

# Disability Service Plan

## Year Progress Report

1 October 2014 to 30 November 2015

## DISABILITY SERVICE PLAN 2014-2016

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<b>Priority 1</b>	Support people with disability and communities to be well-informed and confident about what the NDIS means for them			
<b>Strategy 1.1</b>	Provide information, in partnership with the National Disability Insurance Agency (NDIA), to people with disability, families, carers, service provider's government and community about the National Disability Insurance Scheme (NDIS)			
<b>NDS Outcome Area</b>	Economic Security / Inclusive and accessible communities			
Actions	Year 2 Products / Activities	Progress / Achievements	Stakeholder Engagement	Responsible Area
1.1.1 Work with other Government agencies to prepare for the implementation of the NDIS, particularly with regard to the provision of transport-related information.	Provide necessary information as required.	<p>Transport and Main Roads (TMR) has developed a new transition plan for the implementation of the NDIS which takes into account the most current information available, learnings from trial sites and integration with whole of government NDIS preparation.</p> <p>TMR is an active and engaged member of the whole of government governance structures and works with other agencies to solve problems. This has included contribution to bilateral negotiations to resolve issues related to concessions.</p> <p>This will be supported by amendments to Transport Operations (Passenger Transport) Regulation to clarify that NDIS participants will no longer receive support from the Taxi Subsidy Scheme.</p>	<p>TMR has developed a stakeholder identification and management framework, which will be developed further with the whole of government NDIS Program Management Office to ensure minimal duplication. This will include engagement with peak bodies and the passenger transport industry.</p> <p>An initial presentation was given to the TMR Accessibility Reference Group and further updates are anticipated following the bilateral agreement.</p>	TransLink Division

		<p>TMR has developed and received in principle, support for an innovative arrangement to ensure the continued delivery of School Transport Services.</p> <p>TMR is also engaging with Community Transport Operators to discuss the implications of NDIS on community transport regulation.</p>	<p>Some initial briefings have been circulated to School Transport Operators and a joint statement with the NDIA is in development.</p> <p>One to one meetings with Community Transport Operators are underway.</p>	
<b>Priority 6</b>	Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing			
<b>Strategy 6.3</b>	Promote employment of people with disability in all industries and sectors			
<b>NDS Outcome Area</b>	Economic Security			
<b>Actions</b>	<b>Year 2 Products / Activities</b>	<b>Progress / Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible Area</b>
6.3.1 Develop strategies to attract, retain and develop people with disability.	Implement and review the TMR Workforce Strategy 2013-2019.	<p>The following plans have been developed and implemented:</p> <ul style="list-style-type: none"> <li>• <i>TMR Strategic Plan 2015-2019</i></li> <li>• <i>OneTMR Strategic Workforce Plan 2015-2019</i></li> <li>• <i>TMR People Plan 2015-2016.</i></li> </ul>	Department-wide consultation	Corporate Operations Branch
6.3.2 Promote equal employment opportunities through programs to increase workforce participation for people with disability.	Implement the strategic recruitment plan that includes entry pathways strategies, on-boarding and orientation programs.	Entry pathways programs undertaken with reporting and metrics of applicants with disability. Incorporation of reasonable adjustment in the recruitment process to allow full participation of entry pathway applicants with disability.	Department-wide consultation	Corporate Operations Branch
6.3.3 Review departmental human resources policies and procedures to consider equitable workplace inclusion and provisions for	Policy/Procedure review	The department's HR Policy Framework requires that all new/reviewed policies and procedures meet the organisation's values and strategic objectives including consideration to equitable	<p>Tailored consultation occurs with relevant stakeholders internally and externally.</p> <p><b>Internally</b></p>	HR Policy Workforce Delivery Corporate Operations Branch.

<p>departmental staff with varying abilities.</p>		<p>workplace inclusion and provisions for departmental staff with varying abilities.</p> <p>Documents reviewed since January 2015 include:</p> <ul style="list-style-type: none"> <li>• Reasonable Adjustment Procedure is due for its two yearly review on the 14 March 2016. HR Policy has commenced the review.</li> <li>• Bullying, Sexual Harassment and Unlawful Discrimination Policy and Guide to Preventing and Responding to Bullying, Sexual Harassment and Unlawful Discrimination are due for a full review on 20 October 2016.</li> <li>• Support for Employees Affected by Domestic and Family Violence Policy was updated December 2015, as the Support for Employees Affected by Domestic and Family Violence Directive 04/15 was revised on 25 November 2015.</li> <li>• Voluntary Medical Retirement Procedure was updated December 2015, as the Voluntary Medical Retirement Directive 3/15 was revised on 6 November 2015.</li> </ul>	<p>This includes subject matter experts across Corporate Branch and the organisation including:</p> <ul style="list-style-type: none"> <li>• Workplace Health and Safety</li> <li>• Injury Management</li> <li>• Finance</li> <li>• Workforce Relations</li> <li>• Workforce Strategy</li> <li>• Workforce Delivery</li> <li>• HR leaders and representatives across the organisation.</li> </ul> <p>Once the scope for the new or reviewed policy documents are completed and approved, the draft policy documents are circulated via the HR Policy Working Group on Yammer for feedback.</p> <p><b>Externally</b></p> <ul style="list-style-type: none"> <li>• Queensland Shared Service</li> <li>• Other agencies</li> <li>• Public Service Commission.</li> </ul>	
<p>6.3.4 Ensure TMR accommodation (such as workplaces, workstations, offices) support access and functions for clients, stakeholders and visitors with disabilities in compliance with the <i>Disability Standards 2010 (Access to Premises - buildings)</i>.</p> <p><b>Please note:</b> Compliance with the Act is required for new buildings and</p>	<p>As part of the rolling facilities program, TMR undertakes condition audits to ensure compliance with standards.</p> <p><i>Continuation of service will be dependent on the outcomes of the Commission of Audit (CoA) recommendations and implementation in TMR.</i></p>	<p>All new and refurbished buildings and fit-outs are designed and constructed to meet the requirements of the National Construction Code (Section D3 of the Code addresses disability requirements) as required by the Sustainable Planning Act 2009.</p> <p>Compliance is independently assessed prior, during and at completion of building works by licenced Building Certifiers as required by the Act.</p> <p>At the local level and based on recommendations in ergonomic</p>	<p>Stakeholders are engaged in relation to the design, modifications and implementation of any workplace changes in relation to providing suitable accommodation for persons with permanent or temporary disabilities.</p>	<p>Finance and Procurement Branch</p> <p>Facilities and Accommodation Services</p>

<p><i>fit-outs only and may not apply to existing facilities.</i></p>		<p>assessments, workstations have been raised/lowered to suit both permanent and temporarily disabled/injured staff.</p> <p>At a whole of facility level, Facilities and Accommodation Services (FAS) have incorporated disability requirements in the redesign and fit-out of the following sites:</p> <ul style="list-style-type: none"> <li>• Hemmant depot</li> <li>• Canning Park Customer Service Centre (CSC) Townsville</li> <li>• TransLink Marine Parade office (Gold Coast)</li> <li>• Gympie CSC/District office.</li> </ul>		
<p><b>Priority 7</b></p>		<p>Promote genuine participation in the community</p>		
<p><b>Strategy 7.2</b></p>		<p>Improve accessibility of public places and spaces</p>		
<p><b>NDS Outcome Area</b></p>		<p>Inclusive and accessible communities</p>		
<p><b>Actions</b></p>	<p><b>Year 2 Products / Activities</b></p>	<p><b>Progress / Achievements</b></p>	<p><b>Stakeholder Engagement</b></p>	<p><b>Responsible Area</b></p>
<p>7.2.1 Encourage road authorities to upgrade crossing facilities such as medians in line with the latest requirements in the Manual of Uniform Traffic Control Devices e.g. installation of pedestrian facilities with adherence to refuge island widths and requirements.</p>	<p>Incorporated as normal business</p>	<p><b>North West District</b></p> <ul style="list-style-type: none"> <li>• Installed pedestrian crossings and refuges at Camooweal (main high street, Barkly Highway) and Cloncurry (Ramsay Street).</li> </ul> <p><b>Northern District</b></p> <ul style="list-style-type: none"> <li>• Training is ongoing on an annual basis to ensure requirements in the Manual of Uniform Traffic Control Devices (MUTCD) are upheld.</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>• Business as usual</li> <li>• All upgrades to crossing facilities such as medians meet the latest</li> </ul>	<p><b>North West District</b></p> <ul style="list-style-type: none"> <li>• Local Councils, local businesses and home owners.</li> </ul> <p><b>Northern District</b></p> <ul style="list-style-type: none"> <li>• Local Government (LG), OneTMR.</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>• Senior district management and staff involvement</li> <li>• District-wide consultation.</li> </ul> <p><b>Metropolitan District</b></p> <ul style="list-style-type: none"> <li>• Liaison with consultants, TMR divisions and local Councils to</li> </ul>	<p>Infrastructure Management and Delivery</p>

		<p>requirements in the MUTCD.</p> <p><b>Metropolitan District</b></p> <ul style="list-style-type: none"> <li>• All design work carried out internally or externally is referenced against MUTCD and applicable Disability Discrimination Act (DDA) compliance codes</li> <li>• Additionally, the recently updated Public Transport Infrastructure Manual includes measures for DDA compliance and accessibility improvements within the Passenger Transport Facilities Program (PTFP).</li> </ul> <p><b>Darling Downs District</b></p> <ul style="list-style-type: none"> <li>• Enhanced existing pedestrian crossing in Crows Nest.</li> </ul> <p><b>North Coast District</b></p> <ul style="list-style-type: none"> <li>• Pedestrian infrastructure is installed in accordance with MUTCD.</li> </ul> <p><b>Mackay/Whitsunday (M/W) District</b></p> <ul style="list-style-type: none"> <li>• Progress underway</li> <li>• M/W District level</li> <li>• Projects in urban environments have included upgraded provisions for pedestrians in accordance with the MUTCD and design standards.</li> </ul> <p><b>Fitzroy District</b></p> <ul style="list-style-type: none"> <li>• <b>Road Safety</b> - Team attend Traffic Advisory Committee (TAC) meetings with each LG within the district on a regular basis. These meetings enable road safety issues, including facilities for persons with disability.</li> <li>• The TAC members are typically TMR and LG engineers and or Road Safety officers and officers of the</li> </ul>	<p>identify and incorporate design standards within their works.</p> <p><b>Darling Downs District</b></p> <ul style="list-style-type: none"> <li>• Local Authorities.</li> </ul> <p><b>South West District</b></p> <p>LG have been asked to provide feedback.</p>	
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		<p>Queensland Police Service (QPS). However, TAC meetings in some instances include LG councillors, Fire and Rescue officers and Queensland Ambulance officers.</p> <p><b>Central West</b></p> <ul style="list-style-type: none"> <li>• Due to the rural environment there is minimal requirement for upgrade of crossing facilities, but where projects do impact on people with disability (i.e. Footpath upgrades with Transport Infrastructure Development Scheme funding), the MUTCD standards are utilised.</li> </ul> <p><b>Wide Bay/Burnett District</b></p> <ul style="list-style-type: none"> <li>• 18 people in the District took part in 'Pedestrian and Cycling' and 'Pedestrian and Tractile Ground Surface Indicators' training which focussed on skilling our staff to take into consideration the need for pedestrian access for people with disabilities.</li> <li>• The training extended to include local contractors and council members, plus we organised a local gold medal Paralympian to attend the training on one of the days to share his experiences as a wheelchair pedestrian in our local area.</li> </ul> <p><b>Far North District</b></p> <ul style="list-style-type: none"> <li>• There were no upgrades of crossing facilities such as pedestrian facilities in Far North District during this reporting period.</li> </ul>		
7.2.2 Continue to respond to issues raised by people with disability regarding unsuitable	Incorporated as normal business	<p>Disability access will be included in the design criteria.</p> <p>AS 5100 will include disability access in</p>	<p>Internal stakeholders in TMR</p> <p>Australian Standards</p>	Infrastructure Management and Delivery Division

<p>pedestrian facilities.</p> <p>Progressively upgrade kerb ramps in compliance with the Australian Standards for Design (ASD) for access and mobility and ensure provision of equitable and safe road crossing opportunities.</p>		<p>the next release (16/17 financial year).</p> <p><b>North West District</b></p> <ul style="list-style-type: none"> <li>Improved kerb ramps and wheelchair access through traffic islands in Mount Isa.</li> </ul> <p><b>Northern District</b></p> <ul style="list-style-type: none"> <li>Design training is ongoing. All issues raised are entered on the Complaints Database.</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>The South Coast District considers the needs and issues raised by people with disability regarding unsuitable pedestrian facilities</li> <li>Improvements are made progressively in line with upgrades.</li> </ul> <p><b>Metropolitan District</b></p> <ul style="list-style-type: none"> <li>Ongoing program to monitor and deliver upgraded solutions to public spaces, subject to funding constraints.</li> <li>As per 7.2.1, the PTFP delivery program improves facilities at funded locations to enhance accessibility and provide long term amenity upgrades.</li> </ul> <p><b>Darling Downs District</b></p> <ul style="list-style-type: none"> <li>Completed 30 ramps which improved pedestrian access to footpath and pedestrian lights.</li> <li>Installation of safety bollards near intersections with high crash rates.</li> </ul> <p><b>South West District</b></p> <ul style="list-style-type: none"> <li>No issues raised to the District,</li> </ul>	<p><b>North West District</b></p> <ul style="list-style-type: none"> <li>Local Councils, local businesses and home owners.</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>Senior district management and staff involvement</li> <li>District-wide consultation.</li> </ul> <p><b>Metropolitan District</b></p> <ul style="list-style-type: none"> <li>Engagement with TMR divisions and members of the public in identifying and classifying problem areas.</li> </ul> <p><b>Darling Downs District</b></p> <ul style="list-style-type: none"> <li>Local Authorities.</li> </ul> <p><b>North Coast District</b></p> <ul style="list-style-type: none"> <li>On site meetings have been held with various individuals and groups to determine the extent of problems and reach agreement on the extent of works.</li> </ul>	
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		<p>however a review of rest areas is being undertaken, particularly ramp access to toilets to cater for people with disability</p> <ul style="list-style-type: none"> <li>• New designs facilitate the latest standards including ramp slopes for wheel chair access.</li> </ul> <p><b>North Coast District</b></p> <ul style="list-style-type: none"> <li>• The District considers it a high priority to investigate and respond to requests for improved or new infrastructure to address disability access concerns.</li> </ul> <p><b>Mackay/Whitsunday District (M/W)</b></p> <ul style="list-style-type: none"> <li>• Responds to and investigates issues as raised by people with disability. No specific examples however projects in urban environments incorporate provisions for equitable and safe road crossings.</li> </ul> <p><b>Central West District</b></p> <ul style="list-style-type: none"> <li>• If upgrade treatments are programmed the district complies with the Australian Standards for Design. Minimal kerb upgrade undertaken due to predominantly rural environment.</li> </ul> <p><b>Fitzroy District</b></p> <ul style="list-style-type: none"> <li>• <b>Road Safety</b> - have identified facilities within the district which will be programmed for treatment from the Targeted Road Safety Program over the next 3 years.</li> </ul> <p><b>Far North District</b></p> <ul style="list-style-type: none"> <li>• There were no issues raised by people with disability regarding unsuitable pedestrian facilities in Far North District during this reporting period</li> </ul>		
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		<ul style="list-style-type: none"> <li>A new software system was recently implemented which increases the research function on categories of complaints.</li> </ul>		
7.2.3 Administer both the Australian Disability Parking Permit to Queensland residents and the Queensland Disability Parking Permit Scheme to people whose ability to walk is severely restricted by a medical condition or disability.	Ongoing	TMR introduced a new system this year to administer the Disability Parking Permit Scheme to improve wait times for customers.	Customer Service Branch	Customer Services, Safety and Regulation Division
<b>Priority 7</b>	Promote genuine participation in the community			
<b>Strategy 7.3</b>	Provide government and public information in diverse languages and accessible formats, including formats that best meets the needs of Aboriginal and Torres Strait Islander people			
<b>NDS Outcome Area</b>	Inclusive and accessible communities			
<b>Actions</b>	<b>Year 2 Products / Activities</b>	<b>Progress / Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible Area</b>
7.3.1 Increase the availability of accessible information and communication facilities in local libraries, CSCs and other public facilities and services.	<p>Ongoing</p> <ul style="list-style-type: none"> <li>TV displays in CSCs increase availability of information</li> <li>Provision of oral learner permit testing</li> <li>Access to interpreters for hearing impaired.</li> </ul>	<p>Ongoing: TMR's 131940 website re-development is underway that will improve the accessibility and overall usability of the site.</p> <p>For example, updating UX of the site to better align with customer expectations.</p> <p>Interpreter services are accessible and can be found on the TMR website.</p>	N/A	<p>Customer Services, Safety and Regulation Division</p> <p>Customer Services Branch</p>

<p>7.3.2 Promote whole of government standards for internal and external publications and internet sites to increase accessibility for people with disability including:</p> <ul style="list-style-type: none"> <li>• Images</li> <li>• Videos</li> <li>• Navigation</li> <li>• Skip links/access keys.</li> </ul> <p>Promote the <i>Access to Buildings and Services Guidelines</i> and other Australian Standards in departmental communication campaigns.</p> <p>Deliver communication campaigns and online messages through a variety of mediums for accessibility to people with disability through the availability of:</p> <ul style="list-style-type: none"> <li>• Transcripts</li> <li>• Text descriptions of visual imagery</li> </ul>	<p>Implement communication and online strategies.</p> <p>Review communication policies, procedures and protocols.</p>	<p>TMR has established a corporate level intranet team who will enable accessibility standards to be implemented across internal web sites through the implementation of governance across the business (directive) and building capability and awareness in the technical resources managing/supporting sites (supportive).</p> <p>Whole-of-government accessibility requirements are promoted throughout the development and web publishing process. Guidelines for the most common accessibility queries have been developed and published on the Communication Hub. The guidelines assist in promoting the awareness of web content accessibility and enable the creation of accessible web content.</p> <p>Communication campaigns are delivered via a variety of communication channels. Transcripts, captions, alternative text, keyboard navigation and correctly developed code is used to ensure information is useable by all.</p>	<p>We work with our key stakeholders in Executive Leadership Team (ELT), Information Technology Branch (ITB) and subject matter experts within the department to create content that we publish online. We also work closely with whole of government representatives to improve the level of accessibility of all Queensland government web content.</p>	<p>Corporate Operations Communication Services</p>
<ul style="list-style-type: none"> <li>• Presentation of information that can be accessed by screen readers.</li> </ul>	<p>Review TransLink website and mobile application development techniques.</p>	<p>TransLink website redevelopment is underway and will improve the accessibility and overall usability of the site. For example, updating labels to better align with customer expectations.</p> <p>TransLink Division delivers communication campaigns online with the use of:</p> <ul style="list-style-type: none"> <li>• Alt text (which allows a screen reader to read out what the image is to a visually impaired person)</li> <li>• Transcripts accompanying videos for people with a hearing impairment.</li> </ul>	<p>Groups such as the TMR Accessibility Reference Group will be invited to test the new website and app features and to provide input into future development.</p>	<p>TransLink Division</p>

		TransLink Division's website complies with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	Vision Australia or a similar, independent agency are likely to be engaged in 2016 for an annual website accessibility review.	
<b>Priority 7</b>	Promote genuine participation in the community			
<b>Strategy 7.4</b>	Make it easier to access a range of transport options and make public transport more accessible			
<b>NDS Outcome Area</b>	Inclusive and accessible communities			
<b>Actions</b>	<b>Year 2 Products / Activities</b>	<b>Progress / Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible Area</b>
7.4.1 Review state based penalties for parking in disabled parking places for those without a Disability Parking Permit so people with disability have access to available spaces.	N/A	This action was finalised in 2014. The fine was increased to \$227.  The change was well received by the community as evidenced by radio call back comments.	N/A	Customer Services, Safety and Regulation Division Transport Regulation Branch
7.4.2 Administer and review, as required, relevant medical condition reporting legislation, to ensure motorist safety while supporting people with disability to access a driver's licence with appropriate conditions.	Ongoing	Transport Regulation Branch considers that the current legislation provides fair and equitable access to a driver licence for people with a disability that have been cleared as medically fit to drive by a relevant health professional.  To support the current legislative requirements, TMR introduced an online service so that customers can upload their medical certificates negating the need to go to a CSC.  TMR also reviewed the internet content for medical Fitness to Drive to ensure the content is easily understood by customers.	TMR continues to provide information to health professionals and persons with medical conditions about medical condition reporting obligations, and has been working with Austroads and the National Transport Commission to review the Assessing Fitness to Drive medical guidelines.	Customer Services, Safety and Regulation Division Customer Service Branch

7.4.3 Disability access is recognised and considered in the development of multi-modal transport strategies (e.g. public transport, cycling, rail, marine and air) to provide communities with viable travel options to access employment, education and services.	Planning studies as identified in the State Planning Program.	Accessibility for all is a key theme of all planning work that is undertaken by the department and is part of Policy, Planning and Investment's (PPI) business as usual activity.  All projects within the 2014-2015 Transport Strategy and Planning Branch (TSP) Passenger Transport Facilities Program (PTFP) included consideration of disability access requirements.	A key activity in delivering planning studies is engagement with project stakeholders and local councils on projects to identify and address disability access issues in accordance with relevant legislation and standards.	Policy, Planning and Investment Division Policy and Planning Branch
7.4.4 Develop a disability action plan to assist people with disability to participate in community life by improving the accessibility of the passenger transport network.	Commence a mid-term review of the disability action plan.	Mid-term review of the Disability Action Plan has commenced with the status on implementation of actions currently being collected.	It is expected that outcomes from the mid-term review will be shared with members of the TMR Accessibility Reference Group (which includes representatives from the public transport industry and disability groups). Information will also be published on the TMR/TransLink website.	TransLink Policy and Legislation Team
<b>Priority 7</b>	Promote genuine participation in the community			
<b>Strategy 7.5</b>	Promote and provide access to communication and assistive technologies that are appropriate and affordable			
<b>NDS Outcome Area</b>	Inclusive and accessible communities			
<b>Actions</b>	<b>Year 2 Products / Activities</b>	<b>Progress / Achievements</b>	<b>Stakeholder Engagement</b>	<b>Responsible Area</b>
7.5.1 Promote the use of teletypewriter phones to enable hearing impaired people to access the services of the call centre	Ongoing:  Continue to promote <ul style="list-style-type: none"> <li>• National Relay Service</li> <li>• Teletypewriter (TTY)</li> <li>• Speak and Listen phones</li> <li>• Internet Relay users</li> <li>• TMR and TransLink websites – "Contact us".</li> </ul>	Teletypewriter is available for customer use upon request by contacting the TransLink contact centre on 13 12 30.	N/A	Customer Services, Safety and Regulation Division Customer Services Branch TransLink Division

## Other Actions

### Other Actions

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

Actions	Year 2 Products / Activities	Progress / Achievements	Stakeholder Engagement	Responsible Area
<p>Promote disability awareness events including:</p> <ul style="list-style-type: none"> <li>• Disability Action Week and Mental Health Week</li> <li>• International Women's Day</li> <li>• Harmony Day</li> <li>• National Sorry Day</li> <li>• National Close the Gap Day</li> <li>• National Reconciliation Week</li> <li>• International Day of People with Disability (IDwPD).</li> </ul>	<p>Promotion / communication throughout TMR</p>	<p>Regularly raise awareness of all diversity related initiatives via:</p> <ul style="list-style-type: none"> <li>• Departmental messages</li> <li>• Awareness events and activities</li> <li>• Newsroom stories</li> <li>• Yammer announcements.</li> </ul> <p><b>North West District</b></p> <ul style="list-style-type: none"> <li>• Have held sessions on International Women's Day, Harmony Day and R U Ok day</li> <li>• Have held a Cultural Heritage Forum</li> <li>• Staff members reviewed to ensure they are using equipment correctly in light of disability</li> <li>• Hearing assessments made available to all staff.</li> </ul> <p><b>Northern District</b></p> <ul style="list-style-type: none"> <li>• Ongoing: considered as part of ToolBox discussions.</li> </ul> <p><b>South Coast District</b></p> <p>Regularly raise awareness of all diversity related initiatives via:</p>	<p>Department senior management and staff involvement</p> <p>Department-wide consultation</p> <p><b>North West District</b></p> <ul style="list-style-type: none"> <li>• All internal staff</li> <li>• Traditional owners</li> <li>• Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP).</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>• Staff involvement</li> <li>• District-wide consultation.</li> </ul> <p><b>Darling Downs District</b></p> <ul style="list-style-type: none"> <li>• District Leadership Team and staff involvement.</li> </ul> <p><b>South West District</b></p> <ul style="list-style-type: none"> <li>• OneTMR function.</li> </ul>	<p>All divisions led by Corporate Operations Branch</p>

		<ul style="list-style-type: none"> <li>• District events</li> <li>• Raise awareness through information sessions, training and activities</li> <li>• Newsroom stories</li> <li>• Yammer announcements.</li> </ul> <p><b>Darling Downs District</b> Regularly raise awareness of all diversity related initiatives via:</p> <ul style="list-style-type: none"> <li>• Awareness events and activities</li> <li>• Newsletter stories.</li> </ul> <p><b>South West District</b> Events held during the year:</p> <ul style="list-style-type: none"> <li>• Harmony day – posters and morning tea held</li> <li>• Reconciliation week – Menu prepared based on indigenous ingredients</li> <li>• International Women’s Day – Pancakes cooked for staff by the District Director.</li> </ul> <p><b>North Coast District</b> District promotes and runs promotional events in alignment with Corporate Operations Branch.</p> <p><b>Fitzroy District:</b> <b>HR</b></p> <ul style="list-style-type: none"> <li>• Health and Wellbeing program currently in place which raises awareness through training, organised events and promotional media.</li> <li>• Several workstations have been raised / lowered to suit both</li> </ul>		
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		<p>permanent and temporarily disabled/injured staff as recommended in ergonomic assessments.</p> <ul style="list-style-type: none"> <li>HR Representatives attended the 'Introduction to the Anti-Discrimination Act for Managers' and the 'Recruitment and Selection' training by Anti-Discrimination Commission Queensland (ADCQ).</li> </ul> <p>Participation in ADCQ Human Rights Month themed 'Fair and Inclusive Workplaces'.</p> <p><b>Road Safety Unit</b></p> <p>Fitzroy District Road Safety Team attend TAC meetings with each LG within the district on a regular basis. These meetings enable road safety issues, including facilities for persons with disability. The TAC members are typically TMR and LG engineers and or road safety officers and officers of the QPS. However, TAC meetings in some instances include LG councillors, Fire and Rescue officers and Queensland Ambulance officers.</p> <p><b>Far North District</b></p> <p>Identified events are promoted at weekly tool box talks.</p> <p>Promotional posters are displayed on the floors when they are provided.</p> <p>Disability awareness events are discussed at the weekly tool box talks.</p>		
Provide easy access to information and advice (one of the key principles of Complaints Management Framework) including ensuring:	Promotion / communication throughout TMR and via the website	<p><b>North West District</b></p> <ul style="list-style-type: none"> <li>Held regular toolbox talks.</li> </ul> <p><b>Northern District</b></p> <ul style="list-style-type: none"> <li>Reported as requested.</li> </ul>	<p><b>North West District</b></p> <ul style="list-style-type: none"> <li>All internal staff.</li> </ul> <p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>Department-wide consultation</li> </ul>	<p>Corporate Operations Branch</p> <p>All branches led by Right to Information, Privacy and Complaints Management Team</p>



<ul style="list-style-type: none"> <li>• Complaints can be lodged by anyone</li> <li>• Complaints are accepted verbally or in writing in a range of methods</li> <li>• Assistance is provided to anyone who asks</li> <li>• Assistance is provided to anyone with a disability</li> <li>• The promotion of services available to assist anyone with a speech or hearing impairment or from a culturally or linguistically diverse background.</li> <li>• The promotion of contact information for the National Relay Service and National Translator and Interpreter Service.</li> </ul>		<p><b>South Coast District</b></p> <ul style="list-style-type: none"> <li>• South Coast District manages its complaints in time with TMR's Complaints Management Policy that captures all necessary requirements.</li> </ul> <p>South Coast regularly raises awareness of speech, hearing impairment or from a culturally or linguistically diverse background through the following initiatives:</p> <ul style="list-style-type: none"> <li>• Diversity discussed at HR induction with new employees/contractors</li> <li>• Employees/team leaders advised of Employment Assistance Funding for education workshops for diversity</li> <li>• Held a deaf awareness education session at South Coast office in November 2015</li> <li>• Employees/team leaders advised of Employment Assistance Funding for translator and interpreter for attendance at meetings/training/other</li> <li>• Raise awareness of the National Relay Service and National Translator and Interpreter Services which are available to customers 24 hours a day, seven days a week.</li> </ul> <p><b>Darling Downs District</b> Customer Feedback Register database used to capture all complaints/feedback received either verbally or in writing.</p> <p><b>South West District</b> Managed at Departmental level.</p> <p><b>North Coast District</b> All complaints received are dealt with in</p>	<ul style="list-style-type: none"> <li>• South Coast District ensure that all complaints and comments are responded to in line with departmental guidelines and timeframes</li> <li>• All South Coast employees, team leaders and managers.</li> </ul>	
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		<p>accordance with the framework. District handles all complaints received by processing within required timeframes. The district records all complaints within registers to ensure action and tracking is provided.</p> <p>District staff provide assistance for anyone who asks.</p> <p><b>Central Queensland Region:</b></p> <p>Customer Feedback process currently in place where complaints are recorded and actioned within the M/W District. If assistance is required then M/W District staff would provide as required.</p> <p>Current building layout accommodates and provides access to people with disability.</p> <p><b>Wide Bay/Burnett District</b></p> <p>We recently had wheelchair access installed for our riverside conference/training room. This room is not only utilised by internal staff members but occasionally stakeholders or members from other government agencies.</p>		
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