



Queensland Rail Book 4

When you are on 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.

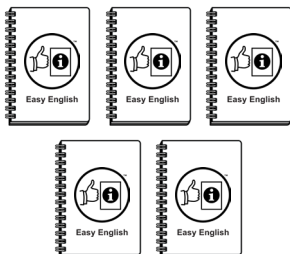


Contact information is at the end of this book.

About this book



This book is from Queensland Rail.



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



This is **Book 4**.



This book tells you how to travel on the train to help you feel comfortable.



There is a link to our website for **Book 5** at the end of this book.

What our trains look like

We have **8** types of trains.



You can find information about each of our trains on the **Our trains** web page.



Link to the **Our trains** web page
[queenslandrail.com.au/forcustomers/
accessibility/our-trains](https://queenslandrail.com.au/forcustomers/accessibility/our-trains)

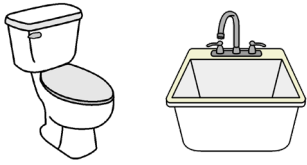


You can see **virtual tours** of **some** of our trains online.

Virtual tours means videos that show you inside the train.



Link to the **Virtual tours** web page
[queenslandrail.com.au/forcustomers/
accessibility/seq-train-virtual-tours](https://queenslandrail.com.au/forcustomers/accessibility/seq-train-virtual-tours)

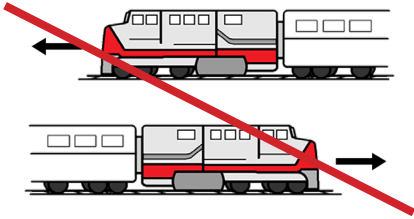


Some of our trains have

- bathrooms with toilets and sinks



- a space where you can put large bags.



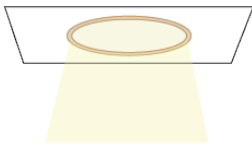
You **cannot** check which type of train will arrive before you travel.

What you will find on all of our trains



All of our trains have things in place to help keep you safe. For example

- **safety hand rails**
 - metal bars to help you stand up
- **emergency door release** buttons
 - to open the door if there is danger and you need to get off the train



- lights inside the train to help you see.

Priority seats



Priority seats are special seats for people who need to sit down to travel on the train.

Priority seats are a different colour to the other seats on the train. For example, they can be

- purple

- red

or

- blue.



These seats are close to the train doors.



You can look for the **Priority Seating** signs to know where to sit on the train.

Some people might need to use priority seats.



For example

- people with disability



- a pregnant person



- older people



- parents with young children.



Sometimes people who use priority seats might **not** look like they need help to travel on the train.



If you need to sit in a priority seat, it is okay to ask another passenger to move to another seat.

Allocated spaces



Allocated spaces are places on the train that people with a **mobility device** can go to.

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

- a wheelchair

or

- a mobility scooter.



You can look for the allocated space sign on the train floor that looks like a yellow wheelchair.

Sometimes people might sit or stand in the allocated space.



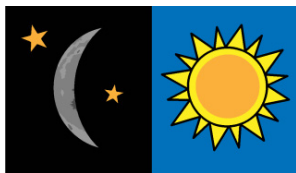
It is okay to ask a passenger to move to another seat if you need to use the allocated space.

Security and emergency places on the train



All of our train carriages have

- **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



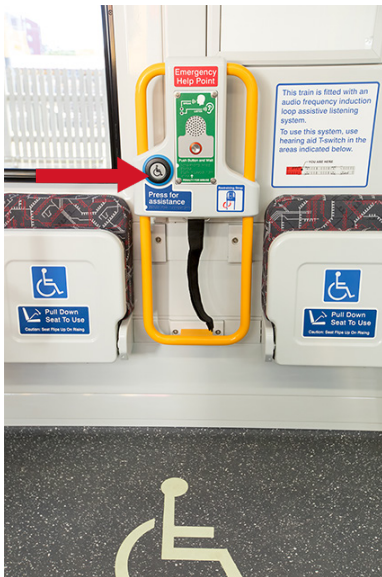
- an **emergency help point**.

The emergency help point is a button you can press then talk into a speaker to let train **staff** know that you need help fast.

Staff means people who work for Queensland Rail.



The emergency help button is close to train doors and allocated spaces.



Some of our trains have a **customer assistance point**.

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.



You can use the customer assistance button for help to get off the train.



You can look for the customer assistance button that has a wheelchair picture on it.



You can ask another passenger for help if you cannot push the customer assistance button.

Unisex bathrooms on the train

Unisex bathroom means a bathroom that anyone can use.



For example

- men



- women



- people with disability



- parents with children.



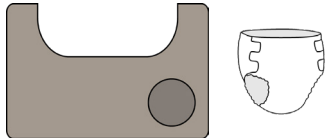
Not all of our trains have a bathroom.

Bathrooms are only in carriages on **some** of our trains.



Bathrooms on **some** of our trains have

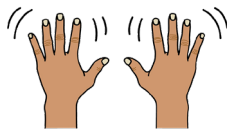
- a toilet with **grab rails** to hold onto
 - to help you to keep your body steady



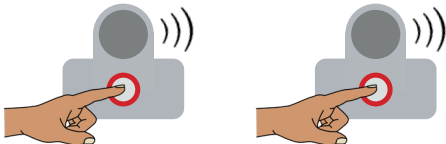
- a baby change table



- a sink with soap to wash your hands



- a hand dryer



- 2 emergency help points.



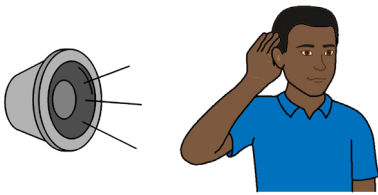
You can find out which trains have bathrooms on the **Our trains** web page.



Link to the **Our trains** web page

[queenslandrail.com.au/forcustomers/
accessibility/our-trains](http://queenslandrail.com.au/forcustomers/accessibility/our-trains)

Announcements on the train

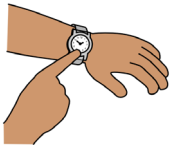


Announcements are messages from a loud speaker that tell you information about the train service you travel on.

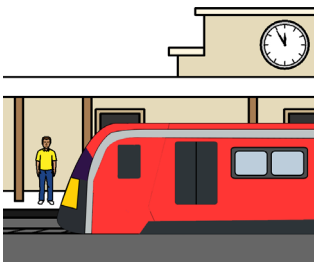


Announcements tell you

- how to be safe when you travel on the train



- about **disruptions** to the train service
 - when something stops the train from running on time



- the name of the next train station



- which side you will exit the train, for example
 - the left side

or

- the right side.



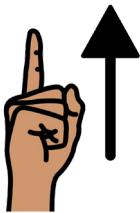
The **Train Guard** makes announcements.

A Train Guard is a Queensland Rail worker who keeps passengers safe on the train.



Some of the announcements also show on the **information display screen**.

The information display screen is a screen that shows information about your train trip.



You can see the information display screen above you in each carriage.

Help to hear on the train



Some of our trains have **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** inside the train.



The sign shows you

- which carriage has hearing aid loops
- where the hearing aid loops are inside the carriage.



You can ask your **Audiologist** if your hearing aid connects to hearing aid loops **before** you travel.

An Audiologist is a health worker who helps you to hear better.



You can find out which train stations have hearing aid loops on the **Our trains** web page.



Link to the **Our trains** web page
[queenslandrail.com.au/forcustomers/
accessibility/our-trains](http://queenslandrail.com.au/forcustomers/accessibility/our-trains)

Quiet Carriages on our trains



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

You must follow the rules when you sit in a Quiet Carriage, for example



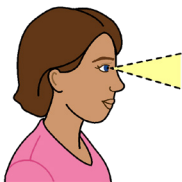
- **do not** talk in a loud voice



- **do not** play loud music

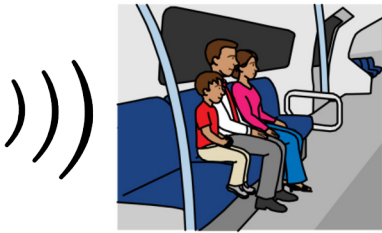


- **do not** make loud phone calls.

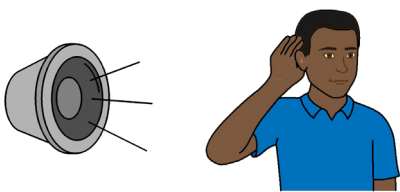


You can look for signs inside and outside the train to find Quiet Carriages.

Sounds you might hear on the train



You might hear different sounds when you travel on the train.



For example

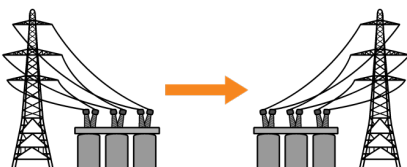
- announcements from a loud speaker that tells you information about the train trip



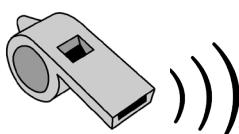
- people talking



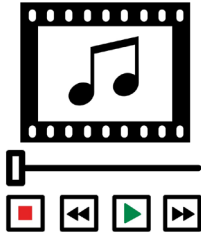
- a warning bell that tells you the train doors are closing



- a pop sound when the train moves from one power supply to another



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



You can hear a recording of each noise on our **On the train** web page.



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

Video to help you travel on the train



Queensland Rail has **2** videos to show you how to travel on the train.



1 video also has **Auslan**.

Auslan means Australian sign language.



Link to the **On the train** web page
[queenslandrail.com.au/forcustomers/
accessibility/on-the-train](https://queenslandrail.com.au/forcustomers/accessibility/on-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 5 How to find out about changes to your train service.**

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.

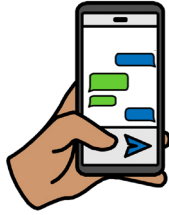


If you are calling after hours, the
Translink Contact Centre is open
24 hours a day 7 days a week



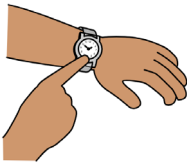
Call 13 12 30

Text us



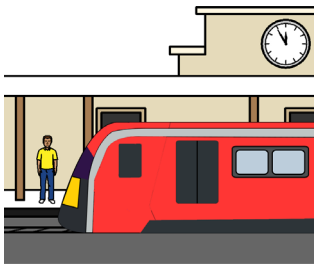
If you need help to speak or hear, you can send us a text message 24 hours a day 7 days a week.

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

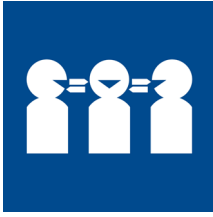
QLD 4001

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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