



Disability Action Plan 2023–2024

Department of Transport and Main Roads



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.



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

About this book



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

About this book

2023 2024



We have made a **plan** that begins in 2023 and will finish in 2024.

When you see the word **plan**, we mean our Disability Action Plan 2023 to 2024.

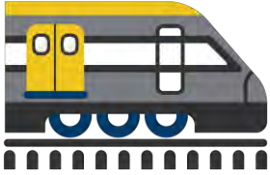
There are 12 actions in our plan.

The actions say what we will do to make our **passenger transport network** easy to use and safe for everyone.



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.

What we will do



Pay to help people with disability afford taxis.

This is called the **Taxi Subsidy Scheme**.



Check if the Taxi Subsidy Scheme can be used for other **personalised transport** options as well.



Personalised transport means taxis, limousines and ride-share services.

What we will do



Include taxi and school transport services in the National Disability Insurance Scheme.



Work with other states, and the Commonwealth government to make passenger transport accessibility rules better.



Pay to replace old taxis with new wheelchair accessible taxis.

What we will do



Give discounts to people with disability using passenger transport.



Pay local councils to make the passenger transport network easy to use and safe for everyone.



Pay to make passenger transport network easy to use and safe for everyone.



Develop a way to collect information about accessibility on the transport network.

What we will do



Plan for the Brisbane 2032

Olympic and Paralympic Games

by making sure we have an

passenger transport network

that is safe to use and easy for

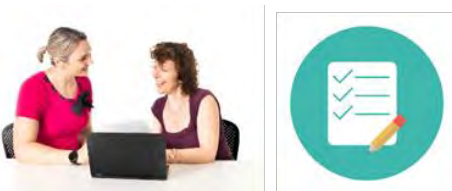
everyone.



Check with people with disability

about how to improve transport in

Queensland.



Develop a new Disability Action

Plan.

How you can contact us



Call us

13 23 80



Our website

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

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**