

MEDIA STATEMENT

11 December 2023

TMR leads the country with new hearing devices for customers

- The Department of Transport and Main Roads (TMR) will roll out mobile hearing loop devices in all customer service centres across Queensland.
- Mobile hearing loops offer an improved experience for customers who are deaf or hard of hearing.
- Investment in these technologies and services form part of TMR's ongoing commitment to ensuring its products and services are accessible and inclusive for all.

In an Australian first, TMR has partnered with Better Hearing Australia to roll out mobile hearing loop devices in all customer service centres.

The devices enable those with hearing aids or cochlear implants to connect to the device via Telecoil (T-Coil) technology to reduce background noise and improve speech clarity.

The devices have been rolled out to more than 90 sites across Queensland which offer transport and motoring services to the community.

New two-way text communication devices are now also available for TMR customers in North Brisbane and Townsville.

Available for use in the Caboolture and Garbutt Customer Service Centres, these portable devices help support customers who are d/Deaf, have a hearing or speech requirement or other barriers to communication when accessing services in-person.

The wireless design enables real-time text conversation between customers and staff and features two screens which face each other, allowing for easy and private communication between users.

Customers who are d/Deaf or find it hard to hear or speak to hearing people can also contact TMR through the National Relay Service.

Quotes attributable to Julia Hopkins-Martin, TMR Acting General Manager of the Customer Services Branch

"We are dedicated to providing accessible and inclusive services for all Queenslanders.

"The roll out of hearing augmentation loop devices across our network is an important step on our journey to achieve this goal, and we are proud to be leading the way across Government departments.

“The introduction of portable two-way text devices in select centres is another accessibility improvement we have invested in and we’re excited to see how the community have valued the introduction of these devices, making their interactions more inclusive.

"Everyone should have equal access to government services, and we are committed to improving the experience for all Queenslanders."

Quotes attributable to Tony Whelan, Business Manager at *Better Hearing Australia*:

“We believe this is the first roll-out of portable hearing loop devices across an entire service centre network in Australia and certainly a first for the Queensland Government.

“TMR’s leadership and commitment to improving accessibility for the one in six Australians currently experiencing hearing loss sets a new benchmark in inclusive customer experiences.”

“Better Hearing Australia Brisbane is a disability peak representative organisation for people with hearing loss in Queensland and is thrilled to be partnering with TMR on this project.”

Explainer/fast fact and or further information (when required/relevant):

More information to support customers in contacting TMR through the National Relay Service is available at www.tmr.qld.gov.au/contact-us.

ENDS

Media contact: TMR Media Unit - 3066 7060