

Seven key areas



Your safety



Your time



Your information



Your comfort



Your surroundings



Your personal service



Your feedback

You can help us deliver a better service by:

For all services:

- Staying behind the yellow safety line on platforms until the train has stopped.
- Standing away from the train when you hear the warning whistle. Please do not attempt to enter a train after the whistle has been sounded, as it could result in injury.
- Listening to announcements, reading signage and information displays and cooperating with our people who are trained to help you reach your destination safely.
- Ensuring you are ready to board your service, with a valid ticket or go card, prior to its scheduled departure.
- Ensuring assistance and facilities offered match your travel requirements - if not, you may need to consider travelling with a capable companion to provide additional assistance.
- Being considerate to other customers by:
 - avoiding loud music or mobile phone conversations
 - keeping feet off the seats
 - consuming food and drink only on Traveltrain network services
 - not smoking at stations, on Queensland Rail property or onboard trains

For Traveltrain network services only:

- Ensuring your baggage does not exceed the maximum allowance of 20 kg.
- Allowing yourself 45 minutes prior to departure of your Traveltrain network service to check in your baggage.

Customer Charter 2010/11

Your experience is our priority



Your experience is our priority

We are committed to delivering the best possible service to you—our customers—by providing a safe, reliable and comfortable service.

Welcome to Queensland Rail

Wherever you want to go in Queensland, there is every chance we can get you there.

Queensland Rail provides suburban commuter rail services on the City network, covering Brisbane, Ipswich, Sunshine Coast and Gold Coast. We also offer the largest and most comprehensive network of long distance trains in Australia via our Traveltrain network.

This is our Queensland Rail Customer Charter. It sets out our commitment to provide you with the level of service you have the right to expect.

This charter addresses seven key areas you have told us are most important to you. While we aim to continually improve in each of the areas, these are the service commitments we can make to you right now for our City network and Traveltrain network services.

Copies of the charter are available from stations, local Queensland Rail Travel agencies and on our website queenslandrail.com.au

The charter will be reviewed annually based on the customer feedback we receive and in consultation with the Customer Service Institute of Australia (CSIA).

Information about how we are performing against our charter commitments can be found at queenslandrail.com.au



Your safety

Your safety is our number one priority. We are committed to constantly improving personal safety and the security of our customers and our people.

- a) We're watching out for you with 6800 CCTV cameras installed across our City network - on all carriages, stations and the vast majority of marked car parks.

To help you feel safe and secure, Queensland Rail has a 'Core Safety Zone' on all City network stations outside the Brisbane CBD. These are identifiable by the blue and white diagonal stripes on station platforms. You will be most visible to our people in the Control Centre if you are standing or seated in the marked Core Safety Zone.

Emergency help points are also located on station platforms and in station lifts. In an emergency on the platform, our people at the Control Centre can be alerted through these emergency help points.

- b) A personal emergency intercom is available on the vast majority of City network carriages (by each door) to put you in contact with the Train Guard or Driver if needed.
- c) Together, the Police Railway Squad, Transit Officers and Security Guards provide a visible presence to help you feel safe and secure when travelling on our City network services.
- d) On our Traveltrain network services, our people are responsible servers of alcohol. Selected people are also trained in conflict management to help diffuse anti-social behaviour. Disruptive customers who become a risk to the safety of others will be removed from the train.
- e) If you need assistance to safely board or disembark a train, wait at the assisted boarding area (near the blue wheelchair symbol marked on the station platform) so that you will be close to the Guards' cabin when the train stops. Let the Guard know you require assistance and advise them of your destination.

If you need assistance, have a disability or use a mobility aid or wheelchair, check the facilities we provide at your preferred station before your journey, by calling TransLink on 13 12 30 or visit queenslandrail.com.au

If you are planning a journey on one of our Traveltrain network services, please advise if you require assistance when making your booking. We provide disability access on all Tilt Train services.



Your time

We aim to provide a regular and reliable service. Sometimes problems occur outside our control which affects your journey. When incidents occur along the railway line, it may result in some disruptions to our services. We will do everything we can to:

- a) Maximise the number of services that arrive on time.
- b) Minimise the number of services cancelled.

Queensland Rail is accountable to you, our customer, through our agreement with the Queensland Government to deliver a reliable service. For City network services, our performance results are published on our website queenslandrail.com.au



Your information

We understand the importance of having accurate information to maintain control of your schedule. When service disruptions occur, you need to have timely details so that you can make informed decisions.

- a) When a City network service is delayed for more than four minutes, we will announce an estimated arrival time and provide regular updates (at attended stations).
- b) Onboard, if a City network train has an unscheduled stop for more than two minutes we will provide you with information about the length of and reason for the delay, as soon as that information becomes available.
- c) For planned disruptions to City network services, we will give you at least 14 days notice and provide details of alternative transport arrangements. For Traveltrain network services, we will give you no less than 60 days notice of planned disruptions.
- d) For unplanned disruptions and cancellations to City network and Traveltrain network services, we will advise you as quickly as possible what alternative transport arrangements have been made.



Your comfort

We are working hard to improve your comfort levels while catering for rising customer numbers. On any day, Queensland Rail City network services carry more than 170,000 customers to work, home, events and other destinations; and the numbers continue to grow. During peak periods this may mean some City network services will be at capacity. To address this:

- a) We are currently purchasing one new, three-carriage train per month to increase the overall seating capacity of our City network.
- b) We regularly review our timetables to respond to changing customer needs.

Queensland Rail also welcomes over 440,000 customers each year on our Traveltrain network services to many coastal and outback destinations. We encourage customers to book early to secure their preferred date of travel.



Your surroundings

We will provide a clean and tidy environment to ensure your journey is comfortable. We are committed to keeping your surroundings well maintained across all of our trains and stations.

- a) All Queensland Rail trains are air conditioned.
- b) All City network carriages are vacuumed daily and given a detailed clean monthly.
- c) Our Traveltrain network carriages and facilities are cleaned regularly throughout the journey.
- d) All reported carriage defects e.g. damaged seating, will be repaired. To report a defect, contact Queensland Rail, quoting the carriage number (these are located on the inside of the carriage next to the train doors). Please refer to the Feedback section of this document for details about how to contact us.
- e) Queensland Rail has more than 200 stations. Maintaining and upgrading these facilities is an ongoing process to ensure safe and easy access, provide better fittings and lighting, and to improve the overall presentation of the stations.
- f) Stations and amenities on the Queensland Rail network are cleaned every weekday or weekly for smaller, unattended stations. Our busiest stations are cleaned continuously throughout the day.



Your personal service

We are committed to providing excellent customer service. We will work hard to meet the expectations and needs of customers.

- a) Our people will be courteous, presentable and willing to assist you with your service enquiries.
- b) We will ensure our people are clearly visible so that you can easily identify them when required.
- c) We can cater for your special requirements on our Traveltrain network services. Please advise us of these requirements when making your booking.



Your feedback

We welcome your enquiries, suggestions, complaints and compliments.

City network Services

We work in partnership with TransLink to co-ordinate public transport in south-east Queensland. For feedback regarding our City network services, please contact TransLink via telephone or website:

Tel: 13 12 30

Web: translink.com.au

select 'Contact us & Help' and complete an online form

Upon receipt of information from TransLink, Queensland Rail will investigate your feedback and respond to TransLink within 10 working days. If this is not possible, we will advise TransLink how long it will take to resolve and they will communicate directly with you via your preferred contact method.

Traveltrain network Services

For our Traveltrain network services please contact Queensland Rail:

Tel: 13 16 17

Web: queenslandrail.com.au

and select 'Customer Feedback'

Email: customerfeedback@qr.com.au

Mail: Queensland Rail Customer Feedback Team

GPO Box 1429

Brisbane QLD 4001

Queensland Rail will respond to your feedback within 10 working days. If this is not possible, we will contact you via your preferred method to provide an update on your feedback request.