

Disability Action Plan 2018–2022



Disability Action Plan 2018 to 2022 Mid term review



Easy Read English

Department of Transport and Main Roads
Queensland Government



How to use this document



The Queensland Department of Transport and Main Roads, or TMR, wrote this document.

When you see the words **our** or **we** it means TMR.



When you see the word **TransLink**, we mean the part of TMR that is in charge of the passenger transport network in Queensland.



We have written this information in a way that is easy to read.

We will

- write words that are hard to read in **bold and blue**
- write what the words mean.



This Easy Read English document is a summary of a more detailed document. You can find the more detailed document at www.tmr.qld.gov.au

You can ask for help to read this document from a

- friend
- family member.



What is this document about?



We made a **plan** in 2018.

When you see the word plan, we mean our Disability Action Plan 2018 to 2022.



Our plan explains how we will make our **passenger transport network or network** accessible for everyone.



Our network includes Queensland

- trains and train stations



- buses, bus stops and bus stations



- ferries and ferry terminals



- trams and tram stations



- taxis, limousines and ride-share services.



We check our plan to make sure we meet our goals.

This document says what we have done since we made our plan.

What we have done



There are 41 actions in our plan.



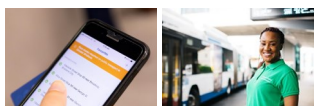
The actions say what we will do to make our network more accessible.

We have done 14 actions so far.



We have

- put information on the TransLink website and the MyTransLink app about accessibility of our network



- made information about how to use the app. Our Customer Liaison Officers can help customers use the app



- made 2 Auslan videos which show how to use our network with a scooter or wheelchair and how to get information about our network. The videos are on the website.



- found new ways to let people know about things that can affect their journey



- trained our staff about how to help people with disability



- put braille stop numbers on 250 main bus stop signs.



We have also

- made it easy to find information on our website about using wheelchairs and mobility scooters on our network



- added a voice alert and alarm to the app to help people know where they are going and when they need to get off



- looked at ways to get passengers to give people with disability priority seats



- made sure people can see out of windows when travelling so they know when their stop is getting close



- told drivers they must let assistance animals on vehicles

- updated our **Public Transport Infrastructure Manual**

The manual explains the best way to make public transport stops, stations and buildings accessible.



- created a team to make sure we think about disability access in everything we do





- worked with other parts of the Queensland Government to do the actions in the **New Generation Rollingstock Train Commission of Inquiry - Final Report**

This report looked at why new trains were not built in an accessible way.

There have been problems finishing 4 actions because of



- the coronavirus
- we need to talk to more people about some actions
- we are waiting for the Commonwealth Government to make decisions
- the action is part of a major project that will take a long time to happen.



There are 23 other actions that we will keep working on until the end of the plan in 2022.

How to contact us



Call us
13 23 80



Website
www.tmr.qld.gov.au
or email TMR_ARG@translink.com.au



Write a letter to
Department of Transport and Main Roads
GPO Box 1412
Brisbane Qld 4001



If you need an interpreter, call the Translating and Interpreting Service on **13 14 50** and ask them to contact Transport and Main Roads on **13 23 80**.

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service.

TTY users phone **13 36 77**, then ask for **13 23 80**.

Speak-and-listen users phone **1300 555 727** then ask for **13 23 80**.

Internet relay users connect to the National Relay Service and then ask for **13 23 80**.