

# 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 use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 31.



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](http://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.



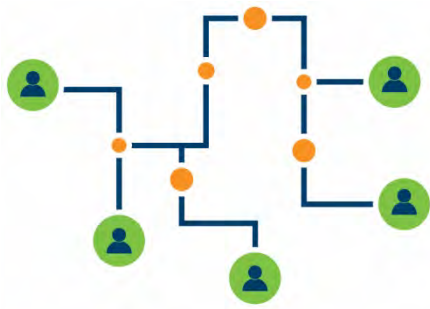
I strongly support this Plan.



**Queensland  
Government**

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.



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



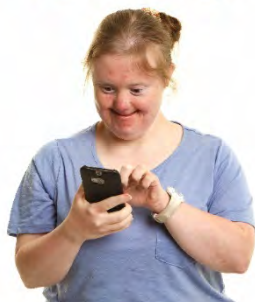
- look at ways to use new technology to give you better journey planning information



- make videos that show how to use our network. We will share these on the TransLink website.



- put information on the TransLink website and the MyTransLink app about the accessibility features of our network



- get people with disability to help test the MyTransLink app to make sure it is accessible

- give people with disability different ways to:



- get information



- give us feedback



- develop and share information about how to use the MyTransLink app



- tell disability advocacy groups about any big changes to the network



- hold events to show people with disability how to use some new facilities like bus stations.

# 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:

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- tell people with disability about ways to help them get on buses

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- find new ways to give people information when their transport is arriving at stations



- fund the Passenger Transport Infrastructure Investment Program to:
  - make stations and stops accessible
  - build new stations and stops

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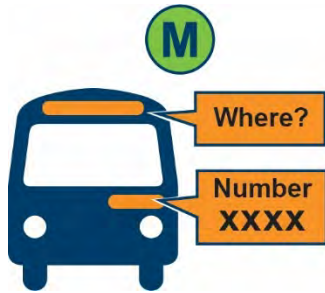


- find new ways to let people know about things that can affect their journey such as:
  - service changes
  - lifts that aren't working

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- find ways to share bus arrival information in an audio format at bus stations with information screens



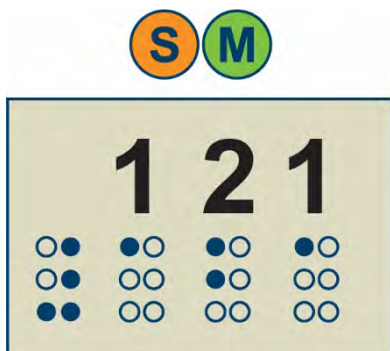
- work with bus companies to make **route information** on buses easier to read:
  - the bus number
  - where it is going



- help our staff who work with passengers understand how they can help people with disability



- help local governments make their transport facilities more accessible



- put braille stop numbers on main bus stop signs.

# 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
- give safety information about travelling on passenger transport to people who use:



- wheelchairs



- mobility scooters



- search for new ways to remind people when they need to get off a bus



- find ways to make sure people understand that people with disability need to use:



- wheelchair spaces



- **priority seats** – seats that
  - are close to exits
  - offer more space
  - are for people with disability or other mobility issues



- 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



- help make taxi fares cheaper for people with disability who are **eligible** – you meet the rules to get something



- help make fares cheaper for eligible people with disability



- talk to disability advocacy groups about the new ticketing system



- give passenger transport drivers information about letting assistance animals on vehicles



- work on training standards for personalised transport drivers so they can better help people with disability



- search for new information about **restraint systems** for people travelling in mobility devices on buses. 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



- update our *Public Transport Infrastructure Manual* with the best ways to make transport facilities accessible and tell others



- work with ferry operators to make it easier for people with disability to use:
  - ferries
  - ferry terminals



- think about how taxis and specialist school transport supports will work under the National Disability Insurance Scheme.



We will do this by working with other government agencies.



- think about changing the Taxi Subsidy Scheme to include other personalised transport services



- hold TMR Accessibility Reference Group meetings to talk about accessibility issues with:

- government
- transport companies
- disability advocacy groups



- help the Commonwealth Government update the *Disability Standards for Accessible Public Transport 2002*



- work with Queensland Rail to make it easier for people with disability to use:
  - trains
  - stations



- learn more about what people with disability and their carers need when they use passenger transport



- put together an Accessible Transport Networks Team

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- check that we have enough accessible taxis

S M L



- keep putting in place **recommendations** from the *New Generation Rollingstock Train Commission of Inquiry – Final Report.*



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**

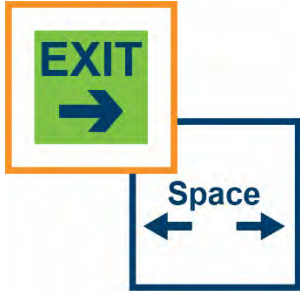
Eligible means that you meet the rules to get something.



### **Personalised transport**

Personalised transport includes:

- taxis
- limousines
- services like Uber.



## Priority seats

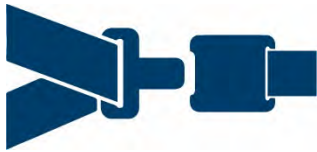
Seats that:

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



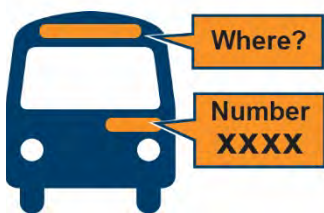
## Recommendations

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



**13 74 68**

**13 12 30**



TransLink Division

Department of Transport and Main Roads

GPO Box 50

Brisbane

QLD 4001



**[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)**

**[www.translink.com.au](http://www.translink.com.au)**



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