

Disability Service Plan

Year Progress Report

1 January 2014 to 30 September 2014

Disability Service Plan 2014 to 2016

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Priority 1	Support people with disabilities and communities to be well-informed and confident about what the National Disability Insurance Scheme (NDIS) means for them			
Strategy 1.1	Provide information, in partnership with the National Disability Insurance Agency, to people with disability, families, carers, service providers, government and community about the NDIS			
NDS Outcome Area	Economic security/inclusive and accessible communities			
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
1.1.1 Work with other government agencies to prepare for the implementation of the National Disability Insurance Scheme (NDIS), particularly with regard to the provision of transport-related information.	Provide necessary information as required.	<p>Transport and Main Roads is developing a transition plan for the implementation of the NDIS in Queensland which will form part of the whole-of- government NDIS Implementation Strategy.</p> <p>TransLink is also participating in the Reform Leaders Group and the Interdepartmental Working Group to discuss the implementation of NDIS.</p> <p>TransLink is developing a communications and engagement strategy to inform relevant stakeholders of the opportunities and implications of NDIS implementation.</p> <p>The Maranoa Mobility Management Demonstration Project is currently underway. A contractor has been procured to provide services for a period of 12 months (to July 2015) to</p>	<p>TransLink has identified stakeholders for both direct engagement and engagement as part of the whole-of- government communications and engagement strategy including people with disability, disability advocacy groups and the passenger transport industry.</p> <p>Under the terms of the Contract, the Contractor is responsible for effective relationship management and stakeholder engagement to ensure positive outcomes are achieved in the delivery of services to the cohort during the Demonstration Project.</p> <p>It is intended that the learnings from the Demonstration Project will be shared with clients, service providers and other stakeholders</p>	Corporate Operations Branch TransLink Division

		<p>coordinate and implement the delivery of a mobility management solution, with a focus on coordinating transport services for people with disabilities including:</p> <ul style="list-style-type: none"> • the frail • aged and • those with a medical condition impacting their mobility (the cohort). <p>The Demonstration Project aims to identify lessons to share with the market in the lead up to NDIS implementation in Queensland.</p>	throughout Queensland.	
Priority 6	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing			
Strategy 6.3	Promote employment of people with disability in all industries and sectors			
NDS Outcome Area	Economic Security			
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
6.3.1 Develop strategies to attract, retain and develop people with disability.	Develop the TMR Workforce Strategy 2013 – 2018	<p>The following plans have been developed:</p> <ul style="list-style-type: none"> • <i>Transport and Main Roads Strategic Plan 2014 –2018</i> • <i>One TMR – Our Strategic Workforce Plan 2014 – 2018</i> • <i>TMR People Plan 2014–2015</i> 	Department wide consultation	Corporate Operations Branch

6.3.2 Promote equal employment opportunities through programs to increase workforce participation for people with disability.	Develop a strategic recruitment plan.	Review Entry Pathways Programs to include provision for attracting people with disability.	Department-wide consultation	Corporate Operations Branch
6.3.3 Review departmental human resources policies and procedures to consider equitable workplace inclusion and provisions for departmental staff with varying abilities.	Policy/procedure review	<p>The department's HR Policy Framework requires that all new/reviewed policies and procedures meet the organisation's values and strategic objectives including giving consideration to equitable workplace inclusion and provisions for departmental staff with varying abilities.</p> <p>Documents reviewed since January 2014 include:</p> <ul style="list-style-type: none"> • Reasonable Adjustment Procedure; review completed March 2014. • Bullying, Sexual Harassment and Unlawful Discrimination Policy and Guide to Preventing and Responding to Bullying, Sexual Harassment and Unlawful Discrimination; review completed October 2014. • Workplace Domestic and Family Violence Policy; new policy launched in November 2014; consultation occurred with subject matter experts. • Voluntary Medical Retirement Procedure; new procedure 	<p>Tailored consultation occurs with relevant stakeholders internally including:</p> <ul style="list-style-type: none"> • subject matter experts • HR Leaders and representatives across the organisation including Workplace Health and Safety, Right to Information and Injury Management • Industrial Relations <p>and externally:</p> <ul style="list-style-type: none"> • Queensland Shared Service Agency • other agencies and • Public Service Commission 	Corporate Operations Branch

		currently awaiting approval.		
<p>6.3.4 Ensure departmental accommodation (such as workplaces, workstations, offices) support access and function for clients, stakeholders and visitors with disabilities in compliance with the <i>Disability (Access to Premises - buildings) Standards 2010</i></p> <p>Please note: Compliance with the Act is required for new buildings and fit-outs only and may not apply to existing facilities</p>	<p>As part of the rolling facilities program, the department undertakes condition audits to ensure compliance with standards.</p> <p><i>*Continuation of service will be dependent on the outcomes of the Commission of Audit (CoA) recommendations and implementation in the department.</i></p>	<p>Several workstations have been raised/lowered to suit both permanent and temporarily disabled/injured staff as recommended in ergonomic assessments</p> <p>An existing disabled toilet in a CBD site has been modified to meet a permanently disabled persons unique requirements. Work was undertaken in consultation with the staff member, departmental management and disability service provider</p> <p>Wireless pendant alarms have been provided for people with disability, for use in confined or isolated spaces such as toilets, lifts and so on.</p> <p>All new and refurbished buildings and fit outs are designed and constructed to meet the requirements of the National Construction Code (Section D3 of the Code addresses disability requirements) as required by the <i>Sustainable Planning Act 2009</i>. Compliance is independently assessed prior, during and at completion of building works by licenced Building Certifiers as required by the Act.</p>	<p>Stakeholders are engaged in relation to the design, modifications and implementation of any workplace changes in relation to providing suitable accommodation for persons with permanent or temporary disabilities.</p>	<p>Corporate Operations Branch</p>
Priority 7	Promote genuine participation in the community			
Strategy 7.2	Improve accessibility of public places and spaces			

NDS Outcome Area		Inclusive and accessible communities		
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
7.2.1 Encourage road authorities to upgrade crossing facilities such as medians in line with the latest requirements in the Manual of Uniform Traffic Control Devices e.g. installation of pedestrian facilities with adherence to refuge island widths and requirements	Incorporated as normal business	Progress underway at regional level. Full comprehensive update to be provided in 2015.		Infrastructure Management and Delivery Division
7.2.2 Continue to respond to issues raised by people with disability regarding unsuitable pedestrian facilities. Progressively upgrade kerb ramps compliance with the Australian Standards for Design for access and mobility and ensure provision of equitable and safe road crossing opportunities	Incorporated as normal business	Updated design criteria for bridges and other structures to address disability access at transport hubs (e.g. transport, railway stations) to be disability compliant.	Engineering and Technology Branch will engage with representatives from disability access groups. Engineering and Technology work with Standards Australia BD090 Committee on Bridge Code.	Infrastructure Management and Delivery Division
7.2.3 Administer both the Australian Disability Parking Permit to Queensland residents and the Queensland Disability Parking Permit Scheme to people whose ability to walk is severely restricted by a medical	Ongoing	Current system to administer the Disability Parking Permits is being replaced in early 2015. The enhanced system will improve the wait time for customers requesting a Disability Parking Permit.		Customer Services, Safety and Regulation Division

condition or disability.				
Priority 7	Promote genuine participation in the community.			
Strategy 7.3	Provide government and public information in diverse languages and accessible formats, including formats that best meets the needs of Aboriginal and Torres Strait Islander people.			
NDS Outcome Area	Inclusive and accessible communities			
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
7.3.1 Increase the availability of accessible information and communication facilities in local libraries, customer services centres and other public facilities and services.	<ul style="list-style-type: none"> Television displays in customer service centres increase availability of information Provision of oral learner permit testing Access to interpreters for hearing impaired. 	Ongoing, interpreter services are accessible and can be found on TMR's website.		Customer Services, Safety and Regulation Division
7.3.2 Promote Whole of Government standards for internal and external publications and internet sites to increase accessibility for people with disability including: <ul style="list-style-type: none"> images videos navigation 	<ul style="list-style-type: none"> Develop a departmental Corporate Communication Strategy that includes an online strategy. Review communication policies, procedures and protocols. 	The departments disability page is designed to: <ul style="list-style-type: none"> cater for people with disability, and images or visuals have text equivalents, designed to be screen/ reader friendly also catering for Navigation and skip links. TransLink delivers communication campaigns online with the use of:	Vision Australia are likely to be engaged early 2015 so that website accessibility updates can be third party verified.	Corporate Operations Branch

<ul style="list-style-type: none"> • skip links/access keys <p>Promote the <i>Access to Buildings and Services Guidelines</i> and other Australian Standards in departmental communication campaigns.</p> <p>Deliver communication campaigns and online messages through a variety of mediums for accessibility to people with disability through the availability of:</p> <ul style="list-style-type: none"> • transcripts • text descriptions of visual imagery and • presentation of information that can be accessed by screen readers. 		<ul style="list-style-type: none"> • alt text (which allows a screen reader to read out what the image is to a visually impaired person) and • transcripts accompanying videos for people with a hearing impairment. <p>TransLink website is currently being updated to conform to WCAG 2.0 Level AA standard.</p>		
Priority 7	Promote genuine participation in the community			
Strategy 7.4	Make it easier to access a range of transport options and make public transport more accessible			
NDS Outcome Area	Inclusive and accessible communities			
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
7.4.1 Review state based penalties for parking in disabled parking places for those without a Disability Parking Permit so people with disability have	Implement revised penalties	In late 2013 the Queensland Government increased the fine from \$44 to \$220 for all illegal parking without a permit in a disability space. This is in line with some councils,	Queensland Police Services, Queensland Treasury and Trade, Department of Premier and Cabinet. Communication advice via media	Customer Services, Safety and Regulation Division

access to available spaces.		including Brisbane City Council. From 1 July 2014 the fine has been increased to \$227. The change was well received by the community as evidenced by radio call back comments.	release.	
7.4.2 Administer and review, as required, relevant medical condition reporting legislation, to ensure motorist safety while supporting people with disability to access a driver's licence with appropriate conditions.	Process relevant medical condition reporting and issue of conditional driver license.	The types of <i>show cause</i> letters used by the department has been reviewed and streamlined from twenty-seven to seven, ensuring they are more customer friendly.	Transport Regulation Branch Customer Services Branch Medical Condition Reporting Unit (Rockhampton)	Customer Services, Safety and Regulation Division
7.4.3 Disability access is recognised and considered in the development of multi-modal transport strategies (e.g. public transport, cycling, rail, marine and air) to provide communities with viable travel options to access employment, education and services.	Planning studies as identified in the State Planning Program.	Accessibility for all is a key theme of all planning work that is undertaken by the department. It is part of our business as usual activity.	Consultation has been undertaken with internal divisions as part of the development of the 30 year transport strategy The 30 year strategy will consider how we continue to provide a transport network that is accessible for all.	Policy, Planning and Investment Division
7.4.4 Develop a disability action plan to assist people with disability to participate in community life by improving the accessibility of the passenger transport network.	Finalise and release disability action plan.	<i>Disability Action Plan – Improving Access to 2017</i> released June 2014. The department's Accessibility Reference Group (ARG) was established following the release of the <i>Disability Action Plan – Improving Access to 2017</i> with the first meeting held on 20 October 2014.	Consultation occurred with representatives from: <ul style="list-style-type: none"> • passenger transport industry • disability stakeholder groups • local government and • members of the Public Transport Advisory Group 	TransLink Division

			<p>Members of the public were also able to provide feedback on the draft plan through the completion of a survey on the governments Get Involved website.</p> <p>The ARG includes representatives from:</p> <ul style="list-style-type: none"> • TransLink • local government • the passenger transport industry, and • a range of disability stakeholder groups <p>The ARG provides a consultative forum to discuss issues relating to improving the accessibility of the Queensland passenger transport network for customers with disability.</p>	
Priority 7	Promote genuine participation in the community			
Strategy 7.5	Promote and provide access to communication and assistive technologies that are appropriate and affordable			
NDS Outcome Area	Inclusive and accessible communities			
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area

7.5.1 Promote the use of teletypewriter phones to enable hearing impaired people to access the services of the call centre.	Continue to promote: <ul style="list-style-type: none"> • National Relay Service • TTY • Speak and Listen Phones • Internet Relay users and • department website – “Contact Us” 	Teletypewriter is available for customer use upon request by contacting the TransLink contact centre on 13 12 30.		Customer Services, Safety and Regulation Division
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Other Actions <i>(e.g., policies and procedures; complaints mechanisms; staff attitudes and awareness raising; access to buildings; information and communication; and recruitment and retention)</i>				
Actions	Year 1 Products/Activities	Progress/Achievements	Stakeholder Engagement	Responsible Area
Promote disability awareness events including: <ul style="list-style-type: none"> • Disability Action Week and Mental Health Week • International Women’s Day • Harmony Day • National Sorry Day • National Close the Gap Day • National Reconciliation Week • International Day of People with Disability (IDwPD) 	Promotion / communication throughout the department.	Regularly raise awareness of all diversity related initiatives via: <ul style="list-style-type: none"> • departmental messages • raise awareness events and activities • newsroom stories and • Yammer announcements. 	Department senior management and staff involvement. Department-wide consultation	All divisions and led by Corporate Operations Branch.

<p>Provide easy access to information and advice (one of the key principles of Complaints Management Framework), including ensuring:</p> <ul style="list-style-type: none"> • complaints can be lodged by anyone • complaints are accepted verbally or in writing in a range of methods • assistance is provided to anyone who asks • assistance is provided to anyone with a disability • the promotion of services available to assist anyone with a speech or hearing impairment or from a culturally or linguistically diverse background, and • the promotion of contact information for the National Relay Service and National Translator and Interpreter Service. 	<p>Promotion / communication throughout the department and via the website.</p>	<p>The TransLink contact centre is able to manage customer interactions for customers with a disability, customers with vision and hearing impairment.</p> <p>The departments Complaints Management policy and procedures were revised to:</p> <ul style="list-style-type: none"> • ensure practices are appropriate and reflect business needs • meet new requirements under Section 219A of the Public Service Act 2008 and the Australian Standard 10002:2004 Customer satisfaction – Guidelines for complaints handling in organisations, and • the National Relay Service and National Translator and Interpreter services are available to customers 24 hours a day, seven days a week. 	<p>Department-wide consultation from May to August 2014</p>	<p>Corporate Operations Branch</p>
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