

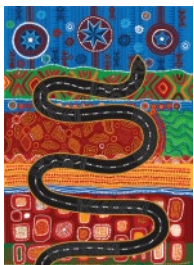
Accessibility and Inclusion Plan

‘Moving together’

2023–2024



Acknowledgement of Traditional Owners



The Department of Transport and Main Road acknowledges the Traditional Owners of the 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 amongst all Australians.

“Travelling” by Gilimbaa

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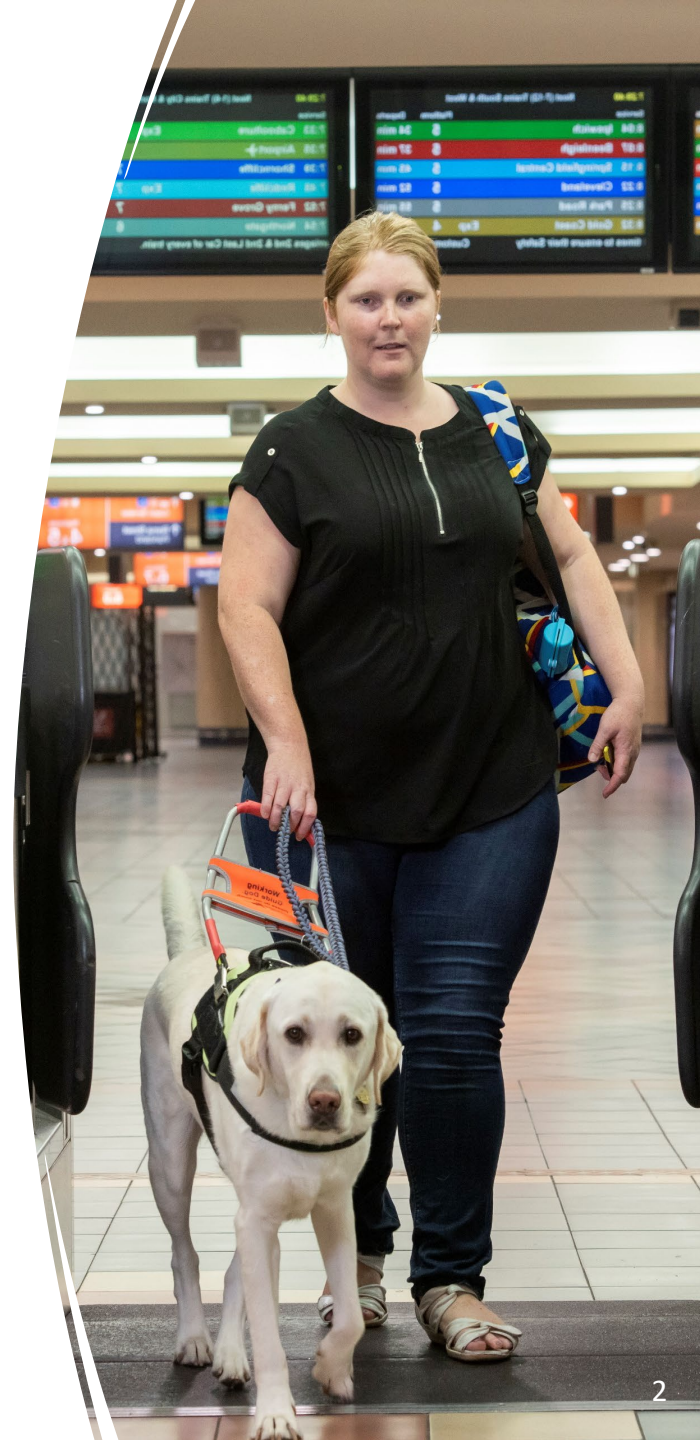
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Foreword

As the Director-General of the Department of Transport and Main Roads (TMR), I am pleased to present the first *TMR Accessibility and Inclusion Plan 2023–2024* also referred to as ‘Moving together’.

This plan sits under our *Accessibility and Inclusion Strategy* which outlines our commitment to becoming a leader in the provision of accessible transport products, services, information, and infrastructure, as well as workplaces and work practices.

We are already delivering on a number of initiatives to support our accessibility and inclusion journey, and this plan outlines our key areas of focus for the 2023–2024 period.

We believe accessibility is about being able to use the full range of services and products, for example asking the question ‘Can I get on the bus?’. While inclusion is feeling confident and safe when accessing services and products, for example asking, ‘Do I feel welcome on the bus?’. These two elements are critical to delivering our vision of a ‘single integrated transport network accessible to everyone’.

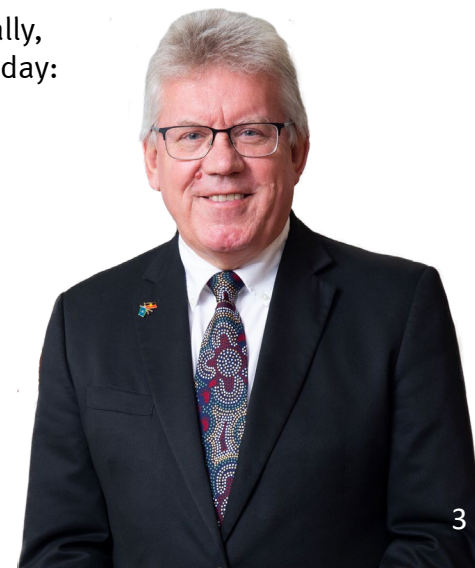
And when we say ‘everyone’ we really mean ‘everyone’—people from all backgrounds, no matter their age, race, gender, sexual orientation, or abilities.

TMR advocates that all people have the right to be treated equally, and we embody our accessibility and inclusion principles everyday:

1. Design with me
2. Make me feel welcome and independent
3. Listen and improve
4. Inclusion is our culture.

Neil Scales OBE

Director-General
Department of Transport and Main Roads





About the plan

The *TMR Accessibility and Inclusion Plan 2023–2024* was developed to outline the practical actions TMR will take over the next two years to deliver our vision.

To develop the plan, we looked at best practice research, data and analysis, international accessibility and inclusion reporting frameworks, key indicators of success, and we engaged our customers, partners and staff.

We will report our progress on the plan actions and in 2024 we will develop an updated plan based on key learnings, co-design activities and emerging trends.

To stay up to date with our accessibility and inclusion journey visit: www.tmr.qld.gov.au/About-us/Our-organisation/Accessibility-and-inclusion

This plan outlines 27 actions across three key pillars:



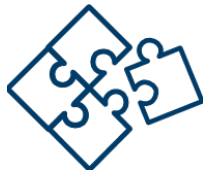
Strategy



Culture



Process



Strategy

Leadership Commitment

#	Area	Action	Timeframe
1	Key performance indicators	Develop and embed a set of accessibility and inclusion key performance indicators into executive and senior managers' performance agreements.	2023 Q1
2	Leader training	Develop and conduct annual training for all executive and senior managers around cultural awareness, inclusive mindsets, and development opportunities relating to accessibility and inclusion.	2023 Q2
3	Leader toolkit	Develop a guide/toolkit for executives and senior managers to consider accessibility and inclusion within their everyday roles.	2023 Q4
4	Leader champions	Empower and build engagement activities of the Champion of Accessibility and Champion of Inclusion and Diversity leaders.	2024 Q4

Planning and Policy

#	Area	Action	Timeframe
5	Policy	Develop a TMR Accessibility and Inclusion Policy.	2024 Q4
6	Change plan	Develop an internal TMR Accessibility and Inclusion Change Plan.	2023 Q2
7	Access and Inclusion Index	Conduct evaluation and benchmarking of TMR against the Australian Network on Disability Access and Inclusion Index every 18 months.	2024 Q4
8	Surveys	Conduct the Accessibility and Inclusion Survey for employees, customers and partners every 18 months.	2024 Q4



Culture

Customer Experience

#	Area	Action	Timeframe
9	Social change media campaign	Develop and deliver a multi-year social change media campaign focussed on improving the public transport experience for vulnerable users.	2024 Q4
10	Communication channels	Evaluate TMR communication channels against accessibility and inclusion standards and best practice research to develop a prioritised plan to improve communications over a 3, 5 and 8+ year timeframe.	2024 Q4
11	Customer engagement	Increase the diversity of customers participating in TMR customer consultation, user testing and co-design activities.	2024 Q4
12	Customer initiatives	Conduct a series of customer trials and pilots focussed on accessibility and inclusion innovations.	2024 Q4
13	Customer research	Conduct a range of customer research focussed on accessibility and inclusion.	2024 Q4
14	Customer premises	Conduct ongoing review of the accessibility and inclusiveness of TMR customer premises and make improvements.	2024 Q4



Culture (continued)

Employee Lifecycle

#	Area	Action	Timeframe
15	Employee workplaces	Conduct ongoing review of the accessibility and inclusiveness of TMR workplaces and make improvements.	2024 Q4
16	Recruitment practices	Review recruitment practices and develop resources and tools to improve accessibility and inclusiveness of recruitment.	2024 Q4
17	Entry pathways	Establish entry pathways for people who have been traditionally disadvantaged when accessing meaningful employment.	2024 Q4
18	Training	Refresh and deliver annual mandatory training to all TMR staff around legislation, standards and guidelines relating to accessibility and inclusion.	2023 Q2
19	Communications training	Develop and deliver accessible communications training to communications/general staff across the department.	2024 Q4
20	Employee networks	Engage members of the Accessibility and Inclusion Advocacy Network, Gender Equity Group, Pride Network and Indigenous Employee Network through new engagement activities and initiatives.	2024 Q4



Process

Design

#	Area	Action	Timeframe
21	Design guide	Develop a guide around universal design and co-design for staff and delivery partners.	2023 Q1
22	Micro-accessible infrastructure	Deliver a series of videos explaining the use and design of accessible micro-infrastructure for staff and delivery partners.	2023 Q4
23	Communication guidelines	Develop accessible and inclusive communication guidelines for staff and delivery partners.	2023 Q1
24	Technical resources portal	Develop a portal of key accessibility and inclusion technical resources for staff and delivery partners.	2023 Q1

Practices

#	Area	Action	Timeframe
25	Project management practices	Embed accessibility and inclusion principles and practices into the stages of program and project lifecycle.	2023 Q1
26	Finance and Procurement	Review and develop accessibility and inclusion criteria to be included within finance and procurement documentation.	2023 Q4
27	Information Communication Technology	Conduct an accessibility audit of TMR Information Communication Technology (software and hardware) and develop a prioritised plan to improve accessibility over a 3, 5 and 8+ year timeframe.	2024 Q4

