If you need assistance getting on or off the train at any Citytrain station, just wait near the assisted boarding point and we will come to you.

This point is indicated by a blue and white symbol for accessibility and is typically located near the middle of the platform. At many stations, the assisted boarding point will be located on a higher section of the platform to allow for easier access to and from the carriage.

The assisted boarding point is also usually close to other access features such as the emergency and disability assistance phone, hearing aid loops, audio and visual timetable information and lifts.

When your train arrives at the station, let the guard or station staff know your destination and they can deploy the portable boarding ramp or provide any other assistance you may require.

To safely use the ramp, your mobility aid should not exceed 750mm wide by 1300mm long, and the combined weight of you, your mobility aid and any carried items should not exceed 300kg.

For further information on using your mobility aid on the Queensland Rail network, visit queenslandrail.com.au/easyaccess or email accessibility@qr.com.au