



Accessibility on The Gulflander

Wheelchair or mobility scooters

The traditional and unique style of rail travel offered by the Gulflander is not accessible to customers who use a wheelchair or mobility scooter.

Access to the Gulflander Train

Customers join and leave the Gulflander via steps attached to the carriage. (See photos for examples)

Customers with mobility aids such as a walking cane, frames or wheelie walker will need to be able to join the train using the stairs and then can use the cane/frame or walker to their seat.

Due to limited space and carriage layout, the walking frame or wheelie walker is stored in the luggage area of the Gulflander. Onboard staff will discuss customers' requirements to access their mobility aid on the day.



Vision and Hearing Impairment

This service does not have facilities to assist customers with vision or hearing impairments.

Please discuss your exact requirements with your travel consultant to determine if you will be able to safely use the service.

Platform information

All platforms on the Gulflander line are at ground level. Access to the train is via steps with a hand rail. For more station information, please view the [Find your Station](http://www.queenslandrailtravel.com.au) page at www.queenslandrailtravel.com.au

Onboard/station staff assistance

Our staff will strive to make your journey as comfortable as possible. Please advise your 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.

Staff can provide customers with a disability the following assistance:

- Boarding and disembarking the train (please note staff cannot lift customers)
- To or from their seat when joining or leaving a service
- To or from their seat to toilet facility entrances (please note no assistance can be provided inside toilets)
- 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 meal and beverage consumption
- Helping customers on or off the toilet pedestal
- Washing customers
- Emptying colostomy bags, urine bottles or similar equipment.

If assistance of this nature is required, customers will need to arrange for a capable carer, or companion to travel with them. Please ask about information on our Companion Card policy.