

Everybody's journey is different



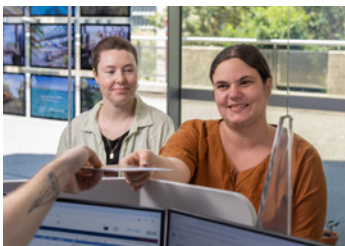
We all travel for different reasons.

Getting where you want to be takes planning so you can travel the way that's best for you.

We're on a mission to improve accessibility with tools and resources designed to help get you on your way. Because, at Queensland Rail Travel, we understand that everybody's journey is different.

The level of accessibility varies at each railway station and on board our trains. That's why we have information and tools on our websites to assist you to plan and take your journey with us.

Talk to our Travel Consultants or visit one of our Travel Centres and let us help book the rail journey that best suits your needs.



Planning your journey

Discover more about accessible travel options and information for people who travel with a carer or a guide, hearing or assistance animal.



Tour our trains online

Did you know you can take a virtual tour of our trains before you even step on board? You can also listen to an audio tour that describes the train and the journey. Carriage maps and accessibility dimensions (for mobility devices) are also online to help you plan.



At the railway station

Want to know about the accessible facilities at a particular railway station? Use the 'find your station' webpages for information about station facilities, including accessible features, luggage check in processes and options for accessing the station platform.



Boarding your train

The level of access varies across our railway stations. Some may have a significant gap between the platform and the train. Find out more online to be sure you are safe to join or leave at a specific railway station. You can also learn how to advise our team if you need assistance with boarding, so we can help you on your day of travel.



On the train

Keen to know more about the accessible features of our trains and services? Read online about our onboard menus and dining options – like having meals delivered directly to your seat if required.



Alternate information formats

We aim to share information about our rail services in a range of formats that make it easier for more people to know about the ways you can travel around the state.

Our Easy Read booklets use simple words and images to help you get to know the trains better, how to book and where you can go.

Our audio tours offer an opportunity to listen to information about what it is like on each train and what you can expect from your journey.

Have more questions? We have answers!

We have a list of common questions about our accessibility. Visit our [Accessible travel – frequently asked questions](#) page to get the answers you need for your peace of mind.

Scan the QR code to read more about each topic on our website:



Ways to book your rail journey

Online: queenslandrailtravel.com.au

Phone: 1800 872 467 (7am to 7pm (AEST), seven days a week)

Travel Centres: Various locations across the state. Visit our [Travel Centre](#) webpage for more information.

National Relay Service: 1800 555 630 (TTY) or 1800 555 660 (voice relay number)