

Draft Queensland Transport Strategy

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**Re: QDN submission on the Draft Queensland Transport Strategy**

Queenslanders with Disability Network (QDN) welcomes the opportunity to provide this high level submission on the Draft Queensland Transport Strategy (QTS).

QDN is an organisation of, for, and with people with disability with over 2000 members and supporters. QDN operates a state-wide network of members who provide information, feedback and views from the lived experience of people with disability to inform systemic policy feedback to Government and peak bodies. QDN also provides information and referral support to people with disability. QDN's submission is reflective of the views of our members.

QDN acknowledges the development of the QTS and the work Transport and Main Roads has undertaken to date to identify accessible, convenient transport as the first strategic priority. QDN believes accessible, convenient transport should be a cross-cutting strategic priority that informs and is applied to all other strategic priorities, including safe journeys for all, seamless personalised journeys, efficient, reliable and productive transport for people and goods and sustainable, resilient and liveable communities. QDN believes the QTS needs to align with the Disability Standards for Accessible Public Transport (DSAPT) and the Queensland State Disability Plan 2017-2020 All Abilities Queensland: opportunities for all.

Accessible transport is a requirement under the Convention of the Rights of People with Disability (CRPD) to which Australia is a party, under Article 9 – accessibility, which states:

To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

- a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
- b) Information, communications and other services, including electronic services and emergency services.

## QDN makes the following comments about each Strategic Outcome of the QTS:

### **Strategic Outcome 1: Accessible, convenient transport:**

Safe, accessible and affordable public and private transport options are essential for people with disability. People need access to a range of transport options, subsidies and programs, which have the underlying intent of providing access to the same level of transport options the rest of the community experiences.

Accessible transport remains a Commonwealth, State and Local Government responsibility and a right of all people enshrined in international conventions (as referenced above), the National Disability Strategy, and legislative frameworks. Accessible transport systems are integral to people with disability having improved relationships and opportunities to work, learn, play, and live in communities that are inclusive and welcoming.

QDN acknowledges there have been some improvements to access to public transport for people with disability however there is still much work to be done to ensure people with disabilities can access public transport on an equal basis with others. QDN members with disability have continued to raise the impacts and challenges they experience in securing accessing affordable, accessible transport.

QDN supports in principle the innovative approaches discussed in this strategic outcome concerning accessibility and connectivity however highlights the importance of thorough and meaningful consultation with people with disability and their representative organisations before the procurement of new conveyances, mobility providers and technologies. QDN points to the value of people with disability being consulted from the beginning of the design and construction of projects. QDN also recommends the implementation of systems/procedures in place that require Government Departments and procurement contractors to develop 'disability impact statements' when introducing changes to policy, regulations, infrastructure and programs that highlight benefits, mitigate risks and unintended consequences with regards to people with disability. All parties have experienced the ramifications of when this does not happen, for example the introduction of New Generation Rolling Stock, in terms of inaccessibility of services, costly retrofit, project delay, the potential to not meet Standards and for costly and drawn out litigation that may follow, and the risk of injury or trauma to individuals.

QDN believes clear guidelines on consumer consultation and engagement should be part of the QTS to ensure engagement with people with disability is part of the planning, design, delivery and evaluation of infrastructure, policy and services. There is a plethora of lived experience and technical knowledge within the disability community that wants to be engaged in effective co-design processes. QDN can provide specialist knowledge and advice to plan, design, deliver and evaluate services, products, environments and policies to deliver on quality, accessibility, affordability, inclusion and innovation through [QDeNgage](#).

QDN highlights that accessibility means more than just physical access and includes a range of interventions to ensure people have access to:

- Information: including accessible formats, maps, timetables, audio announcements, digital inclusion including websites, apps, journey planners
- Infrastructure: including conveyances, structures or facilities that are used by passengers in conjunction with travelling on a public transport service, wayfinding, public toilets at public transport facilities, the inclusion of changing places toilets in public transport infrastructure, Guide Dog/ assistance animal toileting areas
- Ticketing and boarding services: including vending machines and staff assisted ticketing and boarding

## **Strategic outcome 2: Safe journeys for all**

QDN supports in principle the directions in the discussion paper that support this principle. QDN is particularly keen to explore how new technologies such as driverless vehicles may increase the potential for people with disability to access safe, independent travel where and when they choose it. QDN also supports measures to improve personal security on public transport networks and protecting the cyber security of the transport network and its customers.

QDN and our members would be keen to participate in trials of new technology to ensure it is inclusive and accessible to everyone. It is important that driverless technology would include vehicles specifically purposed for transporting people in wheelchairs.

QDN members have reported some safety concerns regarding the driverless light rail network on the Gold Coast indicating there is only one space for people using wheelchairs to sit and the button alerting the device that people require extra time to disembark is not easily identifiable. Further improvements to this technology is required to ensure safe usage for all people, and user experience testing.

QDN asserts any strategies to ensure the safety of passengers must be inclusive of people with disability, particularly strategies reliant on technology. Many people with disability face barriers to their digital inclusion, and digital access. As essential services, including public transport advance

and are more reliant on levels of digital literacy and access, it is critical that strategies to ensure people with disability are not left behind because of their low levels of digital literacy and access.

### **Strategic Outcome 3: Seamless, personalised journeys**

QDN welcomes the proposals in this strategy and highlights the importance of integrating the following for people with disability:

- Accessibility of journey planning platforms and technologies.
- The importance of recognising the whole of journey and accessibility from door to door: QDN recommends the QTS aligns with the Whole Journey Guide (found here: <https://www.infrastructure.gov.au/transport/disabilities/whole-journey/index.aspx>)
- Disability Awareness training for all staff across all public transport modalities: QDN members have identified the need for some clear, consistent, disability-lead training on awareness and skill development for all staff

### **Strategic Outcome 4: Efficient, reliable and productive transport of people and goods**

For QDN members functionality is of particular importance with this strategic outcome. This includes:

- Providing accessible transportation that is user-friendly and functional
- Having reliable and accessible means to alert customers to events that might adversely affect their journey such as timetable changes, service delays, lift outages and other disruptions to station access such as power outages, street or ramp closures.

### **Strategic Outcome 5: Sustainable, resilient and liveable communities**

QDN supports the directions outlined in the paper of this strategic direction. Additionally QDN highlights the importance of people with disability having access to reliable back-up systems in the event of network, system or conveyance failure. For example. QDN members have expressed disappointment at having to wait for an accessible bus to be dispatched during periods of upgrades to rail networks where buses replace trains.

QDN looks forward to further opportunities to engage with government on the implementation of the QTS. QDN also highlights our submission to the Third Review of DSAPT for further insights on our recommendations on accessibility transport standards. It can be found here: <https://qdn.org.au/wp-content/uploads/2019/04/QDN-Submission-Third-Review-of-the-Disability-Stardards-for-Accessible-Public-Transport-FINAL-031218.pdf>.



Thank you for the opportunity to provide this submission. If you have any further questions, please call QDN on 1300 363 783.

Yours sincerely,

Paige Armstrong,

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