

# Disability Action Plan 2018–2022

End of Term Report

## Background

The *Disability Action Plan 2018–2022* (the action plan) was released in 2018 to outline the Department of Transport and Main Roads' (TMR) commitment to making the passenger transport network more accessible for people with disability. The plan included 41 actions categorised by four themes connecting to each stage of a customer's journey and the underlying partnerships, including:

- planning a journey
- boarding
- travelling on passenger transport
- government, stakeholders and industry working together.




The action plan included a commitment for a final review, timed with its conclusion in December 2022 and the next compliance milestone of the *Disability Standards for Accessible Public Transport 2002*. The review has now been completed and the purpose of this document is to report on the progress made over the term of the plan and highlight what was achieved. It builds on the previous mid term review, which reported on status on implementation as at 31 December 2020.

The action plan has supported TMR's vision of creating a single integrated transport network accessible to everyone. While this review marks the conclusion of this action plan, it looks ahead to the *Interim Disability Action Plan 2023–2024* which takes into account the national work underway to reform the *Disability Standards for Accessible Public Transport 2002*. Once the outcomes are known, TMR will co-design a new disability action plan with stakeholders. In the meantime, the interim plan will highlight TMR's continuing work with stakeholders to improve accessibility, through its ongoing projects, programs and business-as-usual activities, and planning for major new infrastructure and events such as the Brisbane 2032 Olympics and Paralympics.




## Key achievements and highlights





- Thirty-three of the 41 actions in the action plan are complete
- The remaining eight actions have commenced and will be rolled over into the new *Interim Disability Action Plan 2023–2024*
- Engagement of stakeholders through various accessibility reference groups – on high-impact projects such as the Queensland Train Manufacturing Program, Cross River Rail and Smart Ticketing, and an overarching group meeting five times per year
- Rollout of the trials of the Smart Ticketing solution offering new ways to plan and pay for travel across Queensland, incorporating trials of hands-free technology to facilitate independent travel
- Through the Passenger Transport Accessible Infrastructure Program (PTAIP), provision of over \$17 million in grant funding to local government to assist with accessibility upgrades
- Through the Taxi Subsidy Scheme, provided over \$55 million to assist eligible customers with their travel.



## Legend

Action status	Progress		Summary
Action complete and closed	Closed		18 actions
Action complete and ongoing	Will continue as ongoing TMR business		15 actions
Action in progress	Will be included in Interim Disability Action Plan 2023–2024		Eight actions



## Planning your journey





Action	Deliverable summary	Status
Improve the accessibility of the Translink website, including expanding the use of Auslan	<p>The Translink website is a level AA of accessibility.</p> <p>TMR has undertaken extensive research and consultation with people with disability to develop and implement the new Translink branding across the Translink website, app and physical owned assets (such as busway signage and smart ticketing machines).</p> <p>The new branding features accessible colour palettes and a more easily identifiable Translink brand mark.</p>	
Consider artificial intelligence applications in the provision of journey planner information	<p>TMR has completed several proof of concept trials for technology solutions that utilise artificial intelligence and/or machine learning, for applications such as service and station capacity monitoring, busway operational safety and efficiency and park 'n' ride utilisation.</p> <p>The learnings captured from these and future proof of concept trials enable TMR to inform and prioritise future opportunities to utilise artificial intelligence and machine learning to enhance customer information.</p>	
Produce videos to include on the Translink website which provide simple demonstrations on how to use various aspects of the passenger transport network	<p>TMR continues to create videos about Queensland's passenger transport network and promote them on its social media channels and other digital channels, including its website and electronic newsletter. All videos include captions.</p> <p>An example is the 'Move Together' campaign, aimed at encouraging inclusive behaviours and attitudes of public transport users towards vulnerable users.</p> <p>TMR also promoted Disability Action Week on its Translink digital channels in 2021 and 2022.</p>	




<p>Publicise information on the Translink website and MyTranslink app about accessibility features of bus stations, park 'n' rides, train stations and ferry terminals</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Involve customers with disability in user-testing phases of MyTranslink app updates to ensure information is accessible</p>	<p>Since the mid term review, TMR has:</p> <ul style="list-style-type: none"> <li>• successfully completed an accessibility audit of the Translink website and journey planner</li> <li>• procured a digital accessibility specialist to test web features as they are developed</li> <li>• created a new customer feedback form that included 1:1 testing with customers with cognitive and vision impairment.</li> </ul>	
<p>Provide customers with disability a number of options in the way they are able to seek information and provide feedback about passenger transport services</p>	<p>Customers with disability can continue to seek information and provide feedback through a variety of channels, including via the Translink website, the MyTranslink app, the 24/7 Translink contact centre, and face to face via Customer Liaison Officers at staffed visitor information centres.</p> <p>Since the mid term review, the <i>qconnect</i> brand has transitioned to Translink in some regional centres including Bowen, Fraser Coast, Innisfail, Sunshine Coast Hinterland, Warwick and the Whitsundays. This has provided customers in these regions with more customer service channels and new ways to access information about public transport, including:</p> <ul style="list-style-type: none"> <li>• journey planning and service alerts via the Translink website and MyTranslink mobile app</li> <li>• access to the Translink website where all public transport information can be found in one location</li> <li>• updates about area specific services and events via the Translink social media channels and newsletters.</li> </ul> <p>In early 2022, TMR also updated the South East Queensland Train, Busway and Tram Map, which is available on the website and at stations, to show more information about accessible stations.</p>	
<p>Develop and communicate education material on how to use the MyTranslink app</p>	<p><i>Complete as reported in mid term review</i></p>	

<p>Provide ongoing updates on significant changes to the passenger transport network to disability advocacy groups to enable them to inform their clients</p>	<p>TMR engages people with disability by establishing targeted accessibility reference groups on various projects having significant impact on the network, such as the Queensland Train Manufacturing Program, Cross River Rail and Smart Ticketing.</p> <p>TMR also convenes an overarching Accessibility Reference Group, where updates on significant network changes are provided on a regular basis. These updates are distributed to members each meeting (five per year) and ad hoc as required, to pass on to their networks. Network updates may include the Eastern Transitway, Gold Coast Light Rail, the Smart Ticketing staged rollout and Brisbane Metro upgrades.</p>	
<p>Host orientation days for people with disability at selected new passenger transport infrastructure</p>	<p>Since the mid term review, TMR Accessibility Reference Group members were invited to attend an orientation day for the opening of the Russell Island ferry terminal.</p>	



## Boarding passenger transport





Action	Deliverable summary	Status
<p>Promote available resources and initiatives that assist people with disability and people with reduced mobility, to board at bus stops and stations with lead stop arrangements</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Work with delivery partners to investigate ways to provide real-time information at key passenger transport interchanges</p>	<p>Following a previous successful proof of concept trial, TMR has now committed to the state-wide deployment of a near field communication (NFC) bus stop solution. The solution uses NFC tags installed at bus stops that allows customers to tap their smartphone device which takes them straight to a web page for that bus stop on the Translink website and provides stop, route, timetable, service disruption and real-time information. The technology was first trialled in late 2020. Rollout to the approximately 15,000 urban bus stops across Queensland will commence from the end of this year.</p> <p>TMR will also continue to evaluate and plan for additional assistive technologies for key passenger transport interchanges.</p>	

<p>Provide funding through the Passenger Transport Infrastructure Investment Program (PTIIP) to upgrade existing, and provide new, accessible passenger transport infrastructure across Queensland</p>	<p>The PTIIP includes provisions for accessible passenger transport infrastructure. Over the life of the action plan, TMR provided \$309.6 million (2018-19 – 2021-22) through PTIIP funding. A further \$118 million has been committed for delivery in 2022-23 (excludes Brisbane Metro project Australian Government payments).</p> <p>Examples of passenger transport infrastructure include:</p> <ul style="list-style-type: none"> <li>• Helensvale Railway Station, upgraded bus facility</li> <li>• Springfield Central park 'n' ride (multi-storey park 'n' ride carpark facility bringing the total number of carparks around the Springfield Central train station precinct to around 1,100)</li> <li>• six other park 'n' ride as part of the 2017 State election commitments (Eight Mile Plains/Greenbank/Geebung/Virginia/Lawnton/Darra/Salisbury Stage 1).</li> </ul>	
<p>Investigate options to improve the provision of information regarding temporary disruptions to passenger transport services and infrastructure, for example, planned and unplanned service changes or lift closures</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Investigate and implement technology to enable visual text information to also be provided as audio information at suitable bus stations where there are real-time passenger information displays</p>	<p>TMR has completed proof of concept trials for both e-paper digital bus stop signage which included an audio button to provide the real-time information for the next bus services via audio through a speaker incorporated into the signage, and for a solution that can provide station audio announcements on screen in both text and Auslan in partnership with the Cross River Rail project.</p> <p>The learnings and stakeholder feedback from these and future trials will help to inform potential future solutions in this space.</p>	
<p>Liase with the bus industry on the customer benefits of enhancing the visibility of route information on buses, such as including using highly illuminated, upper and lower case text and displaying route numbers on the front, side and rear of buses as relevant</p>	<p>TMR undertook research into the use of white LED lighting on a black background (that is, white on black) to enhance the visibility of route and destination signage on buses through a survey of contracted delivery partners and bus manufacturers. Analysis of the findings indicated that while the use of white LED lighting on a black background was increasing, greater awareness of the benefits of this lighting for customers with low vision could encourage a more prevalent use by delivery partners.</p> <p>In September 2022, TMR wrote to all contracted bus delivery partners to encourage consideration of this type of lighting for all route and destination signs when purchasing new fleet. TMR also provided advice to the Queensland Bus Industry Council and Queensland School Bus Alliance for distribution to their members.</p>	






Implement disability awareness training for Customer Liaison Officers, Busway Safety Officers and Senior Network Officers, to ensure provision of high quality customer service	<i>Complete as reported in mid term review</i>	
Provide co-contribution funding grants to local government through the Passenger Transport Accessible Infrastructure Program (PTAIP) to assist with upgrading passenger transport infrastructure to meet the requirements of the <i>Disability Standards for Accessible Public Transport 2002</i>	<p>Over the life of the action plan, TMR has provided approximately \$15.5 million (2018-19 to 2021-22) in grant funding to local government through the PTAIP to assist with upgrading passenger transport infrastructure. A further \$2.5 million is committed for 2022-23.</p> <p>From 2018-19 to 2021-22, PTAIP provided grants to 21 councils supporting the delivery of over 2000 urban bus stops accessibility upgrades. The program also provided grants to councils for ferry terminal, long distance coach stops and aerodrome accessibility upgrades.</p>	
Implement Bus Stop Blade Sign Braille Numbers at various bus stops in the network	<i>Complete as reported in mid term review</i>	

## Travelling on passenger transport




Action	Deliverable summary	Status
Provide information to industry organisations and operators to enhance their knowledge and understanding of safe transportation of people with disability and people with reduced mobility	<p>TMR has developed a new information bulletin specifically for drivers of urban bus services. The bulletin consolidates advice and guidance about how to safely transport people with disability and reduced mobility. While information already existed on the TMR website, it was located in various places and not easy to identify, access or understand.</p> <p>In developing the information bulletin, TMR sought and incorporated feedback from the Accessibility Reference Group, which includes members representing the disability sector and peak industry bodies.</p>	
Produce guidance material outlining how passengers using wheelchairs and mobility scooters can adopt safe travel practices when travelling on passenger transport	<i>Complete as reported in mid term review</i>	




<p>Investigate options for the provision of information on-board buses to enable passengers to identify when they need to disembark</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Investigate initiatives which encourage passenger behaviour that creates a safe and inclusive environment for people with disability when using passenger transport (such as informing all customers about the correct use of allocated space and priority seating on passenger transport conveyances)</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Work with key stakeholders to develop a guide to inform industry about the concerns of people with disability in relation to the use of wrap around advertising on the outside of conveyances and how this limits their visibility – and their ability to identify when they are approaching their stop</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Provide the Taxi Subsidy Scheme to assist eligible people with disability with the cost of accessible transport options</p>	<p>The Taxi Subsidy Scheme is an ongoing program that subsidises 50% of an eligible passenger’s taxi fare to a maximum value per trip. In 2022, the Queensland Government increased the maximum subsidy per trip from \$25 to \$30.</p> <p>A Lift Payment of \$20 (inclusive of GST) applies for each eligible trip involving transportation of a Taxi Subsidy Scheme member who is required to travel in a wheelchair.</p> <p>For the life of the plan (2018-19 – 2021-22), expenditure was:</p> <ul style="list-style-type: none"> <li>• Taxi Subsidy Scheme: \$55.7 million</li> <li>• Lift Payment: \$26.4 million.</li> </ul>	









<p>Provide passenger transport concessions for people with disability, in accordance with the concessions framework</p>	<p>TMR continues to deliver transport concessions for vulnerable cohorts including people with disability.</p> <p>Smart Ticketing supports the TMR concessions framework. TMR is introducing 'hands-free' technology for eligible customers to facilitate independent travel. A prototype of the hands-free solution has been trialled by the Smart Ticketing Accessibility Stakeholder Working Group.</p> <p>Further consultation and trials will be conducted as development progresses, with design completed by December 2022.</p>	
<p>Consult with disability stakeholder groups in relation to the next generation ticketing system</p>	<p>To date, TMR has conducted 24 meetings (face-to-face and online) and seven accessibility trials/assessment sessions with the Smart Ticketing Accessibility Stakeholder Working Group members in the period from December 2020 to December 2022. Regular engagement with the working group provides a forum for people with disability or advocacy organisations representing people with disability to give input into the Smart Ticketing project.</p> <p>This ongoing engagement with the working group, continuing on from workshops held during 2019 in relation to the platform access gates and platform validators, included members' participation in consultations and trials throughout the South East Queensland network.</p> <p>TMR has engaged with Queensland Rail, the Cross River Rail Delivery Authority and other delivery partners to ensure, where possible, Smart Ticketing enhances accessibility.</p>	
<p>Increase operator knowledge and awareness of people with disability travelling on passenger transport services with an approved assistance animal</p>	<p><i>Complete as reported in mid term review</i></p>	
<p>Monitor advances in the development of restraint systems for use by people travelling in mobility devices on buses and explore opportunities to share these learnings with stakeholder groups</p>	<p>TMR continues to monitor developments overseas and in other jurisdictions that could provide opportunities and learnings for Queensland. TMR is also contributing to the Commonwealth Government's reform of the <i>Disability Standards for Accessible Public Transport 2022</i> which included proposals to clarify requirements for when mobility aid restraints are required.</p>	
<p>Develop, implement and monitor the effectiveness of driver training requirements in the personalised transport industry</p>	<p>Safety audits under the chain of responsibility framework, which monitor compliance with the training requirements, are ongoing. Any instances of non-compliance are resolved with the relevant booking entity and, as more audits are completed, systemic issues are monitored.</p>	

## Working together

Action	Deliverable summary	Status
Conduct targeted consultation with relevant stakeholders about passenger transport accessibility during the design phase, and throughout the implementation of significant projects	TMR continues to consult with accessibility reference groups, including representatives from the disability sector and people with lived experience, in relation to a number of significant projects such as Queensland Train Manufacturing Program, Cross River Rail and Smart Ticketing.	
Update the Public Transport Infrastructure Manual to reflect best practice accessibility and wayfinding design principles and promote the manual to departmental contractors and staff	<i>Complete as reported in mid term review</i>	
Work with our delivery partners to improve the accessibility of ferries and ferry terminals	<p>TMR committed a \$28.7 million funding contribution towards the upgrade of the Southern Moreton Bay Islands passenger ferry terminals. This is being delivered in partnership with Redland City Council.</p> <p>Completion of the new Russell Island ferry terminal was completed in late 2022. New terminals are also expected to be complete for the Macleay, Lamb and Karragarra islands by mid-2023.</p>	

<p>Work with Queensland government agencies, other jurisdictions and the Commonwealth government to resolve and support the transition of taxi and specialist school transport supports to the National Disability Insurance Scheme (NDIS)</p>	<p>The Queensland Government has ensured that NDIS participants can continue to access affordable travel through the Taxi Subsidy Scheme pending improvements to transport supports provided under NDIS, with costs being met by the Australian Government. Disability reform ministers have approved an extension of the current arrangements in principle until 31 October 2023. TMR will continue to work with the Australian Government as they develop new approaches to meet transport needs of NDIS participants in the longer term.</p> <p>TMR continues to work with the Department of Seniors, Disability Services, and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP), the Department of Education (DoE), the Australian Government and other jurisdictions regarding the development of a nationally consistent model for the delivery of Specialist School Transport (SST), either within or alongside the NDIS. It is anticipated that in-kind arrangements due to end in December 2023 will be extended. The NDIS Review is likely to further delay resolution of the SST issue.</p> <p>To mitigate market withdrawal risks, TMR is continuing to work closely with DSDSATSIP and DoE on contingency measures to ensure that students with disability in Queensland continue to have safe and accessible school transport.</p>	
<p>Consider the expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport operators</p>	<p>TMR's analysis has identified a number of issues for further investigation, including developments in other jurisdictions and the reform of the <i>Disability Standards for Accessible Public Transport</i> currently being progressed by the Australian Government.</p> <p>TMR has also commenced a review of the taxi licensing framework, which includes wider consideration of whether improvements are required to enable the provision of wheelchair accessible services.</p>	
<p>Consult with government, industry and disability stakeholder groups on issues relating to improving the accessibility of the Queensland passenger transport network for people with reduced mobility, through the TMR Accessibility Reference Group</p>	<p>A total of 20 meetings of the Accessibility Reference Group have been convened since the commencement of the plan. Fourteen of these have been held since mid term review. The meetings provide a platform for direct consultation with the sector on a range of projects and strategies in the planning, design, construction and post-construction/implementation phases.</p> <p>As noted in the mid term review, meeting frequency increased from four to five meetings per year, to accommodate the range of items for discussion and consultation with members.</p> <p>In 2022, membership was reviewed to ensure it reflects a diverse range of disability sector advocates and transport industry representatives. The new membership was formalised in November 2022.</p>	

<p>Work with other jurisdictions on Commonwealth led initiatives such as the modernisation of the <i>Disability Standards for Accessible Public Transport 2002</i></p>	<p>Through its role as chair of the National Accessible Transport Taskforce, TMR is contributing to the Australian Government’s reform of the <i>Disability Standards for Accessible Public Transport 2002</i>. TMR will consider implementation of the reforms pending a decision at the Infrastructure and Transport Ministers Meeting in 2023.</p>	
<p>Work with our delivery partner, Queensland Rail, to improve the accessibility of train stations and trains</p>	<p>TMR continues to work with Queensland Rail on its Smart Ticketing program to provide direct assistance to customers with disability. TMR is actively engaging Queensland Rail during installations of new Smart Ticketing validators and platform access gates, including ensuring direct assistance is provided when required.</p> <p>TMR and Queensland Rail have improved accessibility through a collaborative review of handrails and grabrails installed adjacent platform validators, identifying and removing access barriers, and ensuring compliance with the <i>Disability Standards for Accessible Public Transport 2002</i> requirements for access paths, circulation spaces, reach ranges and viewing angles across a range of stations.</p> <p>Queensland Rail is continuing to deliver its South East Queensland and regional Station Accessibility Upgrade Programs, including upgrades at Banyo, Bundamba, Lindum, and Morningside stations.</p> <p>Further, as part of the \$57 million allocated for accessibility upgrades at Fairfield, Yeronga, Yeerongpilly, Moorooka, Rocklea and Salisbury stations, approximately \$18 million of costs were incurred as at end of the 2022 financial year.</p>	
<p>Continue to develop an understanding and insight into the needs of people with disability and their carers using the passenger transport network, through customer insight projects</p>	<p>TMR introduced a new customer experience survey in 2019 giving customers the choice to identify whether they have disability, a condition or other accessibility need that may impact on their travel experience.</p> <p>Since launch, more than 19,000 surveys have been completed by customers who self-reported disability or an accessibility need, which allows TMR to gain insight into their experiences, what works well, and where improvements can be made. TMR undertakes analysis on the customer experience survey data set and shares insights and recommendations which routinely include accessibility insights.</p> <p>Scoping of any ad hoc research projects considers what insights need to be sought from people with lived experience, and participant recruitment is tailored accordingly.</p> <p>All these initiatives and interactions are now fully embedded into routine operations.</p>	
<p>Establish an Accessible Transport Networks Team which reports directly to the Director-General, TMR</p>	<p><i>Complete as reported in mid term review</i></p>	

<p>Monitor the sustainability of the accessible taxi fleet after the recent reform of the personalised transport industry</p>	<p>In 2019, the Queensland Government commenced a four-year, \$21 million wheelchair accessible taxi grant scheme to assist with the cost of replacing older and written-off wheelchair accessible taxis.</p> <p>The Queensland Government extended the program by a year until the end of 2023-24 to enable operators to take advantage of the scheme as they recover from the impacts of COVID-19.</p> <p>TMR has also commenced a review of the taxi licensing framework following publication of the <i>Queensland's Personalised Transport Horizon – Stage Three: Monitoring and Evaluation Report</i>, which includes wider consideration of whether improvements are required to enable the provision of wheelchair accessible services.</p>	
<p>Implement relevant recommendations from the <i>New Generation Rollingstock Train Commission of Inquiry – Final Report</i> and work with other Queensland government agencies where required</p>	<p><i>Complete as reported in mid term review</i></p>	

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