

Question on Notice

No. 1012

Asked on 16 September 2025

HON D FARMER ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON B MICKELBERG)—

QUESTION:

With reference to Morningside Train Station—

Will the Minister provide (a) the number of days, on which either or both of the new lifts installed in the accessibility upgrade have not been operating for at least part of the day, (b) in the period since the new lifts were installed – the average number of hours it has taken to fix the lifts once reported as not functioning and (c) whether new measures will be put in place to ensure the contact phone number, provided for commuters to raise issues about the lifts, is reliably answered?

ANSWER:

I thank the Member for the question.

Currently, Queensland Rail manages more than 250 lifts across its South East Queensland network with additional lifts introduced as part of station upgrades and the delivery of new stations.

Lift operation and reliability are impacted by a range of factors, including vandalism and technical faults. Queensland Rail is committed to ensuring lift availability and responding promptly to any issues that arise.

The lifts at Morningside station commenced operation in January 2025. As at 18 September 2025, a total of 35 faults were reported across the station's three lifts, resulting in 36 days when one lift was not operating for at least part of the day.

Of the 35 reported faults, 34 were resolved on the same day and, on average, within approximately 3.5 hours.

One confirmed incident of vandalism was directly linked to a lift outage. However, station staff have reported multiple occurrences of individuals forcefully kicking lift doors, which may have contributed to lift malfunctions.

A root cause analysis was conducted in September 2025 for all three lifts at Morningside station. The analysis identified faults which are being addressed through component and software changes. I am advised that the lift on Wynnum Road had a component and software change on 1 October 2025, following which no further faults have been recorded. Delivery of the components for the remaining lifts are expected to arrive in the coming weeks.

Queensland Rail provides several options for customers to report lift issues and seek assistance. Each lift is equipped with help buttons which connect directly to Queensland Rail's Rail Management Centre (RMC). The RMC operates 24 hours a day, seven days a week, ensuring timely responses to customer needs.

For general enquiries regarding lift availability, customers can contact Queensland Rail on 13 16 17 between 7.15 am and 5.00 pm, Monday to Friday. Customers are also encouraged to check the Translink website (www.translink.com.au) for up-to-date information on lift outages prior to travel.

To support customers requiring accessibility assistance during a lift outage, Queensland Rail offers a dedicated SMS service through 0428 774 636, available 24 hours a day, seven days a week.

Queensland Rail is working with its lift operator on opportunities to improve reliability.