



# Queensland Pensioner Rail Entitlements

## Fact Sheet

The following Concession Card holders are eligible to four (4) rail entitlements each calendar year to travel on long-distance services across Queensland.

- **Queensland Pensioner Card (PCC)** issued by Services Australia or the Department of Veteran Affairs (DVA)
- **Australian Government DVA Health Card** endorsed as WAR WIDOW/WIDOWER (Queensland residents only)
- **Spouse/partner of a Totally and Permanently Incapacitated (TPI) or Extreme Disability Adjustment (EDA) Veteran travel pass holder** with a confirmation letter stating they are a Queensland resident.

## How do rail entitlements work?

The Queensland Pensioner rail entitlements can be used in various ways depending on the rail travel and include RailBus Connections. A non-refundable administration fee of \$25 applies per entitlement utilised. When booking a RailBed or a Sleeper, an additional payment for the mandatory berth and meals applies. To use your entitlements, you must have a valid physical or digital Concession Card or letter at the time of ticketing and during travel.

The adjacent table provides examples of the fares when using entitlements.

- **Economy Seat:** One-way journey using one (1) entitlement, the cost is \$25 per person (administration fee only#)
- **Business Seat:** One-way journey using two (2) entitlements, the cost is \$50 per person (administration fee only#)
- **RailBed and Sleeper:** One-way journey using two (2) entitlements for each trip. The cost varies depending on journey with a cost of an administration fee and mandatory berth and meal charges.

Refer to the adjacent fare table for examples or contact Queensland Rail Travel for more fare information.

#The administration fee of \$25 per entitlement used, is non-refundable.

## Can I break my journey?

A break of journey is allowed when re-joining at the same station for the continuing journey, with no back tracking allowed. All sectors must be on the same booking with relevant dates of travel and destinations. Upgrades to a RailBed or a Sleeper require an additional payment for the mandatory berth and meals included in this travel option.

Rail entitlements may be used if booking connecting services, for example from Brisbane to Mount Isa with a connection in Townsville. Both sectors must be booked together at the same time.

**Brisbane to Mount Isa (Economy Seat)** – using one (1) entitlement, the cost is \$25\* per person for the administration fee. It includes one-way travel from Brisbane to Townsville on the Spirit of Queensland in an Economy Seat and one-way travel from Townsville to Mount Isa on the Inlander in an Economy Seat.

**Brisbane to Mount Isa (RailBed and Economy Seat)** – using two (2) entitlements, the cost is \$177\* per person for the administration fee, berth and meal charge. It includes one-way travel from Brisbane to Townsville on the Spirit of Queensland in a RailBed and one-way travel from Townsville to Mount Isa on the Inlander in an Economy Seat.

## Fare examples:

### Tilt Train

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>Business Seat</b>	Two (2) entitlements	\$50.00*

### Spirit of Queensland

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>RailBed</b>	<b>Brisbane to Townsville:</b> One-way rail fare with inclusive meals \$127.00 and two (2) entitlements administration fee \$50.00*	\$177.00*
	<b>Brisbane to Cairns:</b> One-way rail fare with inclusive meals \$150.00 and two (2) entitlements administration fee \$50.00*	\$200.00*

### Spirit of the Outback

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>Twin Sleeper (sleeps 2 people)</b>	<b>Brisbane to Longreach:</b> One-way rail fare with inclusive meals \$189.00 and two (2) entitlements administration fee \$50.00*	\$239.00*
<b>Single Sleeper</b>	<b>Brisbane to Longreach:</b> One-way rail fare with inclusive meals \$189.00 and two (2) entitlements administration fee \$50.00*	\$239.00*

### Westlander and Inlander

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement includes complimentary in-seat snack meal pack	\$25.00*
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\***Conditions apply:** Prices are valid for Queensland Pensioner Concession Card holders with valid entitlement card and sufficient entitlements remaining. Prices are subject to change without notice. Rebooking, cancellation and itinerary amendments may incur additional fees.

## Travelling with a Carer

A Carer when accompanying a customer who requires assistance using Queensland Pensioner rail entitlements, can travel free of charge on our long-distance services. The customer who requires a Carer to travel with them, must be a Companion Card holder; or utilise Queensland Pensioner rail entitlements, with a letter from a doctor stating the requirement for a carer to travel with them. The letter allows access to Carer's fares and will be valid for two (2) years from the date of issue.

Carers must use the same travel option, carriage and journey as the accompanying customer they are providing care for. If there is a requirement for more than one carer to accompany the customer, this must be supported by a recommendation from a doctor and should state the requirement for an additional carer due to the level of personal care, support and assistance required for this customer.

Visit our website for more information and how to book when [Travelling with a Carer](#).

## Children of concession card holders

Children of a Queensland Pensioner Card holder can travel in Economy or Business Seats at no additional cost. An additional payment when travelling in a RailBed or a Sleeper is required for the mandatory berth and meals.

The child must use the same travel option, carriage and journey as the Queensland Pensioner Concession Card holder (PCC) and be listed on the Queensland Pensioner Concession Card (PCC).

The primary card holder must be utilising Queensland Pensioner rail entitlements and children over 16 years of age must be enrolled at school.

## How do I start to use rail entitlements?

Queensland Pensioner Concession Card holder (PCC) must register their details before booking online for the first time. Please contact our team to set up your profile and validate your concession card details.

This can be completed by either:

- Phoning our reservations team on 1800 872 467
- Presenting your concession card at a Travel Centre, Ticketing Station or a rail accredited Travel Agent
- Emailing [reservations@qr.com.au](mailto:reservations@qr.com.au) with a scanned or photographed copy of the concession card (front and back) with your name clearly visible.

If you have an **Australian Government DVA Health Card** endorsed as **WAR WIDOW/WIDOWER** (Queensland residents only) or **Spouse/partner of a Totally and Permanently Incapacitated (TPI) or Extreme Disability Adjustment (EDA) Veteran travel pass holder**, you can make a booking in person with our Customer Contact team, Travel Centre, Ticketing Station or a rail accredited Travel Agent.

Queensland Pensioner Concession card holders and Australian Government DVA Health Card endorsed as **WAR WIDOW/WIDOWER** (Queensland Residents only) can choose to either use a 50% concession or rail entitlements for each journey. Once all four (4) entitlements are used, the 50% concession applies for the rest of the calendar year. For a spouse/partner of a TPI/EDA Veteran Travel Pass holder, once the four (4) rail entitlements have been used, the 50% concession does not apply.

When travelling, please carry and present your valid physical or digital Concession Card to onboard teams and authorised officers on request. Fines may apply or warning notices issued by Authorised Officers for customers travelling on an invalid concession card or concession fare ticket they are not entitled.

We hope this information is helpful in planning your next rail journey and thank you for choosing Queensland Rail Travel. Queensland Rail Travel is proud to connect communities throughout the state. Our long-distance train services provide critical connections to family, friends, holidays, work and medical care. We also deliver unique tourism experiences in some of Queensland's most picturesque locations.

Visit [queenslandrailtravel.com.au](http://queenslandrailtravel.com.au) for more information or phone us on **1800 872 467**.

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Queensland Pension Card (front and back)



Queensland Pension Card DVA (front and back)



War Widow Veteran (older version front)



War Widow Veteran (new version front)