



Queensland Rail Book 5

How to find out about changes to your train service

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.

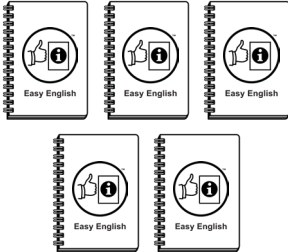


Contact information is at the end of this book.

About this book



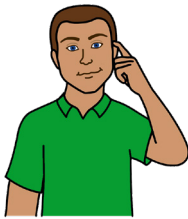
This book is from Queensland Rail.



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



This is **Book 5**.

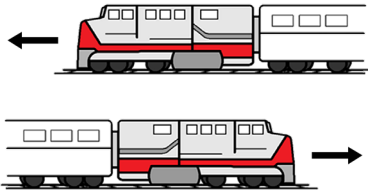


This book tells you how to know when our train services change.



There is a link to our website where you can read our other Easy English books at the end of this book.

How we make our train services better



We give you a safe and **reliable** train service.



Reliable means our trains work well and run on time.

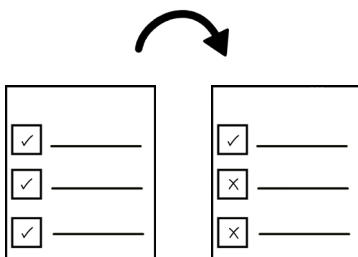


We want everyone to enjoy their train trip.



Sometimes we need to close our train stations and work on them to make our service better.

Why train services might change



Our train services might change for different reasons.

Planned disruptions

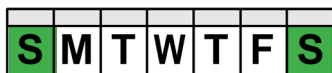


Planned disruptions means trains might not run on time because Queensland Rail plans to do work to make the train services better.



Most work happens

- at **off peak times**
 - times of the day when less people travel on the train

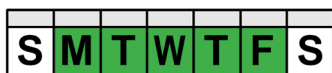


- on weekends

or



- after 9 pm on weeknights.



Our team works hard to get train services back to normal as soon as possible.

Unplanned disruptions



Unplanned disruptions means something happens suddenly that changes how trains run.



Our team works fast to

- fix a problem
- keep people safe.

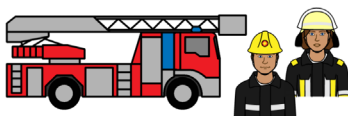


Unplanned disruptions might be from

- **severe weather**
 - like heavy rain or strong wind



- **police incidents**
 - problems that police must fix to help keep people safe



- other emergencies.

How to find out about planned disruptions

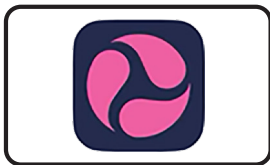


You can plan your train trip before you travel to know if there will be planned work to our services.



Queensland Rail **staff** will tell you about any planned work.

Staff means people who work for Queensland Rail.



Information signs are also at train stations.

MyTranslink app



The **MyTranslink app** shows train times and planned disruptions to our train services.



You can download the MyTranslink app on

- Google play

or



- the Apple app store.

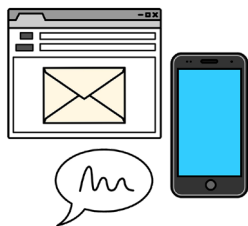


The **Translink Journey Planner** is a website and app that helps you to plan your trip.



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)

Sign up for updates



Sign up means you give your contact details to get messages or updates.



For example, you can sign up to services like

- the **MyTranslink app** to get updates to your phone

or



- Queensland Rail to get updates sent to your email.



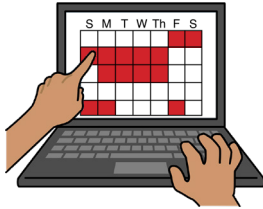
Link to the **Sign up** web page

[queenslandrail.com.au/inthecommunity/
communityengagement/email-notification-
registration](https://queenslandrail.com.au/inthecommunity/communityengagement/email-notification-registration)



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

Check the Planned Track Closure Calendar



We have a calendar online that shows times when train tracks are closed.



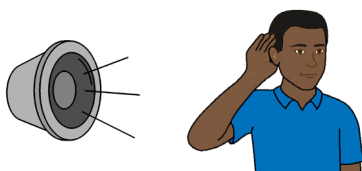
Website

[queenslandrail.com.au/forcustomers/
trackclosures](http://queenslandrail.com.au/forcustomers/trackclosures)

What you can do during unplanned disruptions

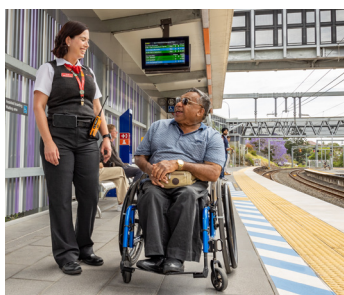


Sometimes unplanned disruptions can happen when you are travelling.



You can listen to **announcements** about unplanned disruptions to the train service

- on the train
- at the train station.



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



You can ask Queensland Rail staff for updates at the train station.



You can use **Social media** to read updates.



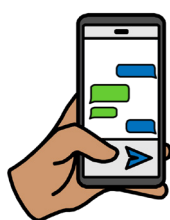
Link to our **Social media** web page
[queenslandrail.com.au/aboutus/contact/
social-media](https://queenslandrail.com.au/aboutus/contact/social-media)

What to do if you need help during unplanned disruptions



If you need help during an unplanned disruption, you can

- ask train station staff to help you
- text or call for assistance in unplanned disruptions
 - contact details are in the **More information** pages at the end of this book.





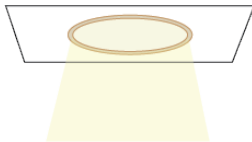
You will also find the **emergency help phone** in the **core safety zone** at the train station.

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



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

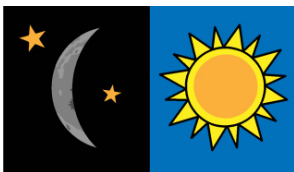
- blue and white striped lines



- lots of lights



- **security cameras**
 - record what happens inside the train
 - 24 hours a day 7 days a week

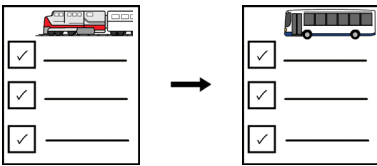


- are monitored 24 hours a day
- 7 days a week.

Buses might replace trains during disruptions



Replace means that you might need to travel on a bus instead of a train.



Buses try to run close to times that trains run.



Bus trips might take longer than train trips.

It is important to plan for more time travelling.



Some **mobility devices** do **not** fit on buses.

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

- a wheelchair

or

- a mobility scooter.





You can contact us for help if you use a mobility device.



We can help you plan an **alternate trip**.

Alternate trip means a different way to travel than you had planned.



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

Video to help you know what to do during disruptions



Queensland Rail has **2** videos to show what to do when there are disruptions to our train services.



1 video also has **Auslan**.

Auslan means Australian sign language.



Link to the **Service changes** web page
[queenslandrail.com.au/forcustomers/
accessibility/service-changes](https://queenslandrail.com.au/forcustomers/accessibility/service-changes)



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](https://queenslandrail.com.au/forcustomers/accessibility/easy-english-travel-books)

More information



For more information contact
Queensland Rail.

Phone us



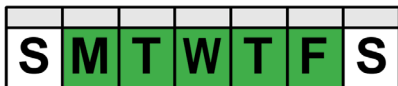
If you are calling in Australia

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

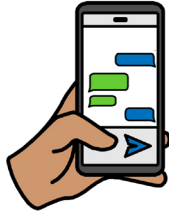
Translink Contact Centre is open

24 hours a day 7 days a week



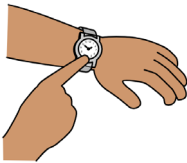
Call 13 12 30

Text us



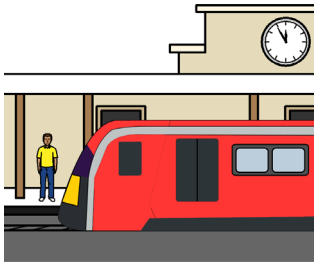
If you need help to speak or hear, you can send us a text message 24 hours a day 7 days a week.

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

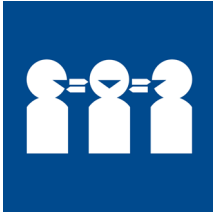
QLD 4001

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

Notes

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