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| Disability Action Plan 2018-2022  Mid Term Review  **Implementation as at 31 December 2020** |

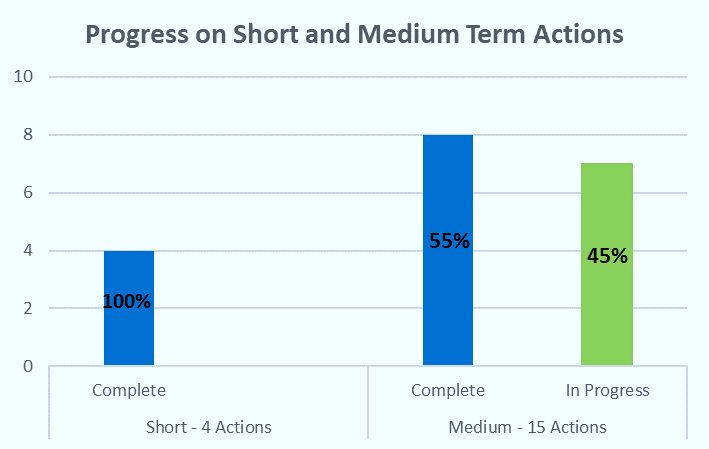


**Action Plan 2018-2022 – at 31 December 2020**

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| **Disability Action Plan 2018-2022 – at 31 December 2020**  **Mid-Term review** |

## Summary of Status – All 41 Actions

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| **4 short term actions** | 31 December 2018 | 4 actions complete |
| **12 medium term actions** | 31 December 2020 | 8 actions complete |
| **2 long term actions** | 31 December 2022 | 1 action complete |
| **23 ongoing actions** | Over life of the plan | 22 in progress / 1 complete |

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## Legend

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| **Implementation Timeframe** |  |  |  | **Action Status** |
| **Short** – 31 December 2018 |  |  |  | Action complete |
| **Medium** – 31 December 2020 |  |  |  | Action in progress and on track |
| **Long** – 31 December 2022 |  |  |  | Action in progress but delayed |
| **Ongoing** – over life of the plan |  |  |  | Action not commenced |

## Planning your journey

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| **Action** | **Implementation Timeframe** | **Deliverable Summary** | **Status** |
| Improve the accessibility of the TransLink website, including expanding the use of Auslan. | Ongoing | Two Auslan videos released on the TransLink website in February 2021 containing information about:   * useful accessibility features on the network; * getting around the network with a mobility scooter. |  |
| Consider artificial intelligence applications in the provision of journey planner information. | Ongoing | Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.  Proof of Concepts to occur on digital solutions that will include artificial intelligence. |  |
| Produce videos to include on the TransLink website which provide simple demonstrations on how to use various aspects of the passenger transport network. | Ongoing | Captioned videos about Queensland's passenger transport network promoted on the Department of Transport and Main Roads (TMR's) social media channels. |  |
| Publicise information on the TransLink website and MyTransLink app about accessibility features of bus stations, park 'n' rides, train stations and ferry terminals. | Medium | Website updated regularly to reflect improvements or changes to network infrastructure.  Accessibility pages refreshed and released in January 2021 to ensure information, including accessibility features of the network, is easy to find and consistent with other web pages.  Two Auslan videos released on the TransLink website in February 2021.  The Smart Ticketing Project will see improved information on stop/station accessibility features for customers, which will be available through the TransLink website and the new Customer Mobile App, once released. |  |
| Involve customers with disability in user-testing phases of MyTransLink app updates to ensure information is accessible. | Ongoing | Customers continue to be involved in testing updates in the MyTransLink app to ensure the information is accessible. |  |

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| Provide customers with disability a number of options in the way they are able to seek information and provide feedback about passenger transport services. | Ongoing | Information and feedback options available through:   * 24/7 TransLink contact centre; * Customer Liaison Officers on the network; * Visitor Information Centres; * TransLink website; * MyTransLink app.   Information about interpreter and accessibility services is available to assist customers to provide feedback or complaints.  Complaint management system enhanced to prioritise, address and attempt to resolve customer complaints about accessibility of the passenger transport network. |  |
| Develop and communicate education material on how to use the MyTransLink app. | Medium | Information and education occurs as part of routine operations (through Customer Liaison Officers on the network including at Queen Street bus station and Cultural Centre busway stations on weekdays) and during project communications and community events.  Information developed to demonstrate key features of the MyTransLink app. |  |
| Provide ongoing updates on significant changes to the passenger transport network to disability advocacy groups to enable them to inform their clients. | Ongoing | TMR consults with the TMR Accessibility Reference Group about major network changes. Members convey information to their clients and stakeholders. |  |
| Host orientation days for people with disability at selected new passenger transport infrastructure. | Ongoing | Disability organisations are offered network familiarisation sessions for major network changes and infrastructure openings. Work to identify further opportunities and enhance the process is to occur. |  |

## Boarding Passenger Transport

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| **Action** | **Implementation Timeframe** | **Deliverable Summary** | **Status** |
| Promote available resources and initiatives that assist people with disability and people with reduced mobility, to board at bus stops and stations with lead stop arrangements. | Medium | Resources developed as part of new Auslan videos. |  |
| Work with delivery partners to investigate ways to provide real-time information at key passenger transport interchanges. | Ongoing | Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.  Proof of Concepts such as e-Paper and Near Field Communication (NFC)have been successful and work is occurring on a customer information strategy that will guide the future rollout of these technologies. |  |
| Provide funding through the Passenger Transport Infrastructure Investment Program to upgrade existing, and provide new, accessible passenger transport infrastructure across Queensland. | Ongoing | Over $156 million was invested through this program during the 2019-20 and 2020-21 financial years. A further $104 million is committed for the 2021-22 financial year. |  |
| Investigate options to improve the provision of information regarding temporary disruptions to passenger transport services and infrastructure, for example, planned and unplanned service changes or lift closures. | Ongoing | Extra staff employed to:   * monitor planned and unplanned service disruptions in South East Queensland; * liaise with service providers and TransLink's Contact Centre to provide customers with real-time information; * work with TransLink service planners to facilitate alternate transport options when needed and communicate this information to customers;   Work continues to further improve the communication of service disruptions to customers. |  |
| Investigate and implement technology to enable visual text information to also be provided as audio information at suitable bus stations where there are real-time passenger information displays. | Ongoing | Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.  Proof of Concepts such as e-Paper and bus stop digital signage which incorporated audio information into the trialled solution have been successful and learnings will inform future investment decisions across the 2021-22 program of work. |  |
| Liaise with the bus industry on the customer benefits of enhancing the visibility of route information on buses, such as including using highly illuminated, upper and lower case text and displaying route numbers on the front, side and rear of buses as relevant. | Medium | Research conducted on the benefits of white LED lighting on a black background to enhance the visibility of route and destination signage on buses. Consultation is occurring with industry to gather information about the use of white on black. |  |
| Implement disability awareness training for Customer Liaison Officers, Busway Safety Officers and Senior Network Officers, to ensure provision of high quality customer service. | Short | Dedicated Disability Awareness Training provided to frontline staff – Customer Liaison Officers, Senior Network Officers, Busway Safety Officers.  Training to address staff changes and/or undertake refresher training is being progressed. |  |
| Provide co-contribution funding grants to local government through the Passenger Transport Accessible Infrastructure Program to assist with upgrading passenger transport infrastructure to meet the requirements of the Transport Standards. | Ongoing | Over $10 million in grant funding was provided to local government during the 2019-20 and 2020-21 financial years to assist with upgrading passenger transport infrastructure.  A further $5 million is committed for the 2021-22 financial year. |  |
| Implement Bus Stop Blade Sign Braille Numbers at various bus stops in the network. | Medium | Over the last three years approximately 250 bus stop blade Braille / tactile numbers have been installed on bus stop signage at station locations where several bus stops are situated together. Locations included the Brisbane CBD, Fortitude Valley, Gold Coast and Ipswich, as well as Carindale, Cannon Hill, Chermside, University of Queensland, UQ Lakes, Toombul, Logan Hyperdome, Capalaba, Inala, Aspley, Indooroopilly, Griffith University, Greenbank, Browns Plains, Caboolture and Strathpine bus stations. |  |

## Travelling on Passenger Transport

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| **Action** | **Implementation Timeframe** | **Deliverable Summary** | **Status** |
| Provide information to industry organisations and operators to enhance their knowledge and understanding of safe transportation of people with disability and people with reduced mobility. | Medium | Information for bus drivers about transporting passengers with disability safely is under development. |  |
| Produce guidance material outlining how passengers using wheelchairs and mobility scooters can adopt safe travel practices when travelling on passenger transport. | Short | TransLink website accessibility pages refreshed and released January 2021. |  |
| Investigate options for the provision of information on-board buses to enable passengers to identify when they need to disembark. | Long | 'Stop Alarm" and "Trip Announcer" features on MyTransLink app provide destination alert and announcement of stops along the journey. Information is available in audio and visual format. |  |
| Investigate initiatives which encourage passenger behaviour that creates a safe and inclusive environment for people with disability when using passenger transport (such as informing all customers about the correct use of allocated space and priority seating on passenger transport conveyances). | Medium | Research undertaken about challenges customers face in gaining access to priority seating and products/devices available which assist customers to identify as requiring a priority seat. TMR will continue to monitor opportunities that may influence behaviour change. |  |
| Work with key stakeholders to develop a guide to inform industry about the concerns of people with disability in relation to the use of wrap around advertising on the outside of conveyances and how this limits their visibility - and their ability to identify when they are approaching their stop. | Short | Queensland Vehicle Appearance Policy now includes the requirement for vehicles to use one-way image film that maintains visibility and complies with the *Disability Discrimination Act 1992* and the *Disability Standards for Accessible Public Transport 2002* (DSAPT). |  |
| Provide the Taxi Subsidy Scheme (TSS) to assist eligible people with disability with the cost of accessible transport options. | Ongoing | Taxi Subsidy Scheme continues to be provided to approximately 55,000 members, with annual subsidy expenditure of $16 million. |  |
| Provide passenger transport concessions for people with disability, in accordance with the concessions framework. | Ongoing | TMR continues to deliver transport concessions for vulnerable cohorts including people with disability. |  |
| Consult with disability stakeholder groups in relation to the next generation ticketing system. | Medium | The Accessibility Stakeholder Working Group (ASWG) which includes representatives from the disability community meets regularly to enable people with diverse needs to engage and discuss elements of the new Smart Ticketing system. |  |
| Increase operator knowledge and awareness of people with a disability travelling on passenger transport services with an approved assistance animal. | Medium | Information has been distributed to delivery partners to raise awareness of allowing assistance animals on passenger transport, as well as information about the trial of pet dogs on ferries initiative. TMR will continue to monitor this issue. |  |
| Monitor advances in the development of restraint systems for use by people travelling in mobility devices on buses and explore opportunities to share these learnings with stakeholder groups. | Ongoing | Ongoing monitoring of restraint systems for use on buses through desktop research; jurisdictional analysis; media issues and enquiries. Outcomes from the Commonwealth Government's reform of DSAPT also to be considered. |  |
| Develop, implement and monitor the effectiveness of driver training requirements in the personalised transport industry. | Ongoing | All drivers are now required to complete training in anti-discrimination awareness and disability awareness.  Drivers of wheelchair accessible vehicles must also complete training in providing wheelchair accessible services. |  |

## Working Together

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| **Action** | **Implementation Timeframe** | **Deliverable Summary** | **Status** |
| Conduct targeted consultation with relevant stakeholders about passenger transport accessibility during the design phase, and throughout the implementation of significant projects. | Ongoing | Active and regular engagement has occurred with the Accessibility Stakeholder Working Group throughout the Smart Ticketing project which includes representatives from the disability community. Working group members have been engaged to trial smart ticketing devices and processes.  Stakeholders continue to be consulted in the preparation and roll out of marketing and communication for TransLink's accessibility related projects.  Targeted out of session consultation with the TMR Accessibility Reference Group has occurred when required. |  |
| Update the Public Transport Infrastructure Manual to reflect best practice accessibility and wayfinding design principles and promote the manual to departmental contractors and staff. | Medium | PTIM updated to include new best practice guidance relating to passenger ferry infrastructure, park 'n' rides, train stations, transit-oriented developments, treatments for active transport around passenger transport facilities, and light rail. |  |
| Work with our delivery partners to improve the accessibility of ferries and ferry terminals. | Ongoing | $20.5 million committed towards the upgrade of the Southern Moreton Bay Islands passenger ferry terminals to be delivered in partnership with Redland City Council. |  |
| Work with Queensland government agencies, other jurisdictions and the Commonwealth government to resolve and support the transition of taxi and specialist school transport supports to the National Disability Insurance Scheme. | Medium | Specialist School Transport (SST) for students with disability continues to be delivered by the Queensland Government under in-kind arrangements until 31 December 2023.  The Queensland Government continues to work with other jurisdictions and the Commonwealth Government to develop a nationally consistent model for SST.  Taxi Subsidy Scheme costs are currently funded under the NDIS for NDIS participants until an approach has been developed to improve transport supports provided under the NDIS. |  |
| Consider the expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport operators. | Long | As this is a long term action, consideration of expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport provides has not yet commenced. |  |
| Consult with government, industry and disability stakeholder groups on issues relating to improving the accessibility of the Queensland passenger transport network for people with reduced mobility, through the TMR Accessibility Reference Group | Ongoing | TMR continues to conduct meetings of the TMR Accessibility Reference Group.  Meeting frequency increased to five per year in 2020.  Out of session engagement also occurs when required. |  |
| Work with other jurisdictions on Commonwealth led initiatives such as the modernisation of the Disability Standards for Accessible Public Transport 2002. | Ongoing | National Accessible Transport Taskforce formed to reform and modernise DSAPT – jointly led by Commonwealth Government and Queensland (through TMR). |  |
| Work with our delivery partner, Queensland Rail, to improve the accessibility of train stations and trains. | Ongoing | Station Accessibility Upgrade Program   * TMR continues to work with Queensland Rail to deliver accessibility improvements under the program; * upgrades to Graceville, Dinmore, Alderley, Newmarket, Nambour, Morayfield, Boondall and Strathpine stations are complete; * information about the forward program of accessibility upgrades is available on the Queensland Rail website; * $57 million allocated for accessibility upgrades at Fairfield, Yeronga, Yeerongpilly, Moorooka, Rocklea and Salisbury stations, to be delivered as part of the Cross River Rail project.   Smart Ticketing project   * TMR actively engages with QR during installations of new validators; * sharing investigations and solutions into improved accessibility through a handrail and grabrail review; * sharing feedback from Accessibility Stakeholder Working Group to improve access to toilets at Central Station. |  |
| Continue to develop an understanding and insight into the needs of people with disability and their carers using the passenger transport network, through customer insight projects. | Ongoing | Insight into the needs of customers with disability and their carers continue to be developed by:   * considering customer feedback from Customer Experience Surveys; * collaborating with the TMR Accessible Transport Network Team to support ongoing research; * incorporating accessibility related research findings into day to day operations. |  |
| Establish an Accessible Transport Networks Team which reports directly to the Director-General, Department of Transport and Main Roads. | Short | Established by the TMR Director-General in 2018. |  |
| Monitor the sustainability of the accessible taxi fleet after the recent reform of the personalised transport industry. | Ongoing | A four-year, $21 million wheelchair accessible taxi grant scheme is being delivered to assist with the cost of replacing older and written-off wheelchair accessible taxis. |  |
| Implement relevant recommendations from the *New Generation Rollingstock Train Commission of Inquiry - Final Report* and work with other Queensland government agencies where required. | Ongoing | All 24 recommendations from the New Generation Rollingstock Train Commission of Inquiry have been implemented. TMR continues to ensure the intent of the recommendations are embedded into TMR culture. |  |

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