

Action Plan Summary



Commitments

 Grow mindset, capability, and culture

Actions

- 1** Promote public attitudes of kindness and respect by commissioning a community campaign, to include TMR and service delivery partners, that actively promotes kindness and care for all users of transport and digital services.
- 2** Develop and implement a TMR Inclusive Precincts Guide, including how to practically apply the equivalent access process to achieve the most functional outcomes for customers. This will also embed the updated DSAPT standards, processes, and procedures into practice.
- 3** Provide tools, resources, and training to support our people with digital accessibility products, technology, and capability uplift.
- 4** Explore opportunities to upskill employees in accessibility and inclusion (A&I) through an A&I Change Champion Community of Practice, sharing key information and learnings from A&I programs, and training in TMR A&I tools, resources, and guidelines.

Outcomes

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

Commitments

 Embed
accountability

Actions

- 5 Develop and implement an Accessibility and Inclusion Organisational Change Plan to embed A&I policies, processes and practices throughout TMR. Make sure everyone within the TMR workforce knows and is accountable for their access and inclusion obligations by clarifying who is responsible for which access and inclusion outcomes by assigning specific roles, outcomes and timeframes to appointed champions, sponsors, reference groups and committees.
- 6 Develop a social impact framework to understand the individual, community and societal benefits that are being returned through investment in accessible and inclusive transport products and services.
- 7 Create an end-to-end process map of TMR's updated workplace adjustment process which will be made available to all employees.
- 8 Undertake independent research to understand the experience of TMR employees with disabilities and use the recommendations to establish pilots or programs to improve access and inclusion in TMR workplaces.

Outcomes

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



Commitments

Commit to accessible and inclusive design

Actions

- 9 Embed universal design in TMR by developing and implementing a universal design policy framework to embed the mindset and action in all policies, projects and processes.
- 10 Improve confidence and capability to undertake co-design throughout TMR by:
 - » Promoting the Accessible and Inclusive Design Guide and providing resources and training to staff and delivery partners on implementing these processes.
 - » Funding an arrangement to ensure relevant lived expertise, technical capability and other key areas of knowledge and experience can be drawn on by TMR and delivery partners when designing and implementing transport and infrastructure.
- 11 Develop an Accessible and Inclusive Forms Guideline and roll out the implementation of universally accessible forms across TMR.
- 12 Commit to a program to remediate any parts of the website identified as non-compliant during the website audit and maintain required WCAG certification and compliance with the Queensland Government Digital Services Standard. Develop a compliance plan and assurance approach to ensure the accessibility of all TMR communication content and materials is maintained and updated.

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.

