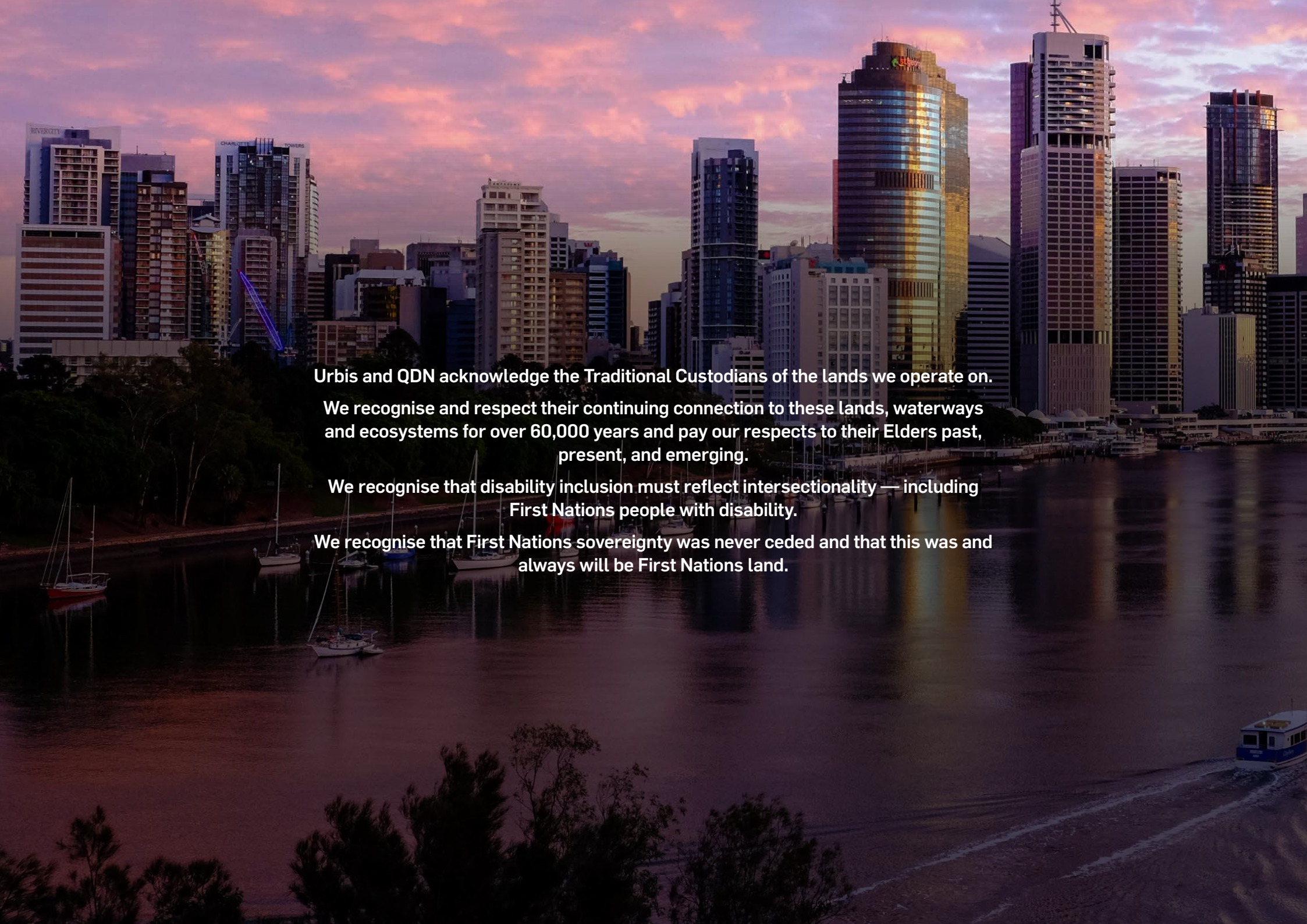


GAMES READINESS

Queensland hotel and
transport accessibility



SEPTEMBER 2026
ISSUE A

A wide-angle photograph of a city skyline at sunset. The sky is a mix of orange, pink, and purple. Several tall skyscrapers are visible, with one prominent one having a golden, reflective facade. In the foreground, a river or harbor is calm, reflecting the city lights and the colorful sky. Several sailboats are moored along the left bank, and a small blue and white ferry is moving across the water on the right, leaving a white wake. The overall mood is serene and urban.

Urbis and QDN acknowledge the Traditional Custodians of the lands we operate on.

We recognise and respect their continuing connection to these lands, waterways and ecosystems for over 60,000 years and pay our respects to their Elders past, present, and emerging.

We recognise that disability inclusion must reflect intersectionality — including First Nations people with disability.

We recognise that First Nations sovereignty was never ceded and that this was and always will be First Nations land.

MESSAGE FROM QDN

We are all aware of the once in a generation opportunity that the Brisbane 2032 Olympic and Paralympic Games presents to shape the future of Queensland.

When QDN and Urbis released the Game Changers report in 2024, we highlighted the potential for the Games to create a lasting legacy of inclusion through employment, volunteering, participation and community connection. Meaningful inclusion depends on people being able to get where they need to go and stay where they need to stay with confidence, dignity and independence.

This Games Readiness Report takes the next step. It examines the reality of accessibility across accommodation and transport in Queensland today and asks a simple but important question: are we ready?

The answer is encouraging, but clear. Queensland has made significant progress. There are examples of good practice across our transport networks, visitor economy and accommodation sector. There is strong commitment from government, industry and the community to create a welcoming experience for visitors and residents alike.

However, this report shows that accessibility is still too often experienced as a collection of individual efforts rather than a connected system. Accessible rooms remain limited and difficult to identify. Transport information is fragmented. End-to-end journeys cannot always be planned or completed with certainty. For many people with disability, confidence and independence still depend on luck, persistence or the goodwill of others rather than systems designed to work reliably.

As Queenslanders, we pride ourselves on being welcoming people. The challenge before us is to ensure that welcome is matched by inclusion.

The Brisbane 2032 Games provide an unprecedented platform to achieve this. If we act now, accessibility can become a defining feature of Queensland's legacy. The investments we make in transport, accommodation, information, workforce capability and inclusive design will benefit not only athletes and visitors during the Games, but Queenslanders and visitors to our state for decades to come.

Importantly, accessibility is not only about people with disability. It benefits older people, families with young children, people recovering from injury, visitors carrying luggage, and anyone who values clear information, reliable services and environments that are easy to navigate.

When we design for inclusion, everyone benefits.

This report outlines practical actions to move Queensland from readiness in parts to readiness as a system. Central to every recommendation is the principle of "nothing about us without us". People with disability must be partners in designing, delivering and evaluating the changes required to create a truly inclusive Games and legacy.

The measure of success in 2032 will not simply be whether people can attend the Games. It will be whether they can participate fully, travel confidently, stay comfortably and feel that they belong.

That is the legacy we should be striving for, and the opportunity that sits before us today.



Michelle Moss

CEO

Queenslanders With Disability Network (QDN)

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EXECUTIVE SUMMARY

Queensland is a welcoming state, and meaningful progress has been made in improving accessibility across transport and accommodation. However, as the Brisbane 2032 Olympic and Paralympic Games approach, this report finds that Queensland is ready in parts, but not yet as a system. Accessible infrastructure and services exist, but they are not consistently integrated to support reliable, end-to-end journeys for all visitors.

Building on our [Game Changers](#) report released in 2024, this report examines the current reality of accessible hotels and public transport in three locations through two targeted audits and qualitative case studies undertaken in 2026. The findings show that accessibility must move beyond isolated improvements to function as a connected system that supports all people, across the whole journey, not just most people, some of the time.

Limited Hotel Room Supply and Uncertain Booking

The accommodation audit reviewed approximately 170 hotels across Brisbane, the Gold Coast and Cairns. While accessible rooms are present across all regions, they remain limited in number, inconsistently configured and difficult to book with confidence, with fewer than 2% of hotel rooms accessible in key Games destinations. Many rooms meet only minimum compliance standards, and booking often requires direct phone contact due to poor visibility on online platforms, undermining visitor confidence and suppressing demand.

Fragmented Public Transport Journeys

Publicly available spatial data for railway stations, bus stops, ferry terminals, roads and pathways, alongside hotel location and room data from CoStar, and qualitative case studies showed strong connectivity to centrally located venues, but weaker connections to outer suburban venues and limited accessibility insight due to fragmented and inconsistent data, particularly outside Brisbane.

While infrastructure is often in place, accessible travel depends on joined-up delivery across services, interchanges, ticketing, wayfinding, staff support and real-time information. Like a relay race, accessible journeys only succeed when every handover works. Gaps in information, reliability or assistance can undermine the entire experience.

Moving from Parts to a System

The six recommendations in this report respond to these findings by focusing on standardised accessibility information, increased and fit-for-purpose accommodation supply, accessible end-to-end journeys, frontline capability and inclusive service expectations. Actions are staged across Games-aligned timeframes and grounded in the principle of nothing about us without us, with people with disability leading and shaping delivery.

The Brisbane 2032 Games offer a clear opportunity to embed accessibility as a mainstream service and deliver a Games that is welcoming, predictable and dignified for residents, guests, staff, volunteers, and athletes, leaving Queensland with a more inclusive transport and tourism system well beyond 2032.



The Challenge

Queensland visitors and residents with disability cannot yet rely on transport, accommodation, and information working together to support confident, end-to-end journeys for the Games.



The Vision

Queensland will deliver a welcoming Games and legacy where everyone belongs, with accessibility embedded across information, transport, accommodation, and service as a connected system.

RECOMMENDATIONS AND VISION



To become Games ready, we propose six priority recommendations to achieve a vision of a more inclusive transport and accommodation landscape in Queensland where all parts work together. Importantly, people with disability must lead and co-design the creation, implementation, and review of all policies, procedures, and strategies. The vision resulting from each recommendation is outlined below:

1. Standardise accessible accommodation information

Accessible information is accurate, comparable, and easy to find, giving visitors confidence to identify and book accommodation that meets their needs.

2. Increase accessible accommodation

Accessible accommodation supply better reflects community need, ensuring visitors with disability can stay comfortably and close to Games venues.

3. Enable end-to-end journeys

Visitors can complete airport to accommodation to venue journeys with confidence, without avoidable barriers or reliance on ad hoc assistance.

4. Strengthen journey information

All travellers can plan, navigate and adapt their journeys independently, confident that accessibility needs are recognised and supported.

5. Build frontline capability

Staff and volunteers with disability are supported through inclusive workplace standards and all staff and volunteers are confident and capable in supporting guests with disability, particularly during peak demand and disrupted conditions.

6. Set inclusive standards

Inclusion is visible, expected and consistently delivered, with Queensland presenting a welcoming, respectful experience for all residents, athletes, Games staff, volunteers, and visitors.

Photograph (left) of QDN member Uncle Willie Prince carrying the Paralympic Torch in Brisbane during the Sydney 2000 Games.¹

ABOUT THIS REPORT

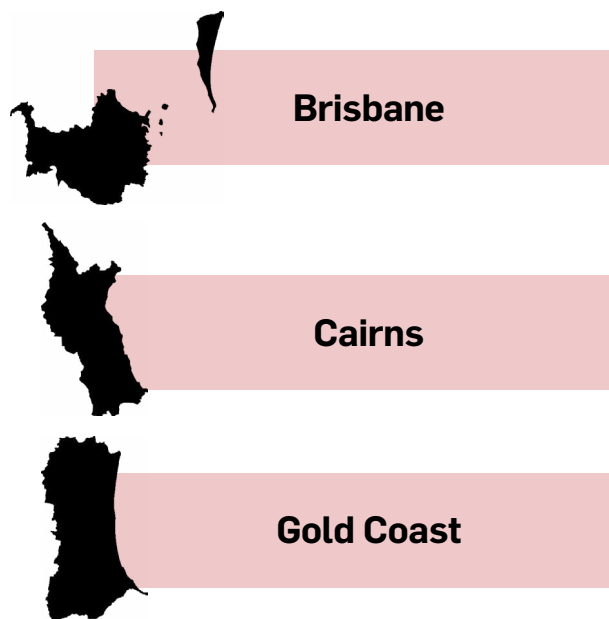
This report builds on findings from [Game Changers: Developing an inclusive employment legacy from the Brisbane 2032 Olympic and Paralympic Games](#) (Urbis and QDN, 2024), which highlighted the critical role of accessible accommodation and transport in delivering a positive Games legacy and improved liveability, including employment opportunities, for all Queenslanders, and particularly people with disability.

The research identified the need for a clearer, evidence based understanding of current accessibility conditions ahead of the Games. In response, this report undertakes two primary data collection activities focused on the accessibility of hotel accommodation and end-to-end journey experience underpinning a legacy of more inclusive Queensland communities as a result of the Games. Methodologies employed are described on the following pages.



Providing context on the current state of accessible hotel accommodation and public transport connections in preparation for the 2032 Games in the key cities of Brisbane, Cairns, and the Gold Coast.

To manage scope of the report, three locations were chosen for analysis based on their existing infrastructure, data availability, diversity of regional/urban locations, and potential lessons to be drawn from past events:



ACKNOWLEDGEMENTS

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The project team thanks key stakeholders for their time in undertaking an interview, including:

Will Curtis - Senior Associate, Public Policy, Airbnb

Angus Carter - Queensland Market Manager, Airbnb

Suzanne Edwards - Global Accessibility Lead, Airbnb

Jen Williams - CEO, Committee for Brisbane

Anthony Ryan - CEO, BEDA

We also thank representatives from Queensland Government Departments of Transport and Main Roads, noting their participation does not constitute government policy or endorsement.

This report was funded by the Queensland Government Department of Families, Seniors, Disability Services and Child Safety in connection with QDN's role as the peak body for Queenslanders with disability.



METHODOLOGY

ACCOMMODATION AUDIT

The accommodation audit assessed the availability of accessible rooms, related amenities and booking practices across hotel providers in Brisbane, the Gold Coast, and Cairns. Quantitative data collection involved a review of publicly available information, including accommodation websites and online booking platforms, supplemented by direct contact with hotels to confirm accessible room availability, booking methods and key accessibility features. Direct enquiries were primarily undertaken by phone, with email follow up used where requested by the provider.

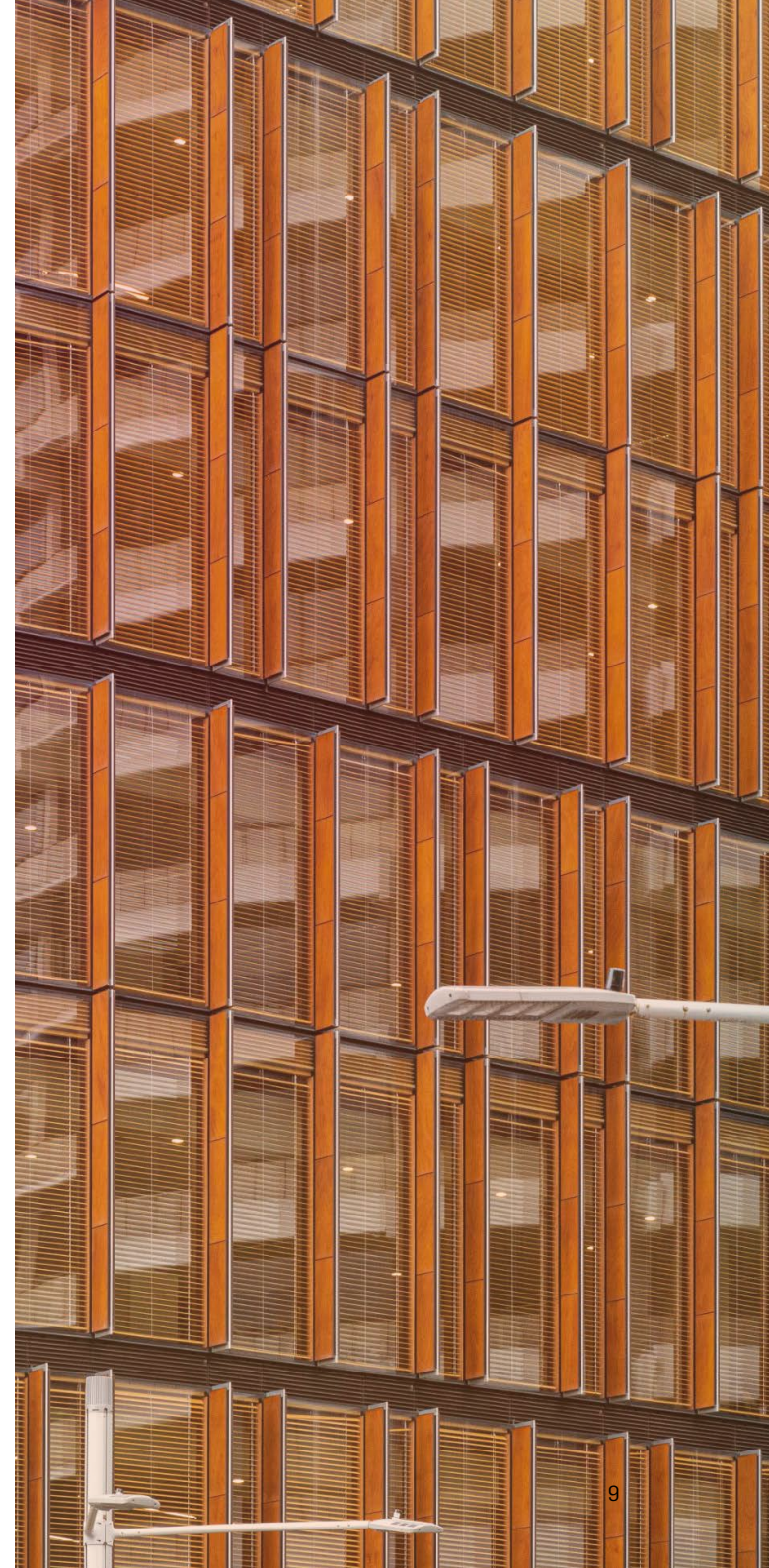
A long list of accommodation providers was generated from CoStar (via STR), with sample sizes determined to ensure coverage across regions and accommodation types. The audit included providers across a range of classes (Luxury to Economy), star ratings (two to five star), operational models (independent, chain managed and franchise), and accommodation types, including hotels, serviced apartments, hostels and bed and breakfast establishments.

Approximately 170 accommodation venues were contacted, representing a broad cross section of the visitor accommodation market and a representative sample within the time and budget constraints of the study.

In total, 74 out of 294 hotels were contacted in Brisbane, 63 out of 363 hotels on the Gold Coast and 30 out of 102 hotels in Cairns. Engagement varied by region, with Cairns demonstrating the highest level of responsiveness and familiarity with accessibility features, and the Gold Coast presenting more challenges in securing engagement. Where initial contact was not possible, follow up calls or emails were undertaken to maximise response rates.

A consistent set of questions was used to guide discussions, covering accessible room numbers availability, locations of accessible rooms, booking processes, bedding configurations, accessibility of common areas, provision of disability parking, in room level changes, availability of assistance for guests with vision or hearing impairment (e.g. audible alarms, braille signage, tactile flooring), staff training related to guests with disability, and any additional accessibility information the provider wished to share.

The findings provide a representative overview of current accessible accommodation provision across the surveyed regions. While the audit does not assess physical compliance or suitability for individual needs, it offers valuable insight into accessible room supply, information quality, and service practices relevant to Games visitor readiness.



METHODOLOGY

TRANSPORT AUDIT

The transport audit was undertaken to assess how effectively key transport options support accessible, end to end travel for Games visitors between arrival points, accommodation and Games venues. The quantitative audit sought to establish current accessibility conditions, identify strengths and gaps, and inform priorities for targeted improvements to support inclusive travel outcomes.

The audit reviewed transport modes most relevant to Games visitors, including air travel, taxis, ride share services, and public transport (buses, trains, light rail and ferries), with detailed analysis of public transport connectivity in Brisbane. The analysis relied on publicly available spatial data for railway stations, bus stops, ferry terminals, roads and pathways, alongside hotel location and room data from CoStar, supplemented by data and insights provided by Queenslanders with Disability Network (QDN), to understand the availability and accessibility of services and infrastructure across Games related locations.

An initial intent to map accessible public transport infrastructure across all Games locations, including rail stations, bus stops and ferry terminals, was refined due to variability and gaps in publicly available accessibility data, particularly outside Brisbane. As a result, the analysis focused on assessing the connectivity of end to end travel routes for priority visitor journeys, including travel between airports, accommodation locations and Games venues.

End to end routes were examined to understand service availability, transfer requirements, walking distances, and overall connectivity for accessible travel. Where data allowed, strengths and limitations were identified with reference to national and international accessibility standards, supporting a practical assessment of how accessible journeys function in real world conditions.

The audit was informed by Australia's legislative and regulatory framework for accessibility, including the Disability Discrimination Act 1992, the Disability Standards for Accessible Public Transport 2002, the Disability (Access to Premises – Buildings) Standards 2010 and relevant Australian Standards. Universal Design principles were also considered to support assessment beyond minimum compliance.

The findings provide a structured overview of current transport accessibility and/or connectivity for Games visitors, highlighting data gaps, spatial disparities and priority corridors for further investigation, targeted service enhancements and coordinated planning in the lead up to the Games.

"Visitors do not experience Brisbane as a collection of individual assets. They experience it as one connected journey."

Anthony Ryan, BEDA



METHODOLOGY

CASE STUDIES

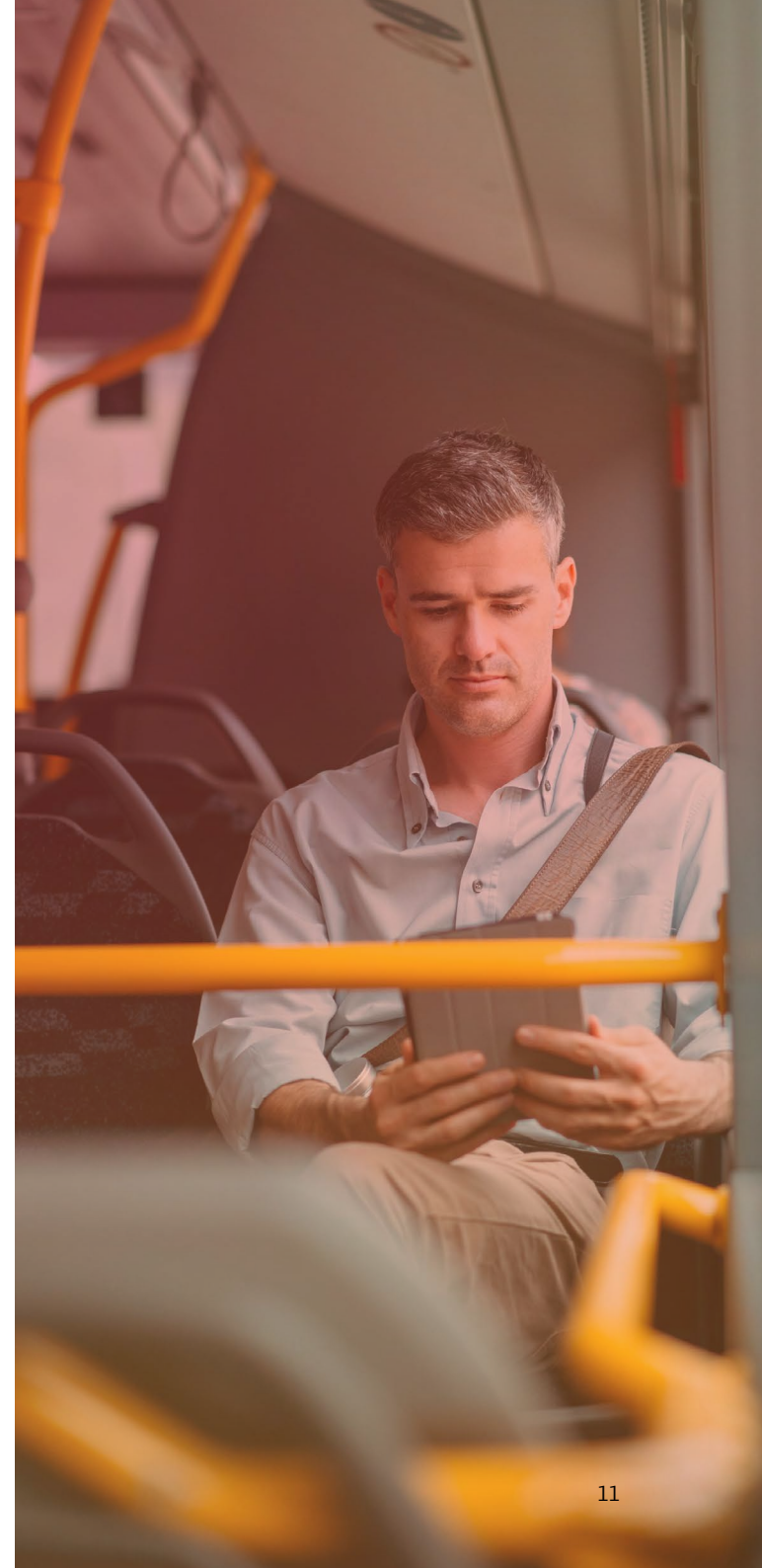
Case studies were undertaken to qualitatively assess the end-to-end accessibility of journeys to selected Games competition and training venues from the perspective of people with disability. The methodology was designed to evaluate how travellers with a range of disability types experience public and active transport networks when undertaking realistic journeys that may be required during the Games. The assessment considered a variety of transport modes, including heavy and light rail, buses, Bus Rapid Transit (BRT), ferries and active transport, with many journeys incorporating multiple modes to reflect typical travel patterns. The case studies provided insight into accessibility, usability, reliability and the overall visitor experience by combining quantitative journey data with qualitative user observations.

Prior to travel, participants completed a journey planning exercise to document their intended route, transport mode or modes, expected travel time, transfer points, and any anticipated accessibility or operational challenges. This established a baseline against which actual journey experiences could be compared. During each journey, participants recorded their experiences using a consistent set of tools and methods, including structured journey questionnaires, body-mounted video recording, photographic documentation, GPS tracking, and public transport transaction records. Written questionnaires captured observations relating to accessibility features, barriers encountered, delays, wayfinding, transfers and overall user experience. Selected participants and support staff wore 4K body-mounted cameras to

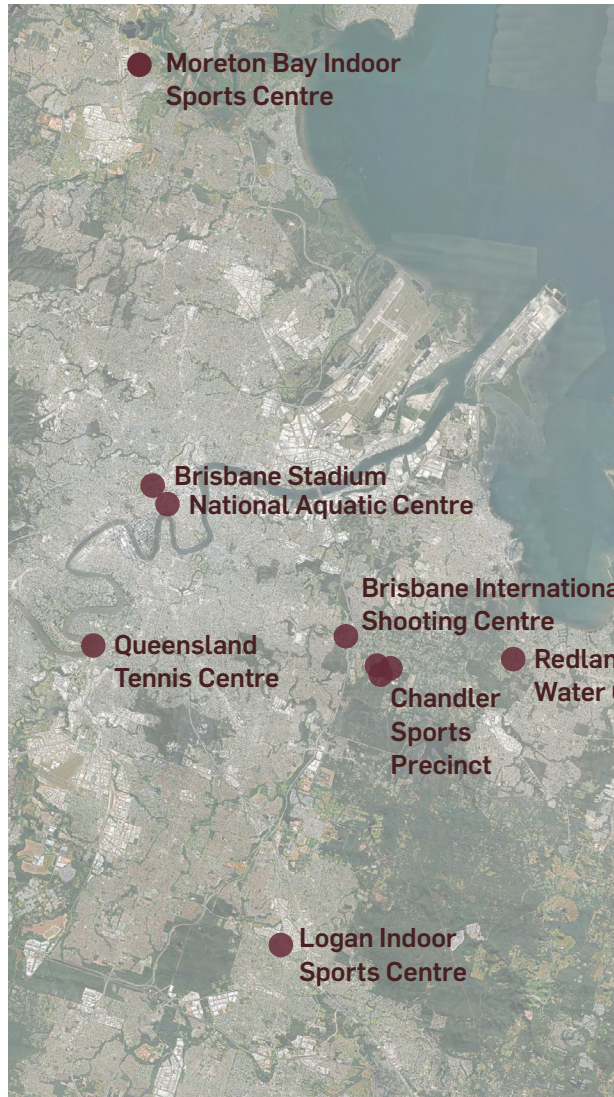
provide a traveller-perspective record of conditions encountered throughout the journey. Photographs were used to document infrastructure, interchange conditions, accessibility features, and other notable observations. GPS data were collected using the Waylog application, with route traces exported and mapped to analyse travel paths, travel times, and movement patterns. Dedicated Go Cards were also provided to participants to validate public transport boarding and alighting information and support verification of journey data.

A total of 79 journeys were completed by more than 22 consultants representing a diverse range of disability types. Journeys were undertaken across different locations, times of day, and transport modes to capture a broad range of accessibility experiences. Case studies focused on travel to Victoria Park, Centenary Pool, Queensland Tennis Centre, Moreton Bay Indoor Sports Centre, Gold Coast Hockey Centre, Gold Coast Arena (Carey Park) and Barlow Park, representing a cross section of key Games competition and training venues. Highlights of eight cases are included in this report.

The findings provide a nuanced understanding of how accessible travel journeys function in real-world conditions, highlighting both enabling features and barriers encountered by travellers with disability. The case studies offer valuable evidence on the accessibility, reliability and usability of transport networks and supporting infrastructure, helping to identify priority areas for improvement to enhance Games readiness and support inclusive visitor experiences.



VENUE LOCATIONS



BRISBANE



GOLD COAST



CAIRNS



DEFINING READINESS



QUEENSLAND IS A WELCOMING STATE, BUT NOT YET FULLY INCLUSIVE

Queenslanders are welcoming people, with friendliness and mateship as a source of state pride. This sense of welcome is genuinely felt by many people with disability, with 80% of Queenslanders with disability agreeing that they were treated well by others in 2025.¹ The Games are a once-in-a-generation opportunity to build on this strength by creating a state where everyone can participate, belong, and travel with confidence.

Accessibility has been embedded in policy and planning for decades, and important progress has been made. However, in 2025, only 68% of Queenslanders with disability felt welcome and included in their community.¹ In 2024, only 52% felt valued and respected.² In 2022, 10% had experienced discrimination in the past year.³ Negative stereotypes remain a problem.¹ To address these gaps we must move from individual accessibility features to a connected, dependable, and reliable system.

The experiences captured in this report show that when information, transport, accommodation and public spaces work together, they enable independence, participation, choice and dignity. Where connections between these elements remain fragmented, people report anxiety, exclusion, loss of dignity,⁴ and are required to rely on workarounds, assistance or goodwill to achieve outcomes that should be straightforward.⁵

Aiming to be the most accessible Games in history,⁶ Brisbane 2032 marks an opportunity to make Queensland a more inclusive state, in alignment with the Elevate 2042 Legacy Strategy.⁷

The Games vision of “Believe. Belong. Become.”⁸ is a chance to develop our city and state’s legacy as one where everyone is included on equal terms. In doing so, Brisbane 2032 will carry forward the tradition of placing social inclusion at the centre of Games legacy, a focus that has driven meaningful change since Beijing 2008. Hosting the Games offers an opportunity to build an end-to-end legacy experience inclusive of athletes, visitors, spectators, volunteers, Games staff, and residents with disability. Watching the Paris 2024 Games, for example, 73% of people worldwide reported a positive attitude shift towards people with disability, and 79% said they became more supportive of inclusion across all areas of society.⁹



For Brisbane 2032, being ‘Games-ready’ means matching our strong culture of welcome with inclusive systems that work reliably for everyone.

This requires moving beyond goodwill to ensure that people with disability can actually travel, stay and participate with confidence and dignity. Two critical systems that will shape this experience are transport and accommodation. Games readiness doesn’t just require new infrastructure, but organisational and attitudinal change as well. Done right, becoming ‘Games ready’ will leave a legacy of inclusive systems that matches our welcoming spirit.

Our welcoming Queensland culture is part of who we are. The 2032 Games is time to prove it.

"The question is: am I welcome, and do I belong?"

Kevin Cocks, TMR

DISABILITY IS COMMON

Disability is part of everyday life

Disability refers to any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for six months or more.¹ Disability arises from the interaction between people with impairment and the physical, attitudinal, communication and systemic barriers within society. Under this approach, disability may be visible or invisible, permanent or episodic, and includes physical, sensory, intellectual, psychosocial and neurological impairments. The focus is on removing barriers and designing inclusive systems so people with disability can participate equally and with dignity.

5.5 Million Australians & 1.2 Million Queenslanders Experience Disability

In 2022, 5.5 million Australians had a disability, equating to 21.4% of the population.¹ This includes 1.2 million people in Queensland or 22.9% of the state's population.²

1 in 5 people in Australia and Queensland experience disability

In both Australia and Queensland, the numbers of people with disability has remained consistent, with no significant changes since 2015.¹



Approximately 25.3% Aboriginal and Torres Strait Islander people across Australia had a disability in 2022.³

Disability is a diverse experience

People with disability are not a homogenous group: disability varies by age, severity, condition type and support needs.¹ Further, people with disability typically attend events in company. Constraints placed upon the person with disability affect the whole group.

The number of people experiencing disability is growing

In 2018, there were 4.4 million Australians with disability, or roughly 17.7% of our population.¹ By 2022, just four years later, the number of Australians with disability had already increased by 1.1 million.¹

Among other things, this is tied to our ageing population, where the proportion of older citizens continues to increase.¹ This is because as we age, the likelihood of disability increases. Across Australia in 2022, 52.3% of people aged 65 years and over had a disability, compared to only 15.0% of people younger than 65 years.¹

Carers for people with disability

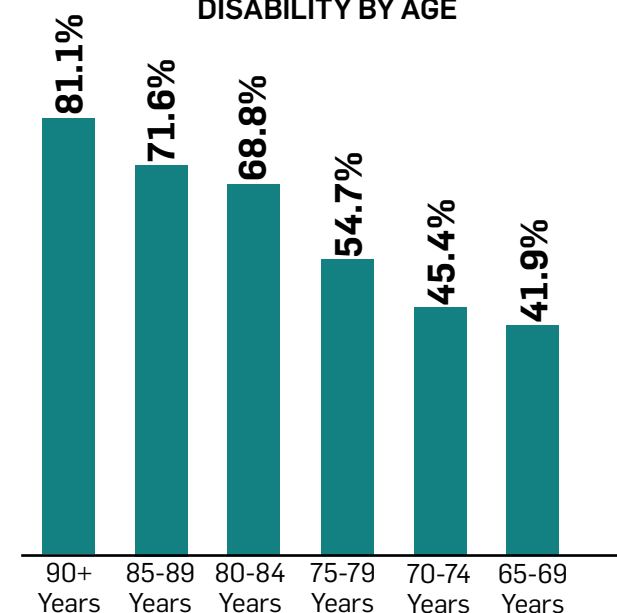
In 2022 there were 3 million carers in Australia, up from 2.6 million in 2018.¹ Nearly 1 in 4 of these carers are aged 65 years and over.¹

Of these carers, 642,200 were Queenslanders providing long-term unpaid care.²



The prevalence of disability makes it a crucial lens when planning for transport and accommodation.

RATES OF POPULATION EXPERIENCING DISABILITY BY AGE



ACCESSIBILITY IS FOR EVERYONE

What is accessibility?

Accessibility is about making things easier and more comfortable.¹ This means providing accommodation and transport services in a way which makes people of all abilities feel welcomed as guests with equity and dignity.¹ People with disability have an increased need for accessible facilities and services. However, greater accessibility benefits us all.

Accessibility is not only for visitors, it also supports athletes (including para-athletes), staff, volunteers, residents, officials and contractors who rely on the same systems to move, work and participate during the Games. Accessible experiences depend on more than physical infrastructure alone; ticketing, wayfinding, reliability, predictability and clear information all matter in enabling people to participate with confidence. When any link fails, the whole journey is affected. Delivering accessibility means designing systems for all people, consistently and reliably, not just most people some of the time.



A successful Games must be accessible if we want everyone to enjoy it. Preparing for accessibility now can ensure lasting benefits.

WHO BENEFITS FROM IMPROVED ACCESS?



People who benefit from improved access to transport and accommodation include:^{1 2}

- Families with young children in prams,
- Visitors with heavy bags,
- Injured people,
- People with hearing, vision, or sensory impairments,
- People with mobility requirements,
- People who are neurodiverse,
- People who have mental health conditions,
- Older people who may find it harder to walk, see, or hear, and
- Friends, families, and carers accompanying people with disability.

The broader impact of accessibility

While approximately 20% of Australians have a disability, this increases to 35% when we take into account temporary disabilities from injury or illness.³ But accessibility is not an optional extra nor only for people with disability.¹ Accessibility as a mainstream service equates to great service for everyone.¹ This is because people with access requirements are a diverse group.

"If you plan for those who are most excluded, the benefits flow upstream to the rest of the community — often without people even realising they are benefitting from accessibility"

Kevin Cocks, TMR

VISITORS WITH ACCESS NEEDS ARE BEING OVERLOOKED

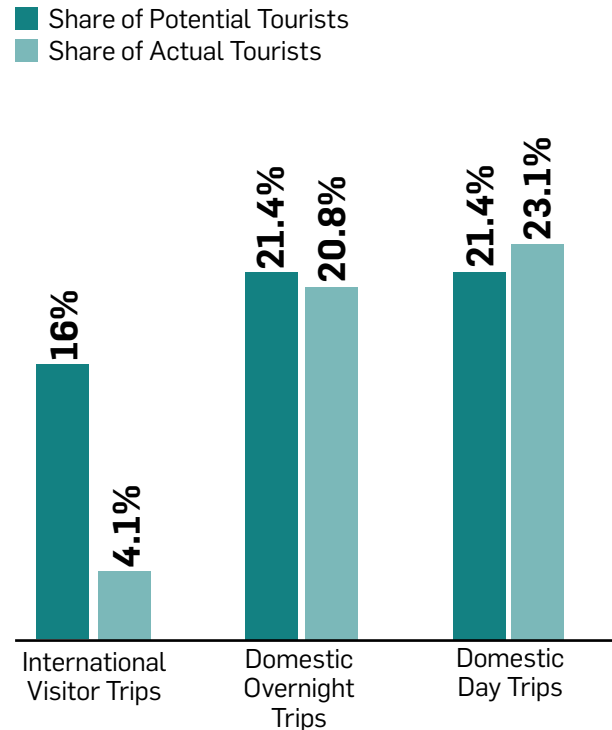
According to Tourism Research Australia, 1 in 5 trips in 2024 were taken by tourists with disability or long-term health conditions, together with the people that accompany them.¹ This equated to around 70.5 million trips taken by travelers with accessibility needs, representing a \$29.2 billion market.¹ This means accessibility is big business.

\$29.2 billion (17%) of total visitor spend in 2024 came from travelers with accessible needs.¹



Despite making a substantial contribution to Australia's visitor economy, tourists with accessibility needs are treated as a niche market.² Current patterns show that we are not tapping into the full market potential, especially among international tourists.¹ With a large and growing global population of people with disability - and strong evidence that travelers with disability stay longer, bring additional companions, and return to destinations that deliver dependable access - gaps in transport and accommodation represent missed economic value.³ This is especially true for regional areas.¹

TOURIST POTENTIAL AGAINST ACTUAL



The graph above shows the percentage of tourists in Australia with access needs according to TRA (light green) against the proportion of people with disability internationally/nationally (dark green) highlighting that there is a larger international market than is currently being realised; one that the Games can help unlock.

A report commissioned by Monash University found that for the City of Melbourne, every \$1 invested in accessible environments generated \$13-\$22 in return revenue.⁴ For tourism specifically, this report also found that total expenditure from tourists living with a disability would increase by 49% if all accessibility needs were fully met.⁴



Accessibility has a 13x return on investment.

Welcoming visitors with accessibility needs is not just inclusive but represents a significant economic opportunity. What are the key gaps preventing us from realising this for the 2032 Games?

ACCESSIBLE ROOMS ARE SCARCE

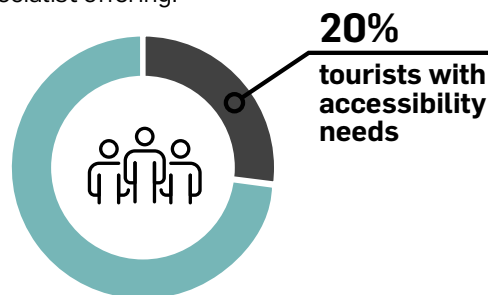
According to the Australian Institute of Health and Welfare, Queensland is leading the country in access to buildings and facilities for people with disabilities.¹ And for the most part, Australia's hotels surpass global standards for the provision of accessible features.²

However, as outlined in the next section 'Accommodation reality', fewer than 2% of hotel rooms in key Games destinations across Queensland are accessible. Of those rooms, most are designed primarily to meet the physical access needs of wheelchair users, with limited provision for other types of disability. Further, compliance with minimum standards does not guarantee visitors' functional needs will be met.

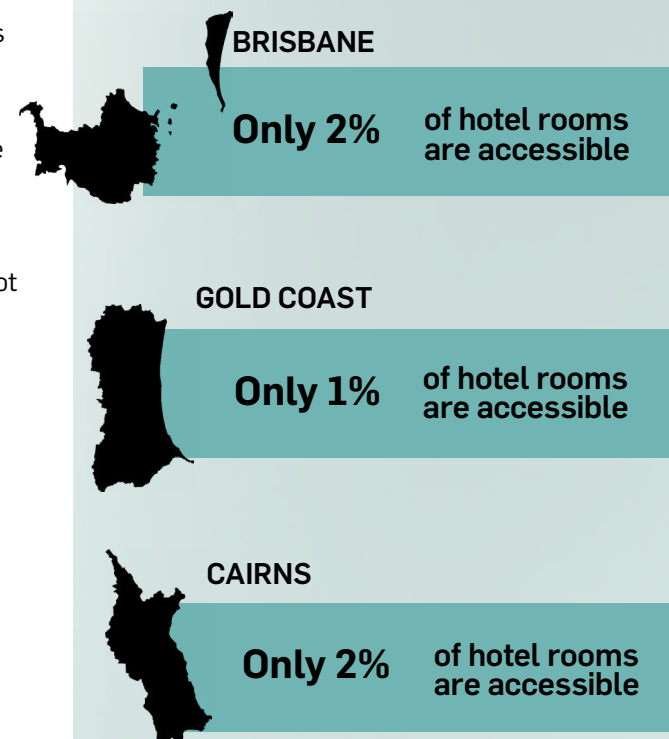
When 20% of visitors have accessibility needs, this means that supply falls well short of demand. Current policy and business as usual are clearly not enough. However, this shortfall does not exist in isolation. The broader accommodation market is under significant strain, with Queensland is currently on track to deliver only around 24% of the hotel rooms required

by 2032.³ This represents an estimated shortfall of 12,000 rooms statewide and up to 7,400 rooms in South East Queensland.³ In an already supply constrained market, accessible rooms are competing within scarcity, further limiting choice and certainty for visitors with accessibility needs. With business as usual no longer sufficient, the market has reached a critical inflection point.³

Being Games ready means having enough accessible rooms, in the right locations and with the right features. It means making these rooms easy to find and book with confidence. It means recognising that accessible rooms must be treated as core market, not a specialist offering.



JUST HOW SCARCE ARE THEY?



Preparing the accommodation sector for the Games supports both the immediate needs of visitors and Paralympic athletes in the lead up to and during 2032, and the longer term goal of building a stronger, more inclusive tourism landscape for Queensland.

KEY VENUES ARE HARD TO REACH

Different sources present competing views on how accessible our transport systems are for people with disability, but there is broad agreement on one point: we do not yet get it right all of the time. While elements of accessibility may exist, they are often inconsistent across the full journey. Access depends not only on physical infrastructure, but also on reliable services, predictable operations, clear ticketing and wayfinding, and timely, usable information that allows people to plan with confidence. Like a relay race, accessibility requires each part of the journey to work and to successfully pass the baton — from street to stop, from vehicle to destination. True connectivity means designing transport systems that move all people, not just most people, and recognising that inclusive infrastructure must be matched by inclusive services, information and human support.

What is a connected transport network?

A connected transport network describes whether destinations can be reached through the transport system, particularly via public transport routes and services.

What is an accessible transport network?

An accessible transport network considers whether the connections within that system — including stops, stations, interchanges, vehicles and the paths between them — are usable, comfortable and fit for purpose for people with different access needs.

To become Games ready, connectivity is the first step.

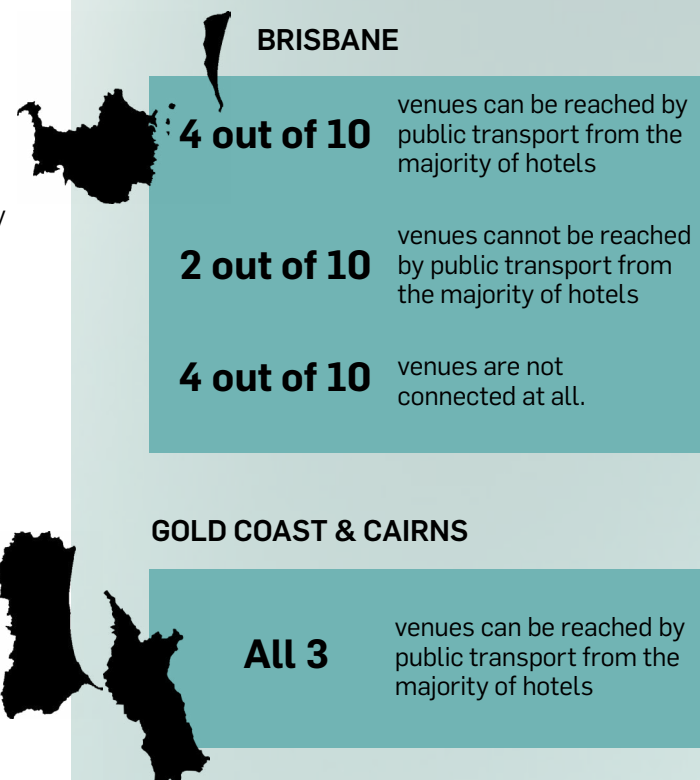
In 2026, public transport connectivity to key venues varies significantly. As outlined in the next section, 'Transport reality', at least 4 venues in Brisbane can't be reached by public transport at all, with a further 2 unable to be reached by most. These are venues located in the outer suburbs of the city.

A Games ready transport network means resolving these missing links. Providing a transport network that moves large crowds efficiently without compromising the ability for anyone, regardless of age or ability, to safely, independently and confidently reach the key destinations in their journey will be paramount for a successful Games. For Games visitors, this will include travelling to and between accommodation, Games venues, and broader tourist destinations. As GIICA outlines in their 100-day review, network integration is critical.¹



Improving the connectivity of our transport systems is essential for facilitating accessible Games travel, and is an opportunity for safer, more inclusive travel across Queensland as a lasting change.

HOW CONNECTED ARE KEY VENUES?



AND KEY DATA ARE MISSING

Across Queensland, there is limited data on how accessible transport connections actually are. As a result, it is often unclear whether routes that appear connected on a map are usable in practice. Based on current data, the actual accessibility of our transport networks is entirely unknown.

The same challenge exists for accommodation. For many visitors with accessibility needs, finding a suitable place to stay still requires calling individual hotels. This places the burden on the individual to navigate uncertainty, rather than on systems designed to provide clear, reliable information upfront.

These information gaps limit confidence and create stress long before a journey begins. For a global event like the 2032 Games, this risks leaving visitors with a negative experience of Queensland, while other potential visitors opt out of coming at all.

To become Games ready, these data gaps must be closed, and they must be closed early. This means knowing where accessibility works and where it breaks down. For transport, this involves understanding the accessibility of stops, stations, interchanges, transitions between modes, and the “last kilometre” to venues. For accommodation, this means clear, consistent and trustworthy information that allows people to book with confidence.

"Accessible information is just as important and vital as accessible infrastructure."

Anthony Ryan, BEDA



BUT RECENT EFFORTS ARE A POSITIVE START



YEAR OF ACCESSIBLE TOURISM: BUILDING CAPABILITY ACROSS THE VISITOR ECONOMY

Location: Queensland

Lead agencies: Queensland Government, Tourism and Events Queensland

Focus: Accessible and inclusive tourism

The Year of Accessible Tourism was a statewide initiative in 2023-24 to strengthen accessibility across Queensland's visitor economy.¹ It aimed to lift awareness, build industry capability and improve the quality of visitor experiences for people with disability, older people and others with access needs.

The Challenge: While accessible tourism existed in parts of Queensland,¹ much of the industry had not yet acted. Efforts were fragmented, and there was no single place for visitors to find reliable information. This limited participation, suppressed demand and reduced the visibility of businesses that had invested in accessibility.

The Approach: The program delivered \$12 million in targeted investment combining leadership, education and promotion.¹ Key grants supported new training, equipment, infrastructure, travel planning guides, and co-design.¹

Outcomes: The initiative helped normalise accessibility across the tourism sector by lifting capability, confidence and visibility.¹ While its overall impact has not been systematically reported, disability organisations widely regard the program as a success.²

Why It Matters for Games Readiness: The Year of Accessible Tourism demonstrates how coordinated action, clear leadership and practical support can lift accessibility at scale. It provides a strong precedent for using Brisbane 2032 as a catalyst for sustained change.



BRISBANE-LOS ANGELES SISTER CITY PARTNERSHIP: COORDINATING EARLY FOR GAMES READINESS

Location: Brisbane; Los Angeles, United States

Lead agencies: Brisbane City Council; City of Los Angeles

Focus: Host city collaboration

In 2026, Brisbane and Los Angeles formalised a Sister City relationship and Memorandum of Understanding. This established a structured platform for the 2028 and 2032 Games host cities to share knowledge and best-practice as it relates to leaving a positive legacy for long term community benefit.³

The Challenge: Host cities often struggle to translate Games related investment into lasting benefits. Delivering an accessible and inclusive Games depends on early alignment across government, industry and communities, rather than relying on short term operational fixes close to 2032.

The Approach: The partnership was established through two instruments: a Letter of Intent to form the Sister City relationship, and a seven year Memorandum of Understanding on Olympic and Paralympic cooperation.⁴ Together, these set out shared focus areas, including transport, housing, infrastructure and inclusion, and provide for joint governance and working groups to support implementation.⁴

Outcomes: While the partnership is still in its early stages, it has put formal governance arrangements in place at a point when strategic decisions can still influence long term outcomes. Brisbane is positioned to learn directly from Los Angeles' experience preparing for the 2028 Games.

Why It Matters for Games Readiness: The Brisbane-Los Angeles partnership shows that Games readiness is built through early action and collaboration. By coordinating more than six years out, Brisbane can embed accessibility and inclusion into core systems, rather than treating them as temporary Games overlays.

AND WITH EXISTING POLICY TO LEVERAGE

International

UN Convention on the Rights of Persons with Disabilities

Establishes accessibility as an internationally recognised human right.



National

Disability Discrimination Act 1992

Makes it unlawful to discriminate against a person in many areas of public life, including employment, because of their disability.



Disability Standards for Accessible Public Transport 2002

Establishes minimum accessibility requirements for transport operators and providers, applicable to train, tram, bus and coach, ferry, taxi and aviation services



Disability (Access to Premises - Buildings) Standards 2010

Establishes minimum accessibility requirements for access to new and renovated buildings, including accommodation, via entrances, circulation, amenities and vertical access.

Australia's Disability Strategy 2021 – 2031

Aims to create an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.

National Construction Code

Incorporates accessibility provisions into national building standards, which is applicable to accommodation buildings

National White Paper

Sets out the Government's vision for improvements to the aviation sector, including a better experience for people with a disability.



State

Anti-Discrimination Act 1991

Outlines where discrimination is prohibited in Queensland, enforces that employers must offer equal employment opportunities.

Human Rights Act 2019

To protect and promote human rights.

Disability Services Act 2006

Framework for delivering disability services and meeting community expectations for disability.

Transport Operations (Passenger Transport) Act 1994

Outlines objectives for passenger transport in QLD providing the framework for inclusion initiatives like the Taxi Subsidy Scheme.

Queensland's Disability Plan 2022-27: Together, a better Queensland
Drives the implementation of Australia's Disability Strategy in Queensland.



Disability Service Plans

Requires State departments, including DTMR, to deliver actions aligned with the disability plan

Elevate 2042

Outlines a shared vision for the 2032 Games Legacy, where advancing accessibility and empowering people with disability is a foundational pillar.

Destination 2045

Outlines State priorities for the tourism industry, which includes accessibility and inclusivity.

IT'S TIME TO GET GAMES READY

The Games are an opportunity for transformation

The 2032 Games is a chance to reset expectations.¹ The scale, visibility and investment associated with the Games create the conditions needed to establish new baselines for transport, accommodation and tourism that serve everyday life long after the event.¹

But lasting improvements to accessibility will not happen by default. Accessibility initiatives must be aligned with existing policy context and supported by strong governance.² In doing so, the Games can catalyse broader change, even beyond host cities.³ Without this, any gains may be short lived, poorly maintained, or eroded after the Games.⁴

The sections that follow examine the current state of accessible accommodation and transport in 2026, drawing on the best available data to understand how these systems function in practice. By setting out what is working well and where gaps remain, this analysis provides the foundation for identifying opportunities and shaping the recommendations required to become Games ready and deliver a lasting accessibility legacy.

"We pride ourselves on being friendly and inclusive — the challenge is making sure everyone genuinely feels that when they come to Queensland."

Jen Williams, Committee for Brisbane

LET'S BUILD A NEW WAY FORWARD



A region you can experience independently

A new way forward is needed, where people can travel and stay independently, without relying on staff or repeated disclosure of personal needs.⁵



Where all are included.

The goal is not just accessibility, but inclusion: with shared spaces, equivalent experiences and participation across all impairment groups.⁷



Welcoming no matter your needs

At the same time, transport, accommodation and information must cater to diverse impairments so people can choose what works for them.⁶

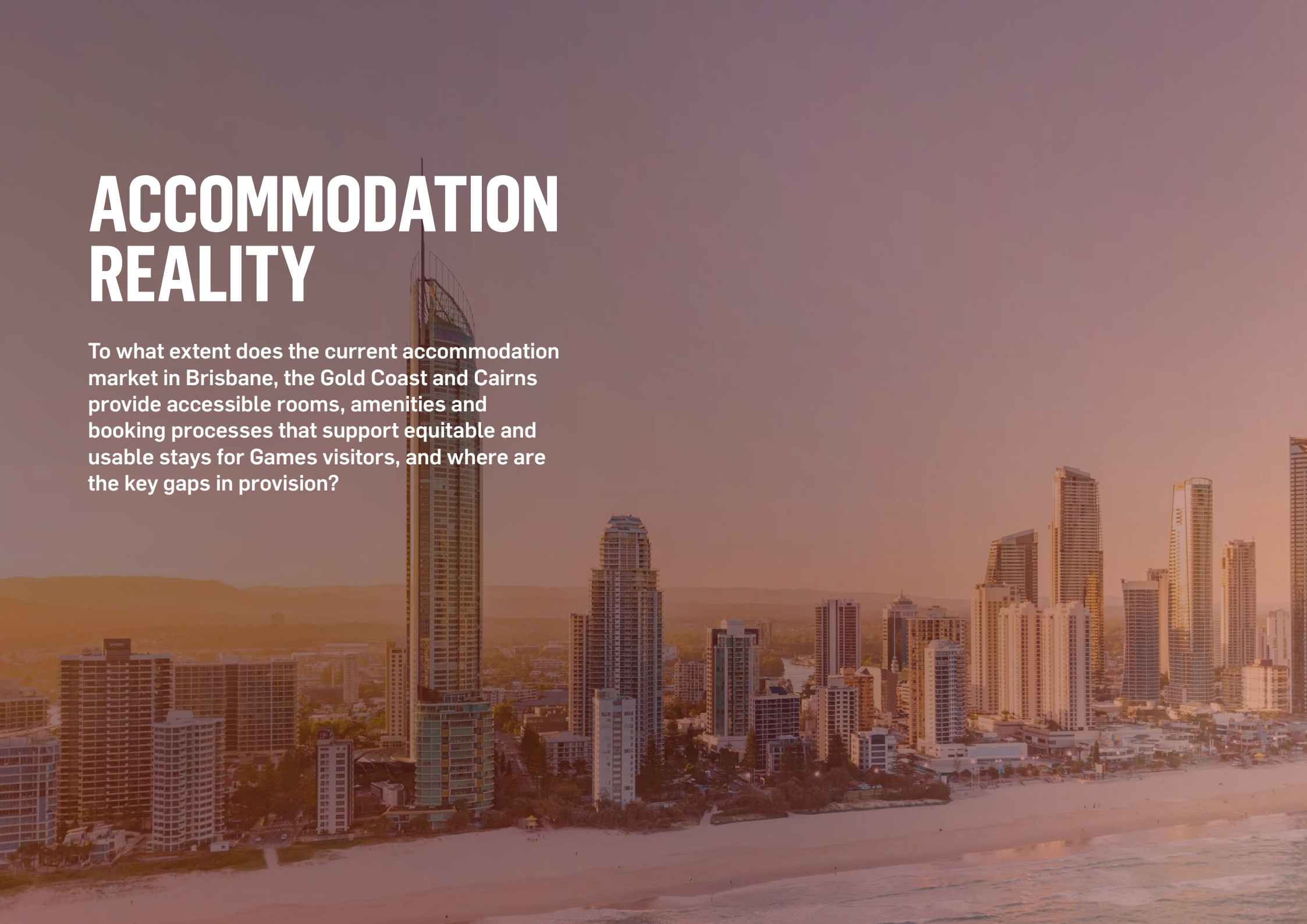


Enabled through co-design

To make this work in practice, co-design and ongoing feedback from people with disabilities is essential.⁸

ACCOMMODATION REALITY

To what extent does the current accommodation market in Brisbane, the Gold Coast and Cairns provide accessible rooms, amenities and booking processes that support equitable and usable stays for Games visitors, and where are the key gaps in provision?



ACCESSIBLE ROOMS ARE HARD TO FIND

Across Brisbane, Cairns and the Gold Coast, there are approximately 760 hotels.¹ Based on a representative sample of around 170 venues (22% of the market), a consistent pattern emerges: accessible rooms are limited and difficult to identify.

In each region, accessible rooms only contribute 1-2% of overall accommodation supply. Older hotels often have the least accessible rooms, if any.

Booking accessible rooms presents an additional challenge. Due to limited availability and inconsistent systems, the most reliable way to secure an accessible room is often by calling the hotel directly. In Cairns, only one hotel identified Online Travel Agents (OTAs) as a booking option for accessible rooms. Brisbane and the Gold Coast perform better, with Brisbane hotels typically offering the widest range of booking options, including OTAs, phone, email, and direct website bookings. More detailed photographs and information showing accessibility details are required.

Information and digital tools both play a crucial role in supporting accessible tourism.² As such, the limited implementation of OTAs represents a significant constraint. However, OTAs don't just benefit people with accessibility needs. Their implementation leads to a significant boost in hotel revenue,³ particularly when incorporating universal design for increased efficiency and customer satisfaction.⁴

JUST HOW SCARCE ARE THEY?

BRISBANE

13,090 rooms were surveyed

Only 2.0% (258) were identified as accessible

GOLD COAST

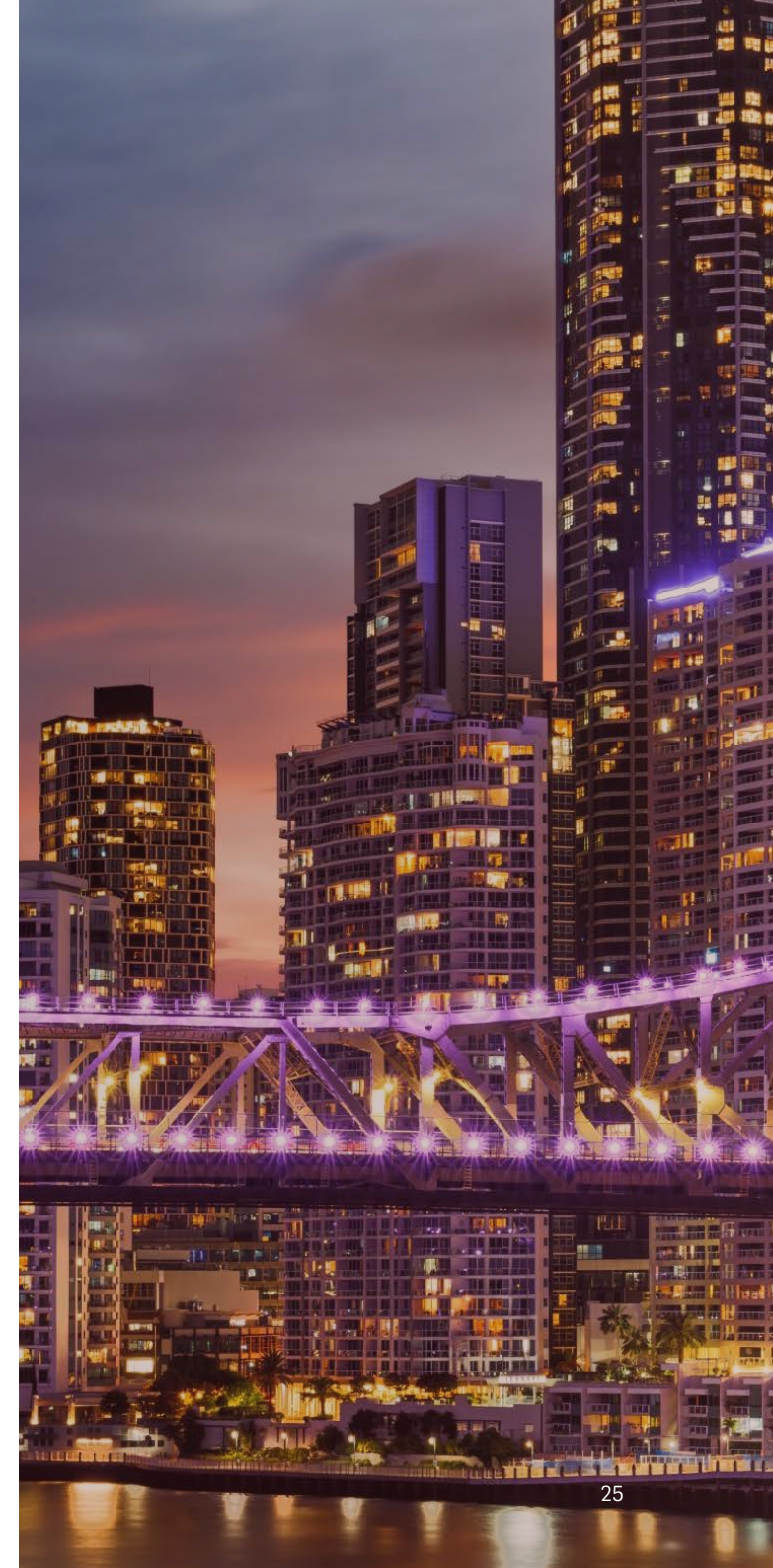
11,909 rooms were surveyed

Only 0.9% (110) were identified as accessible

CAIRNS

5,607 rooms were surveyed

Only 2.2% (126) were identified as accessible



WHILE DIVERSE IN CONFIGURATION, THE ROOMS CAN BE POORLY LOCATED

In supplying accessible rooms, it is important that they are located in accessible parts of the hotel, to improve exit and entry and minimise the reliance on lifts, especially in the event of an emergency. However, across Brisbane, the Gold Coast, and Cairns the location of rooms varies considerably.

Some accessible rooms are provided at ground level, accounting for approximately 13.7% of accessible rooms in Brisbane, 20.6% on the Gold Coast, and a higher proportion of 40.9% in Cairns. For all other rooms, this presents a worrying implication for emergency evacuation. Rooms on higher levels are likely dependent on stairs and lifts, preventing any accessible emergency evacuation plan.

The provision of step free access also varies by region. Approximately 98% of accessible rooms in Brisbane and 94% in Cairns are step free to enter, compared with 63.6% on the Gold Coast. Step free entry does not, however, guarantee that there are no steps within the room or attached bathroom. This suggests that while accessible rooms are available, step free access is not universal and remains a key consideration for guests with mobility impairments.

Although the rooms can be hard to access, they are at least offered across a range of bed configurations (e.g. king, queen, double, twin, single), providing choice for guests with varying needs. As such, accessible room offerings are limited but diverse in configuration.

ACCOMODATION AT GROUND LEVEL

Precinct	% at Ground
Brisbane	13.7%
Gold Coast	20.6%
Cairns	40.9%

STEP FREE ACCOMODATION

Precinct	% Rooms Step Free
Brisbane	98%
Gold Coast	94%
Cairns	63.6%

ACCOMODATION WITH BED SIZING

Precinct	King	Queen	Double	Twin	Single
Brisbane	68.7%	29.4%	1.9%	17.6%	23.5%
Gold Coast	73.5%	29.4%	2.9%	32.35%	20.6%
Cairns	72.7%	32%	4.5%	36.4%	9%

COMMON AREA ACCESSIBILITY IS ALSO LACKING

Outside of the room, accessibility is also crucial for car parking areas and common spaces. These are spaces which any visitor will use, regardless of if they are in an accessible room or not.

Across Brisbane, the Gold Coast, and Cairns, there are clear differences in the provision of accessible parking and accessible common areas. Brisbane and Cairns demonstrate comparatively stronger accessibility outcomes, with 56.7% and 60% of venues respectively providing disability parking, compared with 41.9% on the Gold Coast. The provision of multiple accessible parking spaces also follows this trend, with 46% of Brisbane venues and 50% of Cairns venues offering more than two accessible parking spaces, compared with 38.7% on the Gold Coast.

A similar pattern is evident in the accessibility of common areas. Brisbane records the highest proportion of accessible common areas at 71.6%, closely followed by Cairns at 70%, while the Gold Coast lags behind at 51.6%. Overall, the findings indicate that Brisbane and Cairns generally offer more inclusive accessibility outcomes than the Gold Coast, particularly in relation to common area access and the availability of multiple disability parking spaces.

ACCESSIBLE COMMON AREAS

Precinct	% Common Areas are Accessible
Brisbane	71.6%
Gold Coast	51.6%
Cairns	70%

PARKING ACCESSIBILITY

Precinct	% Provide Disability Parking	% Provide more than 2 Parks
Brisbane	56.7%	46%
Gold Coast	41.9%	38.7%
Cairns	60%	50%

NOT ALL TYPES OF DISABILITY ARE SUPPORTED

Most accommodation providers offer accessibility features that are primarily designed for people with mobility impairments, particularly wheelchair users. While these measures are essential, they only address one dimension of disability inclusion.

Beyond physical and mobility impairments, disability also includes sensory conditions such as loss of sight or hearing, speech difficulties, or cognitive limitations that affect learning and understanding. Yet guests with these needs are routinely ignored by the current accessibility offering of hotels. For example, there are no rooms that offer remote control beds (profiling or hi-lo bed) for people with limited mobility change positions, get in and out of bed safely, and receive safe and comfortable care. Further, international guests will not be able to bring the equipment they need and may require options to hire specialised equipment.

Across Brisbane, the Gold Coast, and Cairns, there is limited provision for guests with sensory impairments. Only 1.3% of surveyed hotels in Brisbane and 3.3% in Cairns provide equipment to assist guests with hearing impairments, such as audible alarms. In Brisbane, around 20% of accommodation providers offer features to support guests with visual impairments, including Braille signage in lifts and tactile flooring at hotel entrances. However, these features are not consistently provided across all areas of the accommodation.

The Gold Coast performs worst of the three case studies. Here, accessibility efforts appear to be solely focused on meeting the needs of wheelchair users.

DOES THE HOTEL MEET MY NEEDS?

Amenity	 for wheelchair user	 for person with hearing impairment	 for person with vision impairment
Brisbane	Yes (100% of accessible rooms) ✓	Rarely (1.3% of accessible rooms) ✓	Yes (20% of accessible rooms) ✓
Gold Coast	Yes (100% of accessible rooms) ✓	No (0% of accessible rooms) X	No (0% of accessible rooms) X
Cairns	Yes (100% of accessible rooms) ✓	Rarely (1.3% of accessible rooms) ✓	No (0% of accessible rooms) X

Practical improvement measures include high-contrast signage and screen-reader-compatible information for guests with vision impairment; visual alerts, captioning and hearing loops for guests with hearing impairment; plain-language information, predictable processes and low-stimulus options for guests with cognitive or neurodiverse needs; and non-verbal communication options supported by well-trained staff. Making these features visible in booking information and co-designing services with people with disability helps ensure accessibility supports a wider range of guests with confidence and dignity.

AND STAFF ARE NOT ADEQUATELY TRAINED

Staff training is essential for an accessible visitor experience to ensure an inclusive and dignified experience overall. Unfortunately, at present, disability-related training is generally low and often limited to management, despite frontline staff being the primary point of guest interaction.

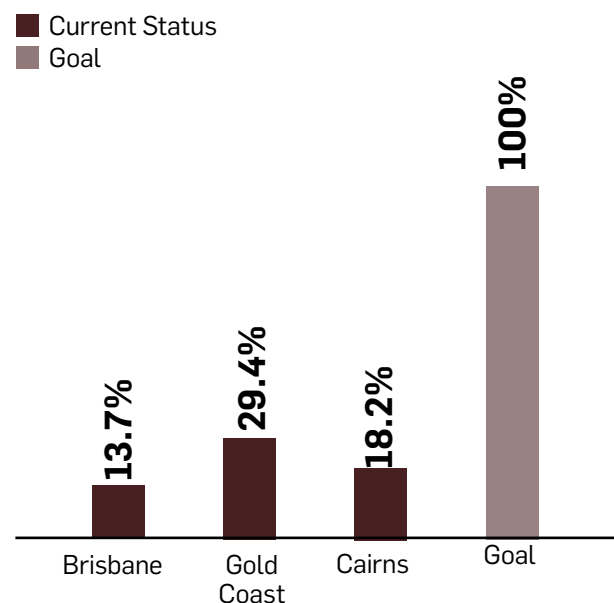
In Cairns, only 18.2% of hotels reported having staff training to assist guests with disability. While the Gold Coast does better, with 29.4% of hotels providing training to staff, this is primarily delivered at management level. Brisbane does the worst of all, with just 13.7% of hotels providing disability-related training to staff. Whether or not this training is adequate, or whether all staff actually complete the training, is another question entirely.

While important, informed and respectful staff attitudes cannot make up for an inadequate physical environment that does not meet visitors' functional needs.

People with disability are best placed to determine whether a space meets their individual needs. Staff should be trained to understand, locate, and communicate accessibility information accurately, supported by photographs, floorplans, and visual descriptions of rooms and facilities. Providing clear and consistent information empowers guests to make informed choices, book with greater confidence and independence, and reduces reliance on assumptions or subjective judgments about accessibility.

.....

% OF HOTELS THAT OFFER TRAINING



IN SHORT: THERE IS A LOT OF ROOM TO IMPROVE

Current reality

Queensland has a limited provision of accessible rooms, with supply being the strongest in Brisbane. Where these occur, they mainly just offer mobility-friendly features such as step-free access, grab rails and adapted bathrooms. The highest-quality and most comprehensive accessible offerings are provided by newer hotel developments, reflecting evolving design standards and demand expectations.

While there is a baseline level of provision, the current supply is limited, unevenly distributed and often designed only to meet minimum standards. This means many rooms labelled as “accessible” do not support guests with more complex needs, and there is little resilience during peak demand or emergencies. Meeting minimum standards does not mean that people's functional needs are met. These supply issues are compounded by booking friction, inconsistent staff capability and fragmented information, making it difficult for travelers to plan and book with confidence.



Accessible accommodation exists but is uncertain, unclear, and unreliable. Accommodation is not yet sufficient, or easy to use.

How to become ‘Games ready’

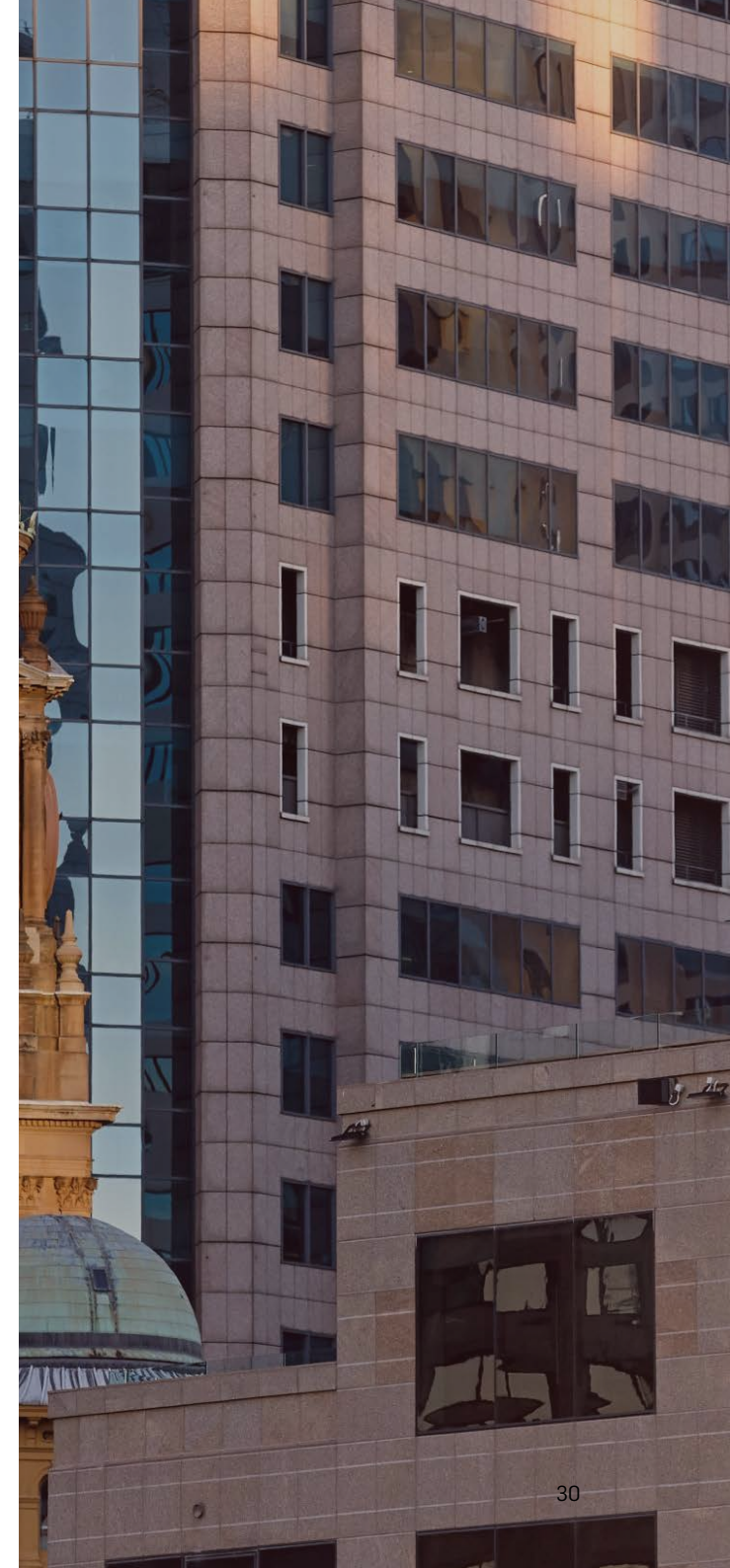
Firstly, there is a strong opportunity to increase the volume and quality of genuinely accessible rooms. This goes beyond minimum compliance to delivering fit-for-purpose design that caters to a broader spectrum of needs.

Secondly, the customer journey could be significantly enhanced through improved booking systems and information transparency. Developing a centralised or standardised platform that integrates accommodation accessibility would reduce friction and enable more confident trip planning. At an operator level, enabling detailed, accurate accessibility information and instant online booking would materially improve the user experience.

There is also an opportunity to lift service capability across the sector. Targeted staff training programs focused on supporting guests with diverse and complex needs would enhance service quality and consistency.

The key takeaway

The challenge is no longer simply whether accessible rooms exist, but whether they are fit for purpose, easy to find, and supported by capable service and connected systems. The opportunity lies in moving beyond minimum compliance toward strategically planned, well-described, and well-supported accessible accommodation that functions as part of an end-to-end accessible visitor experience.



BUT THERE ARE EXAMPLES OF WHAT IS POSSIBLE



ACCESSIBLE REAL ESTATE ICONS: IMPROVING CLARITY AND CONFIDENCE IN LISTINGS

Lead: Queenslanders with Disability Network (QDN)

Partners: Department of Housing and Public Works; people with disability; industry stakeholders

Focus: Residential property listings

In partnership with government and industry, QDN has developed a suite of accessible real estate icons to improve how accessibility features are communicated in residential property listings.

The Challenge: Standard property listings often provide inconsistent or incomplete information about accessibility. This forces people with disability, older people, and families to spend unnecessary time and energy on unsuitable properties, while the properly accessible properties get undervalued or overlooked.

The Approach: The icons were co-designed with people with disability, housing agencies and industry representatives. They are a voluntary, best practice tool that complements existing listings. The icon set covers three areas — entry, inside the home, and outside spaces — with a second, more detailed layer allowing agents to describe specific features clearly and consistently.

Outcomes: The Accessible Real Estate Icons improve clarity at the listing stage, support filtering and searching based on access needs, and reduce uncertainty and unnecessary inspections. By focusing on information rather than compliance, the icons help normalise accessible housing within the mainstream market.

Why It Matters for Games Readiness: This approach shows how simple, standardised information tools can unlock existing supply — something we need for accommodation booking and transport planning ahead of Brisbane 2032.



PARIS 2024: BOOSTING ACCESSIBLE ACCOMMODATION THROUGH PARTNERSHIP

Location: Paris Region, France

Partners: International Olympic Committee; Airbnb; APF France Handicap

Focus: Accessible short term accommodation

Ahead of the Paris 2024 Olympic and Paralympic Games, Airbnb partnered with the IOC and APF France Handicap to expand the supply, visibility and reliability of accessible short term accommodation on their platform.¹

The Challenge: Major events place intense pressure on accommodation markets, particularly for para athletes, officials and visitors with disability who require specific features and proximity to venues. In Paris, traditional hotel supply alone could not meet demand, and short term rental platforms lacked consistent accessibility information, creating uncertainty and limiting confidence in booking.

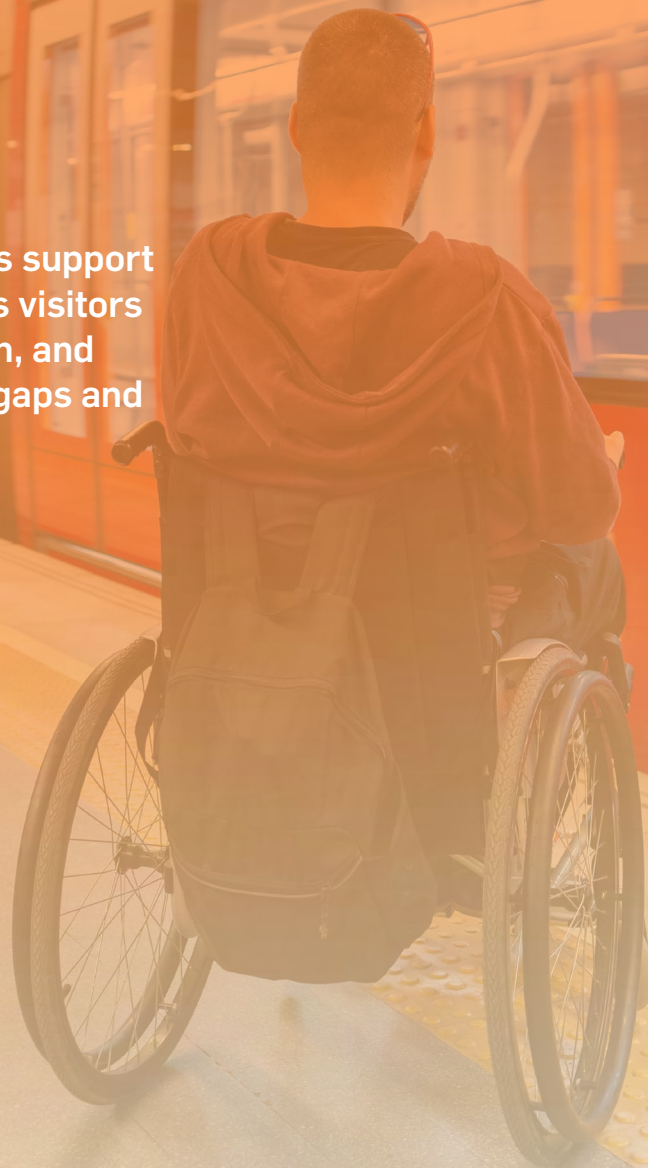
The Approach: Working with APF France Handicap, Airbnb defined practical accessibility criteria, identified suitable listings and directly engaged hosts.² Key measures included targeted calls for listings with step free access, host education on accessibility needs, clear filters and categories within the platform, and a dedicated section of the app highlighting accessible options ahead of the Games.²

Outcomes: More than 1,000 accessible listings were identified and clearly labelled across the Paris region.¹ This expanded choice, improved booking confidence and provided options well suited to para athletes and support staff.

Why It Matters for Games Readiness: Increasing accessible accommodation is not just about new builds.³ Partnerships, better information and platform level design can rapidly unlock existing supply at scale; a transferable model for Brisbane 2032.

TRANSPORT REALITY

How well do existing transport services support accessible, end to end travel for Games visitors between arrival points, accommodation, and Games venues, and where are the key gaps and priorities for improvement?



EXISTING POLICY AND STANDARDS ESTABLISH BASELINE ACCESSIBILITY

Transport accessibility in Australia is underpinned by a layered framework of legislation, technical standards, and inclusive design principles. Together, these establish minimum requirements for equitable access to transport services, infrastructure and associated buildings, and provide a consistent basis for assessing compliance.

The diagram to the right illustrates the key frameworks that guide transport accessibility, including the Disability Discrimination Act 1992,¹ the Disability Standards for Accessible Public Transport 2002,² the Disability (Access to Premises – Buildings) Standards 2010,³ the National Construction Code,⁴ and relevant Australian Standards. These instruments are typically used to audit physical accessibility and technical compliance against defined criteria. These have helped inform our qualitative assessment of existing conditions to develop recommendations to improve transport accessibility for the Games.

Importantly, while these frameworks are essential for establishing baseline accessibility, they do not in themselves provide a full picture of user experience. Compliance with codes and standards does not always equate to journeys that are intuitive, comfortable, or confidence-building for all users. For this reason, the diagram should be read as a reference point for accessibility auditing, rather than an assessment of lived experience to support inclusion, which requires additional user centred insight.

KEY LEGISLATION AND FRAMEWORKS GUIDING TRANSPORT ACCESSIBILITY

Disability Discrimination Act 1992 (DDA)

Federal legislation that prohibits discrimination against people with disability. Ensures equitable access to premises, facilities, services and public transport used by the public.

Australian Accessibility Standards (AS 1428, AS/NZS 2890.6, AS 1735.12)

Provide technical design specifications for accessible paths, ramps, lifts, signage and accessible parking associated with buildings and transport facilities.

Disability Standards for Accessible Public Transport 2002

Establishes minimum accessibility requirements for public transport infrastructure, vehicles and facilities, including paths of travel, ramps, boarding areas and passenger information.

National Construction Code (NCC)

National building regulations that incorporate accessibility provisions for safe and equitable access to buildings and public facilities.

Disability (Access to Premises – Buildings) Standards 2010

Aligns building accessibility requirements with the National Construction Code, ensuring public buildings provide accessible entrances, circulation, amenities and vertical access.

Universal Design Principles

Inclusive design approach that ensures environments are usable by all people to the greatest extent possible, beyond minimum regulatory compliance.⁵

COMMERCIAL TRANSPORT PROVIDES ACCESSIBLE OPTIONS

All airports serving Games locations — Brisbane, Gold Coast, Sunshine Coast, Rockhampton, and Cairns — have accessibility plans or tools in place. Together, these initiatives provide a strong foundation for accessible air travel.

For instance, Brisbane Airport provides an Accessibility Journey Planner to support accessible movement through the terminal and surrounding transport connections.¹ Similarly, Gold Coast,² Rockhampton³ and Cairns⁴ airports each offer Accessibility Facilitation Plans outlining passenger assistance services and accessible facilities. Finally, Sunshine Coast Airport has implemented an All Abilities Action Plan supported by digital accessibility mapping tools.⁵

Upon leaving the airport, Wheelchair Accessible Taxis (WATs) are available in all Games locations, supporting door to door accessible travel. Ride share accessibility is also available across all cities, although services are more limited in some regional centres.⁶ While this improves transport choice, availability may affect reliability for some users. Other challenges around requirements for pre-booking and driver refusal of passengers with disability or driver refusal to accept assistance animals may further undermine these services.

Overall, air travel and on demand transport services provide a solid base for accessible visitor travel. Ongoing coordination with airport operators and transport providers will be important to maintain service availability and provide Games visitors with clear information and ensure accessibility connects beyond the airport precinct.

AVAILABLE ACCESSIBILITY SERVICES

Airports



Brisbane



**Accessibility
Journey Planner**

Gold Coast, Rockhampton, Cairns



**Accessibility
Facilitation Plans**

Sunshine Coast



**All-Abilities
Action Plan**

On-demand services



**Wheelchair accessible taxis
(WATs)** available in all Games
destinations

Uber assist available in all Games
destinations, but limited with
coverage in Sunshine Coast and
Rockhampton



BUT PUBLIC TRANSPORT ACCESSIBILITY IS LARGELY UNKNOWN

A review of public transport accessibility for Games destinations was undertaken using publicly available information and inputs from QDN, covering rail,¹ light rail,² bus,³ and ferry⁴ services across Games-related locations. While the intent was to find if these modes were accessible or not, the first roadblock was whether accessibility information even existed.

Across all modes, Brisbane has the most comprehensive accessibility information. In Brisbane, rail station accessibility information is available at an individual station level, including step free access, lifts and assistance facilities. However, no consolidated accessibility database exists. Bus route and stop information is available via Translink and supported by a bus stop accessibility audit. Ferry services publish accessibility information for terminals and boarding facilities. This enables a strong understanding of accessible public transport options in Brisbane.

On the Gold Coast, accessibility information is available for rail services and the fully accessible G:link light rail, though bus accessibility information is limited. Similarly, on the Sunshine Coast, rail station accessibility information is available, but bus stop accessibility data is not publicly available.

In Rockhampton and Cairns, public transport accessibility information is extremely limited, with no bus stop audit data available and only high level accessibility information for regional rail stations in Cairns.

CAN I FIND ACCESSIBILITY INFORMATION IN MY AREA?

	 Train	 Tram	 Bus	 Ferry
Brisbane	Yes – at an individual station level via Queensland Rail ✓	N/A	Yes – bus route and stop information via translink ✓	Yes – for terminals and vessels ✓
Gold Coast	Yes – at an individual station level via Queensland Rail ✓	Yes – GLink is fully accessible ✓	Limited accessibility information ✗	N/A
Sunshine Coast	Yes – at an individual station level via Queensland Rail ✓	N/A	Data not publicly available ✗	N/A
Cairns	Detailed accessibility information is limited ✗	N/A	Data not publicly available ✗	N/A
Rockhampton	N/A	N/A	Data not publicly available ✗	N/A

SO LET'S ANALYSE PUBLIC TRANSPORT CONNECTIVITY INSTEAD

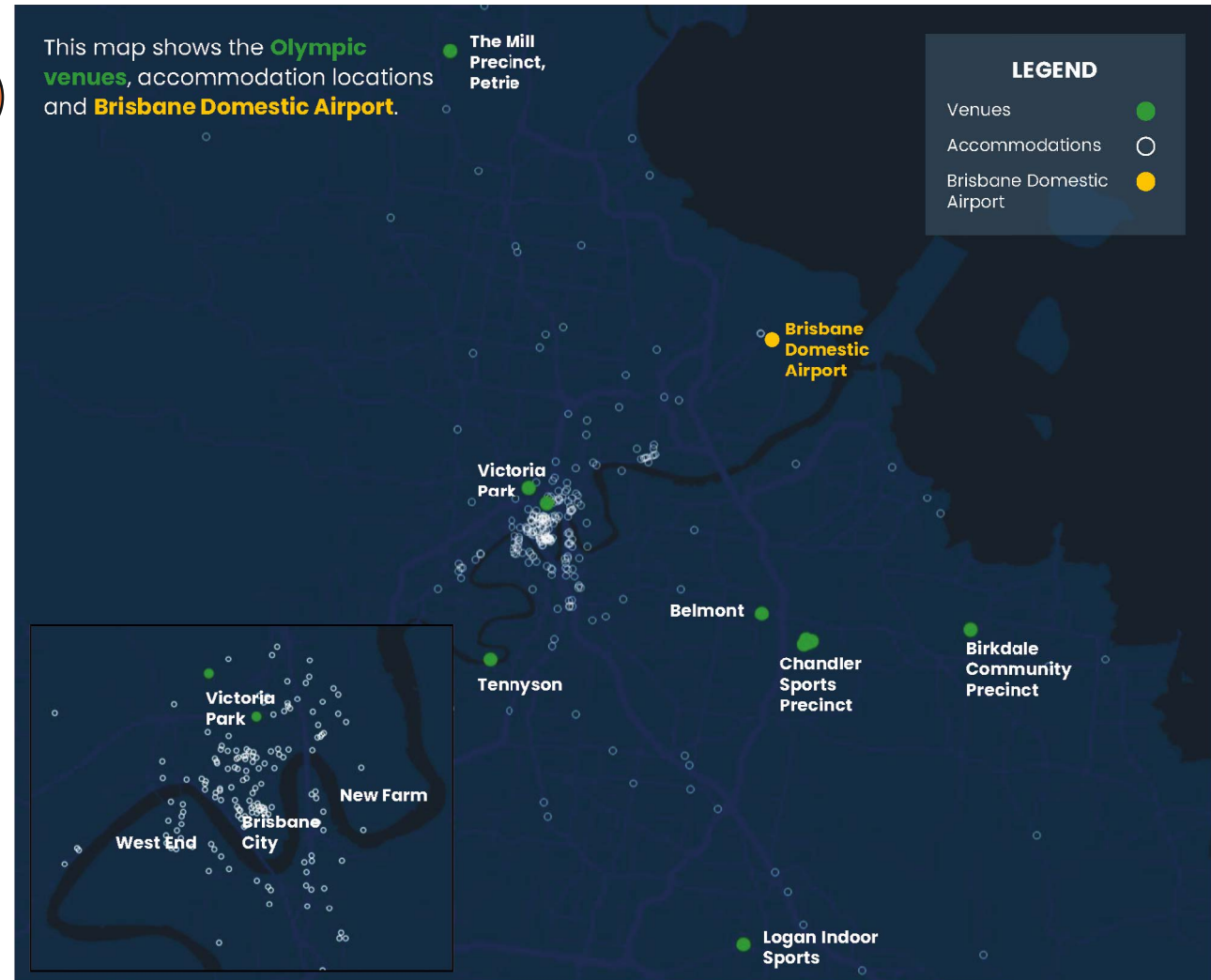
The connectivity assessment is structured around the following journey types:

- Airport to Accommodation – Public transport connections to major accommodation areas, including service availability and interchanges.
- Accommodation to Games Venues – Connectivity between accommodation precincts and venues, including directness, frequency and transfers.
- Games Venues to Accommodation – Return journey connectivity, with consideration of post event and evening travel conditions.



Gaps in publicly available accessibility data limit the ability to undertake a network wide assessment of public transport across all Games locations. As a result, the audit focuses on transport connectivity to understand current conditions. Given that airports and on demand services such as taxis and ride share quantitatively perform well, analysis concentrates on public transport connectivity.

Critical visitor journeys include travel from airport to accommodation, between accommodation and Games venues, and return journeys from venues to accommodation. This supports a practical understanding of connectivity along important travel corridors for the Games, while highlighting data gaps that may require investigation or targeted audits.



Analysis of public transport connectivity in Brisbane relied on spatial data for the locations of railway stations,¹ bus stops,² ferry terminals,³ and roads and pathways.⁴ Hotel locations and room data was drawn from CoStar, as per the accommodation audit.⁵

MOST BRISBANE ACCOMMODATION IS LESS THAN 1 HOUR FROM THE AIRPORT

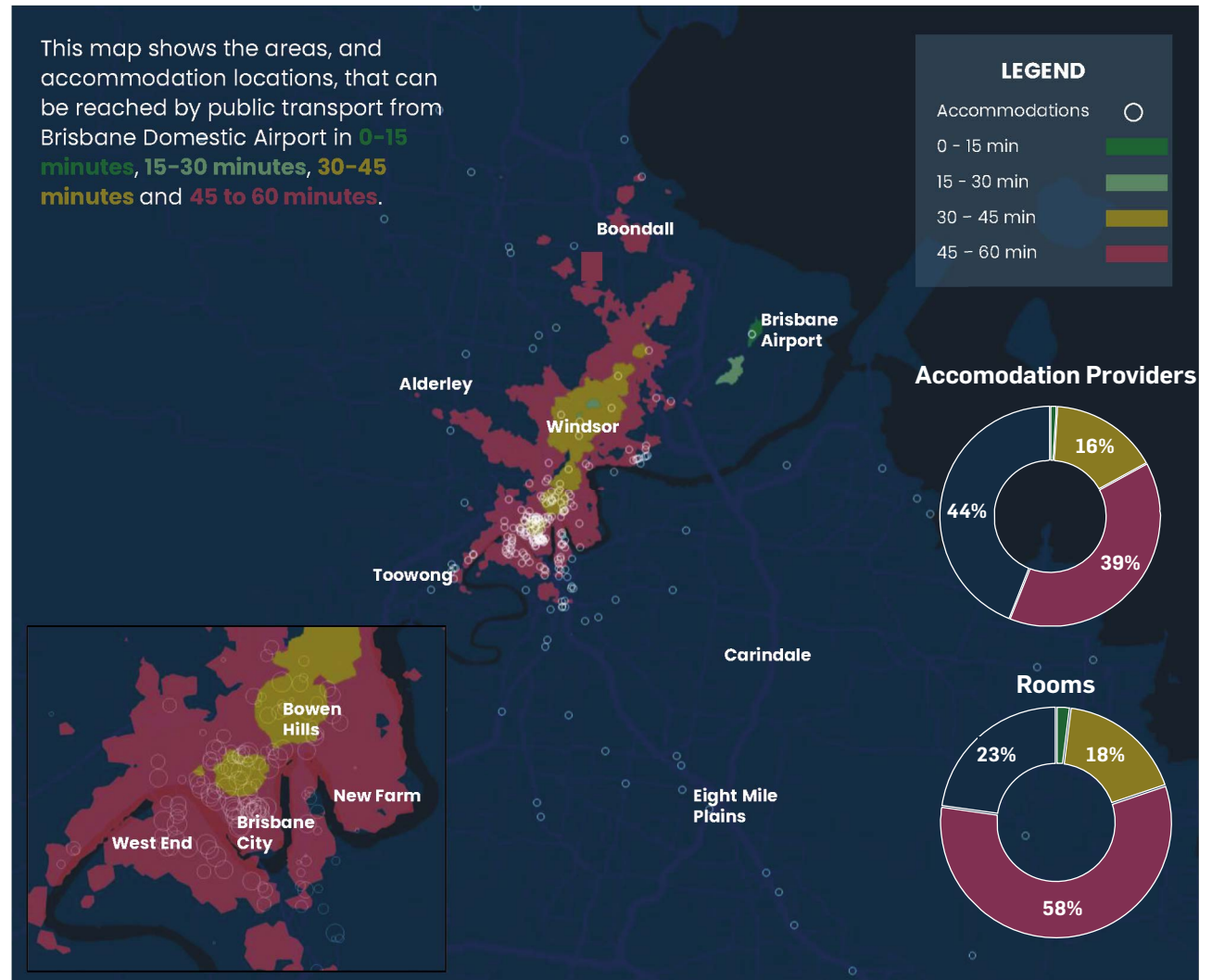
Public transport connectivity from Brisbane Domestic Airport to hotel locations across the city was analysed based on the following:

- Both the number of accommodation providers and rooms reachable within set travel time bands.
- Translink's November 2025 GTFS, assuming an arrival between 8:00–9:00am on a Tuesday.^{1,2}
- Allowance for an 800 metre walk to stops and stations
- A maximum of three transfers

The results show that very little accommodation is reachable within short travel times. Only two providers (1%), representing 375 rooms (2%), can be accessed within 15 minutes, with no accommodation in the 15–30 minutes band.

Connectivity improves beyond 30 minutes. Between 30 and 45 minutes, 47 providers (16%) and 4,192 rooms (18%) are reachable. The strongest connectivity is in the 45–60 minutes band, with 118 providers (39%) and 13,434 rooms (58%), indicating that most room capacity is accessible within an hour.

Beyond 60 minutes, 132 providers (44%) and 5,287 rooms (23%) remain outside the one hour threshold. This suggests that while public transport from the airport connects well to larger accommodation clusters, many providers experience longer travel times, highlighting potential priorities for further review.



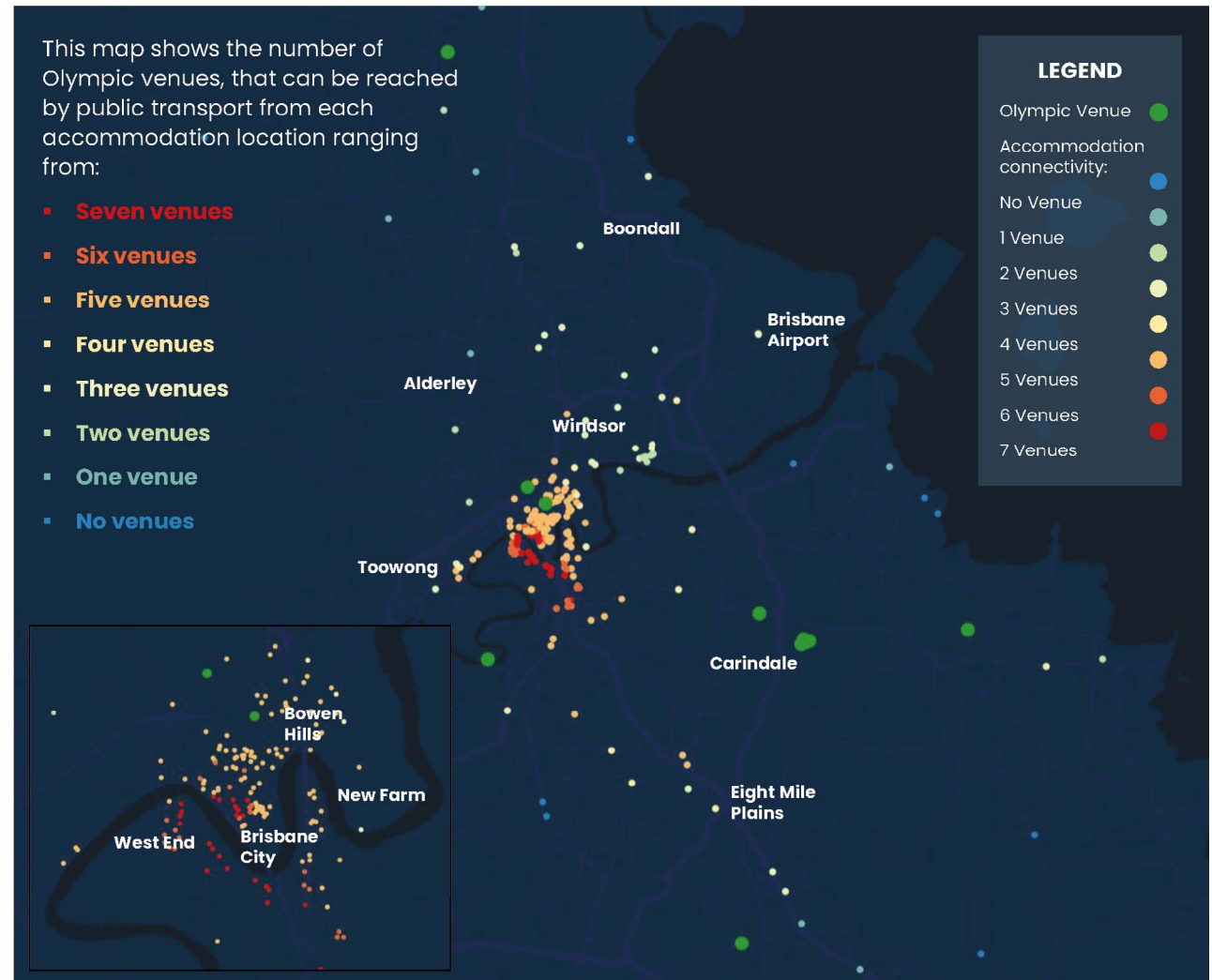
AND PUBLIC TRANSPORT FROM BRISBANE ACCOMMODATION CAN REACH AT LEAST 5 VENUES

Public transport connectivity from Brisbane accommodation providers to Games venues was analysed based on the following:

- Both the number of accommodation providers and rooms reachable within set travel time bands.
- Translink's November 2025 GTFS, assuming travel between 8:00–9:00am on a Tuesday.^{1,2}
- Allowance for an 800 metre walk to stops and stations (approximately 10 minutes)
- A maximum of three transfers.
- A maximum journey time of one hour.

The results indicate a generally strong level of connectivity between accommodation and Games venues. A majority of accommodation providers (56% or 168 total) can reach five or more venues by public transport within one hour, representing 75% of total room capacity (17,371 rooms). This suggests that much of Brisbane's accommodation stock is well positioned to support travel to multiple venues without excessive journey times.

However, a notable share of accommodation has limited connectivity. 19% of providers (58 total), accounting for 10% of rooms (2,220 total), cannot reach any Games venues within the one hour threshold. These locations may require targeted service enhancements, additional event specific services, or complementary transport measures to ensure reliable access to Games venues.



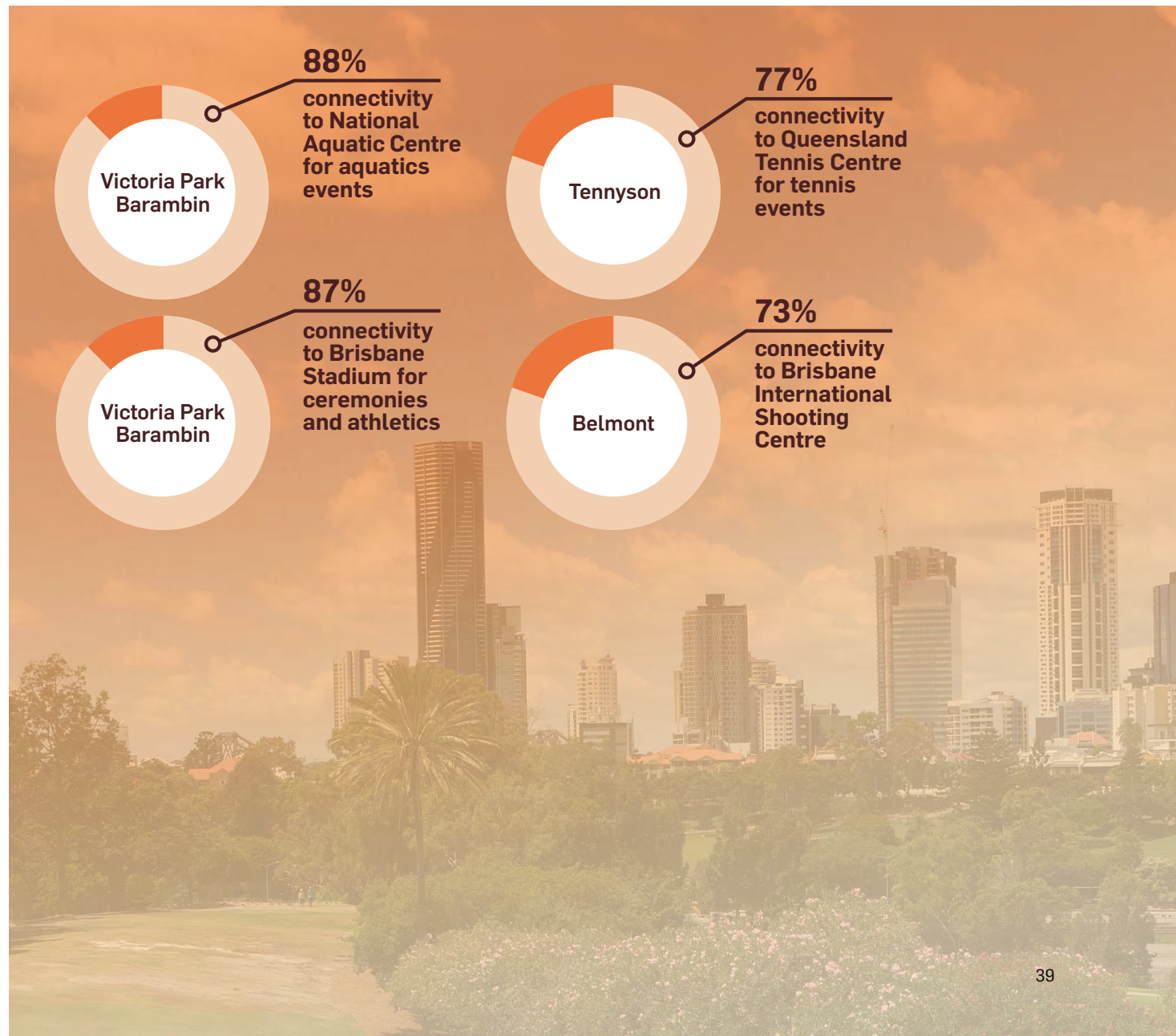
INNER CITY VENUES IN BRISBANE ARE RELATIVELY WELL CONNECTED

Public transport connectivity from Games venues to accommodation varies significantly across Brisbane. Measuring the number and proportion of accommodation providers reachable within a one hour public transport journey, based on the assumptions outlined in the previous page, finds:

Inner city venues have the strongest connections, with around three quarters of accommodation providers reachable within one hour by public transport, benefitting from frequent services and established networks.

The National Aquatic Centre and Brisbane Stadium each connect to around three quarters of accommodation providers (76% or 227 locations and 75% or 223 locations, respectively) and a majority of rooms (88% or 20,500 rooms and 87% or 20,200 rooms, respectively), reflecting their central locations and frequent services. However, the pedestrian access paths connecting the locations may prove challenging due to considerable distances between stadium and stations and the challenging topography of Victoria Park/Barambin. It is also unknown whether walkways can be constructed with sufficient width to accommodate peak use.¹

The Queensland Tennis Centre and Brisbane International Shooting Centre also show moderate connectivity, reaching more than half of accommodation locations (61% or 183 locations and 57% or 169 locations, respectively) and around three-quarters of rooms (77% and 17,800 rooms and 75% or 16,900 rooms, respectively).



BUT 6 OUT OF 10 VENUES IN GREATER BRISBANE ARE ISOLATED

Outer suburban venues have limited connectivity, with some reaching fewer than half, or none, of accommodation providers within one hour.

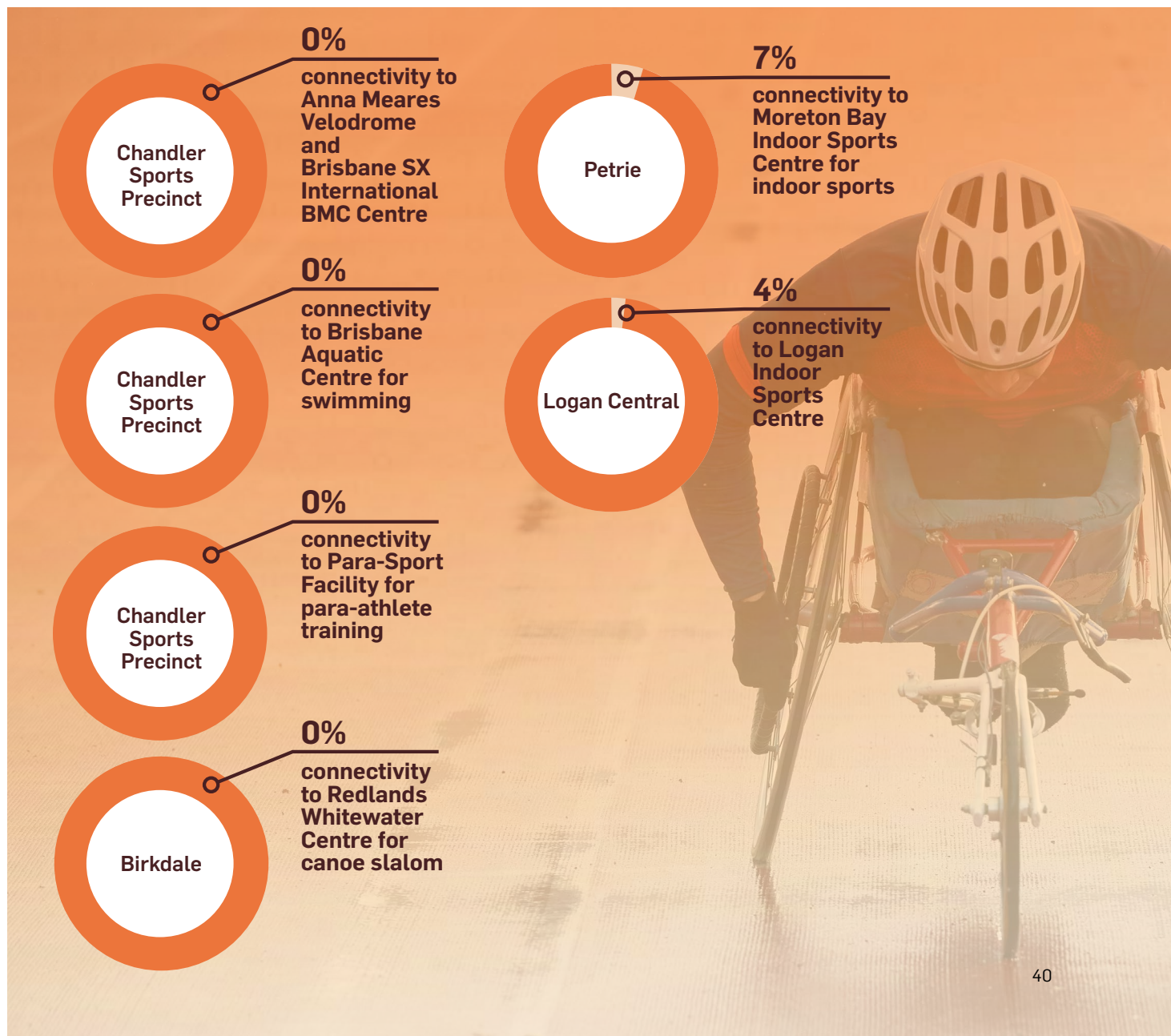
The Moreton Bay Indoor Sports Centre connects to just 41% of accommodation (131 locations), while the Logan Indoor Sports Centre connects to fewer than one in ten providers (9% or 26 locations only). This translates to just 7% (1,600 rooms) and 4% (956 rooms) of overall room capacity, respectively. This means that two venues cannot be reached by the majority of accommodation.

Several outer-area venues cannot reach any accommodation by public transport. The Chandler Sports Precinct and the Redland Whitewater Centre are the most isolated venues in Brisbane. While some buses stop nearby the precinct, under the current assessment assumptions the four venues cannot be reached by public transport. This means they will require network upgrades, additional services, event-specific transport or complementary travel options to support reliable return journeys for Games patrons.

Overall, the results indicate a strong reliance on central venues for efficient public transport access to accommodation, while outer area venues may require additional services, event specific transport, or complementary travel options to support reliable return journeys for Games patrons.

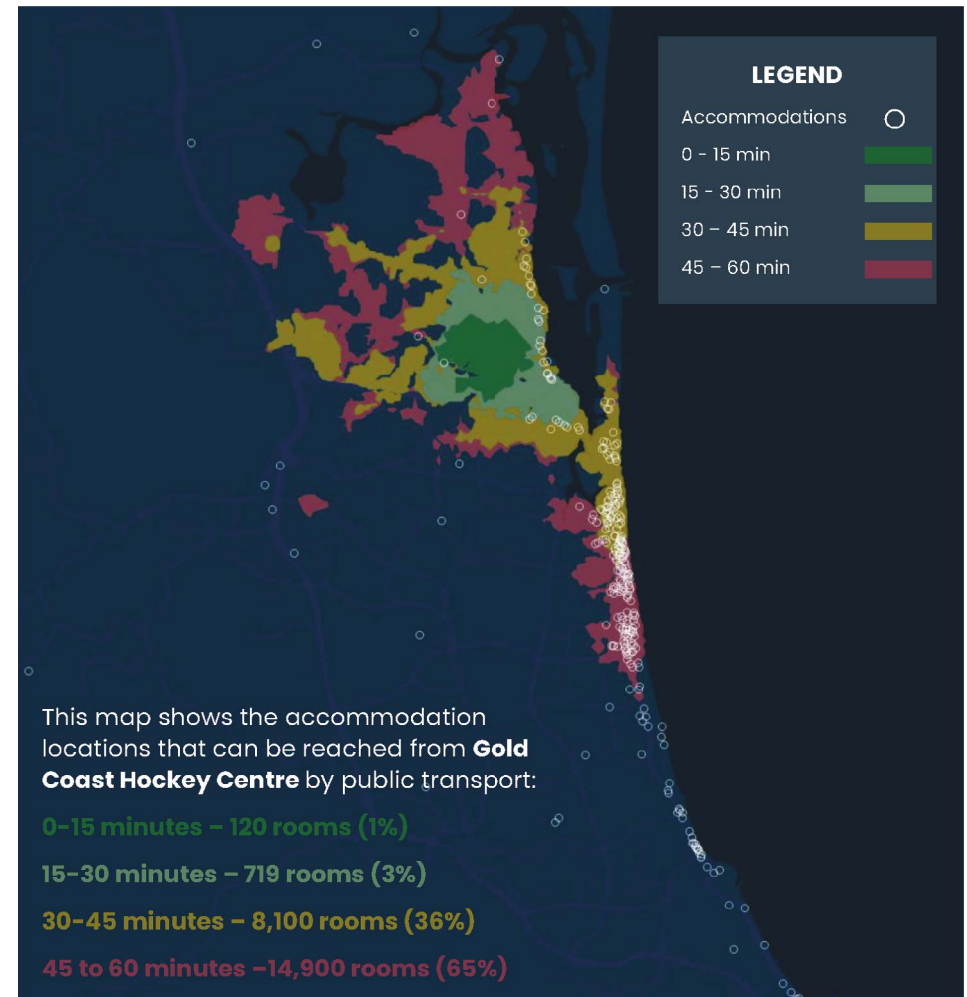
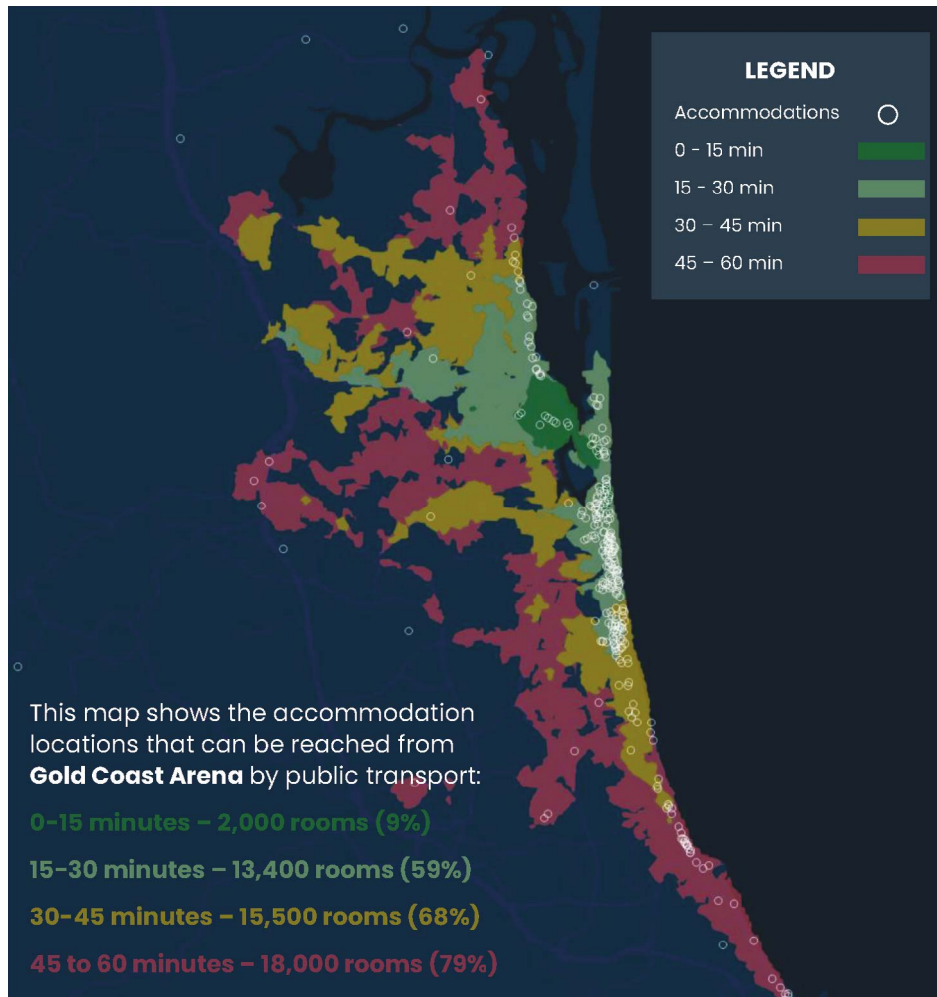


Central venues benefit from existing public transport networks, but outer area venues require upgrades. The suburbs will benefit from a Games legacy.



CONNECTIVITY IS STRONGER IN REGIONAL CITIES

Public transport connectivity of Games venues in Cairns and the Gold Coast measured the proportion of rooms reachable within a one hour journey using similar data sources for Brisbane.¹



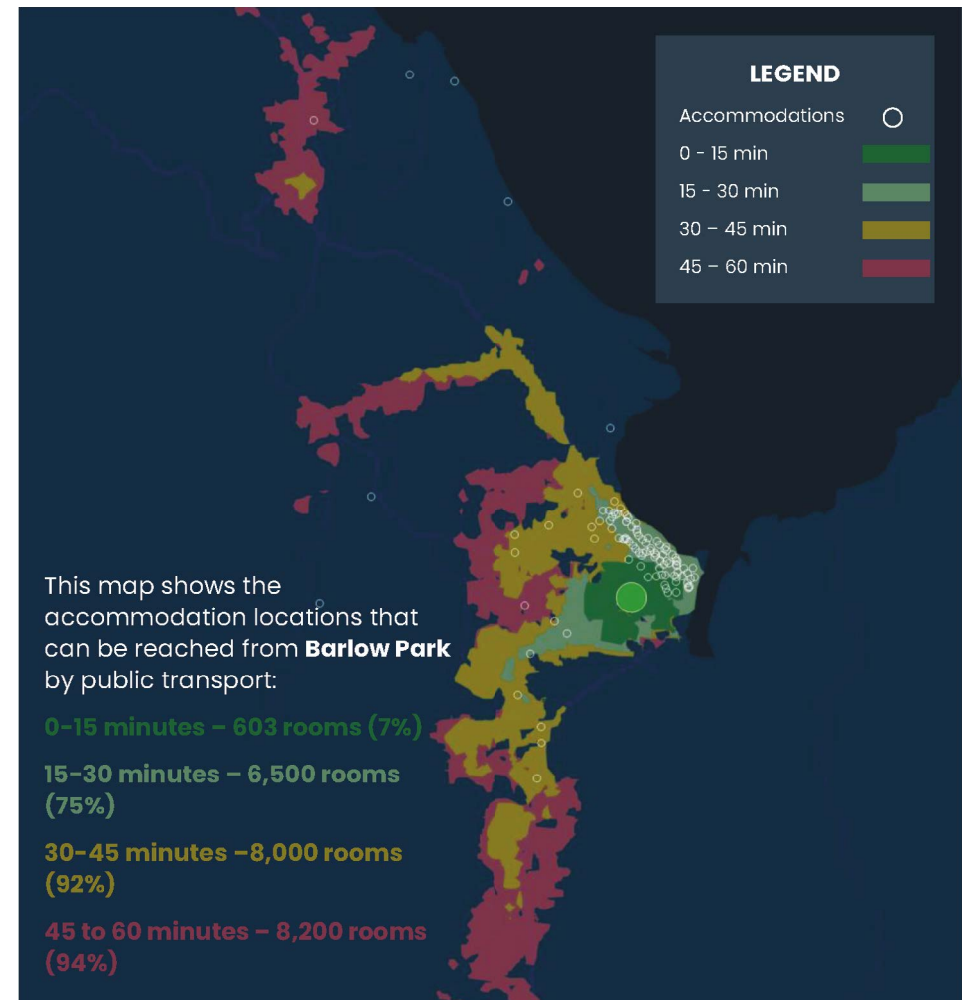
AND STRONGEST IN CAIRNS

The **Gold Coast Arena** also shows strong connectivity, with 79% of accommodation rooms accessible within one hour (18,000 rooms). Nearly 60% of rooms are reached within 30 minutes (59% or 13,400 rooms), rising to just under 70% within 45 minutes (68% or 15,500 rooms), supported by frequent services and direct connections to key accommodation areas. Only 9% (2,000 rooms) can be reached by Gold Coast Arena within 15 minutes.

Connectivity from the **Gold Coast Hockey Centre** is more limited. While 65% of rooms are reachable within one hour (14,900 rooms), very few are accessed within the first 30 minutes (just 3% or 719 rooms), indicating a greater reliance on longer public transport journeys and potential pressure during peak and post event periods.

In Cairns, connectivity between **Barlow Park** and accommodation is high, with 94% of rooms reachable within one hour (8,200 rooms). The number of rooms reached within 45 minutes is only marginally lower, at 92% (8,000 rooms). In fact, most accommodation (75% or 6,500 rooms) can still be accessed within 30 minutes, reflecting the city's close proximity between accommodation areas and the venue within the city centre. Only 7% (603 rooms) can be reached by Barlow Park within 15 minutes.

Overall, both cities demonstrate strong connectivity, particularly for centrally located venues with established public transport corridors as illustrated by the map to the right and on the previous page.

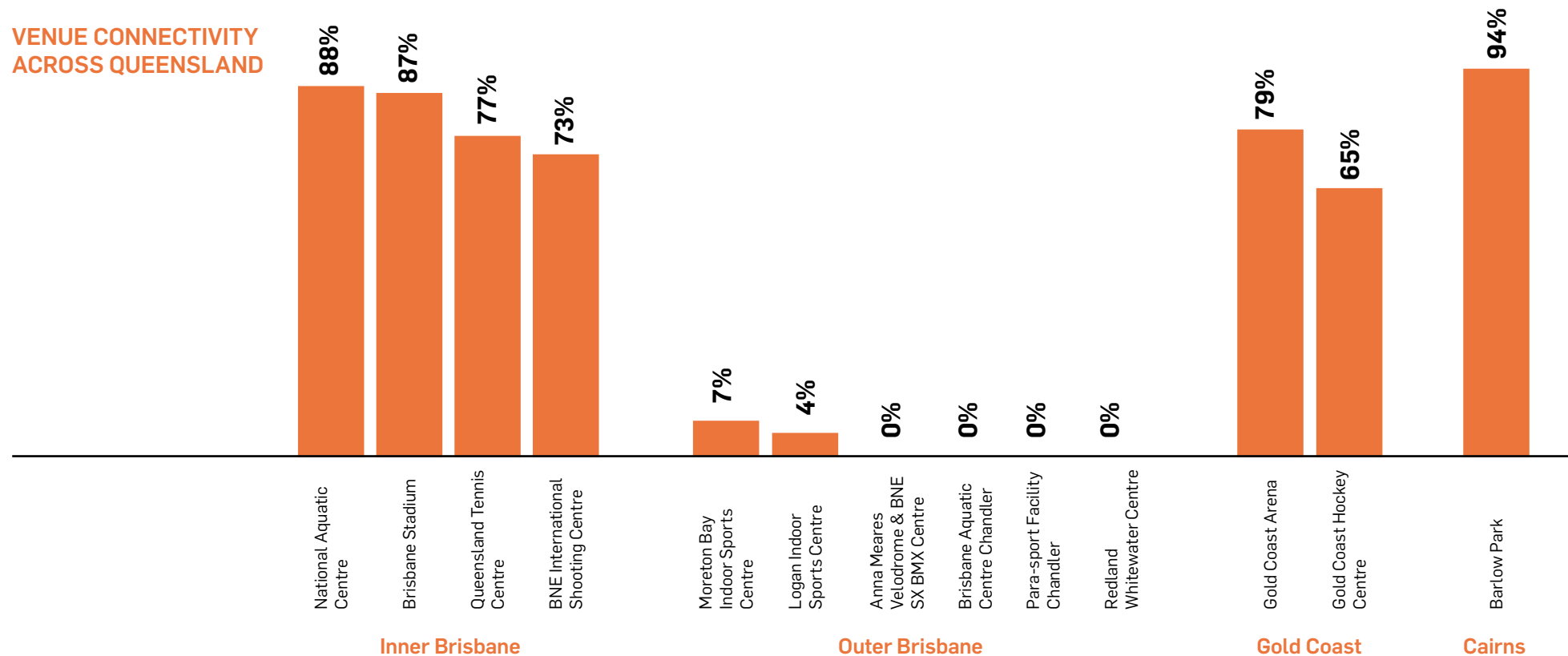


OVERALL, THERE ARE SIGNIFICANT CONNECTIVITY GAPS

The analysis confirms stronger public transport connectivity between accommodation and centrally located venues. While there will be supplementary bus and rail services for events, there is a strong legacy opportunity to improve public transport in outer urban areas. It also highlights the need for targeted service planning for venues with weaker short distance connections to ensure reliable travel

for Games patrons. Precedents such as TransLink's On Demand Transport service may offer solutions.¹ Further, there is an additional requirement for Games patrons travelling between cities (for example, staying in Brisbane but attending an event in the Gold Coast or Sunshine Coast). If all improvements are supplementary services, there will be no legacy improvements to public transport across Queensland.

VENUE CONNECTIVITY ACROSS QUEENSLAND



IN SHORT: INCONSISTENT AND INCOMPLETE ACCESSIBILITY DATA IS HOLDING US BACK

Current reality

For inner Brisbane and other centrally serviced areas, existing public transport networks already support efficient travel between accommodation, venues, and airports. In Brisbane, most hotel room capacity is reachable from the airport and at least five Games venues within an hour by public transport. Connectivity is similarly strong for Barlow Park, due to Cairns' compact urban form, and Gold Coast Arena, due to alignment with established public transport corridors.

However, outside these core areas and particularly for airport access, outer suburban venues, parts of the Gold Coast, and other regional networks, connectivity weakens and confidence drops. Connectivity across shorter distances is especially limited, forcing a reliance on longer journeys. Moreover, the absence of consistent, up-to-date and standardised accessibility data prevents a clear understanding of how accessible these journeys are in practice, limiting both planning and targeted investment.

Crucially, existing connectivity ignores key routes and the ability to plan and deliver inclusive journeys is fundamentally limited by inconsistent and incomplete accessibility data

How to become 'Games ready'

Firstly, targeted accessibility audits at priority stops, stations, and interchanges would address known data gaps and support a more robust assessment of the accessible network. Alongside this, improved and standardised accessibility data from operators and agencies would enable proper accessibility analysis on a network wide basis.

Once this improved data is available, re-running the connectivity and accessibility analysis would allow a clearer understanding of end to end accessible journeys for Games visitors.

Secondly, specific and supplementary transport services could improve connectivity between outer suburban venues and accommodation, particularly for return journeys. For a lasting impact post-Games, these should be aligned to daily travel patterns and made into permanent improvements.

Finally, enhancements to interchange quality, wayfinding and customer information along key visitor corridors would support more confident use of the network, especially for visitors with accessibility needs.

In 2026, accessible journeys cannot be confidently identified, assessed, and supported end-to-end. Addressing data gaps is therefore a prerequisite for improving connectivity, prioritising upgrades, and delivering inclusive transport outcomes for Games visitors.

BUT TRANSPORT SYSTEMS ARE MOVING IN A POSITIVE DIRECTION



BUILDING AN ACCESSIBLE PUBLIC TRANSPORT NETWORK

Location: Queensland

Partners: Department of Transport and Main Roads (TMR), Redland City Council, Cross River Rail Delivery Authority

Focus: Accessible transport infrastructure upgrades



TMR is delivering a broad program of accessibility upgrades across Queensland's transport network ahead of the Brisbane 2032 Olympic and Paralympic Games.

The Challenge: Accessible journeys depend on more than vehicles alone. Bus stops, stations, interchanges, and connections all shape whether people can travel safely, confidently and independently. Many parts of Queensland's transport network were built before contemporary accessibility standards, creating barriers for people with disability, older people, and families.

The Approach: Since 2017, TMR has provided more than \$33 million in grants to local governments to upgrade over 2,300 bus stops, alongside accessibility improvements to long-distance coach stops across regional Queensland.¹ Other key initiatives include the Cross River Rail program,² Logan and Gold Coast Faster Rail,³ The Wave,⁴ train station upgrades,⁵ and the Southern Moreton Bay Islands ferry upgrades.⁶ Accessibility features include lift access, raised platforms, tactile indicators, hearing loops, accessible amenities, improved wayfinding and safer interchange environments. Accessibility assessments using LiDAR and artificial intelligence are also being explored to better identify and prioritise future upgrades.

Outcomes: Improving accessibility, safety and connectivity across Queensland's transport system while supporting more consistent experiences between transport modes and interchanges. Many projects also deliver broader benefits for active transport, public realm improvements and long-term network reliability.

Why It Matters for Games Readiness: Games-related planning can accelerate long-term accessibility improvements across the transport network. By upgrading stations, stops and interchanges now, Queensland is strengthening the foundations for more reliable and inclusive journeys during the Games and beyond 2032.



IMPROVING ACCESSIBLE INFORMATION AND CUSTOMER EXPERIENCE

Location: Queensland

Partners: Department of Transport and Main Roads (TMR), QUT, people with disability

Focus: Accessible communication, customer information, and inclusive transport technology

TMR is improving how people access transport information, navigate services, and interact with emerging transport technologies.

The Challenge: For many travellers, barriers arise not from transport infrastructure alone, but from unclear information, inaccessible technology and inconsistent customer experience. Real-time communication, wayfinding and accessible interfaces are particularly important during unfamiliar journeys, disruptions and high-demand events such as the Games.

The Approach: Initiatives including the E-Paper Digital Bus Stop Displays,⁷ Move Together campaign,⁸ Easy Read initiative,⁹ Queensland Digital Licence,¹⁰ and Universally Designed Automated People Mover project¹¹ recognise that accessible travel depends on communication, confidence, and customer experience as much as infrastructure itself.

Outcomes: Customer feedback on initiatives such as E-Paper displays and accessible help phones has been strongly positive, highlighting improved confidence, clarity and independence when navigating the network. These projects are also embedding accessibility and universal design into future transport technologies and services.

Why It Matters for Games Readiness: The Games will place significant pressure on transport systems and customer information services. Infrastructure needs to ensure that people can navigate journeys confidently, receive timely information, and participate independently.

CASE STUDIES



ACCESSIBILITY IN ACTION

In July and August 2026, 22 people with diverse disability undertook real-world journeys across Brisbane, the Gold Coast and Cairns, travelling between airports, hotels, public transport networks and proposed Games venues. Their experiences provide valuable insight into how accessibility functions in practice and what it takes to create journeys that are not merely possible, but genuinely welcoming, reliable and inclusive.

Inclusion is about more than physical access

Participants spoke about the importance of travelling alongside friends, understanding where they were, feeling safe, managing fatigue and sensory load, and being treated with respect. For wheelchair users, for example, accessible seating that separates them from companions can diminish participation. For people who are blind or have low vision, missing tactile guidance or inaccessible information can reduce independence. For neurodivergent travellers and people with energy-limiting disabilities, sensory overload, uncertainty, and cumulative fatigue can become significant barriers in their own right.

Positive progress was reported

Participants encountered helpful frontline staff, well-designed ferry and Metro services, accessible public spaces, reliable rail connections, and destinations demonstrating strong commitment to inclusion. These examples show that high-quality accessible experiences already exist across the state and provide a strong foundation for future improvements.

Accessibility is a system

Success depends not on a single piece of infrastructure, service or destination, but on how each element connects with the next. Much like a relay race, the whole journey can only succeed when every handover works. A modern train, an accessible hotel room, or a compliant venue cannot deliver an inclusive experience if the footpath connecting them is inaccessible, information is unclear, assistance is unavailable, or a critical lift is out of service.

Opportunities for better experiences

Identified barriers represent opportunities to create a transport, accommodation, and visitor experience that works better for everyone. Clear information, intuitive wayfinding, reliable infrastructure, inclusive service practices, and connected accessible pathways benefit visitors with disability, older people, pregnant people, families, international travellers, and residents alike. Accessibility is not a niche feature; it is a hallmark of a world-class visitor experience.

As Queensland prepares to welcome the world in 2032, these case studies offer a clear call to action. They demonstrate that the pathway to Games readiness is not only about removing barriers, but about enabling freedom, choice, and participation. By embedding accessibility across the entire visitor journey and ensuring people with disability continue to guide implementation, Queensland has the opportunity to create a Games and a legacy where everyone can travel with confidence, participate fully, and experience the dignity, independence, and sense of belonging that great places make possible.

Key recurring barriers

- **Safety and comfort:** Unsafe crossings, uneven footpaths, steep kerbs, water pooling, inadequate seating and excessive heat.
- **Communication:** No audible next-stop announcements, limited visual information and insufficient accessible pedestrian signals.
- **Wheelchair accessibility:** Limited bus space, difficult kerb transitions, narrow path-ways, blocked footpaths and inaccessible facilities.
- **Social inclusion:** Some venues have limited opportunities for wheelchair users to sit alongside friends and family, creating separation and isolation.
- **Transport barriers:** Bus delays, overcrowding, high taxi costs, difficult vehicle access, and inadequate bus-stop information.
- **Staff and passenger experience:** Driver patience, disability awareness, driver training and the behaviour of other passengers affected confidence and comfort.

CAIRNS | CAIN'S JOURNEY TO BARLOW PARK

Cain, a 60-year-old man with physical disability who uses a power-wheelchair, measures a successful journey as more than simply getting from one destination to another. It means being able to travel safely, independently and comfortably, while remaining included alongside friends and the wider community.



Cain travelled across Cairns with a group of people.

Airport to Accommodation

This journey was undertaken by Maxi-Taxi as, in July 2026, no public transportation link between Cairns Airport and central Cairns exists. The journey was far more expensive than a public transport option.

Accommodation to Venue

Cain's second journey was from a central Cairns accommodation to Barlow Park by public bus. Footpath navigation along Lake Street was challenging with sections of uneven paving and steep kerbs. At the bus stop, the drivers deployed ramps as part of their service for Cain to board the bus.

When boarding, passengers first had to be asked to vacate the wheelchair area so Cain could board, and

shortly after the bus driver asked a fellow passenger with a hidden physical disability to leave the disability area for a person with a pram. Stopping at the Lake Street Interchange, the connecting bus was delayed with little information on alternatives, and Cain was not able to identify the most practical route using the journey-planning app.

Underway, Cain noticed the bus was crowded, warm and unpleasant-smelling, and there were no audible announcements identifying upcoming stops. Cain said that for him, not knowing when and where to get off created additional anxiety. Cain's preferred transport solution would include clear visual information and spoken next-stop announcements, similar to those already available on many train services.

Arriving at Barlow Park there was no footpath access, just carpark access to enter the venue. The wheelchair seating arrangements at the stadium were separate from other seating with no practical opportunity for Cain to sit beside friends or people without disability.

The main accessible ramp from the stadium was centrally located, channelling wheelchair users from designated zones on the edges back into the centre of the stadium and crowds rather than providing a direct route away from the venue. For Cain, this would mean navigating large groups of people, which, for him, creates discomfort, anxiety and impacts upon his safety as a wheelchair user.

Around the venue, narrow pathways, steep kerb transitions, blocked footpaths, limited accessible seating and inadequate pedestrian connections further impacted on Cain's independence.

Cain also experienced challenges with using the accessible toilet that had a heavy door and other maintenance issues.

Venue to Accommodation

The final journey, from Barlow Park back to a central Cairns accommodation was by Maxi-Taxi. Although the booking process was straightforward and the vehicle arrived at the requested location, Cain found the driver's manner to be curt and the service lacked a welcoming or customer-focused approach.

Improvements suggested

1. Fix footpath surfaces and crossings on the Lake Street corridor – uneven paving, steep kerbs, water pooling.
2. Add audible next-stop announcements and improve visual displays on Cairns' bus services, and upgrade pedestrian signals along the route to accessible standard.
3. Enforce dedicated wheelchair space on boarding with protocols around passenger use for people who use wheelchairs, rather than needing to ask passengers to vacate it after boarding has already started.
4. Redesign the main accessibility ramp at Barlow Park so it doesn't route wheelchair users directly through crowd egress points, and review seating allocation so wheelchair users aren't separated from friends and family attending.
5. Extend accessible pathways and shaded, seated rest points around Barlow Park's perimeter, formalise and make mandatory driver disability awareness training as a condition of servicing Games routes.

BRISBANE | ELLIS'S JOURNEY TO MORETON BAY

Ellis is a 55-year-old woman with physical disability who uses a power wheelchair, and at times, requires the support of a support worker/ support person. She relies on pre-planning, clear and unobstructed pathways, appropriate space for manoeuvring her power wheelchair and support to manage physical tasks when required.



Ellis began her journey at the Brisbane Domestic Airport, then journeyed to a central Brisbane accommodation, followed by Victoria Park, a return to a central Brisbane accommodation for lunch and finally to Moreton Bay Sports Complex.

Airport to Accommodation

Beginning at Brisbane Domestic Airport, the terminal featured a large lift capable of accommodating multiple wheelchair users, however the AirTrain entrance relied on a single-person lift, causing immediate congestion and delays that escalated Ellis' anxiety about missing her train.

On board, designated wheelchair spaces were shared with bicycles, prams, luggage and other mobility devices, which reduced availability and forced her to manoeuvre in cramped conditions. Ellis also noted the absence of a clearly visible safety strap and limited information identifying upcoming stations.

Disembarking at Central Station, single lifts and unclear signposting added further challenges, and constantly scanning for unexpected hazards caused significant stress. Ellis could not navigate this area without her support worker.

Travelling through Brisbane's CBD to a central Brisbane accommodation on Margaret Street, Ellis navigated uneven footpaths, steep kerb ramps, sloping pavements, construction tunnels, tree surrounds and manhole covers, creating difficult conditions for power wheelchair navigation. E-scooters frequently obstructed footpaths and limited shelter and poor wayfinding signage reduced Ellis' comfort and confidence.

Accommodation to Venue

The journey from central Brisbane accommodation to Moreton Bay Sports Complex began as Ellis travelled by the same footpaths back to Central station.

On arrival at Central station, Ellis discovered the lifts providing access to Platforms 5 and 6 (where Caboolture line service departs) were out of service. Instead of boarding directly, Ellis had to detour to Fortitude Valley Station before transferring to the Caboolture line. This disruption added time and complexity to her journey.

After disembarking the train at Morayfield station, Ellis boarded a 660 bus to Morayfield Rd at Paradise Rd, Burpengary. The final stage of the journey could not be completed independently, as there was no continuous accessible path connecting the Morayfield Road bus to the entrance of Moreton Bay Sports Complex. Ellis was unable to reach the venue.

Improvements suggested

1. Upgrade the AirTrain entrance lift to match the terminal's multi-person capacity, reducing congestion and boarding delays for wheelchair users.
2. Dedicate wheelchair space on the AirTrain that is separate from bike/pram/luggage storage with a visible safety strap and clear next-station information.
3. Fix CBD footpath continuity between Central Station and Margaret Street including uneven surfaces, steep kerb ramps and construction signage and enforce e-scooter clearways along key accessible routes.
4. Improve lift reliability and redundancy at Central Station including real-time lift status alerts so a single outage doesn't force a lengthy detour via Fortitude Valley.
5. Build a continuous accessible path from local bus stops to the Moreton Bay Sports Complex.

BRISBANE | JENNIFER'S JOURNEY TO BELMONT & REDLANDS

Jennifer is a 45-year-old woman who is legally blind and can detect light changes and high colour contrast. She uses a cane to navigate and requires a support person when travelling.



Jennifer's journey began at Brisbane Domestic Airport, travelling to her accommodation in Brisbane City, before continuing to the International Shooting Centre at Belmont, Sleeman Centre and finally the Redlands Whitewater venue.

Airport to Accommodation

At the Airport Airtrain entrance, Jennifer could not independently locate ticketing points and required the assistance of her support person. Transport apps were inaccessible and platforms were not identifiable. There were also mismatches between audio announcements and information such as doors closing was not communicated audibly.

Travelling on the Airtrain to Roma Street Station, where Jennifer met friends, was accessible with braille trails, tactile markings, stair-edge contrast and helpful staff. Crowds made exiting difficult, as the braille trail led to the opposite side from the exit point for anyone not needing to use a go-card.

After boarding a return train to Central station and disembarking in the CBD, white braille trails blended into white flooring, tactile markings were missing, lift controls had inconsistent placement and low contrast with the lift, and rain, uneven surfaces and insufficient crossing times created additional challenges in navigating the path before arriving at her Brisbane accommodation.

Accommodation to Venue

After departing her Brisbane accommodation, Jennifer headed towards King George Square bus tunnel to board a bus to the International Shooting Centre. At King George Square limited tactile guidance and a lift that closed too quickly reduced independence. Boarding the 250 bus to Carindale, the service Jennifer received on the bus from the driver was helpful and accommodating, checking in with her on what she needed.

At Carindale, noise made navigation difficult and sections of tactile pathways were broken. Jennifer was unable to complete her journey to the International Shooting Centre because the bus stop lacked a suitable footpath, requiring navigation across uneven grass and a major road without kerb cuts or a clear path.

Venue to Venue

Jennifer's stop at Sleeman Centre demonstrated what good access can look like: the bus entered the centre directly, with wide paths and tree-lined surroundings with the smell of eucalyptus and the sound of birds adding to the experience. Varied path widths and surfaces and incomplete tactile markings presented some challenges.

Venue to Venue

The final journey toward Redlands Whitewater could not be completed because the bus stop was over one kilometre from the proposed venue and there was no footpath access to the venue.

Improvements suggested

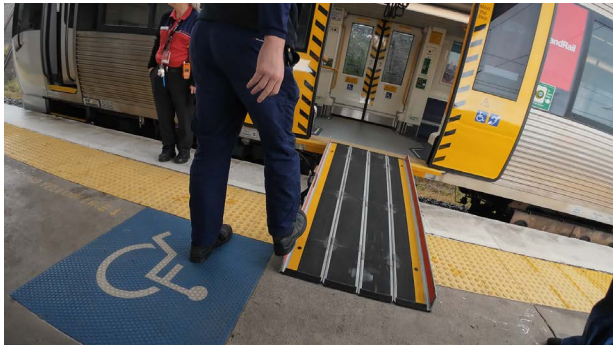
1. Bus stops to be located as close as possible to the destination and connected by a safe, accessible footpath.
2. Ensure assistance is available at interchange points and isolated areas.
3. Ensure auditory announcements and digital screens provide the same information, including platform numbers, service changes and door-closing announcements.
4. Standardise the use of colours and design of tactile markings, Braille-trails and signage so they can be easily identified.
5. Widen existing footpaths to ensure multiple people can use the path at the same time.
6. Repair and maintain existing tactile markings to ensure safety at crossings and wayfinding.

"Don't tell me something is accessible. Tell me what is there and I can decide for myself if it works for my situation."

Jennifer, QDN Member

BRISBANE | JOHN'S JOURNEY TO TENNYSON

John is a 55-year-old power wheelchair user with a learning and physical disability, who identifies that he can experience anxiety in unfamiliar travel situations.



John travelled from Brisbane Domestic Airport to hotel accommodation in Hamilton, then to a Southbank accommodation for lunch, before continuing to the Queensland Tennis Centre at Tennyson.

Airport to Accommodation

The journey began at Brisbane Domestic Airport, where Airtrain staff worked to coordinate assistance between stations and communicated well. The elevated Airtrain platform at the airport, and more critically, the steep boarding ramps at Eagle Junction and terminal ramps at Doomben stations were challenging to navigate, particularly in wet weather, when slippery surfaces increased the risk of a fall. At Doomben Station, the steep exit ramp, positioned directly opposite a staircase, required support to descend safely and was a safety concern.

Beyond the station, Hamilton's connection to the airport network was fragmented. Misaligned footpaths, construction zones and incomplete pedestrian infrastructure made independent travel difficult, although the wide pathways around Hercules Street Park provided a welcome contrast for John, before arriving at the hotel accommodation.

Accommodation to Southbank

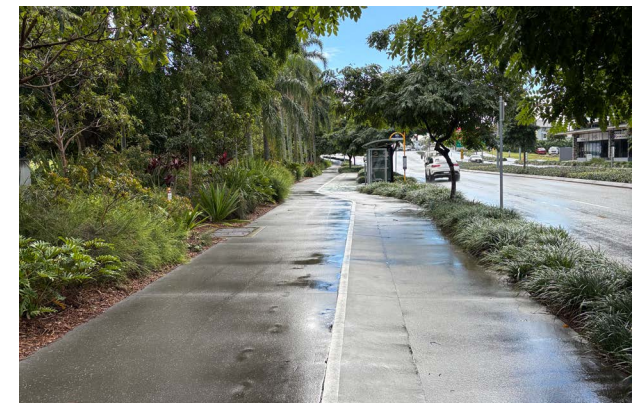
Travelling from his accommodation, John chose the ferry from Bretts Wharf to South Bank over the bus due to the relaxed journey path along the river. Despite confusing timetable signage and positioning, boarding and disembarking were seamless, with the city-cat journey enjoyable and simple. The stop for lunch was along Southbank which was a short distance from the ferry terminal.

Southbank to Venue

The final journey from Southbank to the Queensland Tennis Centre was by train from South Brisbane to Yeronga. The train ride was easy for John to navigate. The journey from the train station had wide, generous paths with plants surrounding the area. The path was beginning to lift in a couple of locations, but John navigated the path without much trouble. The absence of a zebra crossing or pedestrian signals at the venue's roundabout created a challenge to safely reaching the arena.

Improvements suggested

1. Redesign the boarding ramps at Eagle Junction and Doomben stations by widening the ramp, reducing the gradient and adding non-slip surfacing.
2. Reposition or redesign the Doomben exit ramp so it isn't directly opposite the staircase, removing the need for assisted descent.
3. Complete pedestrian infrastructure around Hamilton and the airport precinct – align footpaths and provide clear detours through construction zones.
4. Improve ferry timetable signage and positioning at Bretts Wharf, building on an otherwise strong accessible boarding experience.
5. Add a pedestrian crossing or signals at the Queensland Tennis Centre roundabout and address emerging maintenance issues along the boulevard path before they become genuine hazards.



BRISBANE | JOYCE'S JOURNEY TO BARAMBIN

Joyce is a 27-year-old woman with a neurological disability and takes journeys with her medical assistance dog and support person. She requires clear wayfinding, predictable environments, sensory management, and minimising physical and cognitive fatigue.



Joyce began her journey at Brisbane International Airport, then journeyed to a Fortitude Valley accommodation, then to Centenary Pool, Victoria Park and finally to a Brisbane central accommodation.

Airport to Accommodation

Beginning at the Brisbane International Airport, Joyce walked across the bridge to the Airtrain, where the train offered several positive features to meet Joyce's needs including clear audio announcements, helpful staff, lift access and a straightforward single-train trip planned using the Translink app.

The signage used to identify the correct platform or accessible boarding location was difficult to find and ticketing was difficult to locate independently.

Staff often addressed Joyce's support person rather than Joyce. Sensory overload was caused by loud door warning beeps, poor lighting and confusing visual information.

The walk from Fortitude Valley Station to the Fortitude Valley accommodation had wide, direct pathways which reduced navigation effort, but poor lighting, damaged footpaths, quick pedestrian light crossing times and limited shade created additional fatigue.

Accommodation to Venue

Travelling onwards to Centenary Pool, Joyce chose to take a bus. It was a short walk but the quick pedestrian light crossing times at St Paul's Terrace almost led to Joyce being stuck in the middle of the road with her medical assistance dog.

At the bus stop information was limited, and identifying the right bus was difficult. Surrounding traffic noise increased her sensory stress. The short bus ride was simple to board and depart, but the walk to Centenary Pool was long and uphill. At the venue itself, unclear entrance signage created confusion and required additional assistance from her support person.

Venue to Venue

The walk from Centenary Pool to Victoria Park was long but the combination of wide paths separating pedestrian and cycle routes, and the calming natural environment significantly reduced stress and sensory discomfort making the journey to Victoria Park an enjoyable experience.

Venue to Central

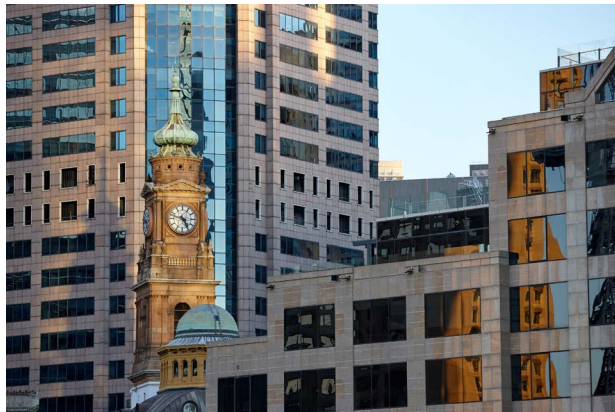
The final journey to a central Brisbane accommodation was by the BRT (Brisbane Metro). The Metro had clear signs, low lighting, clear voice announcements, visual indicators and colour contrast, although inconsistent stop naming and door operation created some uncertainty.

Improvements suggested

1. Install clear platform and accessible boarding signage at Brisbane International Airport station and make ticketing information independently accessible without needing staff assistance.
2. Disability awareness training for frontline staff to address the passenger directly, not their support person, as standard practice.
3. Review sensory design at stations and stops – reduce or soften door-warning volume, improve lighting, simplify visual information – to reduce cognitive and sensory load.
4. Fix footpaths and install accessible pedestrian crossing buttons on the Fortitude Valley route and add shade along exposed sections.
5. Improve bus stop identification and information near Centenary Pool and add clear, consistent entrance signage at venues.
6. Standardise stop naming and door operation across Metro services.

BRISBANE | JOAN'S STAY IN THE CITY

Joan is a 45-year-old power-wheelchair user and requires step-free access, adequate circulation space, grab rails, and shower seats to ensure her accommodation meets her needs.



Joan stayed at a central Brisbane hotel for business.

Booking

Joan booked her accommodation online and followed up by email explaining her accessibility requirements. The hotel staff were helpful and willing to accommodate her needs, but the automated booking response that they would “do their best to accommodate” her needs did not confirm that her requirements would be met, requiring a follow-up call from Joan.

Arrival

On arrival at the accommodation, Joan found the pavement outside difficult to navigate because it sloped in three directions. She therefore entered through the carpark, which felt more like a service entrance, and contacted reception. The foyer and lift were accessible, although the front desk was too high for comfortable interaction while seated in her wheelchair. Staff didn't have a high level of accessibility awareness however they were friendly and keen to help.

Room Access

The room entry door was wide enough for her wheelchair, but it was extremely heavy and prone to sticking. The handle position also made it difficult for Joan to pull the door further open without it moving towards her knees. She experienced a similar barrier when attempting to access the gym and hot tub, where a heavy insulated door could not be opened independently, causing her to abandon the activity.

Inside the Room

The dark carpet inside the room concealed the slope of a ramp into the accessible bathroom, making the change in level difficult to identify and creating a potential safety risk. The light switches were also difficult to locate because they had little contrast with the wall.

The accessible bathroom was well designed and Joan appreciated the grab rails, shower seat, bench and accessible toiletries.

The bedroom was less successful. Although the doorway was wide, there was insufficient circulation space around the bed for Joan to manoeuvre her power wheelchair safely. The configuration would also be challenging for a guest travelling with a paid carer, and there was insufficient space to facilitate a hoist.

In the living area, Joan found the couch too low and short for comfortable transfers, and the coffee table too low. She did however value the ramp to the balcony, giving her independent access to the outdoor area.

Improvements suggested

1. Improve the approach to the main entrance and provide easier-opening or automatic doors.
2. Use contrasting flooring to clearly identify the bathroom ramp and consider smooth, light-coloured flooring.
3. Provide contrasting, clearly labelled light switches.
4. Review bedroom circulation, bed clearance and furniture placement to accommodate wheelchair users and hoists.
5. Provide transfer-friendly living-room furniture at appropriate heights.
6. Improve staff accessibility awareness and provide clearer confirmation of accessibility requirements during booking.

GOLD COAST | MICHAEL'S JOURNEY TO THE HOCKEY CENTRE

Michael is a power wheelchair user with physical disability, who requires a support person to travel with him.



Michael travelled in a group from the Gold Coast Airport to a hotel at Broadbeach before continuing to the Gold Coast Hockey Centre.

Airport to Accommodation

The first part of Michael's journey began at the airport bus stop, where the narrow boarding island was bordered by traffic on both sides and obstructed by poles. The confined space created anxiety when other commuters walked onto the road to step around Michael. Limited weather protection and insufficient space at the pick-up area increased the risk of Michael's power wheelchair being damaged by the weather.

After a wait at the bus stop, Michael boarded the 777 bus. Boarding required deployment of the wheelchair ramp and assistance from the driver, who was helpful throughout. However, wheelchair users must board before other passengers and can only disembark after everyone else has left the bus, extending the time to travel.

The bus was overcrowded and two older passengers, both with visible physical disability, were unable to board.

The airport bus terminated at Broadbeach South and the journey to the Broadbeach Hotel was effortless; with wide footpaths and signalised crossings, although a rubbish collection blocked part of the path. Lengthy traffic signal phases did present a challenge when Michael became separated from his group who were forced to wait on the crossing refuge, resulting in a 5-minute delay.

Accommodation to Venue

After departing the Broadbeach hotel, Michael travelled onward to the Hockey Centre via the G:link and the 713 bus. The G:link provided a smoother, more comfortable ride than the bus, requiring less physical effort to remain stable. However, transferring between services was difficult due to limited shelter from the rain which increased risk of damage to Michael's power wheelchair. Confusing visual maps and poor wayfinding resulted in missed connections between the G:link and the connecting bus.

On the 713 bus, the wheelchair space was not large enough for Michael to safely face forward, forcing Michael to angle his chair into the aisle where it moved during the rough journey, with Michael at risk of falling from his chair. Disembarking from the 713 bus, Michael navigated footpaths that were occasionally blocked by construction and council signs, forcing him to travel on the road alongside cars travelling in the opposite direction.

Arrival at the Hockey Centre was a little confusing as there was no signage and the path to access the reception area inside the Hockey Centre had stairs.

Improvements suggested

1. Widen and protect the airport bus boarding island from traffic, add weather cover and more space at the pick-up point to prevent wheelchair damage.
2. Increase bus capacity and dedicated wheelchair/mobility-aid space on high-demand routes so multiple passengers with disability can board.
3. Maintain footpaths along the Broadbeach corridor, and review signal timing at crossings so groups aren't separated mid-crossing.
4. Provide sheltered, weatherproof transfer points between G:link and connecting buses, and improve wayfinding and maps to prevent missed connections.
5. Increase dedicated wheelchair space on buses so wheelchairs aren't forced into the aisle.
6. Improve signage, shorten the distance from bus stop to Gold Coast Hockey Centre and provide a direct accessible entry rather than an indirect route.

GOLD COAST | TILLY'S JOURNEY TO CAREY PARK

Tilly is a 23 year old woman who identifies as neurodivergent.



Tilly began her journey at the Gold Coast Airport, then journeyed to QT Gold Coast, and to Carey Park. Her journey highlighted how signage, transport connections, and pedestrian infrastructure can create barriers for people with disability.

Airport to Accommodation

Beginning at Gold Coast Airport, the narrow bus platform island, bordered by traffic on both sides and interrupted by poles, created significant anxiety, made worse by traffic noise and limited space amongst fellow travellers. The Translink app was essential for navigation but could not effectively plan multi-stop journeys, instead directing only to the final destination. Closing the app meant losing live tracking altogether, which made bus travel particularly stressful because bus stop signs were difficult to see.

The airport bus was crowded, with only rear seats available. Combined with excessive heat and constant movement, this caused nausea and feelings of faintness.

Unlike the bus, the G:link displayed upcoming stops and current locations clearly, allowing passengers to use their phones comfortably without needing to constantly hold on. However, onboard screens became unreadable from some seating positions and lower viewing angles, including wheelchair height, and the similarity between bus and tram symbols added further confusion. Inconsistent tap-on and tap-off locations also resulted in accidental overcharging.

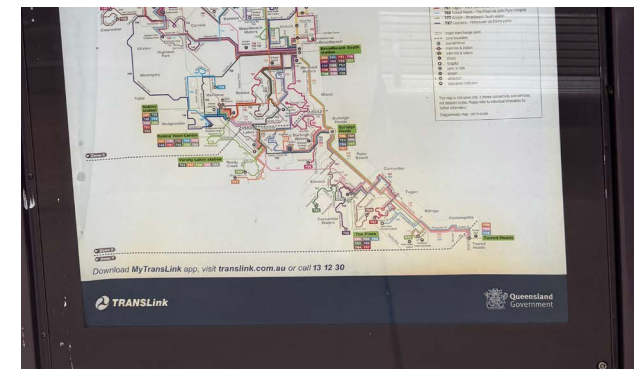
Accommodation to Venue

At QT Gold Coast, ramp signage lacked visibility, making the accessible entrance difficult to identify. The transition from tram to Carey Park exposed further issues: Google Maps directed pedestrians to cross a busy road without traffic lights or a pedestrian crossing, tactile indicators near the tram exit were badly damaged, crossings lacked signals, and parked vehicles obstructed visibility when crossing.

Within Carey Park, uneven paths, trip hazards, minimal shade, no seating before the entrance, and unclear routes made navigation difficult. Overall, while the G:link offered reliable frequency and stronger wayfinding than buses, significant barriers remained around signage, transfers between transport modes, bus accessibility, and safe, connected pedestrian infrastructure between destinations.

Improvements suggested

1. WiWden and better protect the airport bus boarding island from adjacent traffic.
2. Upgrade the Translink app to support multi-stop journey planning and retain live tracking when the app is minimised or closed.
3. Improve visibility of bus stop signage and reserve accessible seating or priority space near the front of buses to reduce overcrowding-related risk.
4. Reposition or duplicate G:link screens so they're readable from all seating positions, including wheelchair height, and differentiate bus and tram symbols and tap-on/off point placement to prevent confusion and overcharging.
5. Improve accessible entrance signage at QT Gold Coast, and correct pedestrian routing in mapping apps to avoid directing users across roads without crossings.
6. Add signalised crossings, fix uneven paths, add shade and seating, and clarify wayfinding into Carey Park.



OPPORTUNITIES & RECOMMENDATIONS



OPPORTUNITIES & RECOMMENDATIONS

The Brisbane 2032 Olympic and Paralympic Games present a once-in-a-generation opportunity to embed accessibility as a lasting feature of Queensland's transport, accommodation and visitor economy. The recommendations here respond directly to report findings to support both Games-time delivery and enduring benefits long after the closing ceremony.

Recommendations focus on practical, system-level actions that could be considered by the Queensland Government and key Games partners to improve accessibility and deliver inclusive experiences for residents, athletes, staff, volunteers and visitors. With continued action and coordination, Queensland can build on existing efforts and use the Games as a catalyst to deliver a more welcoming, inclusive, and resilient state for everyone. *Accessibility is only realised when multiple systems work together reliably.*

Each recommendation is supported by suggested opportunities organised across four timeframes:

1 On the starting line

Within the next year, foundations are set and early momentum is built.

3 Raising the bar

In the short term (2-3 years), actions are scaled and best practice embedded.

5 Ready to perform

In the medium term (3-5 years), systems are tested and ready ahead of the Games.

6+ Beyond the podium

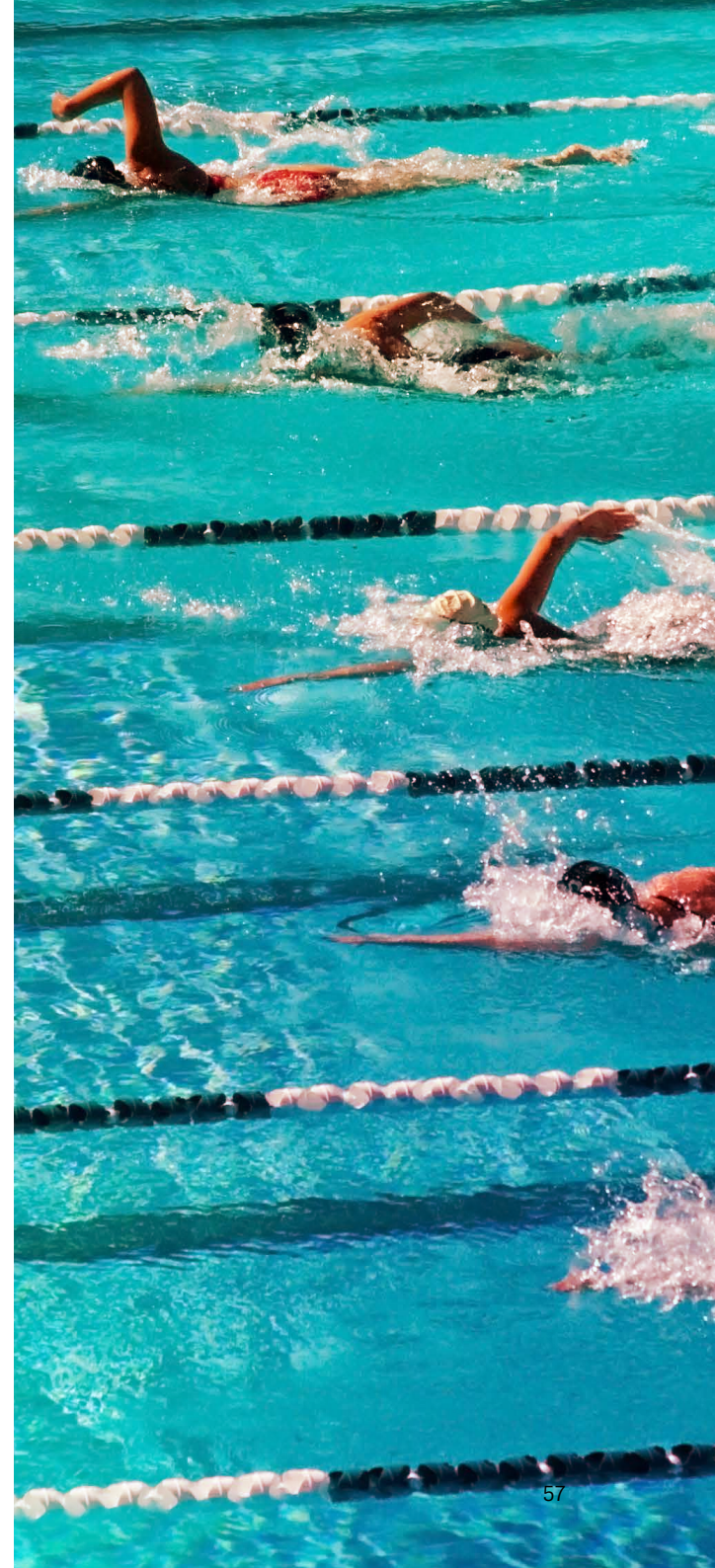
Benefits endure through long term actions aligned with Games delivery and post-Games legacy.

This structure is intended to support staged implementation, recognising that some improvements can be made quickly, while others require sustained coordination and investment. The recommendations also acknowledge that no single organisation can deliver a welcoming, accessible Games and legacy alone. Indicative champions are identified to suggest where leadership, partnership, or contribution may sit and how governments, industry, platforms, operators and community organisations can play a role in progressing inclusive outcomes.

A foundational principle underpinning all opportunities is “nothing about us without us.” People with disability must lead, or be meaningfully engaged in, the design, implementation and review of policies, programs, and services that affect them. This includes recognising the intersection of disability with other aspects of identity, particularly for First Nations people with disability and people from culturally and linguistically diverse (CALD) backgrounds. Co-design is essential to achieve inclusivity, drawing on lived experience and expertise across transport, accommodation, tourism, infrastructure, employment, volunteering, and public services.

Finally, these opportunities should be read as a starting point for dialogue rather than settled implementation proposals. Further consultation with responsible agencies, delivery authorities, transport operators, accommodation providers, governments at all levels, industry bodies and people with disability will be essential to test or confirm feasibility, clarify responsibilities, decide on and sequence actions, and align with existing Brisbane 2032 planning processes.

These opportunities are intended to complement existing Government, Brisbane 2032 Organising Committee and industry planning, and to support further engagement on practical steps that can strengthen accessibility outcomes.



1. STANDARDISE ACCESSIBLE ACCOMMODATION INFORMATION

Vision	Accessible information is accurate, comparable, and easy to find, giving visitors confidence to identify and book accommodation that meet their needs.
Opportunities	Develop, test, and promote consistent, region wide standards for collecting, maintaining and publishing accessibility information for accommodation across booking platforms. ▪ Immediately establish a cross sector working group to co-design minimum accessibility information requirements with people with diverse disabilities, accommodation providers and booking platforms, building on QDN's work on accessible icons for real estate for use in accommodation booking. ▪ In the short term, publish a standardised accessibility information framework with agreed definitions, data fields and descriptors for accommodation. ▪ In the medium term, ensure websites, apps, and booking systems meet accessibility standards and support room-level detail, including photos and floorplans with a single, trusted access point for Games-related accommodation accessibility information. ▪ In the long term, consider how standardised accessibility information could be reflected, where appropriate, in policy, procurement, funding, and accreditation frameworks using visitor feedback to continually improve information quality and tailor it to different access needs.
Possible Champions	Hotels, motels, and other accommodation providers; booking platforms (e.g. booking.com and wotif.com); travel agents; and Airbnb all have a role to play in standardising accessible accommodation information and making it easy for people to book accommodation that suits their individual needs. Queensland Government could play a useful convening role, alongside tourism agencies, industry bodies, and Government.
Why?	The accommodation audit shows that inconsistent and unreliable information about accessible rooms limits people's ability to book with confidence, creating uncertainty and discouraging travel. ¹ Without standardised, searchable data, even compliant accessible rooms remain difficult to find, suppressing demand and disadvantaging providers. ² A region-wide approach to collecting and publishing accessibility information would improve certainty for visitors, support better service for all, and unlock a significant market. ³ Queensland is well placed to lead this work, with existing initiatives such as Anywhere already supporting businesses to improve accessibility and inclusion. ⁴
Alignment	Standardised accommodation accessibility information supports equitable access and inclusive tourism by enabling independent decision-making, consistent with Australia's obligations under the United Nations Convention on the Rights of Persons with Disabilities. ⁵ It aligns with Queensland's Disability Plan 2022–27, ⁶ the national visitor economy strategy THRIVE 2030, ⁷ and the Games legacy envisioned by Elevate 2042. ⁸ It also reflects international best practice, including ISO 21902 – Accessible tourism for all, and supports Austrade's WELCOME Framework by strengthening accessible tourism systems beyond 2032. ⁹
Exemplar	Airbnb's accessibility features allow guests to search for listings with specific attributes such as step free access, accessible bathrooms and parking, supported by photos and host descriptions. To boost accessible supply in the lead up and during the Paris 2024 Games, Airbnb worked with APF France Handicap representing and advocating for people with disability and their families to run an education campaign supporting hosts to better understand accessibility. ¹⁰

2. INCREASE ACCESSIBLE ACCOMMODATION

Vision	Accessible accommodation supply better reflects community need, ensuring visitors with disability can stay comfortably and close to Games venues.
Opportunities	Work with accommodation providers, platforms and regulators to increase the supply and visibility of accessible rooms and facilities ahead of 2032. ▪ Immediately explore incentives to encourage new developments to exceed minimum accessible room requirements. Establish partnerships to audit accommodation and advise on potential upgrades to existing facilities for accessible supply, led by people with disabilities. ▪ In the short term, consider incentives or co-funding options for existing providers to put their upgrades into action, and for new construction to comply with best practice accessibility guidelines. Celebrate and recognise accessibility and inclusion at the Best of Queensland Experiences Program, the Queensland Tourism Awards, Australian Tourism Awards, Queensland Hotels Association Awards for Excellence, and Australian Hotels Association National Awards. ▪ In the medium term, explore the feasibility of a verified, public register of accessible accommodation, with regular re-audits to ensure information remains accurate. ▪ In the long term, embed new standards of inclusive service excellence with an accreditation or award that demonstrates an accessible and inclusive hotel to consumers. This may also include increasing the weighting of accessibility within hotel star ratings and tourism accreditation schemes.¹
Possible Champions	The initial working partnership could be led by QDN and the Brisbane 2032 Organising Committee. Implementing any actual change will rely on the commitment of individual accommodation providers, hotel chains, and organisations like Airbnb. To this end, tourism agencies and industry groups could help advocate for and support the initiatives, with the Queensland and Federal Governments potentially considering appropriate policy, coordination or funding levers to encourage further action.
Why?	Around one in five tourists travel with disability or specific access needs, ² yet accessible accommodation remains limited, inconsistent and hard to find, particularly near major venues. With only 1% of hotel rooms on the Gold Coast and 2% in Brisbane and Cairns offering accessible rooms, many visitors are forced to stay further away or forgo travel altogether. Expanding the supply and visibility of accessible accommodation is critical to meeting Games-time demand and will deliver lasting benefits for Queensland's tourism sector beyond 2032.
Alignment	Best practice will include following ISO Standard 21902 – Accessible tourism for all, which has specific applications for the accommodation sector. UN Tourism has prepared Recommendations for Accommodation, Food & Beverage and MICE companies based on this standard, ³ which is just one of many accessible tourism resources they provide. ⁴
Exemplar	London is often cited as having one of the largest and most diverse supplies of accessible hotel rooms, spanning different price points and access needs following improvements catalysed by the London 2012 Games, yet accessible rooms accounted for just 3.4% of total hotel stock in 2015. ⁵ The visibility of these rooms is supported by tools such as VisitEngland, the AccessAble database and the Tourism For All Travel Planner, which provide clear accessible travel information. ⁶ Singapore offers a complementary example, having embedded barrier-free accessibility in accommodation through its Code on Accessibility in the Built Environment for more than 30 years, supported by five-year Enabling Masterplans, demonstrating how sustained government leadership can drive private sector action. ⁷ In Australia, the National Public Toilet Map, sponsored by the Australian Department of Health, Disability, and Ageing, locates facilities across the country with accessibility information. ⁸

3. ENABLE END-TO-END JOURNEYS

Vision	Visitors can complete airport to accommodation to venue journeys with confidence, without avoidable barriers or reliance on ad hoc assistance.
Opportunities	Review priority Games-related travel corridors and prioritise accessibility improvements, service changes and event-specific transport measures. ▪ Immediately review the physical accessibility of existing priority transport connections, including first- and last-mile connections, alongside users with accessibility needs, to identify barriers and improvement priorities across the network. ▪ In the short term, identify priority corridors and plan potential upgrades, with the corridors aligned to key Games movements (e.g. airport to accommodation to venue) as well as everyday travel and essential services where better transport will deliver lasting benefits. ▪ In the medium term, progressively upgrade priority corridors, subject to planning, funding, and delivery considerations, and in accordance with best practice, including co-design with people with disability. Upgrades may also include supporting more accessible taxis, rideshare, and hire cars for regional areas or late-night periods where public transport is limited.¹ ▪ In the long term, continue monitoring and improving routes to gradually make accessible end-to-end journeys possible across the region, informing future policy and standards where appropriate.
Possible Champions	Queensland Government could play a convening and coordination role in relation to new initiatives, working with transport providers and delivery partners including local councils managing footpaths and bus and light rail services, Queensland Rail, TransLink, airports, rideshare companies like Uber, and taxis.
Why?	Visitors experience travel as a single journey, not a series of separate services. Even if individual elements of a network are accessible, breakdowns can occur at transitions between modes, during waiting and boarding, or in first and last mile connections, undermining confidence, independence and participation. ² Strengthening end to end connectivity and accessibility will improve reliability for all users and establish inclusive travel as the regional norm beyond the Games.
Alignment	This opportunity aligns with Australia's Disability Strategy 2021–2031 ³ and Queensland's Disability Plan 2022–27, ⁴ which prioritise accessible transport across the whole journey, and with Brisbane's City for Everyone plan. ⁵ It also reflects the Australian Government's Whole Journey Guide, ⁶ Queensland Walking Alliance priorities, ⁷ and QDN's Voice of Queenslanders with Disability Report 2025. ⁸ Together, these frameworks support the Games legacy set out in Elevate 2042, particularly the focus on connecting people and places. ⁹
Exemplar	Ahead of the Paris 2024 Games, Paris delivered targeted upgrades to create hyper-accessible districts around key venues, demonstrating how focused investment can significantly improve access. ¹⁰ In Queensland, Cross River Rail's accessibility co-design toolkit ¹¹ and TMR's Accessibility and Inclusion Strategy ¹² reflect similar best-practice approaches to inclusive transport, supported by international guidance such as ISO 21902 – Accessible tourism for all, ¹³ and UN Tourism resources. ¹⁴ Briometrix's effort mapping platform demonstrates how lived-experience data and spatial analysis can be used to audit real-world accessibility barriers across streets and transport connections, helping plan independent end-to-end journeys for all abilities across the city. ¹⁵

4. STRENGTHEN JOURNEY INFORMATION

Vision	All travellers can plan, navigate and adapt their journeys independently, confident that accessibility needs are recognised and supported.
Opportunities	Improve the quality, consistency and precision of accessibility data used for journey planning, wayfinding and real time travel information. ▪ Immediately advocate to transport operators to be more transparent with the accessibility information they already hold - including current services, known limitations and planned upgrades – so that travellers can make informed decisions with confidence. ▪ In the short term, develop region-wide data governance arrangements to centralise, maintain, and publish data on transport services and infrastructure across different modes. This could include consistent data and communication standards for integration across agencies, incorporating strengthened approaches to communicating service disruptions and providing information in a range of formats. ▪ In the medium term, explore or progress a single platform for trip planning and journey based accessibility information that that reflects real conditions and integrates all modes. New technology and ongoing user feedback could be used to continually improve information quality and tailor it to different access needs. ▪ In the long term, use and maintain the established data platform to monitor performance, identify future improvements, and continue to support inclusive transport and tourism journey planning beyond 2032.
Possible Champions	Queensland Government could support region-wide governance of transport accessibility data and help embed agreed standards into core systems and service delivery, in collaboration with public and private transport operators. Public and private transport operators, including rail, bus, ferry, airports, airlines, taxis and rideshare, could publish and maintain accurate accessibility information and contribute to shared data platforms.
Why?	Independent travel relies on trusted accessibility information. When data is inconsistent, incomplete or unreliable, people cannot confidently plan or adapt their journeys, even where services are physically accessible, leading to uncertainty and avoidable stress, particularly during disruptions or unfamiliar trips. Improving the quality and integration of accessibility information is a simple, cost-effective way to enable inclusive travel, supporting dignity, independence and participation while making existing accessibility investments visible. Clear and transparent information — even where limitations exist — is especially critical for Games visitors navigating unfamiliar and fragmented systems.
Alignment	Strengthening the quality and integration of journey planning information advances the goal of inclusive transportation shared across Australia's Disability Strategy 2021–2031, ¹ Queensland's Disability Plan 2022-27, ² the City for Everyone: Inclusive Brisbane Plan 2019-2029, ³ the Australian Government's Whole Journey Guide, ⁴ and QDN's Voice of Queenslanders with Disability Report 2025. ⁵ This also aligns with Games legacy envisioned by Elevate 2042 ⁶ and is supported by the planned Transport Coordination Centre of the Brisbane 2032 Delivery Plan. ⁷
Exemplar	Transport for London (TfL) provides clear, highly usable Step-Free Access Maps of the London Underground that show step-free access across the network, including whether access is step-free from street to platform, platform to train, or requires assistance. ⁸

5. BUILD FRONTLINE CAPABILITY

Vision	Staff and volunteers with disability are supported through inclusive workplace standards and all staff and volunteers are confident and capable in supporting guests with disability, particularly during peak demand and disrupted conditions.
Opportunities	Explore targeted, practical training for frontline staff across transport, accommodation, and venues, focused on real world accessibility needs. - Immediately explore how Games-related procurement, funding and partnership arrangements could encourage transport and accommodation organisations to work with people-with-disability-led organisations to review and strengthen staff training, customer-facing operations, and Disability Action Plans. This could include consideration of practical ways to resource agreed reforms, support workforce capability uplift and strengthen inclusion. - In the short term, partner with employers to co-design and pilot practical accessibility training, supported by supervised trials, focusing on respectful assistance, responding to diverse needs and safe use of accessibility features.¹ Procurement and partnership arrangements could also be used, where appropriate, to support workforce diversity and create paid roles for people with disability in frontline, training and advisory positions, strengthening lived-experience capability. - In the medium term, roll out practical, tailored training for both frontline workers and management, informed by earlier testing, including advice on how to continuously improve through customer feedback and incident reporting. - In the long term, consider progressively embedding accredited accessibility training as part of standard induction for customer-facing roles,² supported by ongoing partnerships with people-with-disability-led organisations for refresher and Games-specific training. Inclusive employment and capability expectations could also be incorporated into business-as-usual procurement and partnership arrangements to support a workforce legacy beyond 2032.
Possible Champions	Queensland Government could support the development and implementation of accessibility training programs, in partnership with industry, Games delivery bodies and people-with-disability-led organisations. Brisbane 2032 and GLICA could consider how accessibility training is embedded into employment and volunteering programs. People with disability, and organisations representing them, could lead the co-design and delivery of training, in addition to access consultants. Individual transport, accommodation, and tourism operators and industry bodies could advocate for, adopt and resource workforce training.
Why?	Staff interactions play a critical role in inclusive experiences and shaping how safe and respected people feel. ³ Without adequate understanding, barriers can escalate and create safety risks. ⁴ Targeted, practical training builds frontline confidence and capability, making it essential to delivering equitable journeys for all, particularly during high-demand events like the Games. ⁵
Alignment	This opportunity aligns with Queensland's Destination 2045 tourism strategy ⁶ and Austrade's WELCOME Framework, ⁷ which both prioritise accessible and inclusive capability across the tourism sector. It builds on existing programs such as ATEC's Accessible & Inclusive Host, ⁸ ATIC's Accessible Tourism program ⁹ and CPL's Anywhere resources, ¹⁰ while reinforcing QDN's core principle of co-design through "nothing about us without us" and the lessons from the Game Changers report. ¹¹
Exemplar	QDN's QDeNgage consulting service supports organisations to create more accessible and inclusive workplaces, including through the delivery of Disability Awareness and Inclusion Training.

6. SET INCLUSIVE STANDARDS

Vision	Inclusion is visible, expected and consistently delivered, with Queensland presenting a welcoming, respectful experience for all residents, athletes, Games staff, volunteers, and visitors.
Opportunities	Develop clear, Games-wide expectations for inclusive behaviour and service, reinforced through public messaging, wayfinding, and accessibility cues. ▪ Immediately consider convening a working group to define inclusive behaviour and attitudinal change as an explicit Games legacy outcome, and to identify practical measures to track discrimination incidents, customer experience, and public support.¹ This also provides an opportunity to position accessibility as a competitive advantage for Brisbane and Queensland. ▪ In the short term, undertake a detailed economic assessment of accessible tourism and transport accessibility to quantify the visitor economy benefits. Integrate disability inclusion into Games branding and public communications² and embed inclusive design into Games spaces, enabling experiences in which people with and without disability can equally participate.³ This commitment should also be reflected in hiring and volunteer representation. ▪ In the medium term, consider a coordinated public education campaign to address misconceptions about disability, mobility aids, and priority seating, with a focus on everyday travel behaviour.⁴ Appoint and support Accessibility Ambassadors, including Paralympians, to lead community engagement and advocacy before and during the Games.⁵ ▪ In the long term, sustain education programs and inclusive messaging post-Games, particularly in schools and youth programs, to support long-term cultural change.⁶ Learnings from the Games could inform future reviews of relevant standards, including the Transport Standards under the Disability Discrimination Act, to strengthen inclusivity and protection against discrimination where necessary.
Possible Champions	Queensland Government could support consideration of a statewide, whole-of-government public awareness campaign. To ensure best practice and alignment with the Games, this would benefit from collaboration with the Brisbane 2032 Organising Committee, GILCA, Queensland and Australian Human Rights Commissions, advocacy organisations and peaks like QDN.
Why?	True inclusivity depends on public attitudes as much as physical accessibility. Narrow perceptions of disability can lead to misuse of accessible features and undermine safety and confidence, particularly on public transport. ⁷ Establishing clear, Games-wide expectations for inclusive behaviour will help normalise accessibility and support safer, more welcoming journeys during the Games and beyond.
Alignment	This opportunity aligns strongly with Australia's Disability Strategy 2021–2031, ⁸ which identifies supportive community attitudes as a core outcome, and is reinforced through Queensland's Disability Plan 2022–27. ⁹ It also reflects insights from QDN's Voice of Queenslanders with Disability Report 2025, ¹⁰ which highlights the importance of promoting understanding, reducing stigma, and driving genuine attitudinal change. In addition, the opportunity supports the Games legacy articulated in Elevate 2042, ¹¹ where advancing accessibility and empowering people with disability are central, long-term legacy foundational, non-negotiable outcomes.
Exemplar	The Paris 2024 Games recruited Accessibility Ambassadors to raise awareness among shop owners regarding their establishments' accessibility and State grants were allocated to cover the costs of accessibility improvements. ¹²

WHERE TO FROM HERE?



NEXT STEPS

Queensland's hotel and public transport sectors are ready in parts, but not yet as a system. While we have many of the building blocks required to support accessible Games-time travel — accessible hotel rooms exist, central public transport corridors function well, and newer developments are lifting quality — these elements do not yet operate together. Gaps in supply, uneven connectivity, fragmented information, islands of compliance, and inconsistent service capability mean that residents and visitors with disability must often navigate uncertainty at each step of their journey. The challenge is to deliver reliable, end-to-end experiences for everyone.

As we prepare for the Games, we must shift from isolated improvements to coordinated action. The opportunities set out in this report focus on building certainty: clear and trusted accessibility information, sufficient and fit-for-purpose accommodation supply, accessible end-to-end journeys, confident frontline service, and consistent expectations of inclusion across the Games experience. These opportunities are deliberately practical and staged, recognising the timeframes required to move from readiness in parts to system-level performance by 2032.

Delivering on this vision will require leadership and collaboration. We have called on a range of champions to lead the work and utilise the Games as a catalyst to embed accessibility into business as usual, making our state more comfortable and enjoyable for everyone. Improved accessibility will support a more inclusive visitor economy, stronger liveability for residents, and a reputation for Queensland as a destination that is genuinely welcoming to everyone. The task ahead is not small, but the opportunity is clear.

While the social participation benefits of accessibility are well established, the economic opportunity remains underexplored. Queensland has an opportunity to develop a stronger evidence base on the financial returns associated with accessible tourism and inclusive visitor experiences, including visitor spending, repeat visitation, destination competitiveness, and event attraction. Understanding both the value generated through investment and the opportunity cost of failing to act would support more informed decision-making and help position accessibility as a core economic legacy of Brisbane 2032, not simply a compliance obligation or service consideration.

We look forward to working together to build a legacy of equity and move from readiness in parts to an accessible system that works for everyone.



"The ultimate legacy is not the Games themselves, it is creating a city where inclusion is built into everyday life."

Anthony Ryan, BEDA

LET'S WORK TOGETHER

Please be in touch with one of our team for more information:



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Page 6: Recommendations and vision

1. Photograph by Peter Bull / Newspix supplied by QDN.

Page 14: Queensland is a welcoming state, but not yet inclusive

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