



Department of Transport and Main Roads

Disability Action Plan for Passenger Transport Services 2026 – 2028



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Director-General Message

As the Director-General of the Department of Transport and Main Roads (TMR), I am proud to introduce the 2026-2028 Disability Action Plan for passenger transport services.

I've always been passionate about the role of passenger transport in unlocking access to great opportunities and places for everyone. Accessible transport supports people with disability to live independently, providing access to health care, education, jobs, and social connection. For many people with disability, accessible transport is key to economic and social inclusion and ultimately, a better quality of life.

Since 2007, TMR has released Disability Action Plans incrementally, outlining the actions we're taking to improve accessibility across our services. The 2026-2028 Disability Action Plan showcases TMR's commitment to removing barriers through innovative, long-term solutions and close collaboration. It also has a unique place as the first plan to be co-designed with people with disability, carers, disability advocates, and industry partners.

The 2026-2028 Disability Action Plan details current priorities for the passenger transport network, while also considering the opportunities and challenges of the future. As we move forward, we'll be exploring new avenues for improvement, such as the potential of emerging technologies to facilitate easier travel for all. With continued strong support from our industry and local government partners, we can plan and design transport services and products that are modern, accessible, and evidence based.

The initiatives outlined in this plan highlight TMR's continued commitment to improving the accessibility and inclusivity of our services. Alongside the community and our industry partners, we remain focussed on creating a transport network that is safe, accessible and seamless.

Looking to the future, I'm proud and excited to continue this journey with you, as we work together to build a better network for all Queenslanders.



Sally Stannard

Director-General

Department of Transport and Main Roads

Introduction

The Disability Action Plan describes how we are improving Queensland's passenger transport network for people with disability.

The plan covers the state-managed passenger transport network across bus, train, tram and ferry services. It also includes commercial passenger vehicles such as taxis and rideshare. It considers all aspects of passenger transport planning, delivery, operations and customer experience.

The Disability Action Plan is focused on making passenger transport more accessible for people with disability. It supports the *Disability Discrimination Act 1992* by helping remove barriers and prevent discrimination across transport services.

The plan supports and aligns with key TMR plans:

- *TMR's Disability Services Plan* outlines our commitment to delivering accessible products and services including TMR workplaces for people with disability. This supports the *Australian Disability Strategy 2021–2031* and *Queensland's Disability Plan 2022–2027*. Together, a better Queensland.
- *TMR's Creating Better Connections for Queenslanders* 10-year plan sets our priorities and key initiatives for passenger transport in Queensland.
- *TMR's Accessibility and Inclusion Strategy and Action Plan 2025–2027* outlines how we are embedding accessible and inclusive practices for all people across our workplaces, products and services.



2032 Olympic and Paralympic Games

The Brisbane 2032 Olympic and Paralympic Games (the Games) will influence investment and help fast-track improvements to the passenger transport network. These economic, social and environmental changes will make our communities more inclusive, sustainable, and connected. Accessibility will be a feature of the Games, and a key consideration in transport planning.

In March 2025, the Queensland Government released its 2032 Delivery Plan, with the venue and transport priorities to deliver a successful Games. Major transport projects include:

- The Wave – a new heavy passenger rail line running from Beerwah to Birtinya and metro-style services connecting to the Sunshine Coast Airport through Maroochydore
- Cross River Rail – including four underground stations and an upgraded Exhibition Station
- Logan and Gold Coast Faster Rail – added tracks, station upgrades and signalling infrastructure to support more frequent passenger rail services between Brisbane, Logan and the Gold Coast
- Bus priority corridors in Brisbane and the Gold Coast.

The 2032 Delivery Plan also sets priorities to deliver a more inclusive transport network, including accessibility upgrades to bus and rail stations, increasing the amount of accessible taxi and ride share vehicles, and improvements to journey planning tools, customer information and inclusive wayfinding.

This Disability Action Plan embraces the Games as an opportunity to fast-track more accessibility actions that help our communities.





Developing the Disability Action Plan

This plan builds on the work of the earlier TMR disability action plans. It is the first plan to be co-designed with people with disability, carers, disability advocates, industry partners, and government.

A co-designed plan:

- reflects the voices for people with disability
- highlights that accessibility benefits everyone
- contributes to better passenger transport network outcomes.

For our co-design process, we set up the TMR Disability Action Plan Steering Group (steering group) that included representatives from:

- Queenslanders with Disability Network
- Guide Dogs Queensland
- Queensland Disability Advisory Council
- Choice Passion Life
- Queensland Bus Industry Council

The group's main goal was to ensure community views were meaningfully reflected and addressed in this plan.

The TMR Accessibility Reference Group (TMR ARG) includes a broader representation of disability advocates, industry partners and local government, and was engaged regularly to assist in consultation activities with the community.

We also consulted broadly with people with disability, carers, and accessibility reference group members about their experiences with passenger transport. Their insights told us their priorities, what is working well, and the barriers and challenges to accessing passenger transport. It included targeted consultation with regional and rural

communities, and people with disability who don't use passenger transport.

People with disability told us they want a safe, accessible, reliable, and seamless passenger transport network. They highlighted the following key insights:

- infrastructure at some stops and stations needs accessibility upgrades, but where upgrades have been made, the difference has been substantial and positive
- accessible vehicle design has improved with co-design
- people need clear, accessible information and real-time updates to plan their journey
- people with disability, particularly from regional areas, require consistent and reliable services
- informed, empathetic and helpful customer services, especially from drivers, helps people feel more confident and safer during their journey
- the value of co-designing with people with disability, advocates and carers during planning, design and delivery of passenger transport projects cannot be understated.

In the following sections, we outline what TMR is doing now and will continue to do to make passenger transport journeys as safe, accessible, reliable and as seamless as possible.



Our actions

The actions in this Disability Action Plan are divided into five chapters:

- Policy, planning and partnerships
- Stations and stops
- Vehicles
- Information and customer services
- Taxi and booked hire services

Each chapter has an overview to explain what the chapter is about, what we heard through the consultation processes, and what TMR is doing as a result.



Policy, planning and partnerships

Policy, planning and partnerships is about how we work with government, industry and community partners to make the network better, implement *Disability Standards for Accessible Public Transport 2002* (Transport Standards), and be Games ready for 2032. It includes how we co-design with people with disability to develop inclusive policy and planning to achieve smooth end-to-end journeys.



Stop A	709 Helensvale station	8:49am
	725 Coomera station	45 min
	725 Sanctuary Cove	51 min
	725 Sanctuary Cove	9:41am
	725 Coomera station	9:44am
	Visit translink.com.au or call 131230 8:06	

Bus stop
Hail driver



Hope
Island
stop A



translink
translink.com.au • 13 12 30



What you have told us



“To ensure better transport in the future, make sure that whatever your project is, it uses co-design process. Use people with disability at the early stages of design to help ensure it is accessible.”

Creating an accessible passenger transport network needs inclusive policies that address the needs of all people, particularly those with disability. This is done by partnering with industry, local government, and disability advocates to deliver seamless, reliable, and accessible whole-of-journey solutions.

Key focuses include providing affordable transport to essential services like hospitals and shopping centres.

It's also important to improve active transport links (like footpaths) and address challenges faced in regional areas, such as limited services and long distances to transport hubs.

Collecting feedback and ensuring it is transparently considered is vital for building community trust and improving services.

What we are doing

Embedding co-design processes

We embed accessibility into both strategic planning and day-to-day operations. We do this by working collaboratively and using co-design in our policies and projects. This reflects our commitment to human rights, legal obligations and what our stakeholders expect.

Here's how we incorporate co-design insights from people with disability in our policies, planning and partnerships:

TMR Accessibility Reference Group (TMR ARG)

The TMR ARG was set up more than 10 years ago. It makes sure the voices of people with disability are heard and included in Queensland passenger transport network planning and design. It meets up to five times each year, bringing together people from the transport industry, local government, and the disability sector.

The group provides key insights into strategic plans and policies, and passenger transport projects like The Wave.

Passenger Rollingstock Accessibility Project Working Group

The Passenger Rollingstock Accessibility Project Working Group provides expert advice on train accessibility, including the Queensland Train Manufacturing Program. Guided by an accessibility advisor, the program will deliver 65 new six-car passenger trains that reflect recommendations from the New Generation Rollingstock Commission of Inquiry.

The group helped shape the design of the new trains by reviewing an early mock-up, suggesting improvements, and validating a high-fidelity version.

Improving connections to passenger transport

Not everyone can access the nearest bus stop or train station, because of distance or how useable the pathways are. We collaborate with local governments and other asset owners to investigate and deliver improvements through precinct planning and implementing complementary services.

Here's how we improve connections to passenger transport in our policies, planning and partnerships:

On demand transport

On demand transport (ODT) is a flexible, shared, pre-booked passenger transport service. It connects people to the wider passenger transport network, as well as shopping and healthcare facilities within select zones. The smaller fleet size and localised service provides a unique and distinct passenger transport planning and network solution.

Most ODT vehicles are fully accessible and have a flexible routing system. This means if a customer with accessibility needs makes a booking, an accessible vehicle is assigned and will collect you as close to your booking

location as possible, usually within 400m. You can note your accessibility requirements in your profile settings when you register on the Translink ODT app.

Right now, ODT is only available in certain parts of the Gold Coast, Logan, Toowoomba, Mount Tamborine, Ipswich and Hervey Bay. Future services will become available in Yarrabilba and Bribie Island.

Learn more about on demand transport services on the Translink website or to download the Translink ODT app.

<https://translink.com.au/travel-with-us/on-demand>

Active transport

Active transport means walking, bike riding, scooting or other physically active ways of travelling that people can do alone or combined with passenger transport. When we talk about walking, we also include jogging, running, and moving with the help of a mobility device (such as a wheelchair, mobility cane or a walking frame).

We collect data on the needs of people with disability who use walking infrastructure in priority areas. Wheelchair users equipped with unique technology collect data to assess the type of footpath surface and its condition,



the effort needed to push, footpath hazards and barriers, and the number of kerb ramps. We use this inclusive mapping data to help identify preferred walking routes and inform planning for upgrades that make walking precincts more accessible and better connected to passenger transport and other key destinations.

We also provide local government grants for councils to deliver accessible paths and facilities for people walking and riding bikes in priority areas, including connections to passenger transport. We understand that having accessible pathways in good repair, with shade, seating, lighting and drinking stations makes it easier for people to access their nearest bus stop or transport hub.

Learn more about our active transport initiatives on the TMR website.

<https://www.tmr.qld.gov.au/travel-and-transport>

The Wave

The Wave will provide a new heavy passenger rail line from Beerwah to Birtinya, that connects with a metro-style service for travel to the Sunshine Coast Airport, via Mountain Creek and Maroochydore CBD.

The Wave will significantly improve travel with the introduction of a modern public transport system that will be accessible to all, including creating accessible community precincts.

We assessed key connections leading to the stations and gathered community feedback through consultation. This consultation demonstrated the need for a range of footpath upgrades, create new paths, and upgrade crossings, as well as generally expand the walking and cycling network. We have incorporated this feedback into our planning.

Learn more about The Wave on the TMR website.

<https://www.tmr.qld.gov.au/thewave>

Supporting affordable fares and accessible ticketing options

The introduction of 50 cent fares for Translink bus, train (excluding Airtrain), tram, ferry and on demand services makes travel more affordable for people who previously received concessions. Eligible people can still access free travel, ensuring transport services remain accessible for all.

Accessible ticketing options for eligible people with disability include:

- Translink Access Pass
- Vision Impairment Travel Pass
- go access Travel Trainer card
- Totally and Permanently Incapacitated/ Extreme Disablement Adjustment Veteran Travel card.

Learn more about accessible ticketing options on the Translink website.

<https://translink.com.au/tickets-and-fares/concessions>

Working with partners to deliver accessible outcomes

We work with a wide range of stakeholders and delivery partners to plan, develop and deliver accessible passenger transport outcomes. This includes academic, industry, government and community partnerships.

Disability Standards for Accessible Passenger Transport 2002 (Transport Standards)

The Transport Standards set the minimum design standards for operators and providers of public transport. Between 2021 and 2023, the Commonwealth undertook the largest review of the Transport Standards in 20 years through a public consultation process.

As part of this reform process, we submitted key insights to the Commonwealth, including funding a disability sector-led response. The Commonwealth are currently drafting reforms to the Transport Standards. We will continue to work with industry and government partners to deliver accessibility outcomes from these reforms.

Learn more about the Transport Standards on the TMR website.

<https://www.tmr.qld.gov.au/travel-and-transport/disability-access-and-mobility/accessible-public-transport-standards>

Specialist School Transport

In Queensland, the Specialist School Transport (SST) for students with disability is being delivered under in-kind National Disability Insurance Scheme (NDIS) arrangements.

The final report of the Independent NDIS Review, released in December 2023, recommended removing SST from the NDIS and returning it back to states and territories,

if agreement can be reached on national benchmarks for SST service quality and access.

We continue to work with relevant Queensland Government agencies, other states and territories, and the Commonwealth Government to develop a national SST solution, while ensuring the continuity of services in Queensland.

Learn more about Specialist School Transport on the Queensland Government website.

<https://www.qld.gov.au/transport/public/school/school-transport-assistance/school-transport-assistance-schemes>

What we will do next

1. Engage with people with disability and key partners through passenger transport accessibility reference groups on policy, planning, information and delivery projects. This includes user testing, trials, surveys, technical consultation and co-design activities.
2. Continue to trial on demand transport and other flexible service models to support flexible and accessible local transport options, including monitoring features and useability of the service.
3. Continue to support accessible ticketing options by providing passenger transport passes for eligible people with disability.
4. Engage with industry, government and community partners to ensure planning for the Brisbane 2032 Olympic and Paralympic Games delivers inclusive and accessible passenger transport outcomes.
5. Work with Queensland Government agencies and service providers to provide SST for eligible state school students with disability.

Stations and stops

Stations and stops considers the design features included at train, tram, and bus stations, bus stops, busways, and ferry terminals. It includes things like station design, park 'n' ride, kiss 'n' ride, wayfinding, lifts, ramps, tactile indicators, braille signage, audio announcements, platform height, seating, accessible toilets and comfort areas.



What you have told us

Accessibility upgrades at stations and stops can make travel significantly safer and easier for people with disability. For example, removing gaps between the platform and vehicle, and having functioning and accessible lifts, multiple access points, safe footpaths, and accessible ramps can ensure wheelchair users and those with mobility challenges can board or disembark safely. Tactile wayfinding, audio announcements, and braille should also be widely available and well-maintained.

Hailing buses (particularly at busy stops and busway stations) can cause anxiety, and people may miss their bus if the driver can't see them. Finding the right bus at busy stations can also be difficult, especially for people in wheelchairs and people with low vision.

People with neurological conditions such as Autism may be overstimulated by crowded stations and stops. Things like noise, smells, and lighting can lead to a range of physical, emotional, and cognitive difficulties. Busy bus and rail stations, and busway designs should consider technologies that help minimise sensory overwhelm.

Waiting at bus stops can sometimes mean exposure to extreme weather conditions. Providing appropriate shade and seating helps people who can't stand for long periods or struggle with the effects of extreme weather.

What we are doing

Addressing infrastructure barriers

Upgrading infrastructure is critical for people to access services. We are investing in new and upgraded infrastructure that will meet or exceed requirements under the Transport Standards and deliver fit for purpose outcomes.

Bus stops

We continue to provide grant funding to local councils to deliver accessibility upgrades to priority bus stops and stations. Since 2017, we have provided more than \$33 million in grant funding to support 22 local governments upgrade over 2,300 bus stops.

We have also provided over \$1 million in grant funding to support 26 local governments upgrade 37 long distance coach stops.



Ferry terminals

In partnership with Redland City Council, we delivered the Southern Moreton Bay Islands ferry upgrade program at four islands – Russel, MacLeay, Lamb and Karragarra.

Key features included:

- larger, accessible, sheltered pontoons
- wider gangways and enhanced circulation spaces
- new amenities blocks and landside shelters at Russell and Macleay islands
- security cameras, smart lighting and remote lighting control systems to improve passenger safety.

We will incorporate learnings and insights from this process into future ferry terminal and other similar infrastructure upgrades.

New and upgraded train stations

When designing and delivering new Queensland passenger train stations, we will consider a range of accessibility features including:

- lift-accessible footbridges
- fully raised full-length platforms
- extended platform shelters
- upgraded customer facilities such as accessible toilets
- disability-compliant ticket windows and gates
- improved seating
- hearing augmentation loops
- tactile floor indicators
- new wayfinding signage
- information screens
- better security through security camera and lighting upgrades.

A range of train station projects delivering new and upgraded accessibility features are outlined below.

Cross River Rail will deliver new accessible stations at Roma Street, Boggo Road, Albert Street and Woolloongabba. It will also deliver several station upgrades from Dutton Park to Salisbury. These upgrades will incorporate accessibility features such as accessible parking bays, new overpasses, passenger lifts, and platform improvements. New stations at Pimpama, Hope Island and Merrimac will provide more customers with easy access to accessible public transport.

Learn more about the Dutton Park to Salisbury station upgrades on the Cross River Rail website.

<https://crossriversrail.qld.gov.au/stations-routes/salisbury-to-fairfield-line/>

Learn more about the new Gold Coast stations on the Cross River Rail website.

<https://crossriversrail.qld.gov.au/stations-routes/gold-coast-line/>

The Logan and Gold Coast Faster Rail will address growing demand between Brisbane and Gold Coast by improving rail reliability and accessibility. Rail stations will be upgraded to be more accessible between Beenleigh and Kuraby, including:

- level crossing removals
- station upgrades and relocations
- improvements to walking and bike riding access
- improvements to parking.

Learn more about the Logan and Gold Coast Faster Rail on the TMR website.

<https://www.tmr.qld.gov.au/projects/programs/logan-and-gold-coast-faster-rail>



The Wave will provide a direct connection between the Sunshine Coast and Brisbane, joining with the existing North Coast Line just north of Beerwah Station. This includes access to the Sunshine Coast University Hospital, Sunshine Coast Airport, and major housing developments in the southern Sunshine Coast.

This project will deliver four new accessible rail stations and four new or upgraded accessible metro stations on the Sunshine Coast and deliver accessibility upgrades at Beerwah station.

Learn more about The Wave on the TMR website.

<https://www.tmr.qld.gov.au/thewave>

Albion Station is being upgraded to provide a modern and accessible interchange. Beyond the opening of Cross River Rail, Albion will play an important role for customers to easily and safely transfer between train services.

Learn more about the New Albion Station project on the TMR website.

<https://www.tmr.qld.gov.au/projects/new-albion-station>

We also partner with Queensland Rail to deliver station upgrades across the broader network ensuring all customers can access the station and boarding points. Other upgrades may include improvements to accessible parking, accessible toilets and platform raising.

Learn more about SEQ train station accessibility upgrades on the Queensland Rail website.

<https://www.queenslandrail.com.au/inthecommunity/projects/station-accessibility-upgrade-program>

Learn more about regional station upgrades on the Queensland Rail website.

<https://www.queenslandrail.com.au/inthecommunity/projects/regional-station-upgrades>



Improving ways to hail and board a bus

We are working with partners to identify accessible options for people to hail a bus and know when a service is arriving.

Help phones

Help phones are used by customers at bus and rail stations for many reasons. This can include for travel and accessibility information, informing control centres and drivers that a customer is waiting for a service, and in emergencies.

Help phones are monitored 24/7 and available at busways, train stations, tram stations and inside all trains.

To ensure that help phones are fully accessible for people with diverse needs, we have developed an improved help phone using a rigorous co-design and collaborative testing processes.

The innovative design has a range of improved accessibility features, including an easier interface, improved audio and hearing loops, and integration with station systems to pause station announcements so that users can interact with the help phone easily.

The units are also configured for future upgrades including voice-to-text capability.

New phones have been installed at South Bank Busway Station, Cultural Centre Bus Station and UQ Lakes Busway Station, and will be incorporated into new and upgraded stations.

E-Paper digital bus stop displays

E-Paper digital bus stop displays are a transformative technology – and we have completed installation of nearly 300 units at prioritised bus stop locations across Queensland.

The display looks like ink on paper. It offers high visibility in all lighting conditions—including direct sunlight and nighttime—without emitting light like traditional displays. It gives real-time bus departure information and disruption alerts, replacing static printed timetables with dynamic, up-to-date information.

Accessibility is a core feature of the E-Paper bus stop displays. Each unit includes an integrated audio button and loudspeaker that reads aloud the next arriving buses, so customers with low vision and those without smartphones can access essential travel information. The screens also use larger fonts and high-contrast layouts to support readability for all users.

Feedback from customers has been overwhelmingly positive, praising the ease of use, clarity of information, and inclusive design that supports independent travel.

Learn more about Translink projects and initiatives on the Translink website.

<https://www.tmr.qld.gov.au/about-us/corporate-information/publications/annual-report/annual-report-2024-2025/integrated-transport-network/environment-and-sustainability>

Consider sensory challenges in design stages

There are opportunities to further investigate how we embed design features to support people who experience sensory sensitivity and who may be overwhelmed.

These include:

- hearing areas for amplification and magnification
- desensitising requirements
- noise calming cones
- considerations of light sensitivity
- considerations of hypersensitive hearing.

To consider the design outcomes we will include people who experience these challenges in our accessibility reference groups, consultation and user testing activities.

What we will do next

6. Assess accessibility at bus stops across the state to help inform both scale and priority for bus stop accessibility upgrades.
7. Continue to work with local councils to assist with upgrading passenger transport infrastructure to meet the requirements of the Transport Standards.
8. Continue to undertake accessibility upgrades on State owned bus, rail and ferry infrastructure to meet or exceed compliance with minimum design standards and achieve fit for purpose outcomes (including through provision of shade where possible).
9. Starting with Central Queensland, progressively review bus stop networks across Queensland to identify and prioritise bus stop improvements that will enhance customer access to services.

Vehicles

The passenger transport network includes a range of vehicle types including trains, buses, ferries and trams as well as taxis, booked hire and ODT vehicles.

There are obvious differences between the modes but also differences between vehicle types within a fleet. This includes technology and design features.

Understanding the needs and experiences of customers and how these can be balanced is an important part of vehicle design and passenger transport operation.



What you have told us

Vehicle accessibility and the safety of customers on board are key issues. People want to travel independently, without having to ask for assistance. This promotes dignity and true inclusivity.

The design of a vehicle and its features shapes how customers travel and experience their journey. Boarding and disembarking, ride-quality, and onboard communications, all contribute to a safe and accessible experience.

Trains and buses can be more challenging. Removing step gaps, or installing handrails and automated ramps on trains and buses, would support independent travel for people who use wheelchairs, mobility devices, and people with restricted mobility. It means they won't need to wait for a staff member to manually deploy a ramp.

Onboard, key aspects of vehicle design and operation include secure wheelchair restraints and orientation, promotion of safety components, and training of staff and bus drivers in how to use them. Anti-slip floors and tactile information are also important.

The sensory environment in a vehicle can benefit or challenge different customers. Customers often say audio announcements, lighting and visual display boards in trains help them to understand their journey. However, people with sensory disability say these same features can be overwhelming and deter travel. People have also asked for display screens and audio announcements on buses, to help them better understand their journey.

Good vehicle design needs to consider and balance a range of sensory needs.

What we are doing

Embedding accessible vehicle design

We are undertaking a range of projects that will see passenger transport vehicle design and onboard features evolve and develop to directly support accessibility.

Here's how we are embedding accessible vehicle design:

Queensland Train Manufacturing Program vehicles

The Queensland Train Manufacturing Program (QTMP) will deliver 65 six-car passenger trains. They are expected to be in service for the 2032 Brisbane Olympic and Paralympic Games.

We have incorporated the QTMP project working group's functional design advice, including:

- unisex accessible toilet module
- seating and allocated spaces
- onboard vehicle signage (including wording and braille)
- grab/handrails
- aisle width and movement corridors
- accessible buttons and controls
- information and lighting
- automated ramps to support safe and independent boarding and exiting between the platform and train

Learn more about the Queensland Train Manufacturing Program on the TMR website.

<https://www.tmr.qld.gov.au/projects/programs/queensland-train-manufacturing-program>



Buses

Improving the design and accessibility of low floor buses across Queensland is a key priority. New low floor bus designs include enhanced accessibility features that go beyond minimum legal requirements. These improvements reflect feedback from customers and advocacy groups, and support more accessible transport outcomes.

Accessibility features are being progressively integrated into low floor bus upgrade programs, new vehicle designs and vehicle specifications. They include:

- two wheelchair spot allocations
- signage
- wheelchair floor mats
- yellow step edging
- yellow hand poles and hanger straps
- priority seating and seat design
- improved visual cues and accessible entry features at doors.

What we will do next

10. Promote community awareness about new accessible vehicle design features.
11. Deliver new trains designed to meet the Transport Standards to increase the accessible fleet and improve reliability across the network.
12. Upgrade existing low floor urban and low floor regional buses to meet Transport Standards to increase fleet accessibility and enhance service dependability.

Information and customer services

Information and customer service covers digital and physical information, products and services. It includes how customers access information, plan their journey and get around at stops and stations.

Information sources can include the Translink website, network mapping, the Translink app, as well as audio and visual aids at stops, stations and on-board.

Interactions with staff and other customers play a key role in providing information and delivering quality customer service.



What you have told us



"Awareness campaigns about the challenges people with disability face on public transport may assist in making other passengers more helpful/respectful."

To easily and fully use passenger transport, people with disability need clear, accurate and timely information. Independence is important and highlights the value of using modern technology to access real time information. Good wayfinding, mapping and travel information at stations and on-board can also reduce stress when planning and travelling.

Attitudes of staff and other customers play a key role in feeling welcome and using passenger transport. This includes staff awareness and consideration of hidden disabilities for creating respectful and inclusive travel experiences.

Ferries often provide a positive experience through supportive staff interactions. However, travelling by bus or train can vary significantly depending on the location and service.

To help improve service quality and accessibility, we need to capture, incorporate and respond to customer input.

What we are doing

Raising awareness and promotion

We are raising awareness about the importance of providing safe and accessible passenger transport for people with disability through social media campaigns and providing industry guidance material. In this way, we can challenge common assumptions and highlight the importance of being aware of your surroundings when travelling on passenger transport. This promotes public attitudes of kindness and respect.

Industry partnerships

We are collaborating with passenger transport operators to help raise awareness about the importance of providing safe and accessible services for people with disability. It's important that customers receive safe services across their journey, regardless of who the operator is.

As an example, the safety management framework for all road-based public passenger services commenced in February 2026. The framework introduces additional safety duties and mandatory safety management plans.

We have guidance materials for industry on how to develop and complete a safety management plan. It incorporates guidance on the safety risks and hazards people with disability face.

These safety principles are further embedded in driver guidelines for safely transporting people with disability.

Learn more about the guidelines for safely transporting people with disability on the TMR website.

<https://www.tmr.qld.gov.au/licensing/driver-authorisations/responsibilities/guidelines-for-safely-transporting-people-with-disability>



Enhancing journey planning tools

Journey planning tools provide the latest information for timetables and service updates. We are continuing to update these tools with improved accessibility features.

Translink app and journey planner

The new Translink app features travel information, additional planning options and has a modern look and feel.

The new app's increased functionality includes:

- real time journey planning and live navigation to make it easier to plan and use passenger transport
- step-by-step journey guidance with live navigation
- increased personalisation
- the ability to save trips
- a new live map feature showing nearby transport, stops and points of interest.

The new journey planner includes alternative options for when there are service disruptions. You can also change filters for the mode of transport and the number of transfers, to limit long walks.

We will continue to develop and release new accessibility features with an ongoing focus to ensure the app provides accurate, timely and easy to access information for everyone.

Learn more about the Translink Journey Planner on the Translink website.

<https://translink.com.au/plan-your-journey>

Improving the accessibility of information

We are ensuring that we provide information in a range of accessible formats to ensure more people can access information.

Providing information in multiple formats

We provide a range of tools to assist, accommodate and guide customers. This includes signage, tactiles and wayfinding at stations and stops to help with planning and navigating. On-board, it includes tools like announcements, signage, digital displays, visual cues and lighting.

In considering how travel information and alerts are provided, we work with a diverse range of stakeholders to identify solutions that support different sensory needs. This includes input from:

- project working groups
- people with disability
- representative disability groups
- technical experts.

Digitised and accessible formats

Our ongoing program to digitise information and forms will make content easier to access and available in accessible formats. This includes ensuring TMR and Translink websites meet Web Content Accessibility Guidelines so everyone can access information and better understand the network and their options.

The co-designed Accessibility and Inclusive Forms Guideline and Easy Read Style Guide are examples of this work and support the development of easier-to-read documents and information.

The guidance aims to significantly increase customer comprehension of information and provide a greater sense of independence and trust.

This is especially helpful for customers:

- with low literacy
- who have intellectual disabilities
- for whom English is an additional language

We used the guidance and conducted a test pilot with people with disability to develop and publish Easy Read versions of a range of communications including the TMR Complaints Management Policy.

Find the Easy to Read Complaints Management Policy on the TMR website.

<https://www.tmr.qld.gov.au/about-us/contact-us/compliments-and-complaints/easy-to-read-complaints-policy>

Mapping legibility updates

We are progressing initiatives to help customers better understand the transport network, supporting a wide range of needs including those of people with disability.

Our simpler, more legible signage and new network map make it easier to understand, navigate and plan trips on the SEQ transport network.

The new network map was developed accessibly. The black look has a higher colour contrast, increasing readability for those with low vision. A black and white (high contrast) version of the map helps customers who are colour blind, and an electronic 'clickable' version links to station and timetable information.

The map is simplified through shared naming of some stops and stations, and clearly shows customers that they can easily transfer between modes. This feature helps customers navigate the network as it changes and evolves.

More services, and better signage at stops and stations help customers understand the frequency of services, reducing travel stress.

Clearer information about the network, mapping and timetables means customers can be more confident in their journey and its reliability.

For people with disability this can make the travel experience easier by helping them understand how the network operates.

Learn more about planning your journey on the Translink website.

<https://translink.com.au/plan-your-journey/maps>

Valuing customer feedback

Customer feedback helps us deliver better services, including safer and more accessible experiences for people with disability.

People can provide feedback or make a complaint:

- on the TMR website
- through the Translink app or website
- at TMR customer service centres
- by calling the Translink contact centre on 13 12 30.

Learn about how to give feedback or make a complaint on the TMR website.

<https://www.tmr.qld.gov.au/about-us/contact-us/compliments-and-complaints>

What we will do next

13. Raise awareness about passenger transport accessibility through regular social media posts.



Taxi and booked hire services

Taxi and booked hire services include services provided by taxis and rideshare vehicles. They provide accessible transport options and localised access for people with disability.

They connect people to and from passenger transport services and complement traditional passenger transport services, particularly in areas with limited access to buses and trains.

We are collaborating with industry to address taxi and rideshare availability, reliability and bookings systems.



What you have told us



"If I get the regular drivers of the taxis, they are always helpful."



"Taxi and rideshare services need to be improved as they are currently unreliable or non-existent for many wheelchair users."

Taxis and booked hire services are an important service for people with disability who don't have the option to drive independently or can't access other passenger transport services. It's important to ensure booking systems are accessible and wheelchair accessible taxis are available.

Services and drivers need to be reliable so customers can depend on them to get to and from important events and activities, including medical appointments.

The Taxi Subsidy Scheme supports many people with disability to access taxis. People have told us they would like the subsidy to include rideshare services, so they have more options where taxi availability is limited.

What we are doing

Listening to people with disability

We are collaborating with, and actively seeking feedback from, people with disability to improve accessible taxi services.

Accessible Taxi Services Working Group

We engage with people across the community and industry to understand the issues for people with disability accessing booked services, and to find ways to address them.

The Accessible Taxi Services Working Group includes representatives from the taxi industry, and disability advocates who regularly meet to address ongoing accessibility challenges within the industry and to find solutions.

Taxi and booked hire transport accessibility surveys

The personalised transport accessibility surveys allow us to:

- identify and monitor issues faced by customers with disability
- track the impacts of actions implemented to address concerns about taxi and booked hire services.

The surveys help inform future policies and regulations about accessible taxi and booked hire services.

Best practice guide for booking systems

Together with disability sector representatives, we have co-designed a best practice guide to support booking companies to design more accessible booking and communication systems. This will ensure people with disability aren't disadvantaged when booking and using taxi and booked hire services.

Learn more about the inclusive booking and communication systems best practice guide on the Business Queensland website.

<https://www.business.qld.gov.au/industries/transport/road-based-services/personalised-transport/inclusive-bookings>

Taxi and booked hire complaints process

We have updated how to lodge taxi and booked hire complaints with TMR so they are responded to quickly and customers are informed of the outcome.

We have also updated the Queensland Government taxi service standards page to make it easier and simpler for customers to understand taxi charging and maximum fares.

Learn more about the taxi service standards on the Queensland Government website.

<https://www.qld.gov.au/transport/public/operators/information-for-passengers/passenger-rights-and-fares/taxi-service-standards>

Improving wheelchair accessible taxi reliability

We continue to look at ways to improve the service reliability and availability of wheelchair accessible taxis, particularly in rural and regional areas.

Wheelchair accessible taxi lift payment

Taxi drivers receive a \$25 lift payment for each wheelchair accessible taxi trip for a Taxi Subsidy Scheme member who sits in their wheelchair during travel. This lift payment gives drivers of wheelchair accessible taxis an incentive to prioritise bookings for Taxi Subsidy Scheme members, and members a reliable transport option.

We have doubled the lift payment for wheelchair accessible taxi drivers on Christmas Day, to make sure there are enough services available to meet demand. This was initially introduced for Christmas Day 2023 and has subsequently been provided on an ongoing basis due to the success of the initiative.

Prior to the introduction of the double lift payment, Christmas Day lift payment trip numbers were steadily decreasing each year. This trend has subsequently reversed, with year-on-year increases in trip numbers on Christmas Day between 2023-2025. On Christmas Day 2025, the number of trips was 7 per cent higher than in 2024, and over 15 per cent higher than in 2022, the year before the initiative started.

Learn more about the wheelchair accessible taxi lift fee on the TMR website.

<https://www.tmr.qld.gov.au/business-industry/taxi-and-limousine/industry-information/taxi/wheelchair-accessible-taxis>

Wheelchair Accessible Taxi Grant Scheme

The Wheelchair Accessible Taxi Grant Scheme helps the taxi industry replace aging wheelchair accessible taxis. This supports the industry to provide vital accessible transport options in a sustainable and modern taxi fleet.

The scheme also offers funding to replace standard taxis with new wheelchair accessible taxis, helping to grow the accessible fleet.

Since 2019, we have approved 549 applications totalling approximately \$26 million in funding, with 438 new vehicles already on the road. This means almost 80 per cent of Queensland's wheelchair accessible taxi fleet has been upgraded, or approved for upgrade, under the scheme.

Due to its success, the Queensland Government has extended the scheme with an additional investment of \$6.3 million for 2026–27.

Learn more about the Wheelchair Accessible Taxi Grant Scheme on the TMR website.

<https://www.tmr.qld.gov.au/business-industry/taxi-and-limousine/industry-information/taxi/wheelchair-accessible-taxis>

Wheelchair accessible taxi safety checklists

Wheelchair accessible taxi safety checklists identify the key steps to safely lift and secure a passenger in a wheelchair. The checklists are available as printed stickers for display inside every wheelchair accessible taxi across the state.

This will help remind drivers how to keep passengers safe, and provide more confidence to passengers using a wheelchair.

Addressing affordability and service availability

We are looking at ways to make taxis and booked services more affordable.

Taxi Subsidy Scheme

Our Taxi Subsidy Scheme provides affordable taxi travel for residents of Queensland who have been assessed by a health professional as having a permanent or temporary disability against specific eligibility criteria.

Under the scheme, we fund half of the taxi fare up to a maximum of \$30 per trip.

Learn more about the Taxi Subsidy Scheme on the Queensland Government website.

<https://www.tmr.qld.gov.au/business-industry/taxi-and-limousine/industry-information/taxi/wheelchair-accessible-taxis>

Regulatory framework for passengers with disability

We are reviewing Queensland's accessible taxi and booked hire framework to identify the most effective regulatory and funding settings that meet the needs of people with disability. As part of the review, we will consider any regulatory opportunities to better help people with disability access personalised transport services.

Addressing service refusal

According to Australian and Queensland legislation it is illegal for:

- taxi and booked hire drivers to refuse service to a person with an assistance animal
- taxi drivers to refuse service to a person travelling in a wheelchair or anyone who is a Taxi Subsidy Scheme member.

While most drivers do the right thing, some don't. To address this, we are actively working with the taxi industry to ensure all drivers understand and comply with the law.

Campaigns and education

We are working with industry to help educate drivers about their obligations when delivering services to people with disability.

For example, we are co-designing educational videos to raise awareness about anti-discrimination laws and promote empathy towards people with disability.

Other materials highlight:

- the importance of accepting assistance animals, and people in wheelchairs
- the impact of discrimination
- how well assistance animals behave
- examples of positive and negative experiences.

Learn more about assistance animals in personalised transport on the Queensland Government website.

<https://www.business.qld.gov.au/industries/transport/personalised-transport/assistance-animals>

Travelling with assistance animals

In collaboration with the Accessible Taxi Services Working Group, we published online resources to help personalised transport drivers understand their obligations around assistance animals.

These resources include guidance on identifying assistance animals and information for passengers on how to lodge complaints if they are refused a service. We regularly review and update this content to ensure it is relevant and effective.

Through a monthly personalised transport newsletter, we provide regular reminders to reinforce drivers' understanding of their legal obligation to accept passengers with assistance animals.

Find more information about travelling with a guide, hearing or assistance dog on the Queensland Government website.

<https://www.qld.gov.au/disability/out-and-about/ghad/handlers/travelling-with-ghad>

What we will do next

14. Undertake taxi and booked hire customer accessibility surveys to monitor user experiences.
15. Continue to deliver the wheelchair accessible taxi lift payment, including a double payment on Christmas Day.
16. Deliver the Wheelchair Accessible Taxi Grant Scheme in 2026–27 and consider further extensions to the scheme.
17. Roll out safety checklists to be affixed in wheelchair accessible taxis.
18. Continue delivery of the Taxi Subsidy Scheme.
19. Consider regulatory opportunities to better help people with disability access personalised transport services.
20. Provide a suite of resources to promote taxi driver responsibilities when assisting people with disability – such as educational materials, website updates, newsletters and social media campaigns. This will include targeted campaigns for people with assistance animals.



2026 – 2028 actions summary

The department will monitor the progress of the actions through the 2026–2028 timeframe.



Policy, planning and partnerships

1. Engage people with disability and key partners through passenger transport accessibility reference groups regarding policy, planning, information and delivery projects This includes user testing, trials, surveys, technical consultation and co-design activities.
2. Continue to trial on demand transport and other flexible service models to support flexible and accessible local transport options, including monitoring features and useability of the service.
3. Continue to support accessible ticketing options by providing passenger transport passes for eligible people with disability.
4. Engage with industry, government and community partners to ensure that planning for the Brisbane 2032 Olympic and Paralympic Games advances inclusive and accessible passenger transport outcomes.
5. Work with Queensland Government agencies and service providers to provide Specialist School Transport for eligible state school students with disability.

Stations and stops

6. Assess accessibility at bus stops across the state to help inform both scale and priority for bus stop accessibility upgrades.
7. Continue to work with local councils to assist with upgrading passenger transport infrastructure to meet the requirements of the *Disability Standards for Accessible Public Transport 2002* (Transport Standards).
8. Continue to undertake accessibility upgrades on State owned bus, rail and ferry infrastructure to meet or exceed compliance with minimum design standards and achieve fit for purpose outcomes (including through provision of shade where possible).
9. Starting with Central Queensland, progressively review bus stop networks across Queensland to identify and prioritise bus stop improvements that will enhance customer access to services.

Vehicles

10. Promote community awareness about new accessible vehicle design features.
11. Deliver new trains designed to meet the Transport Standards to increase the accessible fleet and improve reliability across the network.
12. Upgrade existing low floor urban and low floor regional buses to meet Transport Standards to increase fleet accessibility and enhance service dependability.

Information and customer services

13. Raise awareness about passenger transport accessibility through regular social media posts.

Taxi and booked hire services

14. Undertake taxi and booked hire customer accessibility surveys to monitor user experiences.
15. Continue to deliver the wheelchair accessible taxi lift payment, including a double payment on Christmas Day.
16. Deliver the Wheelchair Accessible Taxi Grant Scheme in 2026-27 and consider further extensions to the scheme.
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