

Frequently asked questions

Wheelchairs and mobility aids

Q. I use a wheelchair and would like to know what facilities are provided onboard the train to cater for my travelling requirements?

A. The Tilt trains offer a modern service, including wheelchair accessible facilities. When you board or disembark, a staff member will assist by positioning a ramp that can be used to assist you on and off the service. An allocated wheelchair space is available for you to remain in your wheelchair or transfer to a seat if able to do so. Additionally the Tilt trains have accessible bathroom facilities, including a shower (Cairns Tilt train only) and baby change table.

The traditional style of rail travel offered by our other services is not fully accessible to customers who use a wheelchair, due to narrow door and aisleways. However, a small onboard wheelchair is available for use once inside the train. Please discuss your exact requirements with your travel consultant to determine if you will be able to safely use the service.

Long term plans are in place to improve access, and upgrade onboard facilities for customers with disabilities.

Q. I can walk short distances but use a mobility scooter to get around. Can I take the scooter on the train with me?

A. Mobility devices such as scooters can be stored in the baggage carriage on all Queensland Rail Travel services, however a booking is required as space is limited. If you are going on the Tilt train you may have the option of remaining in your scooter for the duration of the journey, depending on the size of your scooter. Please let your travel consultant know the dimensions of your scooter and which option you would prefer so the necessary arrangements can be made.

Q. I have trouble walking and use a walking frame. Will I be able to do so onboard?

A. You may be able to use a walking frame or other mobility aid depending on its size. Please let your travel consultant know the dimensions of the device so that they can confirm if the aisle will accommodate the device.

Hearing impairment

Q. I have a hearing impairment and want to know what onboard facilities or processes are in place to assist me?

A. The Tilt Trains provide captioning on all safety and information messages, lifestyle programmes and selected movies. Additionally, hearing aid loops have been installed as well as improved customer controls for headset sound clarity. Please ensure that you inform your travel consultant about your hearing impairment when booking as these details can be forwarded to onboard staff.

Vision impairment

Q. I have a vision impairment. Do you have any onboard facilities or processes in place to assist me?

A. Please ensure that you inform your travel consultant about your vision impairment when booking so we can advise our onboard staff. Onboard staff can help you in a number of ways such as assisting you with boarding, disembarking, helping you in and out of your seat and bringing meals or light refreshments to your seat or berth.

All Tilt Train services have:

- high visibility handrails and grab handles on seat backs
- seats, aisleways and flooring in contrasting colours
- accessible signage provided throughout the carriages with raised text, clear colour contrasts, pictograms and Braille
- overhead lockers with raised numbers and Braille to assist you in identifying your seat location.

Unfortunately, our traditional services including The Sunlander, Spirit of the Outback, The Westlander and The Inlander are not fully equipped for customers with vision impairments. Long term plans are in place to upgrade onboard facilities for customers with vision impairments.

Guide, hearing and assistance dogs

Q. Can I travel on a long distance Queensland Rail Travel service with my assistance dog?

A. You may, provided the assistance dog meets certain Queensland Rail Travel approved criteria. For further information please call Queensland Rail Travel on 1800 TRAINS (872 467), +61 7 3235 7322 or email reservations@qr.com.au

Customers with guide dogs and hearing dogs do not have to complete the application process. Registration with the approved organisation that trained the dog is sufficient. The identity card issued by the training organisation is accepted as proof of eligibility to access Queensland Rail Travel network premises and trains.

Other

Q. I require assistance with my medication on my journey. Can onboard staff help me?

A. While onboard staff are trained in first aid procedures, they cannot provide assistance with:

- giving injections/administering medication
- lifting
- meals
- assistance on or off the toilet pedestal or emptying colostomy bags or urine bottles.

You will need to arrange for a carer, friend or relative to travel with you should you require this type of assistance.

Q. I have a Pension Concession Card and am eligible for concessional rail travel. Will my concession entitlements also cover my carer when I travel?

A. Yes. The four rail entitlement journeys you receive each year can also include a carer. However, a letter from an organisation for people with disabilities or your doctor is required to confirm that you need to travel with a carer. For further information please call Queensland Rail Travel on 1800 TRAINS (872 467), +61 7 3235 7322 or email reservations@qr.com.au