



Interim Disability Action Plan 2023–2024



Acknowledgement of Country

The Department of Transport and Main Roads acknowledges the Traditional Owners and Custodians of this land and waterways.

We also acknowledge their ancestors and Elders both past and present.

The Department of Transport and Main Roads is committed to reconciliation among all Australians.



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Message from the Director-General

The Department of Transport and Main Roads' (TMR) *Interim Disability Action Plan 2023–2024* upholds our commitment and vision to create a single integrated transport network accessible to everyone, with the purpose of bringing Queensland closer together.

TMR's passenger transport network is a critical component of the overall transport task—particularly for our vulnerable customers. It can remove barriers to access and mobility and connect people to jobs and essential services like health and education, enabling everyone to be part of their community and make meaningful connections. This supports greater economic and social inclusion. All Queenslanders benefit from a more accessible, inclusive transport network.

We support these outcomes through strategies, plans, products and schemes to ensure people have reasonable access to these connections including:

- setting of fares to ensure affordable access
- support for vulnerable customers through concessions and subsidies
- incentives to transport providers and stakeholders to:
 - ensure fleet accessibility
 - ensure infrastructure accessibility
 - prioritise service delivery
- committing to actions to continually improve the accessibility of the network.

It is through this framework that we continue to deliver millions of safe and accessible passenger trips each year to the people of Queensland on our buses, trains, ferries, trams and air services—with 159 million estimated for the 2022–23 financial year.



Since 2007, we have published a Disability Action Plan outlining the actions we would take over five year increments to deliver an accessible public transport network to the people of Queensland and continue to enhance it.

Disability Action Plans are an important contributor to our *Accessibility and Inclusion Strategy* which outlines our approach to achieving our vision for our customers, our people and our partners—and complements our Disability Service Plans. As part of our commitment to the *Disability Services Act 2006*, we develop service plans to ensure we meet the Act's human rights and service delivery principles, and the Queensland Government's policies for people living with disability.

These plans help to encourage, recognise and promote an 'active' commitment to eliminating disability discrimination and to promote the recognition of the rights of people with disability. They detail how TMR is making its products, infrastructure and services accessible and inclusive to people with disability.

It is appropriate to acknowledge important developments at the national level that will guide the strategic direction and shape of transport accessibility in Queensland into the future. In particular the implementation of *Australia's Disability Strategy 2021–2031 (ADS)* and the reform of the *Disability Standards for Accessible Public Transport 2002 (DSAPT)* being progressed by Australian jurisdictions.

Released in December 2021, the ADS outlines a vision for a more inclusive and accessible Australian society where all people with disability can fulfil their potential, as equal members of the community. In line with Australia's commitments under the United Nations Convention on the Rights of Persons with Disabilities, it provides a national policy framework to guide achievement of its vision.

The Queensland Government is in the process of developing a new State Disability Plan to align with the new ADS and guide our contribution to realising its vision. It will continue our commitment to an inclusive Queensland where people with disability can thrive.

One of the policy priorities of the ADS is transport systems that are accessible for the whole community. One of the key legislative mechanisms for this is the DSAPT, implemented under the *Disability Discrimination Act 1992*. DSAPT sets the minimum accessibility requirements for public transport infrastructure, premises and conveyances. Its reform aims to ensure it meets the current and future needs of people with disability and provides sufficient flexibility and guidance to providers of public transport services. My department is contributing to this reform and also co-chaired the National Accessible Transport Taskforce. The reforms are expected to be agreed in 2023.

In recognition of this project and that its outcomes may influence the shape and design of our public transport network, this Disability Action Plan is an interim plan until those outcomes are known. Importantly, the plan recognises the critical role that transport will play for the Brisbane 2032 Olympic and Paralympic Games, as well as for Queensland's growing population. Planning is already underway to provide the necessary transport networks and services, with a focus on ensuring services are accessible.

Through this plan, I look forward to continuing to work with our delivery partners, other government agencies and the disability sector to ensure everyone has access to an accessible, safe and affordable public transport services in Queensland.



Neil Scales OBE

Director-General
Department of Transport and Main Roads

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Disability Action Plan 2018–2022

TMR's *Disability Action Plan 2018–2022* was launched in December 2018 and outlines 41 actions categorised across whole of journey elements, including planning your journey, boarding, and travelling on passenger transport—with a further element covering working with partners and stakeholders to reduce barriers to accessibility of the passenger transport network.

The 41 actions were to be delivered as follows:

- four short term actions—implementation by 31 December 2018
- 15 medium term actions—implementation by 31 December 2020
- two long term actions—implementation by 31 December 2022
- 20 ongoing actions—to be delivered as part of routine operations.

As of December 2022, the end-of-term review indicates:

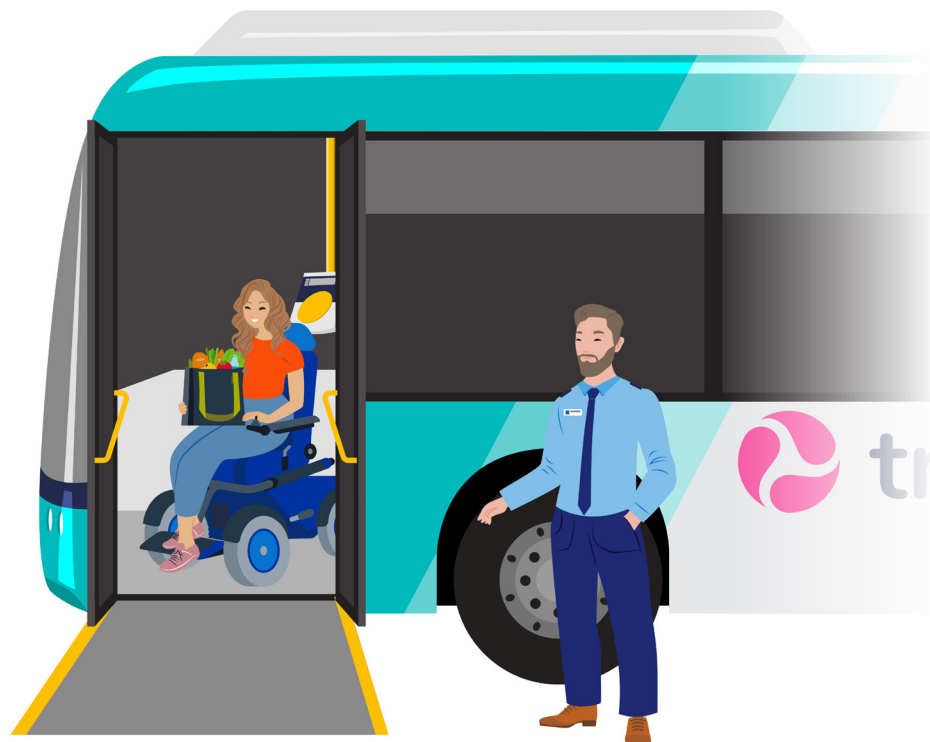
- 18 actions are complete and closed
- 15 actions are complete and will continue as ongoing TMR business
- eight actions are in progress and are in this Interim Disability Action Plan.

Actions still in progress are largely as a result of:

- protracted and ongoing national discussions—for example regarding the National Disability Insurance Scheme and the delivery of state-based schemes (such as the Taxi Subsidy Scheme and Specialist School Transport)
- the action is part of an ongoing funding program—for example, the Passenger Transport Infrastructure Investment Program (which includes provisions for accessible passenger transport infrastructure), and the Passenger Transport Accessible Infrastructure Program, which provides grant funding to local government to assist with accessibility upgrades

These actions are included in the Interim Disability Action Plan to ensure they are delivered as originally planned.

A full end-of-term report detailing the status of the *Disability Action Plan 2018–2022* as at 31 December 2022 is available on the [TMR website](#).



Interim Disability Action Plan 2023–2024

The *Interim Disability Action Plan* covers the period 2023 to 2024 in recognition that the DSAPT reforms may take longer than 2023 to complete, particularly if new legislation is required. Once complete, and any new accessibility requirements applicable to public transport infrastructure, premises and vehicles are known, a comprehensive new Disability Action Plan will be developed. If this occurs before the end of 2024, the new Disability Action Plan will supersede the Interim Disability Action Plan and any incomplete actions subsumed within it.

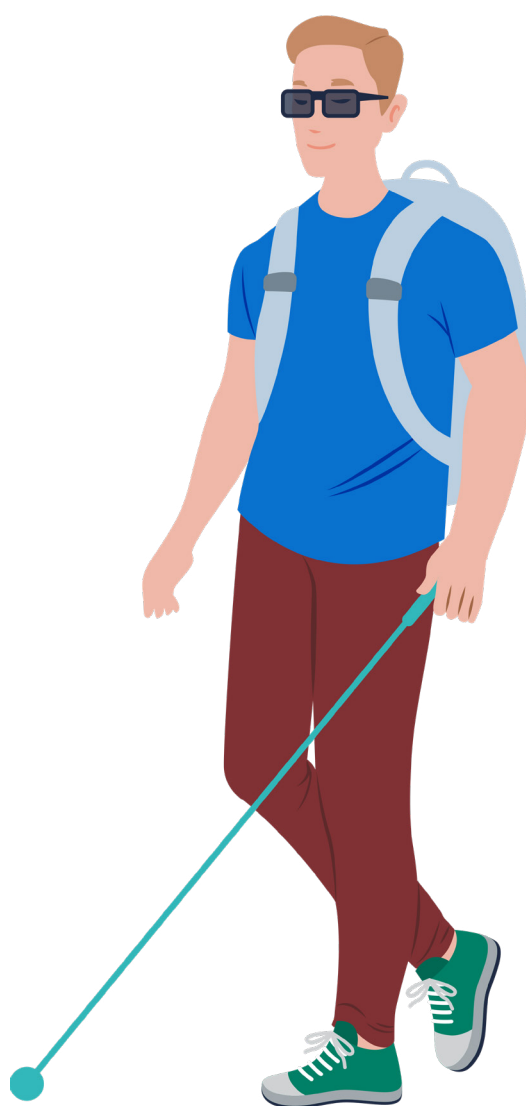
Importantly, engagement has occurred with the TMR Accessibility Reference Group on the development of the Interim Disability Action Plan which brings together representatives from the disability sector, passenger transport sector and government. This group will be engaged in the co-design of the comprehensive new Disability Action Plan, once the outcomes of the DSAPT reform process are known.

In summary, this Interim Disability Action Plan includes:

- actions from the *Disability Action Plan 2018–2022* that are in progress
- new activities that have commenced in TMR since the *Disability Action Plan 2018–2022* was launched, or that will commence during the life of the Interim Disability Action Plan.

The new initiatives incorporated into this Interim Disability Action Plan are tightly focused on new, high impact actions, focused on leveraging our data assets to better communicate the accessibility of our infrastructure, planning for the Brisbane 2032 Olympics and Paralympics, consulting with stakeholders and development of a new Disability Action Plan at the right time.

Also importantly, this Interim Disability Action Plan does not limit TMR's efforts to improve the accessibility of our network for our customers. We will continue to explore, investigate and deliver on opportunities that will help create a single integrated transport network accessible to everyone.



Progressing actions from the *Disability Action Plan 2018–2022*

#	Action	Implementation timeframe
1	Provide the Taxi Subsidy Scheme to assist eligible people with disability with the cost of accessible transport options	Ongoing
2	Consider the expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport operators	2024
3	Work with Queensland Government agencies, other jurisdictions and the Commonwealth Government to develop a nationally consistent model for the delivery of specialist school transport, either within or alongside the National Disability Insurance Scheme	2024
4	Work with other jurisdictions on Commonwealth led initiatives such as the modernisation of the DSAPT	2023
5	Monitor the sustainability of the accessible taxi fleet, including a review of the taxi licensing framework, and make recommendations for changes to improve wheelchair accessible taxi service levels in Queensland	2023
6	Provide passenger transport concessions for people with disability, in accordance with the concessions framework	Ongoing
7	Provide co-contribution funding grants to local government through the Passenger Transport Accessible Infrastructure Program to assist with upgrading passenger transport infrastructure to meet the requirements of the DSAPT	Ongoing
8	Provide funding through the Passenger Transport Infrastructure Investment Program to upgrade existing, and provide new, accessible passenger transport infrastructure across Queensland	Ongoing

New actions

#	Action	Implementation timeframe
9	Better define an accessibility information strategy and a management framework to provide, manage and maintain data that can be leveraged by digital products, to improve communication of accessibility features of passenger transport infrastructure	2023
10	Undertake planning for the Brisbane 2032 Olympics and Paralympics to ensure an accessible passenger transport network	Ongoing
11	Consult with disability stakeholders and representatives through working groups and reference groups and at the local level on matters (including issues, developments, projects and initiatives) relating to improving the accessibility of the Queensland passenger transport network for people with disability and reduced mobility	Ongoing
12	Develop a new disability action plan with specific actions, including how we are preparing for the Olympics and Paralympics following completion of the DSAPT reforms being led by the Australian Government	2024

