

Question on Notice

No. 512

Asked on 13 May 2026

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

QUESTION:

With reference to the handling of a recent incident at Ipswich train station on 29 April 2026 where a woman was threatened with knife violence and police were not called—

Will the Minister advise (a) what Queensland Rail's protocol is for responding to violent behaviour like this incident, (b) whether there will be a review of the handling of this incident and (c) whether there will be a review of the adequacy of existing staffing and security arrangements at Ipswich station?

ANSWER:

I thank the Member for the question.

- (a) Harassment, abuse and antisocial behaviour have no place on the rail network and Queensland Rail takes all reports about customer safety extremely seriously. There are multiple teams dedicated to keeping customers and employees safe on the network, in addition to Queensland Rail's longstanding partnership with the Queensland Police Service (QPS). This includes the more than 90-officer strong Railway Squad, which provides a highly visible uniform presence on the rail network to deter, detect, investigate and charge offenders for criminal and anti-social behaviour. The officers are supported by Queensland Rail's 24-hour security monitoring team, who has access to more than 12,000 CCTV cameras across the network, as well as Authorised Officer teams, security guards, Mobile Security Dog teams and nightly Guardian Train services.

When a customer reports a safety incident, there are multiple reporting channels that can be utilised by Queensland Rail staff to ensure an appropriate security response. In reference to an onboard incident that occurred on 29 April 2026, an onboard staff member spoke with the group involved and directed them to cease their behaviour. The impacted customer then elected to disembark at Ipswich station. As soon as Queensland Rail's station staff became aware of the incident—via a report from the customer—Queensland Rail's security monitoring team contacted QPS. Relevant CCTV footage was retained and provided directly to QPS in line with legislative and privacy requirements. Following QPS investigations, a suspect was later located and charged with public nuisance.

- (b) Queensland Rail actively reviews its response to all security incidents as part of Queensland Rail's standard continuous improvement activities.
- (c) The incident on 29 April 2026 occurred onboard a service on the Ipswich line, with the impacted customer later disembarking at Ipswich station. Station staff—who were in attendance at the time—responded immediately by contacting the security monitoring team, who contacted QPS.

Ipswich station is regularly patrolled by QPS Railway Squad, which coordinates their responses on the Ipswich line from two strategically located outposts – one at Ipswich station and the other at Redbank station. In addition to station staff who are available to assist customers, there are emergency phones on station platforms which put the caller in direct contact with a security monitoring officer to coordinate any required assistance. CCTV is also present at the station and monitored by Queensland Rail's security monitoring team.