# Transport and Main Roads Accessibility and Inclusion Strategy - Summary

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### Message from Director General

As TMR Director-General and Champion for People with Disability, I am pleased to present the TMR Accessibility and Inclusion Strategy (AIS). The AIS will support TMR in achieving our vision to create a single integrated transport network accessible to everyone.

The strategy is about creating a transport network that is convenient to use, easy to access and welcoming of everyone.

I am committed to making TMR not only a world leader in the provision of accessible and inclusive transport but also an accessible and inclusive employer of choice. TMR is dedicated to replicating the diversity of our customer base within our workforce by ensuring that our workplaces and work practices are accessible and inclusive for our people, now and in the future.

Neil Scales OBE

Director-General

Department of Transport and Main Roads

### Message from the Minister

The Queensland Government is committed to supporting people with disability to maximise their potential and participation as equal citizens in Queensland. Transport is a basic human right and Queenslanders have the right to an accessible and inclusive transport network.

Our Government is listening and responding to the needs of Queenslanders when it comes to improving our products, goods and services.

We are committed to continue engaging to work with our customers, people and partners to become a world leader in the provision of accessible and inclusive transport network: creating a welcoming and enjoyable travel experience in and around Queensland for everyone.

The Honourable Mark Bailey MP

Minister for Transport and Main Roads

### Why did we create this strategy?

As a transport network provider and employer, TMR is obligated to comply with all disability, anti-discrimination and human rights legislation.

As a customer-centric organisation, TMR is committed to better understanding the expectations and needs of our customers, our people and our partners.

Our customers, employees and partners told us accessibility and inclusion is important to them.

Our **customers** expect the following from us:

* Service quality and safety
* Ease of information and effective interfaces
* Inclusive service supported by well-trained staff
* Awareness of difference and needs
* Creative design in infrastructure and services.

Our **employees** need the following support to deliver on this commitment

* Support through investment, opportunities and recognition
* Shared responsibility for inclusion
* Individualised solutions for an accessible and diversity
* Confident workplace
* Flexibility and strengths-based tasks and roles
* Removal of barriers in the recruitment process.

Our **Partners** need the following support to deliver on this commitment

* Collaboration and shared accountability for accessibility
* Funding for accessibility priorities beyond funding cycles
* Flexible procurement policies that prioritise accessibility
* Clarity on Universal Design and consistency across contractors.

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In Queensland significant barriers to transport exist and not everyone currently has the same opportunities in using the transport system; it is especially the vulnerable of our society who need to be considered:

* 18 per cent of Queenslanders have a disability.
* People are living longer. It is estimated by 2057, 22 per cent of the population will be aged 65 or over.
* Approximately 4.6 per cent of the total population Aboriginal and Torres Strait Islander people live in Queensland, some live in very remote areas.
* Queensland is culturally diverse, 12 per cent of Queenslanders speak a language other than English at home. Queensland is home to people from more than 220 countries, with 220 languages spoken and100 religious beliefs.
* In 2018-19 international visitors to Queensland increased to 2.8 million, Queensland domestic visitors reached 25.3 million.
* Not everyone can afford transport. approximately 28.3 per cent of Queenslanders working earn less than $499 a week.

Accessible and inclusive transport is a critical to breaking down barriers to to participate in our community through access to employment, health, education, recreation and culture. TMR have the role of connecting people, places, goods and services safely, efficiently and effectively across Queensland.

It is equally important that TMR drive diversity and inclusion in our recruitment, career pathways and our work places. Making sure our business practices and work places enable everyone to be included.

### Strategy

**What are TMR aspirations and goals for the Accessibility and Inclusion Strategy?**

The TMR vision is to create a single integrated transport network accessible to everyone, with the purpose of bringing Queensland closer together. All Queenslanders, irrespective of where they live and work, can expect to have appropriate transport choices and fair access to the transport system.

TMR commits to lead Queensland’s effort for dignified, accessible and inclusive transport products, services, information and infrastructure, in line with federal, state and local government objectives and broader human rights obligations.

The AIS will guide us in building accessible and inclusive transport services, products, infrastructure, and TMR workplaces and work practices.

**Where will TMR focus our effort in accessibility and inclusion?**

TMR will focus on both accessibility and inclusion by removing barriers and meeting the needs of:

* All customers of our transport products, services, information and infrastructure across Queensland
* TMR employees and
* delivery partners

We commit to lead in accessibility and inclusion by prioritising:

* Transport products, services, information and infrastructure in Queensland
* Accessible and inclusive TMR workplaces
* Co-design and collaboration with partners

**How will TMR succeed in delivering our vision for accessibility and inclusion?**

TMR will commit to co-designing and engaging with our customers, our people and partners by:

1. Co-designing with our customers, our people and partners
2. Making our customers and our people feel welcome and independent
3. Listen responsively and continuously improve
4. Making inclusion our culture

**What capabilities are critical for success?**

TMR will develop the capabilities required to become an accessibility and inclusion leader within the transport sector, setting the example for others through:

* Design (applying Universal Design principles)
* Business practices
* Customer information and tools
* Reporting and data on our progress on accessibility and inclusion
* Organisational culture of accessibility and inclusion
* Inclusive leadership

**What is the roadmap to fulfil TMR’s vision?**

1. **Initiate change**

Prioritise the areas of greatest customer and employee need, and establish the foundation for change Identify opportunities to engage partners in co-design of our products and services

1. **Embed our guiding principles**

Develop the cultural attitudes and capabilities needed to make TMR an inclusive workplace, and begin transformation of our products and services

1. **Grow our reach throughout Queensland**

Establish TMR as an accessibility and inclusion leader within the transport sector, and continue transformation of our products and services

Contact us

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