

Question on Notice

No. 406

Asked on 22 April 2026

MS W BOURNE ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON B MICKELBERG)—

QUESTION:

Will the Minister confirm (a) whether Queensland Rail employees have been given new instruction on the onboarding and offboarding of passengers with disability and (b) whether Queensland Rail anticipates any passengers being refused service during scheduled dwell times as a result of reduced station staffing?

ANSWER:

I thank the Member for the question.

The new rosters that Queensland Rail are implementing for station staff were developed in consultation with employees and unions and will see station staff rostered where and when customers need them the most. All front-line jobs are secure, and the model follows extensive consultation with employees and unions which began in 2024 under the former Labor Government.

Queensland Rail will also deliver a major safety boost by increasing the strength of the authorised officer unit by 35 – doubling the ranks. Queensland Rail will continue to work in close partnership with Queensland Police Service Railway Squad officers, ensuring safety and security remain a priority. Further information can be found in Queensland Rail's statement at:

<https://www.queenslandrail.com.au/about%20us/Media%20Centre/Media%20Releases/Pages/Queensland-Rail-rejects-false-claims,-locks-in-job-security-and-better-customer-service.aspx>

Every train service will continue to meet the accessibility needs of customers—either a station staff member or onboard staff member will continue to assist with boarding requirements.

- (a) Queensland Rail has an existing assisted boarding process, which is used across the entire South East Queensland network and includes assistance provided by station staff or onboard staff. This process continues to operate unchanged.
- (b) Additional assisted boarding activities have already been considered as part of operations and onboard guards are well trained to ensure all customers requiring assistance can board and disembark at their required station.