

# Accessibility and Inclusion Strategy

Queensland Government Department of Transport and Main Roads

Easy Read version



Queensland  
Government

## How to use this strategy



The Queensland Government Department of Transport and Main Roads (TMR) wrote this strategy. When you see the word 'we', it means TMR.



We have written this strategy in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 28.



This Easy Read strategy is a summary of another strategy.



You can find the other strategy on our **website**.



You can ask for help to read this strategy.

A friend, family member or support person may be able to help you.

## **What's in this strategy?**

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## What is this strategy about?



A **strategy** is a document that includes:

- a list of our goals
- how we are going to reach our goals.



We want to make sure that we build a **transport network** that is:

- **accessible**
- **inclusive.**

A transport network includes all the things you will need to travel around, such as:



- roads
- trains
- buses
- getting a driver's licence
- using our:
  - website
  - call centres
  - customer service centres.



When something is accessible, everyone can use it. This might be:

- a place or a building
- transport
- a service
- information
- a website.

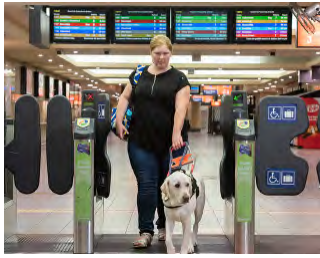


When something is inclusive, everyone can take part.



We want to make sure everyone can:

- get where they need to go
- easily use our transport network
- feel safe when they use our transport network
- feel welcome.



The Director General for TMR speaks up about what people with disability need.



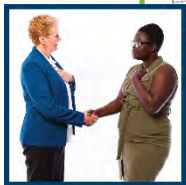
The Director General for TMR wants to make sure our transport network is:

- accessible
- inclusive.



The Director General for TMR wants to make sure the places we work are:

- accessible
- inclusive.



The Queensland Minister for TMR wants to make sure:

- all Queenslanders can use our transport network
- the transport network keep getting better by:
  - listening to Queenslanders
  - working with Queenslanders.

## Why do we need this strategy?



The Queensland Government has 6 important goals.



They are called *Advancing Queensland's Priorities*.



Our strategy supports these 6 goals.



One of our Government's goals is to:

- create jobs
- support the **economy**.



The economy is the total amount of goods, services and money that Queensland makes and uses.



This means our Government wants to:

- create more jobs
- get more Queenslanders involved in education and training.



We will support this goal by being:

- accessible
- inclusive.

This means we can employ the right people for the job.



Our Government's next goal is to give all children a great start.



This means our Government wants to make sure babies and young children:

- are healthy
- get any support they need.



Our transport network will support this goal by helping people get to:

- school
- social activities
- healthcare.





Our Government's next goal is to keep Queensland healthy.

This means our Government wants to make sure all Queenslanders:



- are healthy
- have good mental health.



Our transport network will support this goal by:

- including active types of transport
- connecting our community.



Our Government's next goal is to keep communities safe.



This means our Government wants to reduce crime so that Queenslanders are safe.



Our transport network will support this goal by being inclusive and safe for everyone, including young people.



Our Government's next goal is to protect the Great Barrier Reef.



Our transport network will support this goal by making sure we think about the environment when we do our work.



Our Government's final goal is to be responsive.



This means our Government wants to make sure their services are easy for everyone to use.



Our transport network will support this goal by helping people when they want to take part in the community.



You can find the Queensland Government's *Advancing Queensland's Priorities* on their **website**.

## Our community

If we have an accessible and inclusive transport network, everyone can:



- take part in our community



- find and use important services like:
  - work
  - education
  - healthcare
  - social activities.

We want to:



- bring the people of Queensland closer together
- make sure that everyone can use transport they want to use.

It doesn't matter:



- where you live
- what support you need.



## Some facts about Queensland



18% of Queenslanders have a disability.



22.9% of people with disability in Queensland need support to get around.



Around 4.6% of Queenslanders are Aboriginal and Torres Strait Islander people.



12% of Queenslanders speak a language other than English at home.



In Queensland, our people:

- come from more than 220 other countries
- speak 220 languages other than English
- have 100 different religious beliefs.

## Why is this strategy important?



We want to protect the **rights** of people with disability.



Your rights are rules about how you can expect to be treated.



To do this, we need to know as much as we can about our community.



Knowing what people need helps us make our transport network:

- accessible
- inclusive.



This includes talking to people to find out what they want us to do.



We talked to people in our community, including our:

- customers
- staff
- **partners.**



Our partners are companies we work with to provide our transport network.



They all said accessibility and inclusion are important to them too.

## What did we find out?

Our customers want:



- our transport network to be
  - safe
  - easy to use



- information about our transport network to be:
  - clear
  - easy to find



- our staff to be well-trained



- us to think about the different ways people use our transport network



- us to be creative when we design our services.



Our staff want:



- support



- new opportunities



- to help make our transport network accessible and inclusive



- the places where they work to be:
  - accessible
  - inclusive.

Our partners want to:



- work together so we can all make our transport network:
  - accessible
  - inclusive



- work with other companies that think accessibility and inclusion are important



- make plans for the future about accessibility and inclusion.

## Our goals



After we talked to our community, we wrote our own goals.



We will ask people in the community what they think about our plans from the beginning.



This includes our:

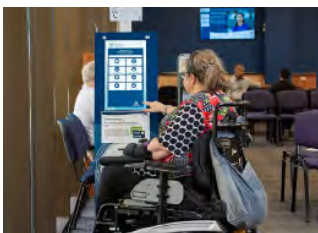
- customers
- partners.



If we design our transport network together, we can make sure it is:

- accessible
- inclusive.

We want to make sure:



- we support our customers



- our transport network is easy for everyone to use.



We want to make sure our staff can work in places that are:

- safe
- inclusive.



We want our partners to know we listen to their ideas when they share them with us.



We want to make sure we always give our community a good experience when they use our transport network.

We do this by:



- asking for feedback





- making sure we fix problems.



Accessibility and inclusion are already an important part of our work.



We want our partners to make accessibility and inclusion an important part of their work too.



We also want to make sure the places where our staff work are:

- accessible
- inclusive.



To do that we need to make sure our staff represent the people of Queensland.

By 2022, our goal is to have:



- women to have 38% of our senior roles



- 3% of our staff to be Aboriginal and Torres Strait Islander people



- 6.5% of our staff to be people with disability



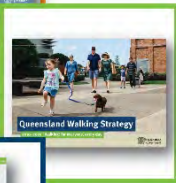
- 9.5% of our staff to be people who speak a language other than English at home.

## What we have done



We have already done a lot of things to make our transport network:

- accessible
- inclusive.



We have written the:

- Queensland Transport Strategy
- Queensland Walking Strategy
- TransLink Disability **Action Plan**.



An action plan is what we plan to do to achieve our goals.



We are training our staff about accessibility and inclusion.



We have given our project managers clear goals for accessibility.



We make sure that our customers can get:

- information
- support.



We use the information we get from our customers to understand what they need.



We include our community in the design of parts of our transport network.

## Our plans



We know we must do more to make sure our transport network is:

- accessible
- inclusive.



We will change what we need to so we can support the needs of our:

- staff
- customers
- partners.



We will ask our community to help us design a transport network that is:

- accessible
- inclusive.



We will make the places where our staff work:

- accessible
- inclusive.





We will design projects with our partners that are:

- accessible
- inclusive.



We need to lead by setting a good example.



We will continue to make our products and services better.

## What we are going to do



We will lead the National Accessible Transport Taskforce (the **Taskforce**).



A taskforce is a group of people who work together.



The Taskforce will look at the *Disability Standards for Accessible Public Transport 2002* (the Standards).



The Taskforce is making sure that the Standards:

- are up to date
- think about new technology.

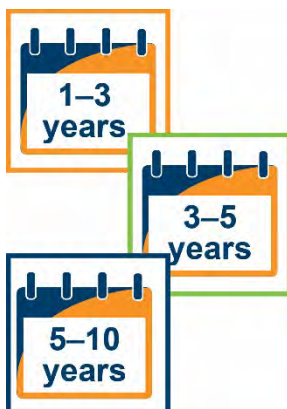


We are also making an Accessibility and Inclusion Action Plan (the Action Plan).



The Action Plan explains what we will do to make our transport network:

- accessible
- inclusive.



The Action Plan will include the things we plan to do over the next:

- 1–3 years
- 3–5 years
- 5–10 years.

## Word list



### **Accessible**

When something is accessible, everyone can use it.



### **Action Plan**

An action plan is what we plan to do to achieve our goals.



### **Economy**

The economy is the total amount of goods, services and money that Queensland makes and uses.



### **Inclusive**

When something is inclusive, everyone can take part.



### **Partners**

Our partners are the companies we work with to provide our transport network.



## Rights

Your rights are rules about how you can expect to be treated.



## Strategy

A strategy is a document that includes:

- a list of goals
- how we are going to make them happen.



## Taskforce

A taskforce is a group of people who work together.

## Transport network

A transport network includes all the things you will need to travel around, such as:



- roads
- trains
- buses
- getting a driver's licence
- using our:
  - website
  - call centres
  - customer service centres.

## Contact us



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