

Wherever your health takes you, travel safely

When travelling by train a little preparation can make a big difference. Even if you're familiar with rail travel, your health needs might require a bit of extra planning. With a few simple tips and the right support, you can feel confident and ready - wherever your health takes you.

Let us help you to act safe and arrive safe

When booking your rail travel speak up for help and let us know if you:

- require extra leg room[#] or need a ramp to board the train
- require assistance getting on or off the train, or during your journey
- will be unstable to move about the train and will require meals served to your seat
- have any allergies or special dietary meal requirements
- can provide an emergency contact for your reservation
- need to book a carer to travel with you
- have been advised by your doctor about specific requirements for your comfort and safety whilst onboard, such as a specific seating request
- have medication requiring refrigeration. Medication must be stored in a sealed container and clearly labeled with your details
- require access to a 240-volt power outlet for medical equipment
- are travelling with medical equipment, especially if it will exceed the standard luggage allowances* or involves oxygen use
- have large or heavy luggage items, we recommend checking them in for your safety (20kg maximum)
- would like help boarding with your carry-on luggage items (7kg maximum). Let us know when booking and our team can help.



Fact

Did you know... if you need to travel with assistance, you can book a carer to travel with you for free (conditions apply).

[#] Subject to availability

* Please check our luggage policy for specific information

Feeling well enough to travel?

If you have a medical condition, it's a good idea to check with your doctor before your trip. They can help you decide if it's safe and comfortable for you to travel on a long distance train service.

Be prepared before you go

To ensure you have all the information you need to travel, check the latest information about your train by visiting our website or contact our team.

If someone is meeting you when you arrive at the station, they can call the 24 hour arrivals information service on **1800 803 009** to confirm the arrival time of your train.

Travel home safely

It's important to take extra care when travelling, especially if you may be feeling unsteady. If you require assistance or are unable to move about the train at any stage in the journey, speak up and tell our onboard team. They're there to help.

By adapting to your environment, you can reduce the risk of an injury and ensure you arrive safely.

We've taken tips from some experts – Australian animals that know all about the importance of staying safe in their own environment and unfamiliar ones.

Here are some simple ways to
act safe and arrive safe

Hold on tight

When moving about on the train, hold the handrail or wall. If you feel unsteady on your feet, please let our onboard team know.



Take it slow

Plan ahead and be prepared so there's no need to rush.



Watch your step

Take care when stepping on or off the train, as there may be a gap to the platform.



Speak up for help

Ask our team if you require assistance at a station or on the train.



Scan to find out more about safety when travelling with us.