



ADDENDUM TO
TransLink Transit Authority Annual Report 2009-10
(23 September 2010)

TransLink Transit Authority compliance with the
Queensland Carers (*Recognition*) Act 2008
for the period 1 July 2009 – 30 June 2010

TransLink recognises that carers play an important role in the Queensland community by providing unpaid ongoing care and support to family, friends and members of the community who have a disability, mental illness, chronic condition, terminal illness, are frail, have chronic pain or who require additional assistance with everyday tasks.

In recognition of the vital contribution carers make to the community, TransLink is committed to ensuring the principles of the Carers Charter are incorporated into our policy decision making, our business activities, and the services we offer to our customers.

TransLink employees can access information about the human resource support services TransLink offers to carers via the TransLink intranet. Employees can also access detailed information about the Carers Charter from the Disability Services Queensland website.

Carers Charter principles	TransLink services and/or activities in 2009-10
1 - The State recognises the effort and dedication of carers in our community and that carers provide a vital service.	<ul style="list-style-type: none"> • In 2009-10 TransLink recognised the vital services that carers play in our community by continuing to provide free transport to carers when accompanying care recipients who hold a valid Companion Card. • TransLink supported the efforts and dedication of carers by providing TransLink employees with additional flexible work options and on-site care facilities to support them in their care role.
2 - Carers deserve the respect of our community and should be supported within their community by all levels of government, institutions and organisations.	<ul style="list-style-type: none"> • TransLink provides support for staff who are carers through a range of flexible work options and policies. TransLink also provides a dedicated carers room on site at the TransLink headquarters to assist carers in managing their work and caring responsibilities. • TransLink provides free public transport to holders of a Companion Card issued by Disability Services Queensland or to holders of an equivalent Companion Card issued by other states that carries the official companion card logo. This ticket is issued to persons with a disability who have a lifelong need for attendant care support in order to take part in activities and visit venues in the community. The ticket enables one companion to travel with the cardholder free of charge when the cardholder has purchased a valid ticket for travel.



Carers Charter principles	TransLink services and/or activities in 2009-10
<p>3 - The views and needs of carers must be taken into account together with the views, needs and best interests of the people they care for when making policy decisions.</p>	<ul style="list-style-type: none"> • TransLink consults with various user groups to gain understanding and insight when developing policies and making planning decisions. In 2009-10, all TransLink employees, including carers, were invited to provide feedback on HR policies that impact their work and personal life. • In recognition of carers and the support they provide, a representative from Carers Australia (Queensland Branch) is a member of TransLink's Consumer Reference Group, established in December 2009. The Consumer Reference Group meets monthly to discuss and provide input on public transport matters that impact on the broader community.
<p>4 – The importance of carers' work means the role of carers should be recognised by including carers, or their representative bodies, in the assessment, planning, delivery and review of services affecting carers.</p>	<ul style="list-style-type: none"> • TransLink regularly engages with disability, senior and carer advocacy groups when developing or altering ticketing products or public transport service policies that would impact on carers and care recipients in the community.
<p>5 – Complaints made by carers in relation to services that impact on them must be given careful consideration.</p>	<ul style="list-style-type: none"> • TransLink values customer feedback and takes all customer complaints seriously, including complaints made by carers. In responding to feedback TransLink in relation to services that impact on carers, TransLink ensures that these impacts are taken into consideration when responding to complaints or addressing issues raised by customers. • Carers can access information about TransLink's complaint policy and process from the TransLink website at (http://www.translink.com.au/customerservice.php), by calling the TransLink Call Centre on 13 12 30 or by requesting a copy of the policy by post at: TransLink Transit Authority GPO box 50 Brisbane Q 4001
<p>6 – Carers should be recognised (a) for their unique knowledge and experience; and (b) as individuals with their own needs.</p>	<ul style="list-style-type: none"> • In recognition of the unique work / life needs of carers, in 2009-10, TransLink offered employees access to various flexible work arrangements such as part-time, job-share telecommuting and compressed working week work options to assist carers in meeting their care commitments. • All TransLink employees including carers, are consulted to provide input and feedback on HR policies that impact their work and personal life.
<p>7 – The relationship between a carer and the person they care for should be respected and honoured.</p>	<ul style="list-style-type: none"> • TransLink recognises that the relationship between a carer and care recipient is unique and that all carer relationships are not the same. TransLink's HR policies reflect the need to ensure different types of carer relationships are appropriately acknowledged and to ensure carers and their care recipients are treated fairly and respectfully.



Carers Charter principles	TransLink services and/or activities in 2009-10
<p>10 – Carers need access to a wide range of responsive and affordable services to support them and their decision making in their role as a carer.</p>	<ul style="list-style-type: none">• TransLink employees who are carers have access to public service entitlements with respect to special leave, emergent/compassionate leave and carer's leave. Information about these services is accessible from the TransLink intranet. TransLink's HR team also provides individual advice to carers on accessing appropriate leave.• All TransLink employees, including employees who are carers, have access to TransLink's Employee Assistance Service (EAS) which offers TransLink employees and immediate family members with free 24 hour, confidential and professional counselling and support.• Carers can access public transport information to help inform their decision making by calling the TransLink Call Centre, visiting the TransLink website or by writing to TransLink at: TransLink Transit Authority GPO Box 50 Brisbane Queensland 4001.• TransLink is committed to providing accessible services to stakeholders from culturally and linguistically-diverse backgrounds and offers an interpreter service via the TransLink Call Centre on 13 12 30.