

# Strategy on a page

## Key Commitments

### Grow mindset, capability, and culture

Develop a strong culture of accessibility awareness in all layers of the transport network; and drive mindset change to make inclusion part of core business.

Ensure all employees and delivery partners have the capability and commitment to contribute to accessibility and inclusion.

Increase the understanding that kindness and care shown by employees and community members can have a positive impact on the experience for all people during their journeys.

## Key Actions

- 1 Move Together Social Media Campaign (Phase 3)
- 2 Inclusive Precincts Guide
- 3 Digital Accessibility Capability Uplift
- 4 Accessibility and Inclusion Change Champion Community of Practice

## Outcomes

TMR employees and delivery partners have the skills, capability, and mindset to provide accessible, dignified, and inclusive experiences for customers.

## Key Commitments

### Embed accountability

Make sure everyone knows their accessibility and inclusion obligations, and who is responsible for what outcomes.

Ensure our compliance with accessibility requirements/obligations is clear and transparent, to encourage public confidence that we deliver on our commitments.

Measure and share successes and failures. Ensure we optimise the opportunities arising from complaints.

## Key Actions

- 5 Accessibility and Inclusion Organisational Change Plan
- 6 Accessible and Inclusive Social Impact Framework
- 7 Workplace Adjustment Process Mapping
- 8 Independent research to understand the experience of TMR employees with disabilities

## Outcomes

TMR employees and delivery partners understand what their access and inclusion responsibilities are, enabling results to be measured and successes and failures shared.

## Key Commitments

### Commit to accessible and inclusive design

Accessible and inclusive design is both a mindset and a process and is considered in every transport project and process.

Go beyond compliance with minimum legislated requirements, consider the diverse lived experiences of customers, and create solutions to benefit everyone.

Leverage input from diverse perspectives to improve outcomes.

## Key Actions

- 9 TMR Universal Design Policy Framework
- 10 Co-design Capability Uplift
- 11 Accessible and Inclusive Forms
- 12 Accessible Communications Project

## Outcomes

Universal design is the standard by which TMR employees and delivery partners work and is applied from the start of every new initiative. Customer information and communication is consistent, accessible, and available to all in a range of ways.