



# Disability Action Plan 2018–2022 End Report

Department of Transport and Main Roads



Queensland  
Government

# About this book



The Queensland Department of  
Transport and Main Roads, or  
TMR, wrote this book.

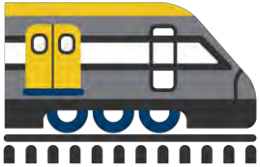
When you see the words **our** and  
**we** it means TMR.

When you see the word  
**Translink**, we mean the part of  
TMR that is in charge of the  
**passenger transport network** in  
Queensland.



# About this book

Our **passenger transport network, or network**, includes:



- trains and train stations
- trams and tram stations
- buses, bus stops and bus stations
- ferries and ferry terminals
- taxis, limousines and ride-share services.

# About this book



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

In this book we will

- Write words that are hard to read in **bold**
- Write what that word means in a pink box.

This book is a summary of a more detailed book. You can find the more detailed book at

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



# About this book



TRANSLink

Queensland  
Government

We made a plan in 2018.

When you see the word **plan**, we mean our Disability Action Plan 2018 to 2022.



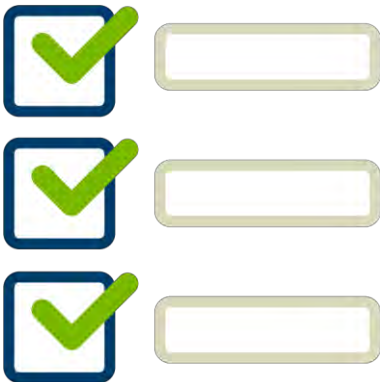
Our plan explains how we will make our network more **accessible**. When you see the word **accessible**, it means easy to use and safe for everyone.

# About this book



We check our plan to make sure we meet our goals.

This document says what we have done since we made our plan.



There are 41 actions in our plan.

The actions say what we will do to make our network accessible.

We have done 39 actions.

# What we have done

We have:

- made it easier to see information on the Translink website and MyTranslink app by using better colours and a clearer logo



- tested new ways to provide you information



- made videos about the network and how customers can help each other use transport services



## What we have done



- put information on the MyTranslink website and the MyTranslink app about our network accessibility



- hired a team to make sure the Translink website is easy to use. We also made an easy form to get feedback from people with disability about the website and MyTranslink app





## What we have done



- made more information available and easier to find for people in some regional areas of Queensland

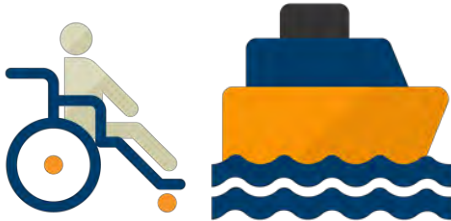


- developed information about how to use the MyTranslink app. Translink staff can also help customers use the app



- worked with people with disability about important projects on the network to make sure we design them for all people to use

## What we have done



- invited people with disability on a tour of the new Russell Island ferry terminal



- made 2 Auslan videos which show how to
  - use our transport network with a scooter or wheelchair
  - get information about our network



The videos are on the Translink website

## What we have done

- put special tags at some bus stops that can give more information about a bus service. A person can tap their phone on this tag and the phone will show the timetable and any changes



- paid money to make some bus and train stations more accessible



- found new ways to let people know about things that can affect their journey



## What we have done



- tested new technology to help people see or hear bus stop information at bus stops



- told bus owners about how to make the route signs on buses easier for people to see



- trained Translink staff about how to help people with disability

# What we have done



- gave money to local councils to improve access at:



- bus stops



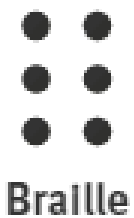
- ferry terminals



- long distance coach stops



- small airports



- put braille stop numbers on 250 bus stop signs

## What we have done



- told bus drivers how to make it safer and easier for people with disability to travel on buses



- made it easy to find information on the Translink website about using wheelchairs and mobility scooters on the network



- added a voice alert and alarm to the MyTranslink app to help people know where they are going and when they need to get off

## What we have done



- looked at ways to get passengers to give people with disability priority seats



- made sure people can see out of windows when travelling so they know when their stop is getting close



- paid money so taxis cost less for people with disability



- gave discounts for people with disability using passenger transport. We have tested ways to make discounts easier to get



# What we have done



- tested the new ticketing system with people with disability to make sure it is easy and accessible to use



- told drivers they must let assistance animals on vehicles



- checked the best ways for people in wheelchairs and mobility scooters to travel safely on buses



# What we have done



- checked that drivers of **personalised transport** are trained in how to serve customers with disability.

## **Personalised transport**

means taxis, limousines and ride-share services

- met with people with disability and disability advocates to test transport project ideas in:



- planning
- design
- construction stages

## What we have done



- updated our **Public Transport Infrastructure Manual**. The manual explains the best way to make public transport stops, stations and buildings accessible



- made the Russell Island Ferry terminal easier to use. We will make other terminals easier to use in 2023 including:
  - Macleay Island
  - Lamb Island
  - Karragarra Island

# What we have done

- had 20 meetings with the TMR Accessibility Reference Group to talk about passenger transport projects. The Accessibility Reference Group includes:
  - people with disability
  - advocates
  - transport operators
  - people in government



- worked with the Commonwealth Government to create new rules for designing accessible public transport buildings, vehicles and services

## What we have done



- worked with Queensland Rail to make some train station platforms and ticketing more accessible. We are improving:
  - Fairfield station
  - Yeronga station
  - Yeerongpilly station
  - Moorooka station
  - Rocklea station
  - Salisbury station



- asked people with disability what they liked and did not like about the passenger transport network.

This will help us improve our services

## What we have done



- created a team to make sure we think about accessibility in everything we do



- paid to replace old taxis with new wheelchair accessible taxis



- worked with other parts of the Queensland Government to do the actions in the New Generation Rollingstock Train Commission of Inquiry - Final Report. This report looked at why new trains were not built to be accessible

# What we have not done



There have been problems finishing 2 actions because

- we are waiting for the Commonwealth Government to make decisions
- the action is part of a major project that will take a long time to happen.



- There are 12 actions that we will keep working on in a new Disability Action Plan 2023 — 2024.

# How you can contact us



Call us

**13 23 80**



Our website

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



Go to a Customer Service Centre.

This website shows where to find one  
**[qld.gov.au/transport/contacts/centres](http://qld.gov.au/transport/contacts/centres)**

## If you need an interpreter



The **Translating and Interpreting Service** can help you talk to someone in your language.

Call **13 14 50**

Ask them to call us **13 23 80**



The **National Relay Service** can help you if you are hard of hearing or deaf

Voice Relay number **1300 555 727**

TTY number **133 677**

SMS relay number **0423 677 767**

Then ask them to call us **13 23 80**