



Accessibility and Inclusion Strategy and Action Plan

Department of Transport and Main Roads



About this book



This book is about our **Accessibility and Inclusion Strategy and Action Plan (AISAP)**.



The **AISAP** tells you how we will make Queensland's transport better for everyone



Our vision is 'Connected communities in a sustainable, thriving, and inclusive Queensland'.

What is our goal?



Our goal is to 'provide reliable, resilient, and responsive transport networks and digital services that are safe and accessible for everyone'.



To create this we will:

- value diversity.
- build accessible transport.
- go beyond basics.
- foster an inclusive culture.
- remove barriers.
- collaborate with you.
- be a top employer.

How we created the AISAP



We created the AISAP with people who:

- use the transport network.
- work at the Department of Transport and Main Roads.
- work with us.



We spoke to people across Queensland. They told us what we should focus on.



3372 people told us through a survey.

200 people told us in person.

What people told us



People told us transport needs to be **accessible, inclusive** and **equitable**.

This helps people:

- get what they need like a home, a job, school, and healthcare.
- feel good and connect with family, friends, and their community.



Accessible means everyone can use the products and services.

What people told us



Inclusive means everyone feels safe, confident and welcome.



Equitable means making it fair for everyone.

What we will do



We commit to:

- grow mindset, capability and culture.
- embed accountability.
- commit to accessible and inclusive design.



We have **12 actions** in this plan.



All actions will be done during the years 2025 to 2027.

What we will do



The actions will be done by people who work at TMR.



The **Accessibility and Inclusion Board** will watch over the work.



The **Accessibility and Inclusion Board** is a group of leaders in different areas at TMR.

Actions to grow mindset, capability and culture



Our goal is to help people who work in transport to:

- learn about accessibility.
- support people with different needs.
- make inclusion part of everyday work.
- have a positive attitude.



We will also remind everyone that being kind and caring can make travel better for everyone.

Actions to grow mindset, capability and culture



To do this we will:

1. Make a campaign to promote kindness and respect on public transport.



2. Make a TMR Inclusive Precincts guide.



3. Make tools and training for digital accessibility.



4. Build a community to learn and share about accessibility.

Actions to embed accountability



Our goal is to:

- be open and clear about how we make transport accessible.



- track and share what is working well and what is not.



- use complaints as a chance to learn and improve.



- make sure everyone knows the part they play in accessibility.

Actions to embed accountability



To do this we will:

5. Make an Accessibility and Inclusion Organisational Change Plan.



6. Do social impact research to understand how transport helps people, communities and society.



7. Make a step-by-step guide for workplace adjustments.



8. Do research to learn what it's like for people who work at TMR with disabilities.

Actions to commit to accessible and inclusive design



Our goal is to:

- think about accessibility and inclusion at the very beginning.



- think beyond the basic rules and design for people with different needs.



- listen to many people to make transport better for everyone.

Actions to commit to accessible and inclusive design



To do this we will:

9. Make a policy to use universal design in everything we do.



10. Help people who work at TMR feel confident to work with the community to design.



11. Make all TMR forms easy to use with a guide.



12. Fix any website problems we find.

How will we track our progress?



We will check how well this strategy is working by using data and feedback.



We will look at:

- results from surveys.
- data on diversity goals.
- scores from the Australian Network on Disability Access and Inclusion Index.
- data on how well we are following accessibility rules for buildings, digital tools, and services.

More information



We have many **other plans** that also focus on improving the transport network for everyone.



Here are some other plans:

- Customer Strategy 2024-2029
- Creating Better Connections 2022-2032
- Equity and Diversity Plan 2024-2028
- Queensland Walking Strategy 2019-2029
- Indigenous Strategy Roadmap 2023-2025

More information

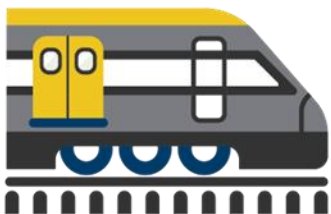


We have many **other actions** that also focus on improving the transport network for everyone.



Here are some other actions:

- Make a new journey planner app.
- Keep 50 cent fares.
- Improve train stations.
- Create simple signs.
- Create 65 new trains.



More information



Changes around the world impact how people get around and how we look after the transport network.



Here are some **changes**:

- Smart technology and data are helping transport systems work better together.
- Artificial Intelligence is improving how we travel.
- Cybersecurity is more important now to keep transport systems safe.



More information



Here are some more changes:

- Living costs are rising, so more people are using public or shared transport.
- More people are moving to regional areas.



We will also focus on:

- The 2032 Olympic and Paralympic Games.
- Zero emission transport, like electric vehicles.
- Managing extreme weather.

How you can contact us



Call us

13 23 80



Our website

www.streetsmarts.qld.gov.au



Go to a Customer Service Centre

This website shows where to find one

qld.gov.au/transport/contacts/centres

Do you need an interpreter?



The **Translating and Interpreting**

Service can help you talk to someone in your language.

Call **13 14 50**

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



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

Voice Relay number **1300 555 727**

TTY number **133 677**

SMS relay number **0423 677 767**

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