

On your journey

Boarding and disembarking

Tilt Trains have a retractable step that folds down to assist customers entering and exiting the carriage. Wheelchair ramps can be made available to assist with boarding and disembarking our services at most Queensland Rail Travel network stations. Please advise your travel consultant if this kind of assistance is required.



Travelling with a wheelchair

Customers travelling in a wheelchair can board or disembark Tilt Train services via a fold out ramp, which is kept onboard. Please note that unfortunately wheelchair access is not currently available on other Queensland Rail Travel services.



Most types of motorised wheelchairs and scooters can be accommodated on Tilt train services. Our Customer Contact Centre staff will be able to advise if your particular mobility device is able to safely gain access to the Tilt train.

It is recommended that customers in manual wheelchairs, which need to be pushed from behind, arrange for a companion to assist them with boarding and disembarking both at the point of departure and at the final destination. While our staff are happy to offer assistance, in some instances health and safety legislation may limit the level of assistance they are able to provide.

Long term plans are in place to improve access and upgrade onboard facilities for customers travelling in wheelchairs.

Using the wheelchair accessible space

Customers can choose to have their wheelchair secured into position by tie down straps, or use their wheelchair's braking mechanism. Your preference will be noted at the time of booking.



Please note: If the tie down strap option is used, only onboard staff can release the wheelchair and they may only do so when the train is stationary. For safety reasons we recommend waiting until the train is stationary before accessing the toilet facilities. Timetables are available to assist in the planning of such visits throughout your journey.

Transferring from a wheelchair to a standard seat

Customers who wish to transfer to a standard seat from their wheelchair may do so if they are able or have a carer to assist. The seat's external arm rest can be raised into a vertical position to assist with this process. Your wheelchair can be stored in a wheelchair space and used throughout the journey as required.

On the electric Tilt Trains between Brisbane and Rockhampton, the last row of seats in Car A can be rotated so customers travelling in a wheelchair can face their companions. On the diesel Tilt Train between Brisbane and Cairns there is the opportunity for wheelchairs to sit next to the fixed seating.

Onboard wheelchairs

Collapsible wheelchairs which are compact and easily manoeuvred up and down the aisles are available on all Queensland Rail Travel services. Customers who experience difficulty walking may request the use of these wheelchairs.



Staff assistance

Our onboard staff strive to make your journey as comfortable as possible. Please advise your travel consultant of any assistance you may require at the time of booking.

Please note that for health and safety and legal reasons there are some limitations to the assistance our staff can provide.

Onboard staff can provide customers with disabilities assistance:

- on and off the train (please note staff cannot lift customers)
- to or from their seat or sleeping berth when joining or leaving a service
- to or from their seat or sleeping berth to toilet and shower facility entrances (please note no assistance can be provided inside toilets or showers)
- serving meals to their seats if required.

Onboard staff cannot provide the following assistance:

- lifting customers in any way
- giving injections
- administering medication
- assistance with meals
- helping customers on or off the toilet pedestal
- washing customers
- emptying colostomy bags, urine bottles or similar equipment.

Should assistance of this nature be required, customers will need to arrange for a carer, friend or relative to travel with them.

Catering

The Tilt Trains offer in-seat trolley service throughout the journey. On other services, onboard staff can arrange for meals to be delivered to customers with disabilities at their seat or sleeping berth.

