

# Transport and Main Roads

## Disability Service Plan 2014–2016

## Message from the Director-General



**Foreword by Neil Scales, Director-General**

As the department responsible for connecting people, places, goods and services across Queensland, we have an important responsibility to the community – almost every Queenslanders uses our roads and transport system every day. Our vision of “Connecting Queensland – delivering transport for prosperity” is about transport for everyone in our state. Providing products and services that are inclusive and accessible for all is at the heart of our department’s business.

I am pleased to introduce the Department of Transport and Main Roads Disability Service Plan 2014-2016 (TMR DSP). This plan will further our commitment to delivering an integrated transport environment that meets the needs of all Queenslanders.

The TMR DSP delivers on the Queensland Government’s vision, “for people with disability to be enabled to have choices and share the opportunities that are available to all Queenslanders”. The plan contributes to the strategies and actions of the *Queensland Disability Plan 2014-2019 – Enabling choices and opportunities*, developed by the Department of Communities, Child Safety and Disability Services.

The TMR DSP builds on the achievements of our earlier plans and incorporates the vision of enhancing mainstream services and facilities to enable genuine choice and participation for people with disability.

The plan demonstrates our continuing commitment to ensuring all Queenslanders have appropriate transport choices and fair access to the transport system.

## About the Department

The Department of Transport and Main Roads (TMR) moves and connects people, places, goods and services safely, efficiently and effectively across Queensland.

TMR ensures that all Queenslanders, including people with disability, have appropriate transport choices and fair access to the transport system. Our vision for the future is “Connecting Queensland – delivering transport for prosperity”.

Our ability to connect is one of our greatest strengths. Whether we’re working with the community and our stakeholders, getting involved in the planning and delivery of our massive works program or connecting across the department, we all contribute to our vision.

TMR plans, manages and delivers Queensland’s integrated transport environment to achieve sustainable transport solutions for road, rail, air and sea.

Our integrated transport planning approach ensures we contribute to the government’s objectives for the community, with a key role to:

- deliver better infrastructure and better planning
- grow a four pillar economy.

TMR understands that access to public transport is crucial to the ability of people with disability and their families and carers to participate fully in community life. TMR therefore aims to provide a transport system which offers equitable access to transport infrastructure and services for all transport users.

## About Disability Service Plans

### 1. The purpose of DSPs

The *Disability Services Act (Qld) 2006* provides a strong foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement DSPs. The purpose of DSPs is to ensure each department has regard to the Act’s human rights and service delivery principles, and the government’s policies for people with disability. DSPs aim to improve access to services across government for people with disability, including more coordinated responses. DSPs were first implemented across government from July 2007.

On 2 December 2013, the Queensland Government endorsed the Queensland Disability Plan 2014-19: *Enabling choices and opportunities* (QDP). The QDP will provide the focus for Queensland Government DSPs until 2019. It has two key aims:

1. preparing Queensland for the National Disability Insurance Scheme (NDIS), which will commence from 2016
2. supporting Queensland to be ready, willing and able to make social and economic opportunities available to people with disability, and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive.

The TMR DSP outlines the actions that we will take in conjunction with our key partners, including other Government agencies and peak bodies to support the delivery of the QDP.

## **2. Policy Context**

The QDP aligns with, and will deliver on, Queensland's commitments under the National Disability Strategy 2010-2020. It will also contribute to meeting the Queensland Government's obligations under the United Nations Convention on the Rights of Persons with Disabilities (the Convention).

The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

The National Disability Strategy 2010-2020, endorsed by the Council of Australian Governments in 2011, represents a unified approach by all governments in Australia and the Australian Local Government Association to work together with business and the community towards the vision of an inclusive Australia. The National Disability Strategy outlines six priority areas for action: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

In addition, on 8 May 2013, the Queensland Government signed an agreement with the Commonwealth Government to commence the implementation of the National Disability Insurance Scheme in Queensland from 1 July 2016 with implementation completed in 2019. When the National Disability Insurance Scheme is underway, an estimated 97,000 Queenslanders will receive the disability supports they need to participate in the community and pursue their life goals.

### 3. TMR's commitment to furthering the vision of the QDP

The TMR DSP contributes to three out of seven of the *Enabling choices and opportunities* priorities including:

- Priority 1 – Support people with disability and communities to be well informed and confident about what the NDIS means for them
- Priority 6 – Enhance mainstream services and facilities to enable genuine choice and participation in all areas, including education, employment, health, justice services and housing
- Priority 7 – Promote genuine participation in the community.

4. The TMR DSP outlines our commitment under the QDP, and is the mechanism through which TMR will report on progress in achieving our commitments. In preparation of the TMR DSP, consultation has taken place across government through attendance at the DSP Coordinators Network workshop and meetings.

### Monitoring and reporting

We will report on our progress on actions in 2014 and 2015 on our website [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au). In 2016 we will contribute to a whole-of-government progress report prepared by the Department of Communities, Child Safety and Disability Services.

Information from whole-of-government reports on the QDP will be shared with the Australian Government and other state and territory governments as part of reporting on Queensland's commitments in the National Disability Strategy 2010-2020.

### Contact for more information

If you would like to provide feedback or require further information regarding Transport and Main Roads Disability Service Plan 2014-2016, please email [HR\\_Strategy@tmr.qld.gov.au](mailto:HR_Strategy@tmr.qld.gov.au).

## Our department's plan

### DISABILITY SERVICE PLAN 2014-2016

<b>Priority 1</b>	<b>Support people with disability and communities to be well-informed and confident about what the NDIS means for them</b>			
<b>Strategy 1.1</b>	<b>Provide information, in partnership with the National Disability Insurance Agency, to people with disability, families, carers , service providers, government and community about the NDIS</b>			
	<b>Timeline</b>			<b>Responsible area within the department</b>
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<b>1.1.1</b> Work with other government agencies to prepare for the implementation of the NDIS, particularly with regard to the provision of transport-related information.	Provide necessary information as required	Provide necessary information as required	Provide necessary information as required	Corporate Operations Branch (with input from TransLink Division and other areas of the department as necessary)  Human Resources Delivery

<b>Priority 6</b>	<b>Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing</b>			
<b>Strategy 6.3</b>	<b>Promote employment of people with disability in all industries and sectors</b>			
<b>Actions</b>	<b>Timeline</b>			<b>Responsible area within the department</b>
	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<b>6.3.1</b> Develop strategies to attract, retain and develop people with disability.	Develop the TMR Workforce Strategy 2013-18	Implement and review the TMR Workforce Strategy 2013-18	Implement and review the TMR Workforce Strategy 2013-18	Corporate Operations Branch  Human Resources Delivery
<b>6.3.2</b> Promote equal employment opportunities through programs to increase workforce participation for people with disability.	Develop a strategic recruitment plan	Implement the strategic recruitment plan that includes entry pathways strategies, on boarding and orientation programs.	Implement the strategic recruitment plan that includes entry pathways strategies, on boarding and orientation programs.	Corporate Operations Branch  Human Resources Delivery
<b>6.3.3</b> Review departmental human resources policies and procedures to consider equitable workplace inclusion and provisions for departmental staff with varying abilities.	Policy/procedure review	Policy/procedure review	Policy/procedure review	Corporate Operations Branch  Employee Relations
<b>6.3.4</b> Ensure TMR 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)</i>	As part of the rolling facilities program,	As part of the rolling facilities program,	As part of the rolling facilities program,	Finance and Procurement Branch

<p><i>Standards 2010</i>  <i>Please note: Compliance with the Act is required for new buildings and fit-outs only and may not apply to existing facilities</i></p>	<p>undertake condition audits to ensure compliance with standards  <i>*Continuation of service will be dependent on the outcomes of the Commission of Audit (CoA) recommendations and implementation in TMR.</i></p>	<p>undertake condition audits to ensure compliance with standards  <i>*Continuation of service will be dependent on the outcomes of the Commission of Audit (CoA) recommendations and implementation in TMR.</i></p>	<p>undertake condition audits to ensure compliance with standards  <i>*Continuation of service will be dependent on the outcomes of the Commission of Audit (CoA) recommendations and implementation in TMR.</i></p>	<p>Facilities</p>
--	--	--	--	-------------------

<b>Priority 7</b>	<b>Promote genuine participation in the community</b>			
<b>Strategy 7.2</b>	<b>Improve accessibility of public places and spaces</b>			
<b>Actions</b>	<b>Timeline</b>			<b>Responsible area within the department</b>
	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<p><b>7.2.1</b> 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.</p>	<p>Incorporated as normal business</p>	<p>Incorporated as normal business</p>	<p>Incorporated as normal business</p>	<p>Infrastructure Management and Delivery Division</p>
<p><b>7.2.2</b> 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</p>	<p>Incorporated as normal business</p>	<p>Incorporated as normal business</p>	<p>Incorporated as normal business</p>	<p>Infrastructure Management and Delivery</p>



provision of equitable and safe road crossing opportunities.				Division
<b>7.2.3</b> 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 condition or disability.	Ongoing	Ongoing	Ongoing	Customer Services, Safety and Regulation Division
<b>Strategy 7.3</b>	<b>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.</b>			
<b>Actions</b>	<b>Timeline</b>			<b>Responsible area within the department</b>
	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<b>7.3.1</b> Increase the availability of accessible information and communication facilities in local libraries, customer services centres and other public facilities and services.	TV displays in CSCs – increasing availability of information. Provision of oral learner permit testing & access to interpreters for hearing impaired.	Ongoing	Ongoing	Customer Services, Safety and Regulation Division  Customer Services Branch
<b>7.3.2</b> 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"> <li>• images</li> <li>• videos</li> <li>• navigation</li> <li>• skip links/access keys.</li> </ul>	Develop a TMR Corporate Communication Strategy  Develop a TMR online strategy  Review communication	Implement communication and online strategies  Review communication policies, procedures and	Implement communication and online strategies  Review communication policies, procedures and	Corporate Operations Branch  Communication Services

<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"> <li>• transcripts</li> <li>• text descriptions of visual imagery</li> <li>• presentation of information that can be accessed by screen readers.</li> </ul>	policies, procedures and protocols.	protocols	protocols	
<b>Strategy 7.4</b>	<b>Make it easier to access a range of transport options and make public transport more accessible</b>			
<b>Actions</b>	<b>Timeline</b>			<b>Responsible area within the department</b>
	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<b>7.4.1</b> Review state based penalties for parking in disabled parking places for those without a Disability Parking Permit so people with disability have access to available spaces.	Implement revised penalties	N/A	Review	Customer Services, Safety and Regulation Division  Transport Regulation Branch
<b>7.4.2</b> Administer and review as required relevant medical condition reporting legislation to ensure motorist safety while supporting people with disability to have access to a driver’s licence with appropriate conditions.	Process relevant medical condition reporting and issue of conditional driver	Ongoing	NA – ongoing activity	Customer Services, Safety and Regulation Division  Customer Services Branch
<b>7.4.3</b> 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 State Planning	Planning studies as identified in State Planning	Planning studies as identified in State Planning	Policy, Planning and Investment  Policy & Planning Branch

	Program	Program	Program	
<b>7.4.4</b> 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	Undertake a mid-term review of the disability action plan	Review progress of actions contained in the disability action plan	TransLink Division Policy & Legislation Team
<b>Strategy 7.5</b>	<b>Promote and provide access to communication and assistive technologies that are appropriate and affordable</b>			
	<b>Timeline</b>			<b>Responsible area within the department</b>
<b>Actions</b>	<b>Year 1 Products/ activities</b>	<b>Year 2 Products/ activities</b>	<b>Year 3 Products/ activities</b>	
<b>7.5.1</b> Promote the use of teletypewriter phones to enable hearing impaired people to access the services of the call centre	Continue to promote National Relay Service, TTY, Speak and Listen Phones, Internet Relay users and the TMR website under contact us	Ongoing	Ongoing	Customer Services, Safety and Regulation Division Customer Services Branch

**Other actions** (e.g., policies and procedures; complaints mechanisms; staff attitudes and awareness raising; access to buildings; information and communication; and recruitment and retention)

Action	Timeline			Responsible area within the department
	Year 1 Products/ activities	Year 2 Products/ activities	Year 3 Products/ activities	
Promote disability awareness events including Disability Action Week and Mental Health Week as well promoting diversity awareness including, and not limited to, International Women’s Day, Harmony Day, National Sorry Day, National Close the Gap Day, National Reconciliation Week	Promotion / communication throughout TMR	Promotion / communication throughout TMR	Promotion / communication throughout TMR	All divisions led by Corporate Operations Branch  Human Resources Delivery
Provide easy access to information and advice (one of the key principles of Complaints Management Framework), including ensuring: <ul style="list-style-type: none"> <li>• Complaints can be lodged by anyone.</li> <li>• Complaints are accepted verbally or in writing in a range of methods.</li> <li>• Assistance is provided to anyone who asks.</li> <li>• Assistance is provided to anyone with a disability.</li> <li>• The promotion of services available to assist anyone with a speech or hearing impairment or from a culturally or linguistically diverse background.</li> <li>• The promotion of contact information for the National Relay Service and National Translator and Interpreter Service.</li> </ul>	Promotion / communication throughout TMR and via the website	Promotion / communication throughout TMR and via the website	Promotion / communication throughout TMR and via the website	Corporate Operations Branch  All branches led by RTI, Privacy and Complaints Management Team,

