

## Brendan Morris

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**From:** Hunter, Clare<sup>NR</sup>  
**Sent:** Thursday, 19 March 2026 11:33 AM  
**To:** Brendan Morris; Beth Colvin; media.mickelberg  
**Cc:** Queensland Rail Media; Fernandez, Tara  
**Subject:** URGENT - Station staff response for review  
**Attachments:** MediaRelease\_BOM\_Response\_FINAL TO MO.docx

Hi Brendan and Beth,

We are keen to get this up on our website and use it to respond to enquiries.

Please advise of any issues.

Thank you,  
Clare



**CLARE HUNTER**  
**SENIOR MEDIA ADVISOR**

P: <sup>NR</sup>

E: <sup>NR</sup>

**Work days: Monday to Thursday**

Queensland Rail Email Disclaimer : <https://www.queenslandrail.com.au/aboutus/legal/email-disclaimer>

**19 March 2026****Queensland Rail shuts down false scare campaign, locks in job security and better customer service**

Queensland Rail has slammed a false scare campaign by unions, making it clear station staff jobs are secure, and reassuring Queenslanders a world-class rail service for customers remains a priority.

A revised station customer service model has been developed, in consultation with employees and unions, including the Rail Tram and Bus Union (RTBU), which will see station staff rostered where and when our customers need them most.

The change is based on facts and patronage statistics, which show that some stations require more staff at certain times while others are not as busy.

Queensland Rail will also deliver a major safety boost by increasing the strength of the Authorised Officer unit by 35 – doubling the ranks, and will continue to work in close partnership with the more than 90-strong Queensland Police Service Railway Squad officers ensuring safety and security remains a priority.

The model follows extensive consultation with employees and unions, including the RTBU, since 2024.

The unions ultimately agreed to the changes and withdrew their case with the Fair Work Commission in February 2026.

Executive General Manager of South East Queensland Operations Rob Hill said Queensland Rail is committed to delivering safe, reliable, and inclusive transport for all customers.

“This is a false scare campaign by the RTBU, and we want to reassure our employees, and the community, that front line jobs are secure,” Mr Hill said.

“Queensland Rail is simply putting staff where and when they are needed to service the needs of our customers.

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

“We will also continue to support our employees through the changes.”

Mr Hill said all Queensland Rail platforms and trains are equipped with emergency help phones, which connect customers to trained operators who can view live CCTV and contact onboard staff, if required.

“We also have 24-hour security monitoring of the train network through more than 12,000 CCTV cameras, Mobile Security Dog teams, Translink Senior Network Officers, and private security officers who conduct targeted patrols of our network.”

## BACKGROUND

With significant population growth, the upcoming Brisbane 2032 Olympic and Paralympic Games, and more than \$20 billion in new rail infrastructure - including Cross River Rail, the European Train Control System, Logan and Gold Coast Faster Rail, Beerburrum to Nambour duplication, The Wave, new trains and upgraded and new stations - the Queensland Rail network is undergoing a once-in-a-generation transformation.

Queensland Rail is planning for this transformation by ensuring it provides services to meet the needs and expectations of customers. This includes reviewing how stations are staffed across the South East Queensland (SEQ) network to better support our growing population and evolving travel patterns, with all jobs remaining secure.

## ENDS

**For media enquiries from accredited journalists, please contact Queensland Rail's Media team**

Phone <sup>NR</sup> [REDACTED] or email <sup>NR</sup> [REDACTED]

Released under RTI - DTMR

## Brendan Morris

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**From:** Brendan Morris  
**Sent:** Thursday, 19 March 2026 4:06 PM  
**To:** Rob Morrison; Amanda Templeton  
**Cc:** @Premiers Media; Beth Colvin; media.mickelberg  
**Subject:** FW: URGENT - Station staff response for review  
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FYI – QR intend to put this on their website and use to respond to misinformation.

BM

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**Sent:** Thursday, 19 March 2026 4:29 PM  
**To:** Brendan Morris; Amanda Templeton  
**Cc:** @Premiers Media; Beth Colvin; media.mickelberg  
**Subject:** Re: URGENT - Station staff response for review

Great statement.

Get [Outlook for iOS](#)

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