



TEMPORARY EXEMPTIONS REPORT

OCTOBER 2019 – SEPTEMBER 2020

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INTRODUCTION

Queensland Rail

Queensland Rail is a statutory authority established under the *Queensland Rail Transit Authority Act 2013 (Qld)* (*QRTA Act*) and is a statutory body for the purposes of the *Financial Accountability Act 2009 (Qld)* and the *Statutory Bodies Financial Arrangements Act 1982 (Qld)*. Queensland Rail discharges its statutory functions through its wholly-owned subsidiary Queensland Rail Limited (QRL). QRL does not employ any personnel but owns all non-employee related assets and contracts. It performs the role of rail transport operator under the *Transport (Rail Safety) Act 2010 (Qld)*. The Board Members of Queensland Rail are also appointed as Directors of QRL. For the purposes of this report, unless specified, Queensland Rail refers to Queensland Rail and QRL.

Queensland Rail was founded in 1865 and carries over 50 million customers on the South East Queensland network (SEQ) and over 700,000 customers on the Queensland Rail Travel (**Regional**) network each year. Queensland Rail has 222 stations across Queensland with a workforce of over 6,000 and more than 6500 kilometres of track. Queensland Rail is a member of the Australasian Railway Association (**ARA**).

On 1 October 2015 the Australian Human Rights Commission (**AHRC**) gave notice of its decision in relation to the Australasian Railway Association's (**ARA**) application for a number for temporary exemptions to the *Disability Discrimination Act 1992 (Cth)* (**DDA**); Disability Standards for Accessible Public Transport 2002 (**Transport Standards**); and the Disability (Access to Premises-Buildings) Standards 2010 (**Premises Standards**).

Queensland Rail provides this report in relation to the applicable temporary exemptions which contain reporting requirements. It follows a standard format produced by all Australian operators and to that produced in previous years.

This report is for the period 1 October 2019 to 30 September 2020 (the **Reporting Period**).

Feedback Welcomed

Queensland Rail welcomes comments and feedback in relation to this report as follows:

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Website: <https://www.queenslandrail.com.au>

PART A – EXEMPTIONS FROM THE TRANSPORT STANDARDS

2.1 Access paths – Unhindered passage - rail premises and rail infrastructure

For a period of five years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on rail premises or rail infrastructure.

Reporting requirement:

a. Action taken to improve safe use of level crossings where they form part of an access path

Removal of level crossings

When upgrading an existing station which has a level crossing, Queensland Rail creates an alternative accessible path of travel. This path provides a grade separation between the tracks and pedestrian access and typically involves the installation of a footbridge with lifts and stairs. Depending on community requirements the level crossing may be removed entirely, access to platforms from the level crossing may be closed, or the level crossing may become a secondary path of travel.

During the Reporting Period, station upgrades have resulted in the removal of platform access via level crossings at Strathpine and Morayfield stations. Construction has commenced for a station upgrade at Cannon Hill which will also close platform access from an existing level crossing.

Research developments and technical solutions

In August 2019, Queensland Rail commenced an in-situ 12-month trial of a flange gap filler product (pedeSTRAIL) at the Pomona station level crossing to determine if a 60mm gap can safely and consistently be maintained. If type testing proves successful, analysis of the results will examine if this gap can be further reduced, and consultation with the disability sector will be undertaken before it is installed at any other locations.

Results from the 12-month trial period are currently being compiled for examination.

2.1 Access paths – Unhindered passage - rail premises and rail infrastructure

For a period of five years, an access path is required to provide entrance and exit only at a single boundary point for existing rail stations where providing access at each entrance would require significant structural building work or not be feasible due to space, topographical or heritage reasons.

Reporting requirement:

a. Provide information in relation to rail stations which have inaccessible entrances.

Accessible entrances to stations

A summary of accessibility at all stations is available on the SEQ and Regional network websites to assist customers with planning their journey. This information is available in hard copy at selected stations and distributed to disability sector organisations when updated. It can also be obtained via social media and customer contact channels.

More detailed information about access at specific entrances can be provided to customers upon request.

2.4 Access paths – Minimum unobstructed width - existing rail premises and existing rail infrastructure

For a period of five years, for existing rail premises and existing rail infrastructure:

- where the 1200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1000mm may be provided;
- the 850mm minimum unobstructed width (applicable to doorways and gateways) is also permitted on access paths for the purposes of passing an obstruction limited to less than 800mm in length; and
- platform edge warning TGSIs are permitted to intrude into access paths.

Reporting requirement:

a. Provide information in relation to rail stations which have restricted paths of travel.

Stations listed below have structural constraints restricting access path widths:

Bowen Hills station (platforms 3 and 4)	Caboolture station (platform 1)	Corinda station	Eagle Junction station (platforms 2 and 3)
Petrie station (platform 1)	South Brisbane station (platforms 2 and 3)	Toowong station	Virginia station (platform 3)
Mackay station			

2.6 Access paths – conveyances - existing rail conveyances

For a period of five years for existing rail conveyance external doors, and for a period of five years for existing rail conveyance internal doors, the width of an access path may be reduced to a minimum of 760mm where it is not possible to provide a width of 850 mm due to unavoidable design constraints and/or safety issues.

Reporting requirement:

a. Measures taken to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available.

Customer information on the SEQ network

Queensland Rail SEQ network conveyances have compliant external door widths, but internal doors at onboard accessible toilets are generally narrower than 850mm. The Queensland Rail website and other collateral recommends that customer mobility devices should not exceed 750mm wide to safely use SEQ network services.

Customer Information on the Regional network

During the Reporting Period, information available on the Regional network website and during the booking process has been reviewed. Internal and external door width measurements and associated carriage layout diagrams are provided online for each service. Reservations staff can also provide this information to customers during the booking process over the phone or in person at a Travel Centre.

Information for Queensland Rail staff

Reservations staff have access to internal and external door width and access path measurements prior to and throughout the booking process for Regional network services.

2.6 Access paths – conveyances - existing rail conveyances

For a period of five years, access may be provided only by means of stairs to upper and lower decks of double deck existing rail cars, subject to the condition that access to unique facilities is assured.

Queensland Rail does not operate any double deck conveyances.

2.6 Access paths – conveyances - existing rail conveyances

For a period of five years, an access path is only required at a single door rather than all doors of existing rail conveyances.

Refer to 8.2 Boarding – When boarding devices must be provided - rail conveyances.

4.2 Passing areas – Two-way access paths and aerobridges - existing rail platforms

For a period of five years, for existing rail platforms, a passing area every nine metres along any two-way access path that is less than 1800mm wide is permitted where it is not possible to provide one every six metres due to structural or heritage constraints.

Reporting requirement:

a. Location of platforms which do not provide passing spaces every six metres where any two-way access path is less than 1800mm wide.

Stations listed below have structural constraints restricting the provision of passing areas:

Auchenflower (platform 1)	Bowen Hills (platforms 1,2,3,4)	Burpengary (platforms 1 & 2)
Caboolture (platform 1)	Chelmer (platforms 3 & 4)	Corinda (platforms 1,2,3,4)
Dutton Park (platforms 1 & 2)	Eagle Junction (platforms 1 & 2)	Petrie (platform 1)
South Brisbane (platforms 2 & 3)	Taringa (platforms 1,2,3,4)	Virginia (platforms 1,2,3)

5.1 Resting points – When resting points must be provided - existing rail premises and existing rail infrastructure

For a period of five years, compliance with clause 5.1 is not required for existing rail premises and existing rail infrastructure to the extent that site constraints prevent compliance (rather than only add expense or difficulty).

Reporting requirement:

a. Outcome of consultation

Queensland Rail has not undertaken any consultations in relation to resting points during the Reporting Period.

Reporting requirement:

b. Location of non-compliances

For the purpose of this report, a 'non-compliance' is a station which does not contain a compliant resting point every 60 metres between accessible facilities including:

- Accessible parking and drop-off bays
- Intermodal interchange points
- Primary station entrances
- Customer service counters
- Accessible toilet facilities
- Assisted boarding points
- Lifts and ramps

Many of these SEQ stations do provide resting points and seating within every 60 metres but they may not have arm rests or compliant clearances.

Albion	Ascot	Auchenflower	Beerburrum	Beerwah	Bindha	Clayfield
Bray Park	Buranda	Burpengary	Caboolture	Central	Chelmer	Exhibition
Cooroy	Dakabin	Dutton Park	East Ipswich	Ebbw Vale	Eudlo	Gympie North
Fairfield	Gailes	Gaythorne	Geebung	Glasshouse Mountains	Graceville	Murrarie
Karrabin	Kippa-Ring	Lawnton	Lota	Mooloolah	Morayfield	Roma Street
Nundah	Nudgee	Palmwoods	Petrie	Rocklea	Toowong	Yeronga
Sherwood	Shorncliffe	Taringa	Thagoona	Thorneside	Toombul	Yeerongpilly
Virginia	Walloon	Wilston	Wooloowin	Woombye	Yandina	Booval
Hendra	Northgate	Rosewood	Traveston	Townsville	Rockhampton	Proserpine
Gladstone	Longreach	Maryborough West	Cairns	Bundaberg		

6.4 Slope of external boarding ramps - rail conveyance

For a period of five years, where the relationship between the platform and rail carriage means that an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4, ARA members are not required to provide staff assistance in ascending or descending the ramp.

Reporting requirement:

a. Number of locations where boarding ramp slopes of one in eight or better cannot currently be achieved

A summary of accessibility at all stations is available on the SEQ and Regional network websites and in the Station Access Guide to assist customers with planning their journey, including if at least the middle area of platforms are high level (approximately the height of the train doors).

Currently 61 SEQ stations have one or more high level platforms where boarding ramp gradients (at the assisted boarding point as a minimum) are effectively flat.

All platforms on the Regional network are currently low level, resulting in boarding ramp gradients that are generally steeper than 1 in 8. A hydraulic platform lift is provided for the Kuranda Scenic Rail service at Freshwater and Kuranda stations instead of a boarding ramp.

Reporting requirement:

b. Measures to be taken to increase the number of locations where external boarding ramp slopes of one in eight or better will be achieved

During the Reporting Period, the Station Accessibility Upgrade Program has raised the middle section of platforms, aligning with the assisted boarding point and accessible carriages, at:

- Strathpine
- Morayfield
- Boondall

Under the same program, construction has commenced for station upgrades at:

- Dakabin
- Auchenflower
- Cannon Hill
- East Ipswich

East Ipswich will have new full-length high-level platforms as the station buildings and platforms are required to be relocated to support construction. The remaining stations will have platforms raised in the middle section only.

Design work has advanced during the Reporting Period for the Cross River Rail project to fully upgrade several existing stations, including providing full length high level platforms, at:

- Dutton Park
- Exhibition
- Fairfield
- Yeronga
- Yeerongpilly
- Moorooka
- Rocklea
- Salisbury

Platform replacement work on the Sunshine Coast line was completed during the Reporting Period at Eumundi station, resulting in a new full length high level platform structure.

Platform raising in the middle sections only was completed during the Reporting period at:

- Darra
- Cleveland
- Wacol
- Wooloowin
- Enoggera
- Redbank
- Zillmere
- Ormiston

At the time of writing, Bald Hills and Corinda stations are also planned to be completed before the end of the Reporting Period.

No upgrades or platform raising at Regional network stations have progressed.

Reporting requirement:

c. Results of examination of alternative methods of achieving accessible boarding

During the Reporting Period, Queensland Rail explored the development of a bespoke boarding ramp solution for the Regional network, aiming to achieve a slope of 1 in 14. A prototype was developed but ultimately unsuccessful and Queensland Rail plans to consider alternative design options.

8.2 Boarding – When boarding devices must be provided - rail conveyances

For a period of five years, a manual or power assisted boarding device is only required at a single door rather than all doors of a rail conveyance.

Reporting requirement:

a. Measures taken to ensure that staff and passengers are adequately informed of both the doors of rail conveyances at which boarding devices are available and the equivalent access measures available.

Customer Information on the SEQ network

Information on using the assisted boarding point which aligns with the accessible doors, the portable boarding ramp and requesting staff assistance is provided on Queensland Rail's website, including:

- A video that gives people a visual step-by-step guide to using the ramp and shows people with different types of mobility devices using the ramp.
- The Station Access Guide, which provides written information on the assisted boarding point, using the ramp and staff assistance.
- Downloadable copies of flyers for customers with disabilities.

For people who have a disability and are new to travelling by train, or want to refresh their travelling skills, Queensland Rail runs quarterly Rail Safety and Orientation days. At these events, members from the Accessibility and Safety teams are on hand to take people through a station and a stationary train in a relaxed and controlled environment. People have the opportunity to learn about a variety of accessibility features found across the SEQ network; ask questions of station staff and train crew; and practice boarding, disembarking and moving through a carriage.

Customer Information on the Regional network

Information about the use of boarding devices and which carriages and doors are accessible, is provided on the Queensland Rail Travel website, in person at a Travel Centre, or over the phone during the booking process.

Information for Queensland Rail staff

Training for SEQ guards and station customer service staff includes specific instruction and assessment on how and where to use the portable boarding ramp. This entails classroom learning, a practical assessment where the individual has to safely deploy the ramp, and a written assessment component. Tutor guards also provide mentoring and on-the-job support for trainee guards to further develop their skills and knowledge.

Queensland Rail Travel onboard teams receive similar training in how to safely deploy boarding ramps at accessible carriage doors on Regional network services.

8.7 Boarding – Signals requesting use of boarding device

For a period of five years, signals for requesting boarding devices may be located in or within reach from, rather than only in, allocated spaces on rail conveyances.

Reporting requirement: n/a

11.2 Handrails and grabrails – Handrails to be provided on access paths - rail platforms

For a period of five years, rail platforms are exempt from clause 11.2.

Reporting requirement:

a. Where a request is made but the installation of a handrail does not proceed, report on the request and the reasons for not taking action

Queensland Rail has not received any customer requests in relation to installing handrails at any station on any network during the Reporting Period.

12.2 Handrails and grabrails – Handrails to be provided on access paths - rail platforms

For a period of five years, existing doorways and doors on existing rail platforms do not need to comply with the requirements of AS 1428.1:2001 clause 11.1.1, subject to the condition that the doorways and doors comply with AS 1428.1:2009 clause 13.5.2(e).

Reporting requirement: n/a

12.4 Doorways and doors – Clear opening of doorways

For a period of five years, where design constraints arising from narrow gauge rail tracks prevent installation of toilet doors on rail conveyances with an opening width of 850mm, a reduction in toilet door opening width from 850mm to 760mm on rail conveyances is permitted.

Reporting requirement: n/a

14.3 Stairs – Compliance with Australian Standards — conveyances

For a period of five years, stairs on rail conveyances are exempt from clause 14.3 in relation to:

- the minimum width of stairs; and
- the requirement for opaque risers on retractable steps at carriage doors; subject to the condition that the ARA member concerned makes staff assistance available on request.

Reporting requirement: n/a

15.2 Toilets – Location of accessible toilets

For a period of five years, for existing rail premises and existing rail infrastructure, accessible toilets are not required to be in the same location as other toilets where space limitations or essential heritage considerations mean co-location is not feasible.

Where Queensland Rail provides both accessible and other toilets at stations, they are generally co-located.

15.3 Toilets – Unisex accessible toilets – ferries and accessible rail cars Temporary exemption: accessible rail cars

For a period of five years, if toilets are provided, a unisex accessible toilet without airlock is not required in every accessible rail car.

Reporting requirement:

a. Provides a written report on which services are affected

SEQ network fleet

On the SEQ network fleet all trains have accessible carriages. Of these, the New Generation Rollingstock (NGR) (six-car units) and rollingstock classes IMU 100, 120 and 160 (three-car units) provide one onboard unisex accessible toilet per train.

The NGR trains are owned by the Queensland Government Department of Transport and Main Roads and operated by Queensland Rail. Modification works are underway to progressively provide two unisex accessible toilets per NGR unit, with the full fleet of 75 trains due to be completed in 2024.

There is a total of 42 IMU 100, 120 and 160 units which all have one accessible carriage where the unisex accessible toilet is located. These units are typically coupled together to provide two accessible carriages and onboard accessible toilets per train. Operational requirements can sometimes impact how units are consisted together when in stabling yards. This means that at times only one toilet is available per train, or that an accessible carriage may be located at the end of the train rather than aligned with the assisted boarding point in the centre of the platform.

Regional network fleet

The Spirit of Queensland (RailBed Car B and Premium Economy Seating Car E) and Tilt Train (Business seat Car A) have accessible carriages. For both of these services the accessible toilet facilities are located in the accessible carriages.

The Kuranda Scenic Rail has one accessible carriage per service. The onboard unisex accessible toilet is located within this accessible carriage.

The Spirit of the Outback, Inlander, Westlander and Gulflander do not have accessible carriages or onboard accessible toilets.

15.4 Toilets – Requirements for accessible toilets – ferries and accessible rail cars - narrow gauge and standard gauge accessible rail cars

For a period of five years, rail cars are exempt from clause 15.4 in relation to accessible toilets onboard its rail cars.

Reporting requirement:

a. Provide a written report on the outcome of consultations

Queensland Rail has not undertaken any consultations in relation to onboard accessible toilets during the Reporting Period.

Reporting requirement:

b. Provide customer information about limitations to dimensions achieved in onboard accessible toilets.

During the Reporting Period, information available on the Regional network website and during the booking process has been reviewed. Door width and transfer height measurements are provided online for each service. Reservations staff can also provide this information to customers during the booking process over the phone or in person at a Travel Centre.

Reporting requirement:

c. Provide on-request viewings or trials for customers to assist with journey planning.

Queensland Rail offers pre-travel viewings or trials of boarding ramps and onboard facilities as part of the booking process for Regional network services.

17.5 – Signs – Electronic notices - rail premises and rail infrastructure

For a period of five years, electronic notices may be displayed at rail premises and rail infrastructure for less than 10 seconds where more frequent updating is necessary because of the frequency of services or the volume of information to be displayed.

Reporting requirement:

a. Provide a written report on the development and availability of alternative passenger information display systems.

Queensland Rail uses large customer information screens at 58 stations to provide with visual service information. These screens cycle between showing information such as arrival times, stopping patterns, platform numbers, time until departure, planned service disruptions and important safety and security information. Service information is updated in real-time which necessarily impacts on length of display time. For example, if screens are showing the next six trains and two trains depart five seconds apart, the screen will update in five seconds to reflect the change.

During the Reporting Period, a program to install new customer information screens at stations commenced, aiming to improve the availability of real-time information. Where it can be achieved, the preferences for screen locations and arrangements are:

- At station entries: two single-sided screens (providing next train information and customer information).
- On platforms: depending on platform type, triple back to back or double back to back (providing stopping pattern on the screen closest to the platform edge and scrolling next train information and customer information on other available screens).

By providing double or triple back to back screen arrangements on platforms, different types of information can be separated, maximising the time that service information is displayed for customers.

Next train information consoles can also be found at 61 stations, with newer models using small screens to provide on-demand timetable information for individual customers in a synchronised visual and audible format. As with the larger screens, this information is updated in real-time.

18.1 Tactile ground surface indicators – Location

This exemption has expired.

20.1 – Lighting – Illumination levels – premises and infrastructure

For a period of five years, compliance with clause 20.1 is not required on rail premises and rail infrastructure, subject to the condition that the ARA member concerned complies in full with the lighting levels set out in in the table below (refer to AHRC decision for detail).

Reporting requirement: n/a

21.1 – Controls – Compliance with Australian Standard – premises and infrastructure

For a period of five years, controls in rail premises and rail infrastructure are not required to comply with AS 1428.1:2001 clause 11.1.1(c), subject to the condition that the controls concerned meet the requirement of a maximum 20N force for operation as required under AS 1428.1:2009 clause 13.5.2(e)).

Reporting requirement: n/a

27.3 – Information – Size and format of printing

For a period of five years, compliance with clause 27.3(2) is not required for rail conveyances, rail premises and rail infrastructure if alternative colours adopted to provide information achieve a minimum of 30% luminance contrast.

Reporting requirement: n/a

28.2 Booked services – Period of notice of requirement for accessible travel

For a period of five years, ARA members operating rail conveyances may request up to 48 hours notice from people:

- requiring use of an allocated space; and/or
- requesting operator assistance to get on or off the conveyance and/or locate an allocated space or seating; even if this notice period exceeds the period of notice specified for other passengers.

Reporting requirement:

a. Details of advance booking requirements available to customers.

Generally Queensland Rail does not require a longer notice period for customers requiring assistance or use of allocated spaces. Regardless, accessibility information relating to the size and number of onboard allocated spaces and downloadable fact sheets for all Regional services is provided on the Queensland Rail Travel website, at Travel Centres, and can be provided by Reservations staff over the phone during the booking process.

PART B – EXEMPTIONS FROM THE PREMISES STANDARDS

H2.2 Accessways - rail premises and rail infrastructure

Please refer to Queensland Rail response to Part A: 2.1 Access paths – unhindered passage.

H2.2 Accessways – existing rail premises and rail infrastructure

Please refer to Queensland Rail response to Part A: 2.4 Access paths – Minimum Unobstructed width.

H2.2 Accessways - existing rail premises and existing rail infrastructure

Please refer to Queensland Rail response to Part A: 2.6 Access paths – conveyances.

H2.2 Accessways - existing rail platforms

Please refer to Queensland Rail response to Part A: 4.2 Passing Areas.

H2.4 Handrails and grabrails - rail platforms

Please refer to Queensland Rail response to Part A: 11.2 Handrails and Grabrails.

H2.5 Doorways and doors – existing rail platforms

Please refer to Queensland Rail response to Part A: 12.2 Doorways and doors – premises and infrastructure.

H2.9 Location of accessible toilets – existing rail premises and existing rail infrastructure

Please refer to Queensland Rail response to Part A: 15.2 Location of accessible toilets.

H2.11 Tactile ground surface indicators – Location

This exemption has expired.

H2.12 Lighting – rail premises and rail infrastructure

Please refer to Queensland Rail response to Part A: 20.1 Lighting.

H2.15 Controls – rail premises and rail infrastructure

Please refer to Queensland Rail response to Part A: 21.1 Controls.