

Messaging service for customers with disabilities



 QueenslandRail

Customer emergency
and accessibility assistance

Text 0428 774 636

24 hours a day, 7 days a week
Standard SMS rates will apply to sender





Customer emergency and accessibility assistance

Text 0428 774 636

Your options:

- Emergency push button help phone
- TTY: 3606 5800
- Ph 3606 5555 or
- SMS 0428 774 636

A Queensland Rail Passenger Service Officer will respond promptly to your detailed request for train and platform assistance, station accessibility or timetable information.

For further information on accessibility
please visit queenslandrail.com.au