

## Question on Notice

No. 479

Asked on Thursday, 4 June 2015

**DR ROBINSON** asked the Deputy Premier, Minister for Transport, Minister for Infrastructure, Local Government and Planning and Minister for Trade (HON J TRAD) —

### QUESTION:

Will the Minister advise of any plans to upgrade the Ormiston railway station, especially with regard to

- (a) the provision of long-awaited staffing so that passengers can access toilet facilities, and
- (b) an adjustment to the current platform height which makes boarding and leaving a train difficult for the elderly, parents with prams and people with a disability?

### ANSWER:

I thank the Member for Cleveland for the question.

Queensland Rail continually works hard to improve comfort levels for customers. This is done by providing toilet facilities at most train stations and, where possible, on the longer City network services.

The ability to upgrade stations is dependent on available funds and at this stage, the program does not include any upgrade for Ormiston station with Cleveland station remaining the closest neighbouring station that offers toilet facilities.

Queensland Rail has an ongoing program of work in place to enhance stations and provide access for customers, in accordance with the requirements of the *Disability Discrimination Act 1992* (Cth) (DDA).

With 146 stations and over 340 platforms in the South East Queensland network, the prioritisation of accessibility upgrades is determined by balancing a range of factors, including:

- Patronage
- Nearby community facilities
- Existing level of accessibility (Independent, Assisted or Limited)
- Condition of the station
- Complexity of delivering an upgrade
- Proximity of nearby independently accessible stations

This prioritisation approach is continuously reviewed in consultation with the disability sector to ensure areas with the greatest need are accurately recognised and that maximum benefits for taxpayers are realised. Partial platform raising at the assisted boarding point and core zone area is a key component in the scope of our station accessibility upgrade program.

Ormiston station is currently classed as an 'Assisted Access' station due to the steep ramp leading to the single platform. People with mobility aids or ambulant disabilities may be able to negotiate the ramp independently, or may require some assistance from a travelling companion.

Ormiston station also has a low level platform, and Queensland Rail would recommend that customers who are elderly, have a disability or parents with prams wait for the train at the assisted boarding area, which is indicated by the blue and white symbol for accessibility at the centre of the platform. This area will be next to the guard's cabin when the train arrives, and customers can request assistance to board using the portable boarding ramp. The portable boarding ramp is available to any customer who requests it, not just those using mobility devices.