



## Queensland Rail Book 1

### How to plan your train trip

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.

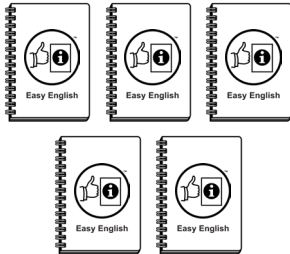


Contact information is at the end of this book.

## About this book



This book is from Queensland Rail.



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



This is **Book 1**.



This book tells you how to plan your train trip.

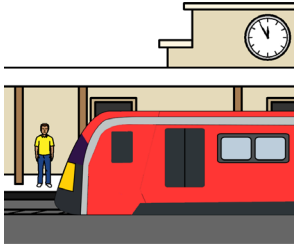


You should read this book **before** you read our other Easy English books.

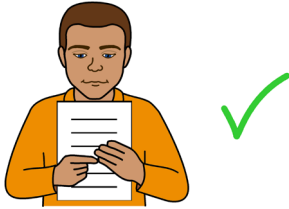


There is a link to our website for **Book 2** at the end of this book.

## How to get ready for your trip



This book helps you get ready **before** you go on your train trip.



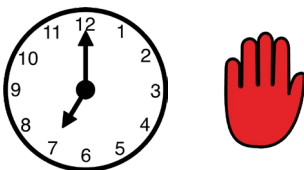
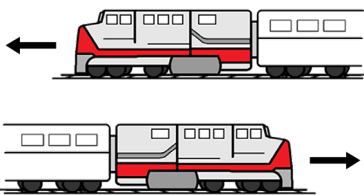
There are different ways you can plan your trip to feel more comfortable about train travel.



Before your trip you should use the **Translink Journey Planner**.

The Translink Journey Planner is a website and app that helps you to

- plan your trip
- see the **train timetable**
  - a list that shows the times that trains arrive and leave
- know about **disruptions** to the train service
  - when something stops the train from running on time.

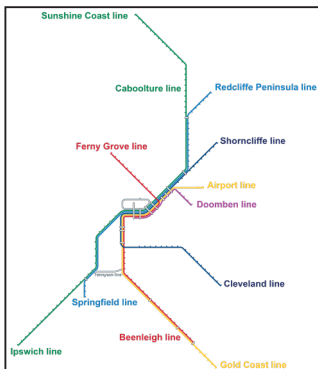




Link to the **Translink journey planner** web page  
[jp.translink.com.au/plan-your-journey/  
journey-planner](http://jp.translink.com.au/plan-your-journey/journey-planner)



You can find how to contact **Translink** in the  
**More information** pages at the end of this book.



You can look at the Queensland Rail  
**network map** online.

A network map is a picture of train lines  
and stations.



Link to the **network map** web page with pictures  
[queenslandrail.com.au/forcustomers/  
stations-and-maps/maps](http://queenslandrail.com.au/forcustomers/stations-and-maps/maps)

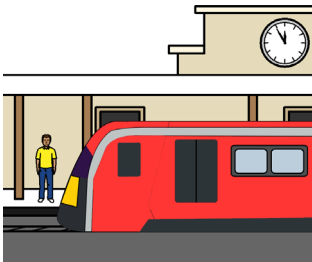


You can also read more information about each train line on the **network map**.



Link to the **network map** web page with text [queenslandrail.com.au/forcustomers/stations-and-maps/text-version-of-seq-network-map](http://queenslandrail.com.au/forcustomers/stations-and-maps/text-version-of-seq-network-map)

You can visit the **Your station** web page to find out about train stations you will



- leave from



- arrive at.



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



If you need help to board the train, you can contact Queensland Rail **before** you travel.



You can find how to contact **Queensland Rail** in the **More information** pages at the end of this book.



If you travel on Queensland Rail long distance trains, visit the Queensland Rail Travel website.



Website [queenslandrailtravel.com.au](http://queenslandrailtravel.com.au)

## Help to learn about train travel

Down Syndrome Queensland has a **manual** to help people learn to use trains safely and easily.



A manual is a book with information to help you learn how to do something **important**.



For example, you can use the manual to

- do homework tasks to practise what you learn
- do tests to make sure you remember the information you learn.



You can ask a **travel coach** to help you understand how to use the manual.



A travel coach is someone who helps you learn about train travel.



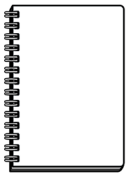


A travel coach can be

- a parent



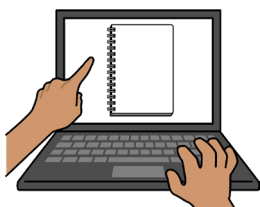
- a **carer**
  - a family member or friend
  - a paid support worker.



The travel coach can use the manual to

- do activities to help you learn
- check what you have learned
- help you plan your train trip.

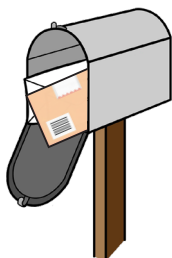




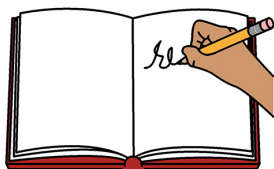
You can get a copy of the manual

- online

or



- by post.



You can also use a **travel diary**.

A travel diary is a book you can write in about your trips.

You can contact **Down Syndrome Queensland** for more information.

Website



[downsyndrome.org.au/qld/services-and-supports/people-with-down-syndrome/kids-youth-and-adults/staging-travel-training/](https://downsyndrome.org.au/qld/services-and-supports/people-with-down-syndrome/kids-youth-and-adults/staging-travel-training/)

## How to buy a train ticket



You must buy a train ticket to travel on the train.

There are different ways to pay for your ticket.



For example

- you can use a **Go Card**
  - a card that you can add money to so you can travel on the train



- you can use a **Concession Go Card** if you have a disability
  - a special card that lets you pay less money for your train trip



- you can use a **Translink Access Pass** if you cannot use a **Go Card** easily
  - a special card or piece of paper.



You can go to the **Translink tickets and fares** web page to learn how to pay for your train trip.



Link to the **Translink tickets and fares** web page  
[translink.com.au/tickets-and-fares](https://translink.com.au/tickets-and-fares)



You can find how to contact **Translink** in the  
**More information** pages at the end of this book.

## If you travel with a carer



A carer can travel with you for free if you have

- a disability

and



- a **Companion Card**.



You must have a **valid ticket** to use your Companion Card.



A valid ticket means a ticket that works on the day that you travel.



You can find out more about how to get a **Companion Card**.

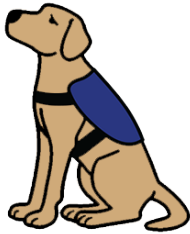


Call 13 74 68



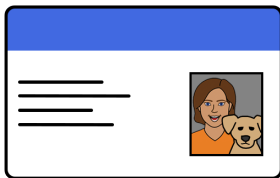
Link to the **Companion Card** web page  
[qld.gov.au/disability/companion-card](http://qld.gov.au/disability/companion-card)

## If you travel with an assistance animal



**Assistance animal** means an animal that is trained to support people with disability.

For example, guide dogs.



Your animal **must** have an **ID card** from the **Queensland Government**.

An ID card is a special card that shows your animal is trained to help you.

You can find out more about how to get an **ID card**.



Link to the **ID card** web page

[qld.gov.au/disability/out-and-about/ghad/handlers/identification-for-handlers](http://qld.gov.au/disability/out-and-about/ghad/handlers/identification-for-handlers)

Some other animals **might** be allowed on the train if they



- help a person with disability
- have an **Assistance Animal Pass** from **Translink**.



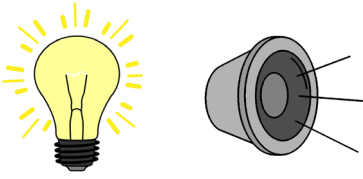
You can find out more about travelling with an **Assistance Animal Pass**.



Link to the **Assistance Animal Pass** web page

[translink.com.au/tickets-and-fares/ticket-types/disability/assistance-animal-pass](http://translink.com.au/tickets-and-fares/ticket-types/disability/assistance-animal-pass)

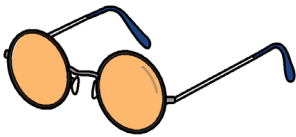
## What you can bring to feel comfortable on the train



Our trains can be bright and noisy.



Bright lights and loud noise can make some people feel uncomfortable.



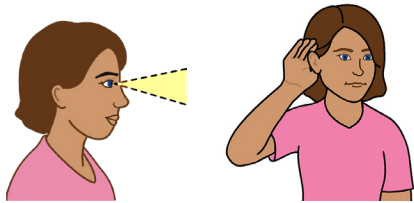
To help you feel more comfortable when you travel on the train, you might want to bring

- **light filtering glasses**
  - to help block bright lights from your eyes



- **noise cancelling headphones**
  - to help block your ears from loud noises.





You **must** pay attention to what happens around you.

There might be times when you need to see and hear **important** information.



For example, you might need to read the **information display screens**.

Information display screens show information about your train trip

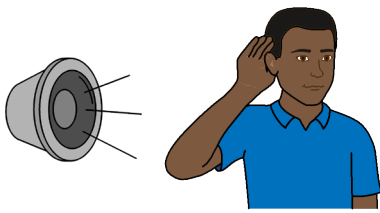
- above you in the train

or

- on the **platform**.



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



You can listen for **announcements** when travelling on the train.

Announcements are messages from a loud speaker that tell you information about the train service you travel on.



There are **Quiet Carriages** on our trains.

Quiet Carriages are train carriages you can use that have less noise.



You can look for signs inside and outside the train to find Quiet Carriages.

## How to use good manners on the train



**Good manners** can be

- to wait your turn
- to say **please** and **thank you**.



It is important to use good manners with other people on the train.

This helps everyone to have a nice train trip.



You can find out more about how to use good manners on the train.

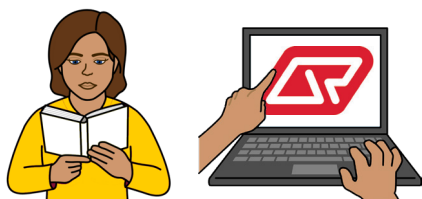


Link to the web page about using

**good manners** on the train

[queenslandrail.com.au/forcustomers/  
plan/train-etiquette](http://queenslandrail.com.au/forcustomers/plan/train-etiquette)

## After you plan your train trip



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 2 How to use our train stations.**

## 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.

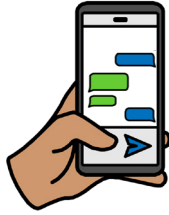


If you are calling after hours, the  
**Translink Contact Centre** is open  
24 hours a day 7 days a week



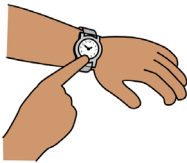
Call            13 12 30

## Text us



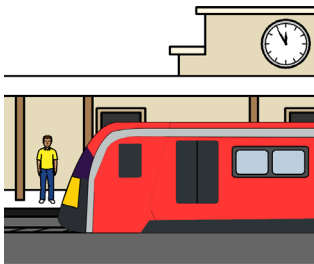
If you need help to speak or hear, you can send us a text message 24 hours a day 7 days a week.

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

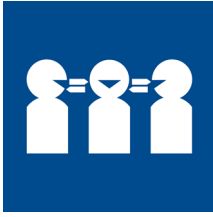
## Contact us online



Website [queenslandrail.com.au](https://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](https://accesshub.gov.au/nrs-helpdesk)



Call            1800 555 660

## Notes

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## Notes

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