

Five key areas



Your safety & security



Your time



Your information



Your surroundings



Your customer service

We are all in this together...

You can help us be the best, safest and most reliable railway in Australia by:

- Having a valid ticket or go card when travelling.
- Arriving at the station in enough time to touch on or buy a ticket and safely board the train – five minutes should do it.
- Standing away from the train when you hear the warning whistle – the warning whistle is not the signal to go faster. If you hear the whistle and you are not on the train you are too late. Don't worry, there will be another one soon and you have a little time to catch your breath.
- Listening to the announcements, reading signage and heeding the directions of our people. They are there to make sure you get home safe.
- Waiting at the Assisted Board point (marked with white wheelchair, blue background) if you require assistance from the Guard.
- Planning ahead – check the station you want to use has the facilities you need. Check out our website queenslandrail.com.au or call 13 12 30.
- Consider your fellow travellers who may not love the same music you do – just keep it down. Nor do they want to sit where your feet have been or clean up after you. If you brought it then please take it with you when you leave.
- Not smoking on or near our trains or stations – nobody wants a fine.
- When travelling on our long distance trains:
 - Ensuring your baggage does not exceed 20kgs.
 - Allowing 45 minutes prior to departure of your service to check in your baggage.
 - Advising us of any special assistance needs or special requirements when you make your booking.

We don't know what we don't know

The most important thing you can do to help us be the best railway in the country is to let us know when you see something is not right.

Please call us on 13 16 17 or email customerfeedback@qr.com.au

Customer Charter

Our commitments to you ...

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's every chance we can get you there.

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

This is our Customer Charter. It addresses the five key areas you have told us are most important to you.

Everyday we strive to deliver against these commitments and everyday we strive to do better. We are future oriented and focused on making our already great service even better.

We are proud of the service we deliver and we provide information on how we are performing against our Charter commitments.



Your safety & security

We aim to be Australia's safest railway. Your safety and security is our number one priority. We are committed to constantly improving the personal safety and the security of our customers and our people.

- We will watch out for you with over 8000 CCTV cameras installed across our City network.
- We provide Personal Emergency Intercoms on the vast majority of City network carriages (by each door) to ensure you can contact the Train Guard or Driver if needed. Emergency help phones are available for you and are located on station platforms and in station lifts.
- We are proactive in making sure you are safe by working in partnership with Police Railway Squad, Mobile Security Teams (with dogs), Transit Officers and Security Guards to provide a visible presence on the network.
- Our people are trained to ensure your journey is safe.
- We monitor safety trends and undertake extensive safety awareness campaigns across the state.
- We have Core Safety Zones on the majority of our City network stations outside the CBD. They are marked by the blue and white diagonal stripes. We ensure customers in these areas are visible to our people in the Control Centre.
- We have assisted boarding areas – near the white and blue wheelchair symbol marked on the station platform for customers who require assistance to safely board. Our Guards will be close to readily assist.

For Police call 000

For Crime Stoppers call 1800 333 000

For suspect items call 1800 079 303

We are always here to help:

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

Your time

We aim to be Australia's best performing railway by providing regular, reliable services. Sometimes problems occur outside of our control which affect your journey. We will do everything we can to maximise the number of services arriving on time and minimise the number of services cancelled.

- We will continue to have the best on time running in Australia.
- We will develop and provide Smartphone applications so you can monitor your service in real time.
- We are trialling timetable enhancements on our City network lines to ensure we use our assets to benefit all commuters.
- We continue to develop timetables with our customers front of mind.

Your information

We understand the importance of having accurate, timely information. When incidents happen on our network, we will let you know the details so you can make informed travel decisions.

- Our station staff announce delays to services and provide clear, regular updates.
- Our Guards onboard provide you with information about delays as soon as information comes to hand.
- queenslandrail.com.au has real-time service information for you.
- Passenger Information Display Screens (PIDS) are at all high traffic stations with more to come.
- We give at least 14 days notice for planned trackwork and subsequent disruptions to our City network services. We give at least 30 days notice for Travel network services.
- We use Social Media such as Twitter and Facebook to keep in contact with you and ask for your feedback.

**Got a question? Need more info?
Our staff are here to help or call 13 16 17**

How are we doing? What can we do better – join the conversation.

 [Twitter.com/queenslandrail](https://twitter.com/queenslandrail)

 [Facebook.com/queenslandrail](https://facebook.com/queenslandrail)

Your surroundings

We provide a clean and tidy environment by keeping our assets well maintained. We are committed to improving your comfort onboard the train by managing seating capacity to minimise crowding.

- We have stringent cleaning standards and maintenance programs for our trains and our stations.
- We continue to maintain and upgrade our facilities to ensure safe and easy access, provide better fittings and lighting, and to improve useability of our stations.
- We are undertaking an extensive refurbishment program of our long distance trains.
- We review our timetables regularly to respond to rising customer numbers and changing customer needs to ensure you are comfortable.
- We are improving accessibility at our stations so we cater for your travelling requirements including parents with prams, customers with disabilities and older adults.

Want to report a fault? We'll fix it!

Please call 13 16 17

**Or go to our website
queenslandrail.com.au**



Your customer service

We provide excellent customer service. We have a dedicated, customer focused team who are ready to assist you. We work hard to meet your needs and expectations. We strive to improve on our service by welcoming your feedback.

- We ensure our people are well trained and there to assist you with your enquiries.
- We have specially trained staff on platforms to watch out for you and see you safely on your way. Look out for the high visibility vests.
- We will ensure you have every avenue available to provide us with your feedback.
- We will respond to all feedback promptly.
- We are proud of the fact our people continue to receive compliments for their service.

We want to hear from you

Phone: 13 16 17 (within Australia)
Web: queenslandrail.com.au
Email: customerfeedback@qr.com.au



[Facebook.com/queenslandrail](https://facebook.com/queenslandrail)



[Twitter.com/queenslandrail](https://twitter.com/queenslandrail)

Performance counts

We measure how we are performing against the commitments we make. We have a suite of metrics so you can see how we are performing. Simply visit our website.

