Wheelchairs and Mobility Scooters

Public transport and registration requirements

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A publication from the Queensland Department of Transport and Main Roads



This fact sheet will help you determine which mobility devices, such as wheelchairs and mobility scooters, are suitable to take on public transport such as buses, trains, trams, ferries and taxis.

It also provides details about registration requirements.

Public transport

To enhance your safety and to be certain that your wheelchair or mobility scooter can be safely carried on accessible public transport services in Queensland, you should be aware of the specifications set out below.

These specifications are part of the Disability Standards for Accessible Public Transport 2002 (the Transport Standards). This means that all accessible public transport must be designed to carry mobility devices that meet these specifications.

A transport operator has the right to refuse access if they believe the mobility device doesn’t meet the specifications in the Transport Standards.

Dimensions

Size: fits in an allocated space of **1300mm** by **800mm**.

Total width: less than **750mm**.

Total height: less than **1500mm** when you are seated (or less than **1400mm** if the accessible taxi was introduced into service prior to 1 January 2013). This only applies when travelling in an accessible taxi.

Weight

Boarding devices, such as ramps and hoists, can support a total weight of **300kg**.

This total includes the wheelchair or mobility scooter, its occupant and any carried goods (for example, groceries, oxygen cylinders and so on).

Be mindful that if someone gives assistance with boarding by pushing a manual wheelchair up a boarding ramp, their weight is also included.

Manoeuvrability

* Cross a horizontal gap up to **40mm** wide
* Mount a vertical rise (bump) up to **12mm** high
* Cross grating gaps up to **13mm** wide and **150mm** long
* Climb a 1:14 grade ramp unassisted
* Climb up to a 1:8 grade ramp unassisted where the ramp is less than **1520mm** long
* Climb a 1:4 grade ramp with assistance.

Turning

To be certain you can access public transport, you must be able to navigate your wheelchair or mobility scooter through a 180 degree turn within an area of **2070mm** by **1540mm**.

Anchorage points

It is safe for an accessible taxi to carry a wheelchair or mobility scooter only if it has at least four tie‑down points so it can be securely anchored while the taxi is moving.

Stability

Although three wheeled mobility scooters can be easier to use and offer greater manoeuvrability than four wheeled devices, they can be less stable, particularly on public transport.

Three wheeled mobility scooters are permitted on public transport, however, four wheeled mobility scooters are recommended for increased safety and stability.

Medical oxygen cylinder

A medical oxygen gas or air cylinder is permitted on public transport if it is medically prescribed for you, weighs no more than **5kg** when full and is restrained to your device or in a travel pack.

Additional requirements to enhance safety and accessibility

In addition to the specifications of the Transport Standards set out in this brochure, a wheelchair or mobility scooter must be checked regularly and must not pose a risk to passengers.

For example, it will need to have effective braking systems to maintain stability onboard public transport.

Registration

This section does not apply to manual wheelchairs.

A motorised wheelchair or mobility scooter used by a person with a disability on a footpath or to cross roads must be registered.

A motorised mobility device may be registered to an individual or to an organisation. These organisations may include nursing homes, shopping centres, education institutions and hire companies.

Find more on how to register, transfer renew or more information about motorised mobility device use at [www.qld.gov.au/RegisterMotorisedMobilityDevice](https://www.qld.gov.au/RegisterMotorisedMobilityDevice) or by calling 13 23 80 or by visiting a Transport and Main Roads Customer Service Centre.

For more information

For more information about travelling on public transport, read the department’s booklet **Wheelchairs and Mobility Scooters: A guide for safe travel in Queensland**, available at **www.tmr.qld.gov.au** or by phoning **13 23 80**.

Interpreter service: **13 14 50**

24-hour National Relay Service numbers

TTY/voice calls: **13 36 77**

Speak & Listen: **1300 555 727**

SMS relay: **0423 677 767**

Captions call: [www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service)

Need help making phone calls?

**Contact the National Relay Service**

Web: <https://nrschat.nrscall.gov.au/nrs/contactus>

Phone: **1800 555 660**

TTY: **1800 555 630**

Fax: **1800 555 690**  
(calls to these numbers are free from landlines)

SMS: **0416 001 350**

Email: [**helpdesk@relayservice.com.au**](mailto:helpdesk@relayservice.com.au)