Boarding safely with your wheelchair or mobility scooter
Safe, easy access with Queensland Rail

At Queensland Rail stations, just wait for your train at the assisted boarding point, which is typically near the middle of the platform.

At many stations, this area is located on a higher section of the platform. If a station has a high level platform, you can choose to board and disembark independently or request use of the ramp.

**When using the ramp to board or disembark, remember:**

1. If you require assistance, let the guard or station staff at the assisted boarding point know and tell them your destination.

2. Wait until the ramp is in place and stabilised by the staff member assisting.

3. Check that your front wheels are aligned facing in the direction of the ramp.

4. When onboard, position your wheelchair or mobility scooter in the allocated space.

If you require manual assistance from the guard or station staff, ensure that your wheelchair has handles and that the combined weight of you, your wheelchair, the staff member assisting and any baggage does not exceed the maximum 300 kg allowed on the ramp.

If you use a power wheelchair or mobility scooter you will need to negotiate the ramp independently.

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