. For powered equipment, Monty Express may ask for information reasonably necessary to assess the battery type, isolation method, dimensions, weight and safe handling requirements.

5. Boarding and luggage assistance

Within the limits of safe manual handling and the driver's role, Monty Express can provide reasonable practical assistance with boarding and with placing suitable luggage or mobility aids into the luggage compartment. The driver cannot provide lifting that would be unsafe, personal care, toileting assistance, medication administration or continuous medical supervision.

6. Support people and carers

Monty Express does not require a passenger to travel with a support person merely because the passenger has a disability. If a passenger needs personal care, medical supervision, physical assistance beyond what staff can safely provide, or decision-making support throughout the journey, the passenger is responsible for arranging an appropriate support person.

7. Assistance animals

An assistance animal is accepted in accordance with the Disability Discrimination Act 1992 (Commonwealth). Under that Act, an assistance animal may be an animal accredited under an applicable law, accredited by a prescribed training organisation, or trained to assist a person with disability and to meet appropriate standards of hygiene and behaviour in public places.

Monty Express may ask for reasonable evidence that an animal is an assistance animal where this is not apparent and may require the animal to remain under the control of the passenger or another person on the passenger's behalf. An assistance animal must not block an aisle, doorway or emergency exit and should remain on the floor or in another safe location directed by the driver. An assistance animal is not charged as luggage.

Monty Express may take action permitted by law where an animal is not under control, presents a genuine safety or hygiene risk, or there is another lawful basis for doing so. Contact us before travel where possible so we can plan an appropriate seating arrangement.

8. Medical conditions, medication and equipment

Passengers should carry essential medication in their carry-on luggage and be able to manage it themselves or travel with someone who can assist. Tell Monty Express before travel if you need to carry oxygen, compressed gas, refrigerated medication, powered medical equipment or another item that may require special safety arrangements.

Monty Express drivers are not medical practitioners and do not provide medical monitoring or medication administration as part of the scheduled passenger service. In a medical emergency, the driver may stop the service and contact emergency services. First Aid Kit and Automated External Defibrillator (AED) are carried.

9. Information and communication

Monty Express will take reasonable steps to provide important booking, boarding and disruption information in an accessible form where requested and reasonably practicable. If a standard website or email format does not work for you, contact us and tell us what format or communication method would assist.

10. When an adjustment may not be possible

There may be circumstances where a requested adjustment cannot be provided safely or reasonably on a particular service or at a particular stop. If that occurs, Monty Express will explain the issue and consider reasonable alternatives where available.

11. Privacy

Accessibility information may include sensitive personal information. Monty Express will only seek information reasonably necessary to arrange safe travel, provide an adjustment or respond to an emergency, and will handle it under the Privacy Policy and applicable law.

Contact Monty Express

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