



Queensland Rail Book 3

How to get on and off the train

Queensland Rail



Easy English



Blue words

Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.

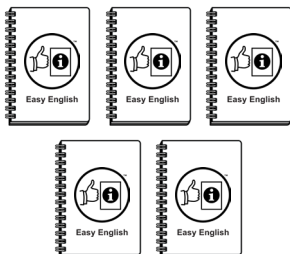


Contact information is at the end of this book.

About this book



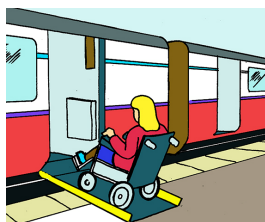
This book is from Queensland Rail.



We have **5** books about our South East Queensland train services.



This is **Book 3**.



This book tells you how to get on and off the train safely.



There is a link to our website for **Book 4** at the end of this book.

How to get on the train by yourself



You **must** stay behind the **yellow safety line** every time you wait for the train.

The yellow safety line is a bright yellow strip that shows you where to stand safely away from moving trains.

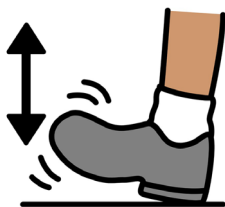


You can push the train door button to open the doors, then step back to let others get off first.



Before you get on the train, look for a gap or step between the **platform** and the train.

Platform means the place at the train station where you wait for your train to arrive



You might need to lift your foot up or down to get on the train.



You can hold onto the **yellow safety handles** next to the open train doors.

Yellow safety handles help your body be steady when you get on and off the train.



You can go to the **Your Station** web page to find out if your station platform has

- steps

or

- a gap.



Link to the **Your station** web page
[queenslandrail.com.au/forcustomers/
stations-and-maps/stationfinder](http://queenslandrail.com.au/forcustomers/stations-and-maps/stationfinder)

How to get on the train with help



Assisted boarding is available at all our train stations.

Assisted boarding means **staff** can help you get on and off the train.

Staff means people who work for Queensland Rail.



Staff can use a **ramp** to help you get on and off the train.

A ramp is a flat board that helps you move onto the train safely with your **mobility device**.



A mobility device is equipment you use to move around, like

- a wheelchair

or



- a mobility scooter.



You can tell staff you need help to get on the train

- when you get to the train station

or



- **before** you get to the train station.



You can find how to contact us in the

More information pages at the end of this book.



If you go to the train station after work hours,
there might **not** be staff working.



Every train has a **Train Guard** on board the train.

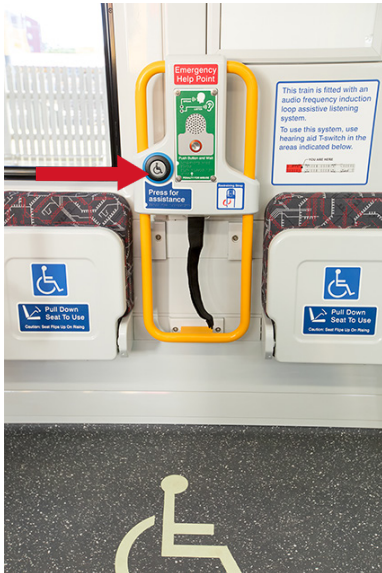
A Train Guard is a Queensland Rail worker who

- can help you and other passengers be safe

and



- can answer questions.



You can use the **customer assistance point** to get help from the Train Guard fast.

Passengers can use the customer assistance point if the help they need is **not** an emergency.

For example, they can

- press a button to talk

and

- talk into a speaker.

Where to wait for help



You **must** wait at the **assisted boarding point** for staff to come and help you get on the train.

The assisted boarding point is a place on the platform where staff come and help you.



You can look for the assisted boarding point sign so you know where to wait for staff to help you.



The assisted boarding point sign is blue with a picture of a white wheelchair.

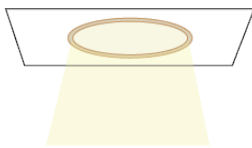
You can find the assisted boarding point in the middle of the platform at the train station.



The assisted boarding point is usually in the **core safety zone**.

The core safety zone is a safe area on the platform with

- blue and white striped lines



- lots of lights



- **security cameras**

- record what happens at the train station
24 hours a day 7 days a week



- are monitored 24 hours a day
7 days a week.



You will also find the **emergency help phone** in this area.

The emergency help phone is a phone you use to get help fast if you feel unsafe.

How to use a ramp to get on or off the train



If you need to use a ramp, our staff will put a ramp between the platform and the train.

You **must** wait for the ramp to be ready for you to use.

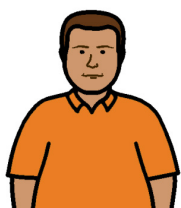


You can safely move your mobility device

- over the ramp

and

- onto the train.



You can use the ramp if **all** of the weight on the ramp is under 300 kilograms, for example

- you

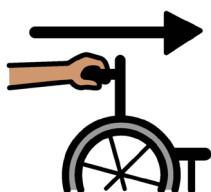


- your mobility device

and



- anything you carry.



Staff can help push your wheelchair over the ramp if it has handles.



You should measure your mobility device **before** you use the ramp to get on the train.



- 750 mm wide

and



- 1300 mm long.

Video about assisted boarding at our train stations



Queensland Rail has **2** videos to show you how to get on the train with help.



1 video also has **Auslan**.

Auslan means Australian sign language.



Link to the **Boarding the train** web page
[queenslandrail.com.au/forcustomers/
accessibility/boarding-the-train](https://queenslandrail.com.au/forcustomers/accessibility/boarding-the-train)



You can read our other Easy English books about our travel services on the Queensland Rail website.



Link to the **Easy English books** web page
[queenslandrail.com.au/forcustomers/
accessibility/easy-english-travel-books](http://queenslandrail.com.au/forcustomers/accessibility/easy-english-travel-books)



The next book is called **Book 4 When you are on the train.**

More information



For more information contact
Queensland Rail.

Phone us



If you are calling in Australia

Call 13 16 17



If you are calling from outside Australia

Call +61 7 3072 2222



Monday to Friday 7.15 am to 5 pm
Queensland time.

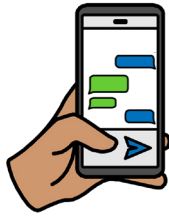


If you are calling after hours, the
Translink Contact Centre is open
24 hours a day 7 days a week



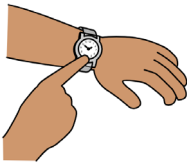
Call 13 12 30

Text us



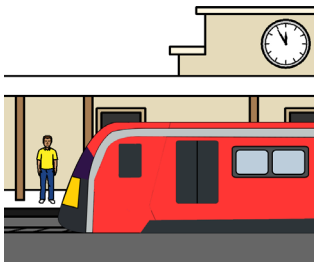
If you need help to speak or hear, you can send us a text message 24 hours a day 7 days a week.

Text 0428 774 636



You must tell us

- the time you are travelling
- the station you will get on and off the train
- the help you need.



Use social media to connect with us



We check our social media accounts every day.

S	M	T	W	T	F	S

Monday to Friday 6 am to 7 pm.

S	M	T	W	T	F	S

Saturday and Sunday 9 am to 5 pm.



Website link to our **social media accounts**

[queenslandrail.com.au/aboutus/contact/
social-media](https://queenslandrail.com.au/aboutus/contact/social-media)

Contact us by post



Queensland Rail

GPO BOX 1429

Brisbane

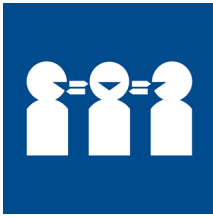
QLD 4001

Contact us online



Website [queenslandrail.com.au](https://www.queenslandrail.com.au)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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