

FITNESS FOR TRAVEL POLICY.

FITNESS FOR TRAVEL POLICY – MOBILITY ASSISTANCE

1. **Obligation to Inform**

At Great Southern Rail, your safety and comfort is important to us. Should you have any special needs, you are required to inform us in advance. Your reservation must be made via our Holiday Sales Centre to ensure we are aware of your requirements. Should you fail to advise us in advance, we may not be able to accommodate you.

Guests who have difficulties with mobility may find Great Southern Rail's carriages unsuitable for their needs. There are also some medical conditions that may restrict travel. You must advise Great Southern Rail if:

- You have any disability, illness, disease or other condition that may impact on your use of our services and facilities.
- You may require medical or other assistance during your journey
- Your mobility is impaired and you use a wheelchair or similar mobility aid
- Any other circumstances exist which may make it difficult to use the accommodation and other facilities on Great Southern Rail's trains

2. **Embarking /Disembarking**

Great Southern Rail on-board staff are available to assist physically impaired guests to board and disembark the train. If requested, an on-board push-chair can be provided to assist with boarding (see section 6).

The following table lists the stations that have a platform and provide wheelchair ramps to bridge the gap between the platform and the train:

THE INDIAN PACIFIC	THE OVERLAND	THE GHAN
Sydney	Adelaide	Adelaide
Lithgow	Murray Bridge	
Bathurst	Bordertown	
Orange East Fork	Nhill	
Parkes	Dimboola	
Condobolin	Horsham	
Ivanhoe	Ararat	
Menindee	North Shore Geelong	
Broken Hill	Melbourne	
Peterborough		
Adelaide		
Kalgoorlie		
Southern Cross		
Merriden		
Perth		

In the Northern Territory, there are no raised platforms for embarking/disembarking. When travelling on The Ghan in the Northern Territory, a custom made lifting device is available at the following stations:

- Alice Springs
- Katherine
- Darwin

Please note, for all other interim stops, access to the trains is only possible via steps.

If you require any assistance or need a wheelchair ramp or use of the custom made lifting device, you must advise Great Southern Rail at the time of booking.



Custom made lifting device: available in Alice Springs, Katherine & Darwin

3. Walking Canes, Crutches and Walking Frames

Walking canes and crutches can be used to assist guests to embark/disembark and move around, once aboard the train. The use of walking frames is dependant on the width of the walking frame. This is due to the narrow width of carriage entrance doors and corridors. If your walking frame is the same width as a standard wheelchair, you may find the use of the walking frame is restricted. If you are concerned about the width of your walking frame, Great Southern Rail suggests you request the use of the on-board push-chair, at the time of booking.

4. Mobility Aids and Wheelchairs

4.1. The Ghan:

Due to the narrow width of carriage doors and corridors, Great Southern Rail regrets that electric and conventional wheelchairs and gophers cannot be used aboard The Ghan. If you require the use of mobility aids, Great Southern Rail can provide a special airline style push-chair for the journey (section 6). On selected departures, the specially modified "Pullman" Cabin is available in Gold Service, to assist with accommodation needs (see section 5).

Great Southern Rail is progressively modifying some Red Seat Carriages, which will provide improved access for guests with mobility impairments travelling in seating accommodation. These modifications are expected to be completed by February 2010.

4.1.1. Transportation of your Wheelchair on The Ghan:

Electric and conventional wheelchairs are able to be transported on The Ghan with the following conditions:

- These aids are stored in the luggage vans
- Guests will be unable to access these aids during the journey unless on request during Whistlestop visits at Alice Springs and/or Katherine
- They will be carried free of charge

4.1.2. Transportation of Gophers and Scooters:

At this stage, gophers and scooters cannot be transported aboard The Ghan. Stations in the Northern Territory do not have raised platforms to carriage door height and there are no lifting devices available to lift large objects into the luggage van. It is therefore not possible to safely load scooters or gophers from ground level into the luggage van.

GSR currently has a carriage modification program underway which will include modified lifting devices provided at Alice Springs, Katherine and Darwin by February 2010.

4.2. The Indian Pacific:

4.2.1. Gold and Red Sleeper:

Due to the narrow width of carriage doors and corridors, Great Southern Rail regrets that electric and conventional wheelchairs and gophers cannot be used aboard The Indian Pacific. If you require the use of mobility aids, Great Southern Rail can provide a special airline style push-chair for the journey (see section 6). On selected departures, the specially modified "Pullman" Cabin is available to assist with accommodation needs (see section 5).

4.2.2. Red Seats:

On selected departures the Indian Pacific has a carriage with accessible facilities including:

- Allocated spaces for wheelchairs which enable conventional wheelchairs to be locked into position. This wheelchair bay is booked in conjunction with a reserved seat, should the guest not wish to remain in the wheelchair for the duration of the journey.
- Fully accessible toilet and bathroom facilities
- External doorways of 810mm

Please note access into the carriage and other areas of the Indian Pacific (such as buffet/dining carriage) will still require use of the Great Southern Rail supplied push chair or direct assistance from staff bringing food and beverage to your seat.

If you are seeking information about this service and the departure dates, please contact our Holiday Sales Centre on 13 21 47.



Fully accessible bathroom & wheelchair bays

4.2.3. Transportation of your Wheelchair/Gopher or Scooter:

The Indian Pacific is able to transport mobility aids such as electric and conventional wheelchairs/gophers and scooter with the following conditions:

- These aids are stored in the luggage van
- Gophers or scooters are subject to available space and dimensions of these aids
- Guests will not be able to access these aids during the journey
- They will be carried free of charge

Please advise our Holiday Sales Centre at time of booking if you require storage of these aids.

4.3. The Overland

4.3.1. Red Standard and Red Premium Seats

The Overland contains carriages with accessible facilities including:

- Allocated spaces for wheelchairs which enable conventional wheelchairs to be locked into position. This wheelchair bay is booked in conjunction with a reserved seat, should the guest not wish to remain in the wheelchair for the duration of the journey
- Fully accessible toilet and bathroom facilities

Please note initial access into the carriage and other areas of The Overland (such as the Café carriage) may still require use of the Great Southern Rail supplied push-chair or direct assistance from staff bringing food and beverage to your seat.

Please contact our Holiday Sales Centre if you require any additional information.

At the time of booking it is essential that you advise our Holiday Sales Consultants of your requirements.

4.3.2. Transportation of your Wheelchair/Scooter or Gopher:

The Overland is able to transport mobility aids such as electric and conventional wheelchairs and gophers with the following conditions:

- These aids are stored in the luggage van
- Gophers and Scooters are subject to available space and dimensions of these devices
- Guests will be unable to access these aids during the journey
- They will be carried free of charge

Please advise our Holiday Sales Centre at time of booking if you require storage of these aids.

5. Sleeper Accommodation – Pullman Cabin

The “Pullman” Cabin is available for wheelchair bound/physically impaired guests travelling in Gold Service aboard selected departures on the Indian Pacific and The Ghan. The “Pullman” Cabin offers the following features:

- A more spacious cabin for easier mobility using the GSR provided on-board push-chair
- Lounge converting to upper and lower sleeping berths
- Mobile height adjustable table
- Seat and hand rail facilities in the en suite bathroom
- Flexible hand shower and shower chair
- Non-scald shower tap for easy control



'Pullman' Cabin & 'Pullman' Cabin bathroom

6. The GSR provided Push-Chair

Great Southern Rail will provide a push-chair for guests who require mobility assistance to move about our trains during their journey. Guests are required to inform us of their requirement for a push-chair, at the time of booking.

The on-train push-chair (similar to those used aboard airlines) has been specifically designed to fit within the confines of train corridors, aisles and doorways. These are of unique dimensions and smaller than standard corridors and doorways due to the space constraints within a railway carriage.

The design of the on-train push-chair does not allow for the guest in the chair to operate it themselves and therefore requires a second person to assist in pushing the chair. This person can be either a capable travelling companion travelling as a carer or an on-train staff member to a limited extent. The on-train push-chair is only for use on board the train and when boarding through an external train doorway. If a guest requires a wheelchair device during a scheduled stop en route or pre/post journey, the guest will need to travel with their own mobility aids for use during these times.



On-train push-chair

Seat width of push-chair is 40cm and has no arm rests

Height of back rest on push-chair is 42cm

7. Carers

On-train staff are available to assist physically impaired guests to board and disembark the train. Whilst Great Southern Rail on-train staff are also able to provide some assistance in the movement of the push-chair and are trained in basic first aid, they are unable to assist with the following:

- Lifting of another person
- Assisting in the use of bathroom facilities which includes bathing, showering and toilet use
- Administering routine medication
- Any routine tasks usually carried out with the assistance of a carer

If guests do require this level of assistance and care, there is a requirement for a carer or an able travelling companion acting as a carer to accompany them on their train journey.

Further Information

If you require further information or clarification on our Fitness For Travel Policy, please call Great Southern Rail on 13 21 47.