

# Queensland Rail Travel accessibility

## Tilt Train

### Onboard facilities

The Bundaberg and Rockhampton Tilt Train services feature a large accessible toilet, and space for up to two customers to travel in their wheelchairs.

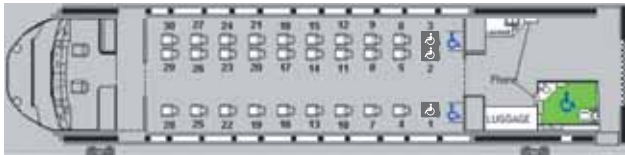
The toilet is located at the rear of the Business seat carriage (Car A) and has a large sliding door, a timer which automatically closes the door after entry, specially designed hand rails, an emergency call button and a switch to lock the door for privacy.



Cars F and G on the Cairns Tilt Train have three wheelchair accessible spaces as well as an accessible toilet and shower compartment. The compartment has a large sliding door, a timer which automatically closes the door after entry, specially designed hand rails, an emergency call button and a switch to lock the door for privacy.



Diagram of car A



Front of train

Entrance

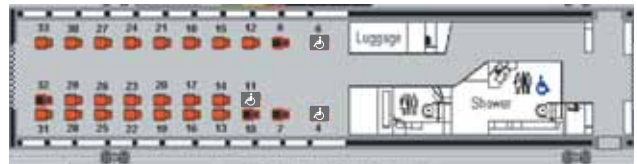


Toilet



Wheelchair spaces 1,2 and 3

Diagram of cars F and G



Front of train

Entrance



Wheelchair spaces 4, 6 & 11

## Customers with vision impairments

To assist customers with vision impairments all Tilt Train services have:

- high visibility handrails and grab handles on seat backs
- seats, aisles 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.

## Customers with hearing impairments

To assist customers with a hearing impairment all Tilt Train services have:

- captioning on all safety and information messages, lifestyle programmes and selected movies
- improved customer controls for headset sound clarity
- hearing aid loops onboard.

## The Sunlander, Spirit of the Outback, The Westlander and The Inlander

Unfortunately our traditional services are not fully accessible for customers with disabilities at the present time. Your travel consultant will be able to advise if you are able to safely access and travel on these services.

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

## Our stations

Since 2001 Queensland Rail Limited has been progressively upgrading Queensland Rail Travel network stations to meet the Disability Standards for Accessible Public Transport (2002). This work has involved upgrading a number of stations with compliant ramps, lighting, accessible toilets, car-parking facilities, tactile pavers, public address systems with hearing aid loops, assistance phones for timetable information and reservations, and accessible seating and shelters for customers with mobility impairments.

Work has been completed on the North Coast, Great Northern, Central Western and South Western lines. For information about facilities at specific stations please call Queensland Rail Travel on 1800 TRAINS (872 467), +61 7 3235 7322 or email [reservations@qr.com.au](mailto:reservations@qr.com.au)