

Disability Access Guide to all QR Citytrain Stations

How to use this guide

- 1 Look for the Citytrain line you will be travelling on such as, Shorncliffe or Cleveland line.
- 2 Go to the stations listed in the left hand column and locate the station you want to depart from and which station you want to travel to.
- 3 Identify what station facilities are available at a particular station by scanning across the row and down a station facilities column.

facility is available at this station

facility is not available at this station

Assist assistance from a carer, friend, relative or support worker may be required

n/a indicates that this is 'not applicable'

Station Facilities

If the facility is available then:

Independent Access refers to the ability to enter a station platform, and go between platforms independently without using stairs.

To City and From City - Lift indicates that lift access is provided to platforms where inbound and outbound trains usually stop.

To City and From City - Ramp or Path indicates an accessible ramp or path is available as an alternative to stairs. In the event of a steep ramp or level crossing "Assist" will be listed.

Access between platforms indicates that ramp, path or lift access is available between platforms as an alternative to steps.

High Platform refers to either a section of the platform or the whole platform being level with the train carriage doors.

Tactile edges refers to hazard tactiles which have been installed along the platform edge to assist people with a vision impairment.

Help phone indicates that an emergency and disability assistance phone is provided at the station.

Electronic Timetable information is provided in an audible and visual format through Timetable Consoles or a visual format through electronic displays or TV screens.

Hearing Loop is available for people who use a T switch either on the platform, at the ticket counter or both.

Low Ticket Counter is specifically designed with a recessed and lowered counter to make it more accessible to people who use a wheelchair.

Accessible Toilet and Parking means these facilities are provided at the station.

For further information call **07 3235 1839**





Airport Service

facility available
 facility not available
 Assist assistance may be required
 n/a not applicable

Station	Independent access	To city lift access	To city ramp/path access	From city lift access	From city ramp/path access	Access between platforms	High platform	Help phone	Tactile edges	Electronic timetable	Hearing loop	Low ticket counter	Accessible toilet	Accessible parking
Domestic Airport	●	●		●		n/a		●	●	●			●	
International Airport	●	●		●		n/a		●	●	●			●	

Exhibition Service

Station	Independent access	To city lift access	To city ramp/path access	From city lift access	From city ramp/path access	Access between platforms	High platform	Help phone	Tactile edges	Electronic timetable	Hearing loop	Low ticket counter	Accessible toilet	Accessible parking
Exhibition	Assist		Assist		Assist	Assist								

Tennyson Service

Station	Independent access	To city lift access	To city ramp/path access	From city lift access	From city ramp/path access	Access between platforms	High platform	Help phone	Tactile edges	Electronic timetable	Hearing loop	Low ticket counter	Accessible toilet	Accessible parking
Tennyson					Assist			●						