



Queensland Rail Book 2

How to use our train stations

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.

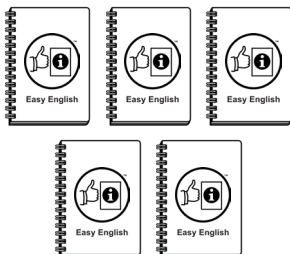


Contact information is at the end of this book.

About this book



This book is from Queensland Rail.



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



This is **Book 2**.



This book helps you know how to use our train stations safely.



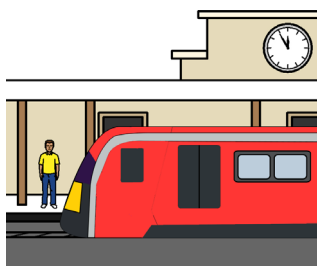
There is a link to our website for **Book 3** at the end of this book.

How to find your way at the train station



We have clean train stations that are easy to use so you can get to where you want to go.

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



- leave from



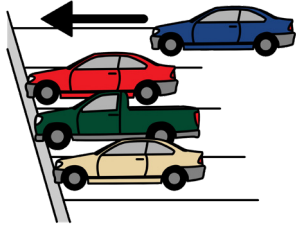
- arrive at.



Link to the **Your station** web page

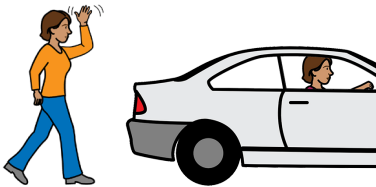
queenslandrail.com.au/forcustomers/stations-and-maps/stationfinder

How to park and get dropped off



Many of our train stations have places to **park 'n' ride**.

Park 'n' ride means you park your car and catch the train.



Many of our train stations also have places to **kiss 'n' ride**.

Kiss 'n' ride means someone can drive you to the train station and stop at a safe place to drop you off.



You can visit the **Your Station** web page to find out if your train station has car parks and drop off places.



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

What to do when you get to the train station

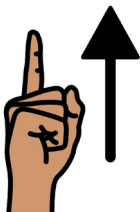


When you get to the train station, you should

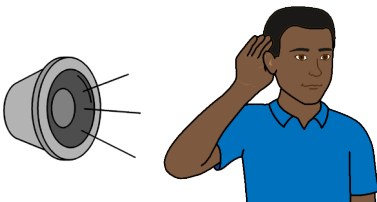
- go to your **platform**
 - the place at the train station where you wait for your train to arrive



- look at the **information display screens** for train times
 - these show the time and platform that the train will leave the train station.



You can see the information display screen above you at the train station.



You should listen for **announcements** about changes to train times.

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



You can also ask our **staff** if the platform or train times have changed.

Staff means people who work for Queensland Rail.



You can also check which platform your train will arrive at **before** you catch the train, for example

- go to the **Translink journey planner** web page jp.translink.com.au/plan-your-journey/journey-planner



or



- download the **MyTranslink app** on
 - Google play



or



- the Apple app store.



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

How to stay safe at the train station



Our train stations have places to help you be safe while you wait for your train.

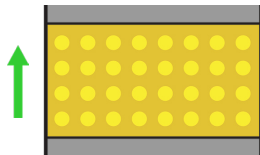
Tactile indicators

Tactile indicators are bumps on the ground you can feel that help you know where to walk safely.



There are **2** types of tactile indicators at our train stations.

1. **Warning dots**



Warning dots show you where there are stairs or edges of the platform.

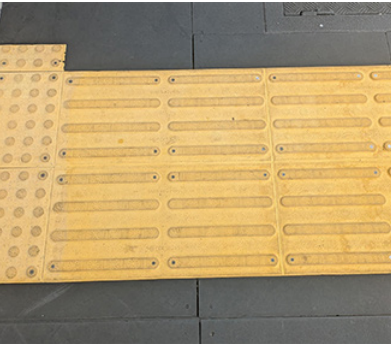


They help you to know where it is **not** safe to walk.

2. Directional lines

Directional lines show you the way to important places at the train station.

They help you know where to stand on the platform to get on the train.



Yellow safety line

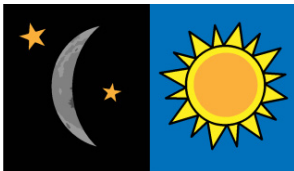
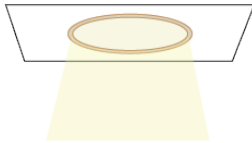
The **yellow safety line** is a bright yellow strip that is close to the edge of the platform.



The yellow safety line shows you where to stand safely away from moving trains.

You **must** stay behind the yellow safety line when you stand on the platform to wait for the train.





Core safety zone

The **core safety zone** is a safe place on the platform with

- blue and white striped lines
- lots of lights
- **security cameras**
 - record what happens 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 place.

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

You can wait here if you would like the train or station staff to help you get on the train.

Hearing aid loops



Hearing aid loops help people with hearing aids hear announcements better.



You can look for the blue and white **Hearing Loop Sign** at the train station.

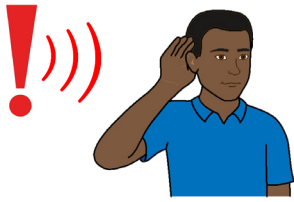


You can visit the **Your station** web page to find out if your train station has hearing aid loops.



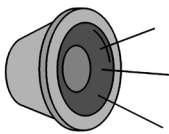
Link to the **Your station** web page
[queenslandrail.com.au/forcustomers/
stations-and-maps/stationfinder](https://queenslandrail.com.au/forcustomers/stations-and-maps/stationfinder)

Sounds you might hear at the train station



You might hear some important sounds at the train station.

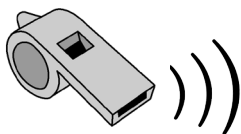
For example



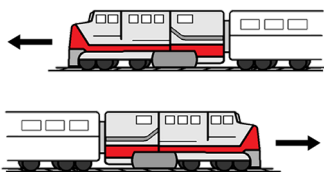
- announcements from a loud speaker that tell you about train times and platform changes



- a warning bell that tells you the train doors are closing



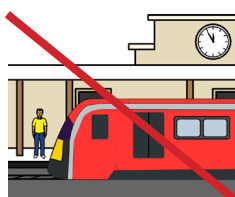
- whistles that the staff use to let people know that the train is about to **leave** the station.



You might hear trains that

- arrive and leave the station

or



- **do not** stop at the station.



You can hear a recording of each sound on our **At the station** web page.



Link to the **At the station** web page
[queenslandrail.com.au/forcustomers/
accessibility/at-the-station](http://queenslandrail.com.au/forcustomers/accessibility/at-the-station)

How to find our staff at the train station

Our train station staff wear Queensland Rail uniforms that can be



- blue



- white

or

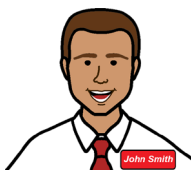


- red.



They can also wear

- a lanyard around their neck



- a name tag



- a bright colour vest.



Train Guards keep passengers safe on the train and wear uniforms that can be

- a navy blue shirt with the Queensland Rail logo on their chest



- a red lanyard around their neck.

Security staff wear uniforms with logos that can be



- Queensland Rail



- Queensland Police Service

or



- SecureCorp.

You can find out more information about security staff on our **Security** web page queenslandrail.com.au/forcustomers/safetysecurity/securitypersonnel

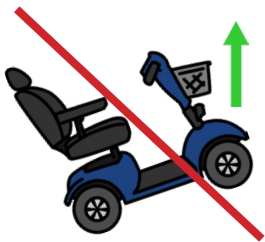


How to get help at the train station



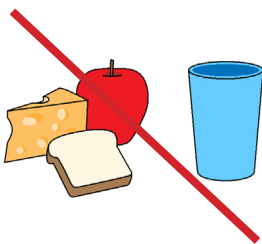
When you are at the train station, our staff can help you to

- find the platform your train leaves from
- get on and off the train if you need a ramp.



Our staff **cannot** help you

- to move or lift your **motorised mobility device**
 - equipment powered by batteries or other engines you use to move around



- with your **personal care**
 - help to eat and drink



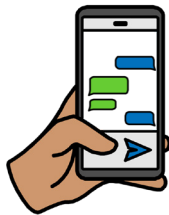
- help to use the toilet.



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



You can still get help if you need it.



For example, you can

- use the text message service to ask for help
 - contact details are in the **More information** pages at the end of this book



- wait at the **assisted boarding point**
 - a special place on the platform where staff can help you get on and off the train

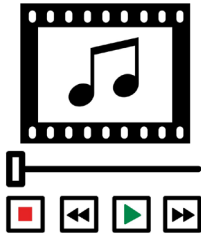


- use the emergency help phone on the platform if you need help fast.



You can find out how to get help to get on the train on our **Boarding the Train** web page queenslandrail.com.au/forcustomers/accessibility/boarding-the-train

Sounds you might hear at the train station



Queensland Rail has recordings with different sounds you might hear at the train station.



Link to the **At the station** web page
[queenslandrail.com.au/forcustomers/
accessibility/at-the-station#at-station-
audio-noises](https://queenslandrail.com.au/forcustomers/accessibility/at-the-station#at-station-audio-noises)

Video to help you know how to use our train station



Queensland Rail has **2** videos to show you how to use our train station.



1 video also has **Auslan**.

Auslan means Australian sign language.



Link to the **At the station** web page
[queenslandrail.com.au/forcustomers/
accessibility/at-the-station#at-station-
video](https://queenslandrail.com.au/forcustomers/accessibility/at-the-station#at-station-video)



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 3 How to get on and off 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.

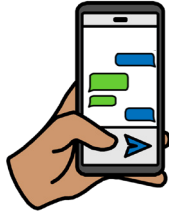


If you are calling after hours, the
Translink Contact Centre is open
24 hours a day 7 days a week



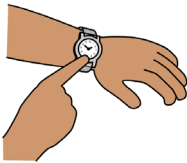
Call 13 12 30

Text us



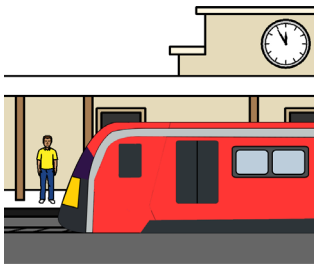
If you need help to speak or hear, you can send us a text message 24 hours a day 7 days a week.

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

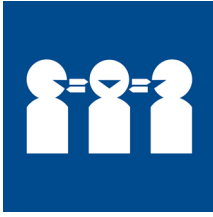
QLD 4001

Contact us online



Website queenslandrail.com.au

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

Notes

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Notes

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