



# Disability Action Plan

Achieving Accessible  
Public Transport in  
Queensland  
December 2007



## DIRECTOR-GENERAL'S FOREWORD

The Queensland Government is committed to furthering the principle that all people with a disability have the same human rights as other members of society and should be empowered to exercise their rights. This means ensuring that the transport environment and Queensland Transport's services are inclusive of people with a disability so they can live and participate in the community with the same rights, responsibilities and opportunities as all other citizens.

Queensland Transport is the lead agency responsible for developing and managing the land, air and sea transport environments in Queensland.

Access to transport is important to us all. Transport in some form enables us to participate fully in the life of the general community – for family, employment and leisure activities.

A well-functioning transport system contributes to the quality of life of all Queenslanders and helps create a strong economic environment. This leads to increased employment, safer and more supportive communities as well as supporting ecologically sustainable development.

This document – *Achieving Accessible Public Transport in Queensland* – highlights the commitments of the Queensland Government to support people with disabilities to access public transport. It outlines the extensive work undertaken on the State's public transport network to comply with the Commonwealth *Disability Discrimination Act 1992* and accompanying Disability Standards for Accessible Public Transport 2002. In addition, it describes the extensive consultation and policy development that occurs to assist all people in the state to use and benefit from public transport.

I recommend *Achieving Accessible Public Transport in Queensland* to everyone interested in achieving the goal of accessible public transport for all Queenslanders.

A handwritten signature in black ink, appearing to read 'Bruce Wilson', written in a cursive style.

Bruce Wilson  
**Director-General**  
**Queensland Transport**



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## 1.1 Overview of the core business and functions of Queensland Transport

Queensland Transport (QT) has three primary roles:

1. *Transport leadership* – setting the future direction and development of the transport system in Queensland.
2. *System Stewardship* – planning and managing a transport system that is sustainable, safe, efficient and equitable.
3. *Service Delivery* – delivering and operating consistent, integrated and efficient services and infrastructure to an agreed standard.

Queensland's transport system is large, complex and inter-linked and needs to be actively planned and managed, if it is to meet the diverse range of needs of the community, commerce and industry. QT continues to face a number of challenges and issues including:

- increasing demand for travel in south east Queensland including high levels of private vehicle use
- increasing and changing freight task
- integration of transport and land use allowing for diverse and changing travel patterns
- planning to support the preferred urban settlement pattern, as detailed in the South East Queensland Regional Plan
- providing equity for people without access to a private vehicle and access in rural and remote areas

- providing safety and security of the transport system and its users
- managing environmental impact of transport initiatives.

In this context, QT's vision and mission are:

- *better transport for Queensland – connecting people, places, goods and services to enhance economic, social and environmental well-being*
- *to develop, lead and manage transport in Queensland which is safe, secure, efficient, inclusive and ecologically sustainable and promotes a strong economy.*

Delivery of this vision and mission can only be achieved through partnerships and alliances across government, industry and the community.

QT leads a strong network of partnerships and alliances who are working with us to connect people, places, goods and services thereby enhancing the economic, social and environmental well-being of all Queenslanders. Queensland's transport system is created, maintained and operated by the actions of all levels of government and private providers.





## 1.2 Queensland statistics

- Over 1 730 000 square kilometres (km)
- 7400 km of coastline and 13 350 km including islands
- Over four million residents

## 1.3 A snapshot of Queensland's transport system

- Almost 9800 km of rail corridor
- 181 000 km of road network
- Over 130 airports
- 20 seaports
- Over 5000 accredited transport operators
- Over 47 000 authorised drivers of public transport
- Long distance rail network (Traveltrain) transport service contract
- 39 performance based urban bus contracts (23 in regional Queensland, 16 in the south east)
- 1260 school bus contracts
- Two air service contracts
- 23 taxi service contracts
- Over 3000 licensed taxis
- 15 long distance scheduled bus routes providing 50 regional and remote communities with access to essential services in larger population centres

- 26 transport disadvantaged communities receive essential services through the rural and remote air service network
- Over 2.71 million licensed vehicle drivers
- Over 3.7 million registered vehicles
- Over 203 000 registered recreational vessels
- Over 5700 registered commercial vehicles

Public transport services improve the lives of Queenslanders by connecting them with each other and opportunities, by removing the barriers to access and mobility.

It is QT's aim to provide the community of Queensland with a high quality public transport system through the facilitation of services provided by private bus and ferry operators, Brisbane Transport, QR, the taxi and limousine industries and remote and regional air service operators.





## 1.4 Links with strategic objectives

The development of this plan contributes to the Queensland Government outcome to strengthen Queensland communities through:

- safe and secure communities
- healthy, active individuals and communities
- a fair, socially cohesive and culturally vibrant society.

The Disability Action Plan links to the following Key Result Areas in Queensland Transport's Strategic Plan:

- transport leadership – QT leads the direction and development of the transport system in Queensland
- system stewardship – QT plans and manages a transport system that is sustainable, safe, efficient and equitable
- service and infrastructure delivery – QT delivers and operates consistent, integrated and efficient services and infrastructure to an agreed standard
- effective relationships – QT is an organisation that develops and sustains effective relationships with stakeholders to achieve transport outcomes.

## 1.5 The Commonwealth Disability Discrimination Act 1992

The Commonwealth *Disability Discrimination Act 1992* prohibits direct and indirect discrimination on the grounds of disability and makes it unlawful to discriminate on the grounds of disability in a wide range of areas including transport and infrastructure.

The Disability Standards for Accessible Public Transport 2002 (Transport Standards) are mandatory under this Act. The Transport Standards cover premises, infrastructure and conveyances, and apply to public transport operators (that is, bus, coach, train, taxi and aviation companies) and providers of public transport infrastructure and premises (for example, providers of bus stops, airport terminals and railway stations). This document – describes the progress made as well as the plans for future action that will result in public transport in Queensland moving towards greater levels of accessibility for people with disabilities.

The Disability Action Plan covers public transport for which the Queensland Government has direct responsibility such as:

- public transport in south east Queensland including rail and bus services
- regional aviation, rail, coach and bus services
- taxi services.

It also covers infrastructure supporting public transport including:

- bus stops and interchanges
- ferry terminals and pontoons
- railway stations.



## 1.6 Companion documents

The *Disability Services Act 2006* was passed by Queensland Parliament on 29 March 2006. This Act provides a strong foundation for promoting the rights of people with a disability, increasing their wellbeing and encouraging their participation in the life of the community. The Act includes measures to safeguard the rights and safety of people with a disability and combines with existing systems to improve the quality of services they receive.

As part of actively encouraging greater inclusion of people with a disability, the *Disability Services Act 2006* requires all state departments to develop and implement a Disability Service Plan.

QT's first plan was developed by 1 July 2007 and is available to the public on the department's website.

Outlined in the Disability Service Plan are actions QT is taking to strengthen access to generic services for people with disabilities in the following areas:

- community engagement processes
- communication processes
- policies and procedures
- complaints management
- access to public buildings under its control
- recruitment and retention strategies
- influencing attitudes and increasing awareness of employees regarding the rights of people with a disability.

The Disability Service Plan also includes actions to ensure the progress of QT towards progressively implementing the plan is tracked and monitored.

### Staff training – Attitudes and awareness of employees

QT recognises that an important component of providing a high level of service to Queenslanders is to encourage and develop all people in the department to be comfortable to work with people from different backgrounds and with different needs.

People with a disability want to have mainstream career opportunities and not be stereotyped on untested assumptions made regarding their capability.

Already, QT has an encouraging spread of people at various levels in the organisation. This represents a solid base for further enhancement.

QT aims to further develop an organisational culture that values diversity in its workforce and promotes an inclusive work environment.

A further companion document is the *Action Plan 2007 – 2012: QR Accessible Passenger Services*, developed by QR Limited (QR) and published on the agency's website.



## 1.7 Policy Statement in the Disability Service Plan

*“Queensland Transport’s Leadership Team is committed to collectively and individually furthering the principle that all people with a disability have the same human rights as other members of society and should be empowered to exercise their rights. This means ensuring that QT’s services are inclusive of people with a disability so they can live and participate in the community with the same rights, responsibilities and opportunities as all other citizens.*

*Included in this commitment from the Transport Leadership Team is a determination to address the employment disadvantages faced by people with a disability.*

*QT will incorporate the Disability Service Plan strategies into its organisational policies, guidelines and training programs so they become an integral part of day-to-day planning and decision making.”*

This policy statement was endorsed by members of the Transport Leadership Team on 1 March 2007.



## 2.1 The Disability Discrimination Act 1992 and the Transport Standards

The Commonwealth Government has legislated to remove discrimination against people with a disability as far as possible through the *Disability Discrimination Act 1992* (DDA).

The Transport Standards stipulate the mandatory minimum technical requirements for the provision of accessible transport services and facilities, while providing a timeframe in which progress towards full compliance must be achieved. In general, they apply to all public transport conveyances, premises and infrastructure. The Standards also make reference to some Australian standards in setting out the requirements.

Compliance is to be achieved over a 20 year period from 2002 with interim progress requirements for most areas of the Transport Standards of 25 percent, 55 percent, 90 percent and 100 percent by the end of 2007, 2012, 2017 and 2022 respectively.

There are some significant exceptions to this, for example:

- waiting areas are required to be fully compliant by the end of 2007 (except for bus stops) – a full list is available in appendix 1.
- trains have until 2032 to achieve the last 10 percent of full compliance
- all new services coming into operation after 2002 must comply in full. Existing services must be retrofitted or replaced in accordance with the prescribed compliance target dates.

### Some exclusions to the Transport Standards

#### Limousines, hire cars and charter boats

These have been excluded from the operation of the Transport Standards. They provide a pre-booked and unique service and at least in some cases, it is unlikely that the service is a 'public transport service' for the purpose of the Transport Standards.

#### Dedicated school bus service

A dedicated school bus service is defined in the Transport Standards to mean 'a service that operates to transport primary or secondary students to or from school or for other school purposes'. Dedicated school bus services are excluded from the physical access provisions of the Transport Standards. An example of physical access would include but not be limited to, access for wheelchairs.

#### Small Aircraft

A small aircraft is an aircraft with less than 30 seats for the carriage of passengers. Small aircraft are excluded from the physical access provisions of the Transport Standards. An example of physical access would include but not be limited to, on board manoeuvring.

#### Airports that do not accept regular public transport services

Many smaller airports do not have regular staff and are mostly used by non-commercial or charter flights. Many are not licensed to accommodate regular public transport services. These airports are excluded from the physical access provisions of the Transport Standards. An example of physical access would include but not be limited to, boarding ramps.



## 2.2 Direct assistance and equivalent access

The Transport Standards recognise there may be instances where operators need to vary the equipment and processes so access can be provided for a person with a disability.

This means that in some circumstances operators are permitted to alter the means by which they provide access for passengers with a disability as long as an equivalent standard of amenity, availability, comfort, convenience, dignity, price and safety is attained as that which is supplied to passengers who do not have a disability. Equivalent access does not include the provision of a segregated or parallel service.

Similarly, the Transport Standards aim to ensure the promotion of independence in accessing transport services for all users. However, operators are permitted to provide direct assistance to comply with a number of the requirements of the Transport Standards. Where premises, infrastructure or conveyances do not fully comply with these standards, such assistance can be given to provide non discriminatory access on request.

It is a requirement that people with disabilities and/or people representing people with disabilities must be consulted about equivalent access proposals.

## 2.3 Human Rights and Equal Opportunity Commission

Under the *Disability Discrimination Act 1992*, the Human Rights and Equal Opportunity Commission (HREOC) has been granted a number of powers. The powers of HREOC in relation to the *Disability Discrimination Act 1992* and the Transport Standards include the authority to:

- enquire into alleged infringements
- grant temporary exemptions for up to five years on the application of the Transport Standards
- monitor the operation of the Transport Standards
- receive action plans from agencies for publication on their website.

If a person experiences what they perceive to be unlawful discrimination, they may lodge a complaint with HREOC who will assess the complaint and, where appropriate, seek a resolution through conciliation, or if necessary, by a formal hearing.

Not all discrimination is unlawful. The DDA states that discrimination will not be unlawful where, for example, the elimination of all differential treatment would impose “unjustifiable hardship” on service providers.

When considering complaints in light of whether compliance with the Act will result in “unjustifiable hardship”, HREOC is required by the *Disability Discrimination Act 1992* to take into consideration action plans such as this document.



## 2.4 Exemption

An operator can seek an exemption of up to five years (effectively a time delay) from compliance with all or part of the Transport Standards. This exemption is sought from HREOC and involves a consultative process. Any aggrieved party may appeal the granting of an exemption in the Administrative Appeals Tribunal.

The HREOC website states *the Commission has not been prepared to grant an exemption simply to certify that discrimination may continue on the basis of unjustifiable hardship or other defences. However, the Commission has been prepared to grant exemptions on condition that the applicant makes and meets commitments to improve access or opportunity within a reasonable period.* ([www.hreoc.gov.au](http://www.hreoc.gov.au)).



## 2.5 Demand for transport from people with disabilities

Australian Bureau of Statistics (ABS) figures indicate that 20 percent of the Australian population, or more than three million people have one or more disabilities and that this proportion is increasing, in particular with the ageing of the population.

The *Disability Discrimination Act 1992* protects an even broader section of society by also protecting people who associate with those with a disability (including families, friends and carers).

The *Disability Discrimination Act 1992* definition of disability is wider than the definition used by the ABS (for example, the ABS excludes short-term disabilities lasting less than six months and is thus likely to understate mental disorders in particular, while the DDA covers these).

People who do not have a disability now may face disability discrimination in the future. The DDA prohibits discrimination on the basis of imputed disability.

QT provides services of some type to potentially all Queenslanders. The Disability, Ageing and Carers Survey, 2003, estimated that there are approximately 834 000 people (approximately 22 percent of the Queensland population) living with a disability in Queensland.

With the well documented ageing of Queensland's population, the numbers and percentage of people with a disability will increase. Assuming the age specific disability prevalence rate remains constant, the number of people with a disability is projected to increase to 950 000 people in 2008 (a growth of 14 percent).



The degree of disability a person may have varies with individual circumstances. Approximately 523 200 people living with a disability in Queensland reported that they need assistance with at least one living activity.

The Queensland Government is committed to increasing the public transport's share of all travel undertaken. Smart Travel Centre – Queensland was established in 2006 with the core business of:

- influencing more sustainable transport choices particularly walking, cycling and the use of public transport
- encouraging sustainable and “active” transport options as a significant response to community concerns about traffic congestion, climate impacts and liveability of cities.

Success in this area is expected to also result in an increase in the use of public transport by people with disabilities and their carers.





## 3.1 Policy and planning

### 3.1.1 Passenger Transport Division

QT's Passenger Transport Division works with bus and ferry operators, taxi and limousine companies and providers of regional air services to give Queenslanders efficient, flexible and sustainable transport services.

The Passenger Transport Division is encouraging smarter travel choices and removing barriers to improve accessibility and mobility.

### 3.1.2 Responsibilities

These include:

- developing sustainable passenger transport
- implementing passenger transport policy and legislation across Queensland
- implementing the School Transport Assistance Scheme
- providing public transport infrastructure and transport services
- setting strategic direction for passenger transport in Queensland.

The Accessibility and Concessions Policy Unit is part of the Passenger Transport Division. The unit contributes to improving transport services for people with a disability through:

- membership of the Accessible Public Transport Jurisdictional Committee – this committee, amongst other tasks, provides a forum for state, territory and Australian Governments to discuss transport

issues affecting people with disabilities. It provides cross-jurisdictional transport advice to the HREOC on exemptions from the Transport Standards and provides reports on jurisdictional implementation of the Transport Standards

- membership of the Accessible Public Transport National Advisory Committee (APTNAC) which provides a consultative framework to progress specific national accessible transport issues. Through the Australian Government, Department of Infrastructure, Transport, Regional Development and Local Government, APTNAC reports on outcomes to the Australian Transport Council through the Standing Committee on Transport and the Australian Passenger Transport Group.
- identifying, researching and assisting in developing policy advice and options on public transport accessibility and concessions.
- consulting and liaising with the transport industry, government and community stakeholders and groups on matters relating to accessibility and social justice (as well as concessions).
- providing strategic advice based on informed research, consultation and evaluations to the government, the Minister for Transport, Trade, Employment and Industrial Relations and the Director-General on social issues of significance to accessibility and concessions.
- preparing submissions, reports, briefs and policy papers relating to accessibility and concessions policy.
- circulating information throughout QT and the transport industry about the requirements of the *Disability Discrimination Act 1992* and the Transport Standards for all parties concerned.



- coordinating and reviewing the Disability Services Plan and the Disability Action Plan. The Accessibility and Concessions Policy Unit led the development of both plans, with extensive consultation across the department during the developmental phase and also during the monitoring, evaluation and review phases
- undertaking promotional activities for QT that recognise the impacts of different social groups, for example Disability Action Week. QT sponsors an award at this event which recognises individuals and organisations that have contributed to the quality of life of people with a disability in Queensland
- participating in a range of committees and reference groups which look at the needs of people with a disability and how these needs can best be met.

**Action 1: Continue to resource the development of accessible public transport policy nationally and in Queensland.**

### 3.1.3 Increasing awareness of the Transport Standards

The Accessibility and Concessions Policy Unit continues to work with operators to assist them in understanding their obligations regarding the Transport Standards.

The unit has prepared and released two information booklets about the requirements of the Transport Standards for distribution to transport operators

and providers of transport infrastructure throughout the state.

#### **Booklet 1: Important Information for Public Transport Operators and Providers of Infrastructure and Premises**

QT now keeps this document online so it can be continually updated with new information.

The booklet sets out the obligations of public transport operators and providers of infrastructure and premises under the Transport Standards. It explains the compliance deadlines as they relate to the various types of passenger transport services including those operated by buses (excluding dedicated school buses), coaches, trains, ferries, aircraft, taxi booking companies and services conducted by councils, ports, airports, and organisations including pubs, clubs, churches, youth hostels, hospitals and tourist operators (excluding limousines, adventure travel operators and some small aircraft).

The development of the booklet was initiated to clarify, in easy to understand language, the obligations of public transport operators and providers of infrastructure and premises.

The booklet is a distilled version of the Transport Standards that assists operators and providers to understand their obligations more easily.



## Booklet 2: *Disability Discrimination Act 1992: A Guide for the Queensland Bus Industry*

This publication was produced as a joint initiative of the Queensland Bus Industry Council and QT. The purpose of this publication is to assist bus operators and providers to understand and therefore better fulfil their obligations under the Transport Standards, and more widely, the *Disability Discrimination Act 1992*.

**Action 2: Continue to develop knowledge and understanding of the requirements of the *Disability Discrimination Act* and Transport Standards to achieve compliance in all new and upgraded works and services.**

### 3.1.4 Transport Standards review

The Commonwealth Minister for Infrastructure, Transport, Regional Development and Local Government, in consultation with the Commonwealth Attorney General, is reviewing the efficiency and effectiveness of the Transport Standards within five years after they take effect in October 2007. The review will include an examination of whether discrimination has been removed as far as possible, according to the requirements in Appendix 1 (the milestones) and any necessary amendments.

The Accessibility and Concessions Policy Unit had a leading role in contributing to this review on behalf of QT.

**Action 3: Coordinate the input of Queensland Transport into the Five Year Review on areas where the standards can be clarified and improved.**

## 3.2 Policy

QT also has a significant policy development role that affects people with a disability and their access to different modes of transport.

### 3.2.1 The Disability Parking Permit Scheme

The Disability Parking Permit Scheme allows people with impaired ability to walk to use specifically identified parking spaces. This is particularly important around major bus interchanges and railway stations.

QT administers the policy, business rules, applications and distribution of the parking permits. Local government authorities set the level of fines for non-compliance, enforcement and number of parking spaces available.

Application forms for Red or Blue permits are available online, at QT's customer service centres and can also be posted to people on request.

QT is in the process of finalising a policy review of the Disability Parking Permit Scheme to identify current issues and future impacts on the scheme.

The principal objective of the policy review is to provide a safe and sustainable scheme for all eligible users.

The community engagement process for the policy review included the establishment of a steering committee, policy advisory committee and reference group to oversee and support the policy review. The committees comprised representatives from key stakeholder groups which included local government, police, disability organisations, interest groups and external agencies.



This process has provided the opportunity for extensive group consultation and collaboration with key stakeholders from the disability and disability carers sector (spinal injuries, Multiple Sclerosis, and physical disabilities), Local Government Association Queensland, Australian Medical Association Queensland, other agencies such as Disability Services Queensland, Queensland Health and Queensland Police Service and relevant interest groups.

The policy review includes:

- completing a system review to identify and remove expired and no longer needed permits from the register and reduce the opportunities for misusing expired permits
- establishing working groups to review the eligibility criteria for the scheme and the enforcement process
- ensuring the proposed recommendations address the issues facing the scheme and deliver the objectives of the policy review.

**Action 4: Finalise and implement recommendations of the Disability Parking Permit Scheme Review.**

### 3.2.2 The Taxi Subsidy Scheme

The Taxi Subsidy Scheme (TSS) was introduced in Queensland in 1987. It provides affordable travel by taxi for people with disabilities who are unable to use other forms of public transport, which improves the mobility, independence and quality of life for scheme members.

QT is responsible for the budget and administration of the Taxi Subsidy Scheme. The legislative and policy framework for the scheme is within the Transport Operations (Passenger Transport) legislation.

To qualify for the scheme, an applicant obtains and provides medical information demonstrating that they meet the eligibility criteria.

Queensland Health assesses each application to determine whether the applicant's condition/s qualifies them for the scheme.

**Action 5: Continue the management of the Taxi Subsidy Scheme.**





### 3.2.3 School Transport

QT contracts operators throughout Queensland for a number of dedicated school bus services.

The Department of Education, Training and the Arts (DETA) is responsible for ensuring school children with disabilities are able to access the school most suitable for their needs.

On request from the DETA, QT then arranges for the child to be transported to and from school in the mode most suitable to the student's needs.

**Action 6: Continue the operational management of the School Transport Assistance Program for Students with Disabilities.**

### 3.2.4 Driver licences

The current Medical Condition Reporting Phase 2 is consulting widely with medical professionals and community groups in reviewing health professionals' roles and obligations in determining the "fitness to drive" of all drivers, including those with a disability.

This is to ensure health professionals and their representative associations are fully consulted in the development of procedures to improve the medical condition reporting process in the medical assessment of all drivers, including those with a disability.

**Action 7: Continue the consultation with people with disabilities as part of the Medical Condition Reporting Project.**





## 4.1 Planning

### 4.1.1 TransLink Network Plan

In February 2005, QT published the draft TransLink Network Plan incorporating TransLink's strategic priorities and policies.

Strategic Priority 4 of the plan is about making the network easy, comfortable and safe. This is being achieved in part through the provision of quality stations and stops (Policy 4.3) that are compliant with the *Disability Discrimination Act*.

The policy covers the provision of guidance in relation to path surfaces, tactile pavers, wheelchair access, lifts and the level and layout of information. Public consultation on the draft plan occurred in early to mid 2005.

Work is currently underway to develop the 2008 TransLink Network Plan. The next plan will incorporate further policy development encompassing the entire journey for passengers from decision to destination.

Consultation with Queensland Government agencies and local governments is currently being finalised on a series of access policies incorporating *Disability Discrimination Act 1992* compliance requirements and support for best practice design and development of stations. Public consultation on the next TransLink Network Plan (reflecting these policies) will occur during 2008.

**Action 8: Continue to ensure compliance with the Transport Standards and support best practice design in transport network planning.**

### 4.1.2 Integrated regional transport plans

QT has a significant interest in the development of high level plans for the transport system. Plans such as regionally specific integrated regional transport plans provide guidance on considering accessibility to major activity generators such as universities, hospitals etc by a range of transport modes. This ensures proposals address disability requirements.

Good practice requires that the development of these documents include a level of awareness of the requirements and implications of the Transport Standards.

**Action 9: Continue to ensure consideration of the requirements of people with a disability in high-level planning processes to ensure best practice.**

### 4.1.3 Smart Travel Centre – Queensland

Smart Travel Centre – Queensland is currently developing the *Action Plan for Walking 2008 – 2010* which follows on from the *Action Plan for Pedestrians 2004 – 2006*.

Walking is an integral part of the transport system and day-to-day mobility. Walking provides an important role in bringing people into the community for a variety of reasons. These include going to work, to school, visiting local facilities, getting to public transport or walking for fitness and recreation. Walking is one of our most social, accessible and sustainable modes of transport.

The draft Action Plan for Walking sets out actions for the next three years to build a culture of walking within Queensland.



This will be achieved through providing environments and amenities which encourage and support walking, promoting walking and its benefits, and addressing safety issues.

QT is committed to ensuring the needs of people with disabilities are addressed in the design of pedestrian facilities.

**Action 10: Ensure the inclusion of the needs of people with disabilities in the development and implementation of the *Action Plan for Walking 2008 – 2010*.**

## 4.2 Consultation

### 4.2.1 Consultation processes

QT is committed to ensuring that the way in which its staff approach engaging with community members is inclusive of people with a disability.

This means that when the community is being consulted as part of the development and review of legislation, planning, policies and procedures, the processes followed are non-discriminatory and barrier free for people with a disability.

To achieve this, QT adopts and promotes internally a standard for community engagement processes. The approach followed is the Community Engagement Framework developed by the state Department of Communities.

This includes *Engaging Queenslanders: A guide to engaging people with a disability*. All members of staff in the department involved in community

engagement practices now follow the preferred approach in their everyday work.

**Action 11: Continue to promote and follow consultation processes based on *Engaging Queenslanders: A guide to engaging people with a disability*.**

### 4.2.2 Disability Action Plan for Wheelchair Accessible Taxis

By the end of 2007, the taxi industry throughout Australia will be required by legislation to provide the same service to people with disabilities as it does to the general community. In preparing for this milestone, QT undertook to gain a better understanding of its role in terms of ensuring the delivery of accessible taxi services in Queensland. In particular, QT has considered:

- the methodology it uses to determine the number of Wheelchair Accessible Taxi service licences that are required in a declared Taxi Service Area
- the terms and conditions that it attaches to taxi service licences
- the legislative framework in which taxi services in Queensland are provided, in particular focusing on the interaction between the obligations of *Commonwealth Disability Discrimination Act 1992* legislation and the operating environment created by the governing Queensland Transport legislation
- the availability of service licences across Queensland



- specific driver and owner (or operator) actions that undermine the delivery of services
- the way that it monitors the performance of Taxi Service Contract holders, taxi owners and operators and taxi drivers
- the terms and conditions that it attaches to taxi service licences.

QT chairs the Taxi Industry *Disability Discrimination Act (DDA)* Reference Group that considers issues specific to the delivery of services. The DDA Reference Group is comprised of a range of stakeholders, including:

- the Spinal Injuries Association
- the Cerebral Palsy League
- Carers Queensland
- National Disability Services
- Endeavour Foundation
- Queensland Blind Association
- Taxi Council of Queensland
- Black and White Cabs
- Yellow Cabs.

Following feedback from the Taxi Industry DDA Reference Group, QT has developed an '*Action Plan to Improve Accessibility in the Queensland Taxi Industry*'.

In developing the action plan, QT identified six areas where improvement was necessary if compliance with the Transport Standards was to be achieved by Queensland's taxi industry.

The areas are:

- improving the regulation framework for the industry
- wheelchair accessible taxi licence availability
- service delivery, including a focus on suitable vehicles
- incentives for provision of wheelchair accessible taxi services
- provision of accessible taxi services in rural and regional Queensland
- performance monitoring and compliance.

It is envisaged that the plan will be publicly released and made available on the HREOC website for public reference.

By implementing the finalised taxi industry Action Plan, QT considers the Queensland taxi industry will have the necessary support to meet the objectives set out in the Transport Standards.

**Action 12: Continue to liaise with the Taxi Industry DDA Reference Group to implement identified actions in its *Action Plan to Improve Accessibility in the Queensland Taxi Industry*.**



### 4.3 Complaint handling

QT is committed to providing customers with a high quality of service delivery, products, services and operations.

Customer feedback is highly valued as a means of gauging and improving our efficiency and effectiveness.

Procedural fairness and natural justice are key elements throughout the complaint management process of the department. QT ensures all customer complaints are heard promptly and effectively.

QT is committed to ensuring people have the same level of opportunity to make a complaint regardless of their preferred communication format/mode. QT will assist customers to ensure the complaint process is flexible and no one is excluded from making a complaint.

QT appreciates that inflexible complaints management systems are those that are available only in written format, only allow for complaints to be lodged in writing or are only investigated if they are received in writing. Such inflexible systems prevent a number of people from making a complaint.

QT is currently reviewing its complaints management processes. This includes actions enhancing accessibility for people with a disability.

**Action 13: Ensure that the complaints management policy and processes facilitate accessibility for people with a disability.**





## 5.1 TransLink

TransLink provides one single public transport network covering south east Queensland from Gympie North/Noosa to Coolangatta and west to Helidon.

TransLink brings together state and local governments, industry and community groups in a joint effort to improve public transport services in south east Queensland.

It has been recently announced that the Queensland Government has approved in principle the establishment of a statutory authority that is intended to commence operations in July 2008. This initiative aims to build on and take further the success of TransLink which has seen patronage grow by over 30 percent in its first three years of operation. The transit authority will have increased powers to coordinate scheduling and integrate services, present a single, seamless system to users and introduce new technology for all contracted service operators.

TransLink is responsible for delivering on the following key result areas:

- service delivery – integrated public transport services
- infrastructure improvements – improved public transport infrastructure
- ticketing and fares – effective ticketing and fare collection system
- customer services – effective marketing and customer information
- system sustainability – a sustainable public transport system
- business capability – a capable public transport organisation.

TransLink also provides an integrated ticketing system for south east Queensland. This system was first introduced in July 2004.

TransLink is in the process of implementing an automated fare collection system using smart card technology. The technology will make it easier to use public transport and reduce waiting times.





## 5.2 *qconnect*

The Queensland Government has invested heavily in the regional public transport system. Over the last three years, increases in funding have been provided to:

- increase frequency and introduce new services for urban bus services in major regional cities
- introduce new long distance bus services
- increase frequency on some air routes
- support critical ferry services
- fund infrastructure and rollingstock upgrades for *Disability Discrimination Act 1992* compliance on the long distance passenger rail network and airport upgrades
- introduce innovative flexible transport services.

QT will use the ***qconnect*** brand to describe the regional passenger transport system in Queensland. The branding enables QT to:

- raise the profile of public transport in regional Queensland
- allow passenger transport services in regional Queensland to be coordinated under one banner ensuring a consistent and connected approach
- ensure recognition for government investment in regional passenger transport services.

As TransLink does for south east Queensland, ***qconnect*** will package and brand all existing and new passenger transport services in regional Queensland including:

- bus services (fare changes, service changes/improvements, new and existing buses)
- taxis (secure ranks)
- ferry services
- long distance buses
- regulated air services.

***qconnect*** will also be used to identify Queensland Government funded infrastructure and information services (such as website and timetables).

***qconnect***  
SMART WAYS TO MOVE ABOUT



## 6.1 Information regarding transport services

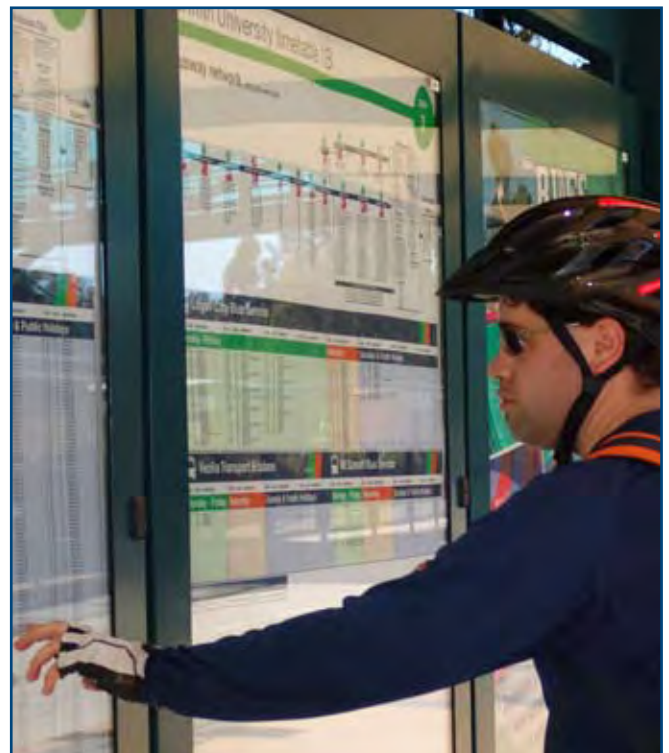
Easy access to information regarding transport services is an essential part of public transport travel. The TransLink website is the main portal for people in south east Queensland to access, via the internet, information regarding travel options and timetables. The following projects are in progress or completed to improve accessibility for people with a disability:

- Action is underway to ensure the TransLink website follows QT standards on accessibility for users with screen readers (95 percent complete).
- There is a section on the TransLink website about accessible services and accessing up-to-date information (100 percent complete).
- The National Relay Service (teletypewriter (TTY) and modem) users can access public transport info on 13 36 77 or directly on 61 7 3369 3377 (100 percent complete).
- A public transport guide to be printed late in 2007 will include information on accessibility for people with a disability.
- A passenger information strategy will be complete by the end of 2007 which will include accessibility considerations.

TransLink has developed an information brochure “TransLink Travel for Seniors” which is in larger print. TransLink is developing another brochure containing information of specific interest to people with disabilities.

TransLink staff members regularly attend community events where staff distribute transport information and provide face-to-face contact with people. This includes accessibility focused events such as the “Guide Dogs Mobility Expo” and the “Brisbane Post School Options Expo”, as well as events which attract the wider community.

**Action 14: Continue to enhance the provision of accessible transport information through the web, print, call centres, events and other appropriate channels.**





## 7.1 At the bus stop - bus stations and stops infrastructure

The Transport Standards require QT and its partners in the passenger transport industry to deliver on certain milestones. All bus stops built from October 2002 must comply with the Transport Standards.

There are four target dates for all existing (pre-October 2002) bus stops to be compliant with the standards:

- 25% of bus stops by 31 December 2007
- 55% of bus stops by 31 December 2012
- 90% of bus stops by 31 December 2017
- 100% of bus stops by 31 December 2022.

These milestones apply to items such as:

- access paths and manoeuvring areas
- passing areas and ramps
- waiting areas and boarding
- allocated space and surfaces
- handrails, grabrails and stairs
- symbols and signs
- tactile ground surface indicators
- lighting, street furniture and information.

### 7.1.1 South east Queensland

The Station and Stop Infrastructure Improvement Grant Scheme is a Queensland Government initiative, administered by TransLink. The scheme provides capital grants to local governments and government entities to provide quality bus stop environments throughout the TransLink network in south east Queensland that are safe, accessible, comfortable and easy to use.

The scheme's primary aim is to encourage the use of public transport by providing high quality bus stops, stations and bus information for public transport patrons.

The scheme forms part of the Bus Infrastructure Rolling Program, which aims to improve all bus stop infrastructure throughout the TransLink network.

The Station and Stop Infrastructure Improvement Grant Scheme provides funding for bus stop furnishings and supporting infrastructure including:

- bus seats
- bus shelters
- bus stop lighting
- indented bus bays and associated works
- rubbish bins
- pavement marking.





## Public Transport Infrastructure Manual

QT has developed a set of detailed guidelines for the arrangement of bus stop infrastructure. These guidelines clearly indicate to designers, architects and transport planners the expectations of QT in the provision and upgrading of passenger waiting area environments and infrastructure.

The infrastructure requirements are considered to be ‘best practice’ and therefore are applicable to public transport infrastructure projects throughout the state.

Councils are advised to apply these guidelines in preparing Station and Stop Infrastructure Improvement Grant project submissions. All projects delivered under the Station and Stop Infrastructure Improvement Grant Scheme must meet the requirements of the *Disability Discrimination Act 1992*.

Details of these guidelines can be obtained from [www.translink.com.au](http://www.translink.com.au) under ‘planning and projects.’





The infrastructure provided at each particular bus stop location is dependent on the role the bus stop plays in the TransLink network. It can be broadly categorised as one of four types of bus stop as defined below:

<b>Standard stop</b>	A local bus stop predominantly located at outbound stops or sites where there is low passenger demand.
<b>Intermediate stop</b>	Service locations where there is moderate passenger demand and located predominantly in suburban environments.
<b>Premium stop</b>	Located at major attractors (including shopping centres) and/or along major corridors where there is high passenger demand and support by some form of bus priority feature (including queue jumps, bus lanes or transit lanes).
<b>Signature stop</b>	High level bus stops that are located along targeted corridors and are supported by dedicated bus priority measures (predominantly bus lanes) with adequate space for indented lay-bys and standing for three or more buses.

The Station and Stop Infrastructure Improvement Grant Scheme applies to local governments and government entities where there is a TransLink service operating. Other parties wishing to access the Station and Stop Infrastructure Improvement Grant funding must do so by seeking commitment through local government authorities to ensure strategic priorities are assessed. This funding program does not extend to school bus infrastructure.

The Station and Stop Infrastructure Improvement Grant funding is provided on a 50/50 basis, with TransLink matching local council input dollar for dollar. The current Station and Stop Infrastructure Improvement Grant funding has provided \$10 million over four years for the construction of accessible bus stops in the TransLink area. To date, \$7 million of the allocated \$10 million has been spent.

The final \$3 million has been allocated for 2007-08 financial year.

TransLink and the 11 relevant local councils prioritise the program of works in accordance with strategic public transport priorities and general asset maintenance activities. Councils consult with bus operators, Main Roads and key stakeholders to ensure projects they propose are thoroughly scoped and given fair consideration.

Following consultation with local councils regarding the level of compliance of bus stops in south east Queensland, an assessment has been made that the minimum target of 25 percent by the end of 2007 will be exceeded.

**Action 15: Complete the allocation of the Station and Stop Infrastructure Grant Scheme in south east Queensland in 2007-08.**



Currently QT is performing a full audit of all the 12 000 bus stops in south east Queensland, 7000 of these are in the Brisbane area. This audit will assist in determining the level of compliance with the Transport Standards.

The Global Positioning System (GPS) coordinates of each bus stop will be identified allowing it to be accurately located on maps. Photos of the stops will also be stored. The results of this audit will supply useful data for planning and will also be a useful tool for the relevant councils.

In the future, by utilising the GPS location, people will be able to use technology-accessed timetable information at the bus stop.

Other relevant funding programs provided by the Queensland Government and managed by TransLink include:

- Real Time Information provision
- Regulatory signage – bus stop signage and timetable information
- Tactile pavers – funded on a 50/50 basis with councils where bus stops are being installed or refurbished
- TransLink phone installations which are provided at bus stations.

**Action 16: Continue a range of funding programs to enhance accessibility at bus stops in south east Queensland.**

### 7.1.2 Regional Queensland

Passenger Transport Division administers the Passenger Transport Infrastructure Program which provides capital grants to local government for

the provision of passenger transport infrastructure in regional Queensland. QT has secured additional grant funding totalling \$27.7 million over the next 17 years to assist local governments in meeting accessibility obligations under the Transport Standards.

This funding will be used to provide local governments with dollar for dollar infrastructure grants for regional passenger transport infrastructure.

Of this amount, \$3.815 million has been made available each year for the period 2006-07 and 2007-08, after which an allocation of \$1.435 million has been allocated annually until 2022.

These grants are typically allocated under the terms of the Memorandum of Understanding (MOU) for guiding the dealings between QT and the Local Government Association of Queensland Inc in respect to the planning, coordination and provision of transport services and associated infrastructure.

The MOU outlines that QT will contribute towards the development of transport infrastructure on an equal contribution basis with ongoing maintenance ownership by local government.

In the majority of cases, bus stops are owned and maintained by local government that will ultimately be responsible for compliance with the Transport Standards.

QT is also assisting local governments through the provision of a recommended advisory statewide standard compliant bus stop design and technical advice.

This will ensure accessibility needs are addressed in a consistent way across regional Queensland.



Meeting the 2007 accessibility compliance target has required planning and investment far exceeding previous levels of intensity. To maximise benefit from this investment, QT engaged a consortium from the disability sector to identify areas of greatest need. It consisted of the Disability Council of Queensland, Spinal Injuries Association, Queenslanders with Disability Network and Guide Dogs Queensland.

Using established networks and community engagement activities, the consultancy identified the needs of those who would most benefit from improvements to accessibility. This information has assisted in prioritising improvements, and ensuring that all works carried out meet users' needs.

**Action 17: Continue the partnership with local governments to facilitate the development of transport infrastructure in regional Queensland.**

## 7.2 Buying a ticket

TransLink is implementing an automated fare collection system, which uses stored-value (pay as you go) smartcards for payment for travel on rail, bus and ferry services in the TransLink network area. TransLink's automated fare collection system comprises a series of equipment that defines the system as a collective. This variety of devices is intended to provide choice in customer use and accessibility. The system facilitates non-mandatory use. Both smartcard and paper tickets will be available at the customer's choice.

Automated fare collection system equipment installation is undertaken in accordance with (and in the following order of priority):

1. *Disability Discrimination Act 1992* compliance
2. Australian design requirements
3. Workplace Health and Safety Requirements
4. Operator business requirements.

This system will also provide vital passenger travel data allowing TransLink to better cater for future population growth and transport needs.





### 7.3 On the buses

The **compliance timetable** for existing **conveyances** is outlined in the table below:

Year	2007	2012	2017	2022	2032
Mode	5 years	10 years	15 years	20 years	30 years
Buses and coaches	25%	55%	80%	100%	-

See appendix 1 for more detailed information relating to specific aspects of the standards.

#### 7.3.1 South east Queensland

From 2004 to 2007, the Queensland Government, through TransLink, has provided \$55.9 million for private bus operators and \$12.9 million to Brisbane Transport for the purchase of accessible buses.

This represents funding of 100 percent of urban services provided by these vehicles. i.e. if 80 percent of the services provided by a vehicle are urban services, TransLink funded 80 percent of the cost of the vehicle.

These buses are equipped with hydraulic low floors for easy access, some with dedicated wheelchair bays with enough room for easy manoeuvring, and others with priority seating for aged people and other passengers with a disability. All ticket machines are positioned at accessible levels, and easy to reach stop buttons are installed.

Surfaces in the vehicles are tactile ensuring safer embarking and disembarking. Training programs for drivers have been implemented to ensure that they are aware of their responsibilities and the critical role they play regarding the *Disability*

**Action 18: Continue to work in partnership with private operators and Brisbane Transport to achieve compliance with the Transport Standards in south east Queensland.**

TransLink collects data periodically on progress being made by operators towards compliance with the Transport Standards. As of the end of June 2007, the total fleet (private operators and Brisbane Transport) was 1596. Of these, 819 were reported as compliant with the Transport Standards. This represents over 50 percent of the overall fleet which exceeds the percentage required by the first milestone of the Transport Standards.

#### 7.3.2 Regional Queensland

QT's Accessible Bus Program was introduced to help bus operators achieve compliance with the Transport Standards. The Accessible Bus Program offers financial assistance for eligible bus operators who are willing to purchase wheelchair accessible buses. Approximately \$2 million has



been provided to operators under this program. The Accessible Bus Program also provides operators with some assistance and incentive to invest in new technology.

Funding has been provided for a further 25 accessible buses which are currently under construction. These buses will progressively enter service by the end of the 2007 calendar year. When this is completed, there will be 115 accessible buses of a total fleet of 210. This number represents almost 55 percent of the total fleet, exceeding the percentage required by the first milestone of the Transport Standards.

**Action 19: Continue the Accessible Bus Program.**

### 7.3.3 Long distance buses

The Queensland Government provides financial and regulatory support for an extensive network of long distance passenger transport services throughout the state in order to ensure that people living in Queensland's sparsely populated regions are able to access essential medical, educational, business and cultural facilities.

This network guarantees services for more than 70 transport disadvantaged Queensland communities and annual travel for, 117 200 long distance bus passengers. \$2.4 million was provided to operators in 2006-07 to support service viability. QT estimates that as a result of this network, around 99.5 percent of Queensland's population lives within 100 kilometres of a Queensland Government supported passenger transport service.

The current six year contracts for Queensland Government subsidised long distance bus services end on 31 December 2007.

QT has been investigating a number of significant changes to the next generation of contracts to improve the contract management processes and encourage greater use of public transport.

As part of the next generation of five year service contracts, QT has included that long distance bus operators must comply with the requirements of the Transport Standards. This will appear in the next generation of contracts under operator's obligations: *Operators must comply with all Commonwealth and State laws, including, but not limited to, any Disability Standards formulated pursuant to the Disability Discrimination Act 1992.*

**Action 20: Introduce specific conditions in the new generation bus contracts requiring compliance with the Transport Standards.**

There will also be a requirement included to provide a report on progress towards compliance with the Transport Standards to QT on an annual basis. A further inclusion will be that "where there are less than four buses operating on a given long distance bus route, QT will require at least one of the buses on the route to be accessible". This will effectively exceed the level required by the Transport Standards.



**Action 21: Introduce specific conditions in the new generation bus contracts requiring periodic reporting to Queensland Transport of progress towards compliance with the Transport Standards.**

QT provides similar assistance to the aviation industry in Queensland. This is to guarantee services for transport-disadvantaged Queensland communities and annual travel for 223 000 air passengers. \$7.8 million was provided to operators in 2006-07 to support service viability. QT has five year contracts with aviation service providers. Currently, QT has contracts with QantasLink and MacAir.

Advice has been received from these operators that their networks will meet the 2007 requirements of the Transport Standards prior to December 2007.

**Action 22: Continue the partnership with aviation providers to ensure compliance with the milestones of the Transport Standards.**

## 7.4 Rail

(Please see the *Action Plan 2007-2012: QR Accessible Passenger Services* for further details regarding rail.)

Queensland Rail Limited (QR) had its beginnings in 1865 when the first train in Queensland travelled between Ipswich and Grandchester. Back then, QR provided a lifeline for new communities, especially in regional and remote parts of the state, and helped facilitate the opening of new agricultural and mining industries.

Today, QR remains committed to people, communities, industries and businesses. Each year QR moves more coal and freight than any other organisation in Australia, and delivers over 60 million passenger journeys.

QR strives to provide services that exceed expectations, and continues to expand in order to meet the ever-changing needs of its customers.

QR Limited is a company registered under the *Corporations Act* and is a Government Owned Corporation. As such, QR must comply with the *Government Owned Corporation Act* and with Queensland Government policies.

The shares in QR Limited are held by QR's shareholding Ministers (the Minister for Transport, Trade, Employment and Industrial Relations and the Treasurer) on behalf of the people of Queensland.

QT, as a steward of Queensland's public transport network, acts as advisor to the Minister for Transport, Trade, Employment and Industrial Relations and as a purchaser of public transport services from QR.





### 7.4.1 Traveltrain

Traveltrain operates the largest and most comprehensive network of long distance and tourist trains in Australia, delivering travel experiences to suit every traveller.

The Sunlander and Tilt Trains operate along the Queensland coast and provide passenger rail services to many coastal destinations and attractions including the Great Barrier Reef and Whitsunday Islands.

The Sunlander is a traditional style of rail travel, featuring a range of onboard accommodation including the premium Queenslander class, while the Tilt Train is a modern service with comfortable seating and modern passenger facilities.

The Spirit of the Outback, the Westlander, Inlander and the Gulflander provide passenger rail services to many inland destinations. They offer a traditional style of rail travel.

In the 2006-07 state budget, the Queensland Government provided QR with \$19 million in capital funding for accessibility modifications to the Traveltrain rollingstock including an upgrade to the Tilt Train fleet and minor upgrade works to the traditional fleet ahead of the planned fleet upgrade. 68 percent of all long distance rail journeys are taken on the Tilt Trains.

The Traveltrain network operates from 79 stations throughout the state. Many of the stations in the network service rural communities along the coast and on the three inland routes.

Bigger stations with more significant facilities are located in the larger regional cities of Toowoomba, Maryborough, Bundaberg, Gladstone, Rockhampton, Mackay, Townsville and Cairns.



Several coastal stations were upgraded in 1999 to coincide with the introduction of the Cairns Tilt Train. The upgrade included facilities for passengers with a disability.

Since 2002, the Queensland Government has provided QR with \$15.7 million in capital funding for the upgrade of Traveltrain stations to meet the requirements of the Transport Standards. These works will assist people with disabilities to access and utilise facilities at the stations and to board trains more easily.

Work has been completed on the stations on the North Coast, Great Northern and Central Western lines. Work on the stations on the South Western line is scheduled for completion in early 2008 and the broader upgrade of station lighting is forecast to be complete by late 2008. When this program of work has been completed in late 2008, over 85 percent of Traveltrain stations will meet the requirements of the Transport Standards.

The Queensland Government, QT, and QR will continue working towards ensuring the accessibility and compliance of the traditional fleet – Sunlander; Spirit of the Outback; Inlander, Gulflander and Westlander.



QT has worked with Cairns Kuranda Steam, the operators of the Savannahlander service between Cairns and Forsyth on developing a strategy to ensure the accessibility and compliance of the Savannahlander tourist service. The Queensland Government has provided funding to install lifts, vacuum toilets, signs, tactile service indicators and hearing augmentation loops.

**Action 23: Continue to work in partnership with QR to increase compliance with the Transport Standards for the Traveltrain fleet and stations.**

#### 7.4.2 Rail Services in south east Queensland – Citytrain

Citytrain offers safe, reliable and comfortable services providing community connections via the TransLink integrated public transport network. The expanding population of south east Queensland depends on Citytrain to provide passenger services over an urban and inter-urban electrified network that stretches from Gympie to the Gold Coast.

The accessibility of trains across the Citytrain fleet has been improving with each generation of train introduced. The latest addition to the Citytrain fleet, the IMU 160 series is compliant with the requirements of the Transport Standards.

The more recent additions to the fleet reflect the continued growth in demand for services over the past decade. As a result, QR is well placed to exceed the compliance timeframes defined in the Transport Standards. Based on current projections, and on the delivery of currently funded projects, Citytrain should have 95 percent of the fleet largely compliant by 2013, nine years

ahead of the schedule in the Transport Standards.

With \$46 million in state allocated funding, QR has established a project to complete accessibility upgrades of older trains. The scope of work is dependent upon the current level of access provided.

The older electric multiple units require significant upgrades including allocated spaces, handrails and grabrails, improved signage including electronic information displays and the installation of push button door controls. The newer suburban multiple units and inter-city multiple units require less work as they were constructed with a degree of accessibility features included.

The Citytrain network has 143 stations. The earliest stations in the network were constructed early last century. The Citytrain network stations have been constructed progressively over the past century and reflect the standards of the day in their construction, size and layout.

QR has developed a generic design approach to the construction of new stations and has issued a Station Design Guide. By following the design guide, QR stations will ultimately:

- be accessible to all members of the community
- be safe to use, and feel safe to use, both day and night
- be comfortable to use
- provide a high standard of service
- generate community pride in Queensland's public transport system
- be environmentally responsible
- be cost effective to maintain.



Where existing infrastructure is undergoing significant upgrade, many elements of the station design guide that are practical are being included in these station designs.

The Queensland Government has provided QR with over \$134 million to improve disability access to Citytrain stations. QR has established a program to manage the upgrade works.

A formal review of the stations program was conducted in October 2006 that identified the initial plan to meet the December 2007 compliance milestones on Citytrain stations would not deliver the greatest benefit for Citytrain passengers with disabilities.

The review suggested a change in scope to focus on three priority areas including:

- increasing the safety of passengers with vision impairment by installing tactile ground surface indicators along platform edges
- enhancing access to stations by providing compliant access paths, lifts, overbridges and boarding areas
- improving information to passengers by installing electronic passenger information systems.

More recently, QR has identified that additional priority needs to be given to solving issues associated with boarding Citytrains where there is a large horizontal gap and/or vertical step between the platform and the train.

QR has initiated a review of all stations within the Citytrain network to identify where these issues are more prevalent and to establish a plan to alleviate these

issues wherever practical. In developing plans for future station upgrades, greater priority and emphasis will be applied to ensure gaps between the platform and the train are minimised. Generally QR will attempt to raise the platform, subject to safety and other considerations being taken into account.

QR has been proactive in establishing links with people with disabilities. These links include a reference group with membership representing different groups of people with disabilities. Program priorities have been established in consultation with the QR DDA Reference Group. The QR DDA Reference Group meets bi-monthly and is an important source of consultation between QR and people with disabilities on Transport Standards compliance matters.

QR has prepared an action plan that identifies the work already undertaken to improve access to QR's passenger services and to outline current plans to continue this work.

The intention is to publish the *Action Plan 2007 – 2012 QR Accessible Passenger Services* in 2007. This action plan is being developed in consultation with the QR DDA Reference Group and QT.



**Action 24: Continue to work in partnership with QR to increase compliance with the Transport Standards for the Citytrain fleet and stations.**

## 7.5 Ferry terminals and pontoons

All jetties and pontoons built from October 2002 that have scheduled ferry services must comply with the Transport Standards.

There are currently 19 jetties and pontoons throughout Queensland that are used by operators with service contracts with QT.

QT is currently working to manage the development and delivery of a program to upgrade these jetties and pontoons to comply with the Transport Standards.

**Action 25: Continue the development and management of programs to upgrade jetties and pontoons to comply with the Transport Standards.**

## 7.6 Ferry vessels

QT has contracts in place with seven ferry operators who provide ferry services between the mainland and the Southern Moreton Bay Islands, Magnetic Island and the ferry network on the Brisbane River.

The contracted ferry operators have reported varying levels of compliance with the DDA.

The majority of the ferry fleet is reported to be wheelchair accessible: 13 out of the 14 vessels in regional Queensland and the popular Brisbane CityCats are all wheelchair accessible.

**Action 26: Continue to manage DDA compliance through new or renewed ferry contracts.**

Ferry services to Palm Island and between Thursday Island and Seisa operate under a funding agreement.

QT also has two pensioner concession funding agreements in place (this allows pensioners to pay a half fare) for the two ferry operators to North Stradbroke Island.

The plan is to manage the disability access of contracted ferry services through the contract arrangements. For example, as part of a recent major contract renewal process, QT was able to work closely with the operator of the Magnetic Island ferry service (Sunferries) to plan compliance with the Transport Standards.

A number of ferry operators are investing in new accessible vessels without direct financial assistance from the government. Sunferries has invested over \$7.3 million on two new accessible ferries and the Townsville Breakwater terminal to be compliant with the Transport Standards.

There is also an extensive number of non contracted barge and ferry services throughout Queensland that are not regulated but carry varying levels of passengers.



The non regulated ferry services mainly provide services to the tourist sector instead of the passenger transport (or commuter market). Similarly, barges primarily exist for the carriage of vehicles not passengers.

## 7.7 Taxis

The Transport Standards require that wheelchair accessible taxis have the same response rate as other taxis.

QT determines the numbers and types of taxi licences in taxi service contract areas using a comprehensive model, which takes account of population, travel demand, business and tourism. As at July 2007, there were 2650 conventional taxi service licences in Queensland.

There has been a steady growth in the number of WATs. In 1998, there were 173 WATs across Queensland, with these numbers increasing to 358 in 2006.

As of July 2007, 456 taxis are wheelchair accessible. This represents 14.68 percent of the taxi fleet.





### 7.7.1 Accessible Taxis Queensland initiative

A 2006 government election commitment, Accessible Taxis Queensland (ATQ), is to provide \$4.8 million for taxi operators in regional Queensland to buy a new or second-hand Wheelchair Accessible Taxi (WAT). Funding is available for more than 80 communities that have a taxi service, but not an accessible one, including 10 communities which previously had a conventional taxi service but have no taxi service currently.

The ATQ program is unique because it is the most comprehensive program ever undertaken in Australia in terms of funding commitment, number of vehicles, and geographic range dedicated to putting WATs into regional communities

By funding the purchase of the vehicle, the accessibility device and associated setup costs for a taxi, the program is effectively balancing the needs of each community with the ongoing financial viability of taxi licence owners.

The ATQ initiative will deliver a financial injection to rural and regional Queensland in terms of assistance for taxi operators to adhere to the timeframes for accessibility (December 2007) and to be able to provide transport services to the wider population.

Under the ATQ initiative, 16 WAT taxis have recently commenced operation. Once the initiative is completed, the number of WATs throughout Queensland will be more than 15 percent of the overall taxi fleet.



**Action 27: Continue the implementation of the Accessible Taxis for Queensland initiative to increase the number of wheelchair accessible taxis in small towns.**

**Action 28: Continue the demand based release of wheelchair accessible taxis throughout Queensland.**



## 8 Monitoring

### 8.1 Tracking progress

The Accessibility and Concessions Policy Unit has an ongoing role in the collation of data from operators regarding compliance with the Transport Standards. This is important data to ensure progress is continuing and to identify if sufficient funding is available to meet or exceed the milestones in the Transport Standards.

The inclusion of a requirement to provide such data in the new five year contract for long distance buses will further assist the provision of this information.

This data is posted periodically on the HREOC website to provide a highly visible summary of state wide progress towards compliance with the Transport Standards.

### 8.2 Increasing public awareness

An important part of monitoring the progress of the actions will be publicising their completion to the public, and, in particular, in ways that may be accessed by people with a disability.

QT through TransLink, Smart Travel Centre – Queensland and its strong regional networks will promote the existence and usability of infrastructure and conveyance changes and arrangements.

### 8.3 Publishing and reporting

QT will publish its Disability Action Plan in 2007 on its own website as well as on the HREOC website.

The plan will be updated regularly to ensure that the most accurate information is available to the public.

## 9 Review

One of the common problems that HREOC considers when registering Action Plans is the tendency to test whether the tasks have been done, rather than testing whether or not the tasks have eliminated barriers. QT will address this by continuing to emphasise effective and inclusive consultation as part of its everyday practice.

This is in addition to the ongoing participation in activities at the national level where information is available about innovations and solutions to issues in other jurisdictions. Also, existing formal consultative bodies will continue such as the Taxi DDA Reference Group.

The Disability Action Plan will be formally reviewed every three years.



# ABBREVIATIONS

## ABBREVIATIONS

<b>ABS</b>	Australian Bureau of Statistics
<b>APTAC</b>	Accessible Public Transport National Advisory Committee
<b>ATQ</b>	Accessible Taxis Queensland
<b>DDA</b>	<i>Disability Discrimination Act 1992</i>
<b>DETA</b>	Department of Education, Training and the Arts
<b>GPS</b>	Global Positioning System
<b>HREOC</b>	Human Rights and Equal Opportunity Commission (Commonwealth)
<b>MOU</b>	Memorandum of Understanding
<b>QR</b>	QR Limited (Queensland Rail)
<b>QT</b>	Queensland Transport
<b>Transport Standards</b>	<i>Disability Standards for Accessible Public Transport 2002</i>
<b>TSS</b>	Taxi Subsidy Scheme
<b>WAT</b>	Wheelchair Accessible Taxis



APPENDIX 1

APPENDIX 1

Compliance target dates – public transport operators (excluding taxis)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Alarms	19	100%			
Belongings	30	100%			
Booked services	28	100%			
Food and drink services	29	100%			
Hearing augmentation	26	100%			
Information	27	100%			
Lighting	20	100%			
Priority seating	31	100%			
Signs	17	100%			
Symbols	16	100%			
Furniture and fitments	22	100%			
Handrails and grabrails	11		100%		
Payment of fares	25		100%		
Surfaces	10		100%		
Access paths	2	25%	55%	90% 80% (buses only)	100%*



# APPENDIX 1

Allocated space	9	25%	55%	90% 80% (buses only)	100%*
Boarding	8	25%	55%	90% 80% (buses only)	100%*
Controls	21	25%	55%	90% 80% (buses only)	100%*
Doorways and doors	12	25%	55%	90% 80% (buses only)	100%*
Manoeuvring areas	3	25%	55%	90% 80% (buses only)	100%*
Ramps	6	25%	55%	90% 80% (buses only)	100%*
Stairs	14	25%	55%	90% 80% (buses only)	100%*
Toilets (or stops)	15	25%	55%	90% 80% (buses only)	100%*
Passing areas	4	25%	55%	90% 80% (buses only)	100%*

\*Trains have until 31 December 2032 to achieve full compliance.

## Compliance target dates – conventional taxi operators

Reference		Percentage of Compliance Required by Target Date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Payment of fares	25		100%		
Information	27	100%			
Signs – raised taxi registration numbers	Part 17, 17.7	100%			



APPENDIX 1

Compliance target dates – wheelchair accessible taxi operators

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Allocated space	9	25%	55%	90%	100%
Doorways and doors	12	25%	55%*	90%	100%
Doorways and doors (*Vehicles entering service on or after 1 January 2013 must have an unobstructed vertical doorway height of at least 1500mm)					
Signs – raised taxi registration numbers	Part 17, 17.7	100%			
Payment of fares	25		100%		
Information	27	100%			
Access	Part 2, 2.9	25%	55%	90%	100%

\*This requirement for equivalent response times may also apply to some courtesy and community transport services.

Compliance target dates – taxi booking companies/radio networks/cooperatives

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Response times for accessible vehicles are to be the same as for other taxis	Schedule 1 – Target dates for compliance – Part 1, 1.2	100%			



APPENDIX 1

Compliance target dates – premises and infrastructure requirements  
(excludes bus stops)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Alarms	19	100%			
Food and drink service	29	100%			
Hearing administration	26	100%			
Information	27	100%			
Lighting	20	100%			
Signs	17	100%			
Symbols	16	100%			
Furniture and fitments	22	100%			
Waiting areas	7	100%			
Handrails and grabrails	11		100%		
Payment of fares	25		100%		
Surfaces	10		100%		
Gateways	24		100%		
Access paths	2	25%	55%	90%	100%
Manoeuvring areas	3	25%	55%	90%	100%
Passing areas	4	25%	55%	90%	100%



# APPENDIX 1

Resting points	5	25%	55%	90%	100%
Ramps	6	25%	55%	90%	100%
Boarding	8	25%	55%	90%	100%
Allocated space	9	25%	55%	90%	100%
Doorways and doors	12	25%	55%	90%	100%
Lifts	13	25%	55%	90%	100%
Stairs	14	25%	55%	90%	100%
Toilets	15	25%	55%	90%	100%
Tactile Ground Surface Indicators	18	25%	55%	90%	100%
Controls	21	25%	55%	90%	100%
Street furniture	23	25%	55%	90%	100%

## Compliance target dates (bus stops)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Access paths	2	25%	55%	90%	100%
Manoeuvring areas	3	25%	55%	90%	100%
Passing areas	4	25%	55%	90%	100%
Ramps	6	25%	55%	90%	100%



# APPENDIX 1

Waiting areas	7	25%	55%	90%	100%
Boarding	8	25%	55%	90%	100%
Allocated space	9	25%	55%	90%	100%
Surfaces	10	25%	55%	90%	100%
Handrails and grabrails	11	25%	55%	90%	100%
Stairs	14	25%	55%	90%	100%
Symbols	16	25%	55%	90%	100%
Signs	17	25%	55%	90%	100%
Tactile Ground Surface Indicators	18	25%	55%	90%	100%
Lighting	20	25%	55%	90%	100%
Street furniture	23	25%	55%	90%	100%
Information	27	25%	55%	90%	100%