Department of Transport and Main Roads Disability Action Plan 2018–2022

### Easy Read version

## How to use this document

The Queensland Government Department of Transport and Main Roads wrote this document. When you see the word ‘we’, or ‘TMR’ it means the Department of Transport and Main Roads.

We have written this information in an easy to read way.

We have written some words in **bold**. We explain what these words mean. There is a list of these words on page 15.

This Easy Read document is a summary of another document.

You can find the other document on our website at [www.tmr.qld.gov.au](file:///\\TIAGN01\TIAG\IAG\2847%20-%20Qld%20Dept%20of%20Transport%20-%20Disability%20Action%20Plan%20ER\2_Working%20Files\www.tmr.qld.gov.au)

You can ask for help to read this document. A friend, family member or support person may be able to help you.

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## Foreword

I’m excited to present our Disability Action Plan 2018–2022.

All Queenslanders have the right to take part in our community.

We need to make a passenger transport network that works  
for everyone.

This plan will help us do that.

We’ll try to do more than what is in the plan, if we can.

I strongly support this Plan.

Neil Scales, Director-General, Department of Transport and Main Roads

## Introduction

We call all our transport services in Queensland our passenger  
transport network.

In this document we call it our network.

Our network includes:

* trains and train stations
* buses, bus stops and stations
* ferries and ferry terminals
* light rail stations and trams
* **personalised transport services** – taxis, limousines and services like Uber.

We want to make sure our network works for everyone.

We want it to:

* be safe
* work well for how much money we have
* be **accessible** – something everyone can use.

*The Disability Action Plan 2018–2022* explains how we will make our network accessible for everyone.

In this document we call it the Plan.

## Why have a Disability Action Plan?

Almost 1 in 5 Australians have disability.

People are now living longer, so there are more older people.

There are also more people living in Queensland each year.

Making our transport network accessible helps everyone.

The *Disability Discrimination Act 1992* (DDA) says:

* it is against the law in Australia to treat people with  
  disability unfairly
* organisations should make plans to make sure people with disability are treated fairly.

## What we’ve done so far

We’ve had a Disability Action Plan since 2007.

The last plan ended in 2017.

We have already done a lot of work to make our network accessible.

We have:

* talked to **disability advocacy groups** about accessible transport.

This includes:

* + The TMR Accessibility Reference Group
  + The Capricorn Region Accessible Transport Group

Disability advocacy groups are people who speak up for people with disability.

* started the light rail system on the Gold Coast
* given funding to local governments so they can make their transport networks accessible
* made passenger transport and taxis more affordable for people with disability
* released the MyTransLink app
* made the TransLink website accessible for people with disability
* tested ways to make it easier for people who can’t see well to use passenger transport, including:
  + the *Step-Hear System* in bus stations
  + the *go access Vision Impairment Travel Pass*
* helped people with disability get on buses at Cultural Centre Busway Station
* updated the Public Transport Infrastructure Manual.

This will make sure everyone can use new transport facilities.

* tested our new *Demand Responsive Transport* program in Logan.

This service helps you book small trips to places like the shops.

## What we will do next

For many people with disability, passenger transport is the only way to get around.

An accessible transport network helps everyone:

* use the services they need
* get to work
* get to school or other places to learn.

We need to plan ahead so that everyone can use new types of passenger transport.

We need to think about every part of the passenger transport  
journey, including:

* planning a trip
* getting to and from a station or stop
* getting on and off a bus, train, ferry or light rail
* changing to other types of transport.

The Australian Government wrote a guide called *The Whole Journey*.

This guide talks about how important accessibility is when we’re planning and building our network.

We think this guide is important.

To help make this Plan, we talked with the TMR Accessibility  
Reference Group.

We held workshops to find out:

* problems people have when they use our network
* how we can fix these problems.

We also talked to people with disability and carers.

We used their thoughts and ideas to make the Plan better.

The Plan has 41 actions that will make our network more accessible.

There are 4 main areas:

* Planning your journey
* **Boarding** passenger transport – getting on passenger transport
* Travelling on passenger transport
* Working together.

The actions in the Plan will be done between 2018 and 2022. The actions can be:

* short term – they will be done in 2018
* medium term – they will be done by 2019 or 2020
* long term – they will be done by 2021 or 2022.

We have included this information with the action in this document.

Some actions will go for the whole time – from 2018 to 2022.

We’ll check that we’ve done these actions in 2020 and 2022.

## Planning your journey

### What we plan to do

We want to give our customers information at every part of their journey to help them make decisions.

We will:

* give people information about the accessibility of their journey
* offer information about their journey in a range of formats:
  + on our website and app
  + in printed timetables
  + over the phone.

Doing this will make our information accessible and easy to understand.

### How we will do this

We will:

* make the TransLink website accessible. This includes using more Auslan (short term, medium term, long term)
* look at ways to use new technology to give you better journey planning information (medium term)
* make videos that show how to use our network. We will share these on the TransLink website (short term, medium term, long term)
* put information on the TransLink website and the MyTransLink app about the accessibility features of our network (medium term)
* get people with disability to help test the MyTransLink app to make sure it is accessible (short term, medium term, long term)
* give people with disability different ways to:
  + get information (short term, medium term, long term)
  + give us feedback (short term, medium term, long term)
* develop and share information about how to use the MyTransLink app (medium term)
* tell disability advocacy groups about any big changes to the network (short term, medium term, long term)
* hold events to show people with disability how to use some new facilities like bus stations (short term, medium term, long term).

## Boarding passenger transport

### What we plan to do

We want:

* our stops and stations to be accessible
* people to get the right information when they are waiting for their transport
* our staff to understand what people with disability need.

Doing this will make our stations and stops safer and easier to use.

### How we will do this

We will:

* tell people with disability about ways to help them get on buses (medium term)
* find new ways to give people information when their transport is arriving at stations (medium term)
* fund the Passenger Transport Infrastructure Investment Program to:
  + make stations and stops accessible (short term, medium term, long term)
  + build new stations and stops (short term, medium term, long term)
* find new ways to let people know about things that can affect their journey such as:
  + service changes (medium term)
  + lifts that aren’t working (medium term)
* find ways to share bus arrival information in an audio format at bus stations with information screens (short term, medium term)
* work with bus companies to make **route information** on buses easier to read:
  + the bus number (medium term)
  + where it is going (medium term)
* help our staff who work with passengers understand how they can help people with disability (short term)
* help local governments make their transport facilities more accessible (short term, medium term, long term)
* put braille stop numbers on main bus stop signs (short term, medium term).

## Travelling on passenger transport

### What we plan to do

We want:

* everyone to know what people with disability need
* to make it safer and easier for people with disability to use our network.

Doing this will help people with disability feel:

* safe
* included
* more relaxed.

### How we will do this

We will:

* give transport companies information about making it safer for people with disability to use their service (medium term)
* give safety information about travelling on passenger transport to people who use:
  + wheelchairs (short term)
  + mobility scooters (short term)
* search for new ways to remind people when they need to get off  
  a bus (medium term, long term)
* find ways to make sure people understand that people with disability need to use:
  + wheelchair spaces (medium term)
  + **priority seats** – seats that
    - are close to exits
    - offer more space
    - are for people with disability or other mobility issues (medium term)
* tell transport companies about how ads on the outside of vehicles make it hard for people with vision impairment to see when they are getting to their stop (short term)
* help make taxi fares cheaper for people with disability who are **eligible** – you meet the rules to get something (short term, medium term, long term)
* help make fares cheaper for eligible people with disability (short term, medium term, long term)
* talk to disability advocacy groups about the new ticketing system (short term, medium term)
* give passenger transport drivers information about letting assistance animals on vehicles (short term, medium term)
* work on training standards for personalised transport drivers so they can better help people with disability (short term, medium term, long term)
* search for new information about **restraint systems** for people travelling in mobility devices on buses (short term, medium term, long term). Restraint systems keep a mobility device still while a vehicle is moving.

## Working together

### What we plan to do

We want:

* to find out what stops our network being accessible by talking to disability advocacy groups
* to get rid of these barriers by working with:
  + other government agencies
  + transport companies
* to share important information with our customers.

Doing this will mean that everyone is working together to make our network accessible.

### How we will do this

We will:

* talk to disability advocacy groups about accessibility when we start big projects (short term, medium term, long term)
* update our *Public Transport Infrastructure Manual* with the best ways to make transport facilities accessible and tell others (short term, medium term)
* work with ferry operators to make it easier for people with disability to use:
  + ferries (short term, medium term, long term)
  + ferry terminals (short term, medium term, long term)
* think about how taxis and specialist school transport supports will work under the National Disability Insurance Scheme (short term, medium term, long term).

We will do this by working with other government agencies.

* think about changing the Taxi Subsidy Scheme to include other personalised transport services (long term)
* hold TMR Accessibility Reference Group meetings to talk about accessibility issues with:
  + government (short term, medium term, long term)
  + transport companies (short term, medium term, long term)
  + disability advocacy groups (short term, medium term, long term)
* help the Commonwealth Government update the *Disability Standards for Accessible Public Transport 2002* (short term, medium term, long term)
* work with Queensland Rail to make it easier for people with disability to use:
  + trains (short term, medium term, long term)
  + stations (short term, medium term, long term)
* learn more about what people with disability and their carers need when they use passenger transport (short term, medium term, long term)
* put together an Accessible Transport Networks Team (short term)
* check that we have enough accessible taxis (short term, medium term, long term)
* keep putting in place **recommendations** from the *New Generation Rollingstock Train Commission of Inquiry – Final Report* (short term, medium term, long term).

Recommendations are ideas about changes that can be made.

We will work with other parts of the Queensland government to put these recommendations in place.

## Word list

**Accessible**

Something that everyone can use.

**Boarding**

Getting on passenger transport.

**Disability advocacy groups**

People who speak up for people with disability.

**Eligible**

Eligible means that you meet the rules to get something.

**Personalised transport**

Personalised transport includes:

* taxis
* limousines
* services like Uber.

**Priority seats**

Seats that:

* are close to exits
* offer more space
* are for people with disability or other mobility issues.

**Recommendations**

Recommendations are ideas about changes that can be made.

**Restraint systems**

Restraint systems keep a mobility device still while a vehicle is moving.

**Route information**

The bus number and where it is going.

## Contact us

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