

# GULFLANDER



## Gulflander Part 2

**Getting ready for your trip  
and travelling on the train**

**Gulflander**



**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 the team at Gulflander.

This book is about

- how to get ready for your Gulflander train trip
- travelling on the Gulflander train.



We have **2** books about the Gulflander.

This book is **Part 2**, about

- getting ready for your trip
- travelling on the train.





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



Our other book is called **Gulflander Part 1 About the train and how to book a trip.**

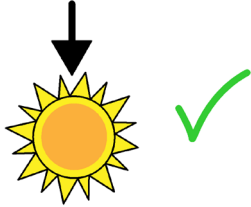


There is a web link for our other book at the end of this book.

## Getting ready for your trip

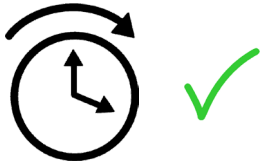


Before your trip you should check your ticket.



Make sure you booked the right

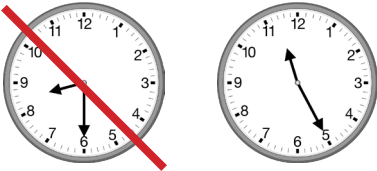
- day



- time



- station for getting on and off.



Sometimes we might need to change the train service.

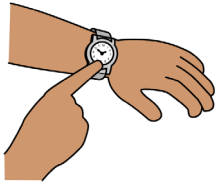


You should go online to find out if there is a change to your trip.



Website [queenslandrailtravel.com.au/serviceupdates/pages/default.aspx](http://queenslandrailtravel.com.au/serviceupdates/pages/default.aspx)

## At the station



Go to the station on time to catch your train.



Listen for important messages.



We will say when the train is going to leave

- 30 minutes before



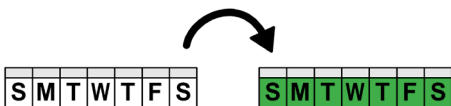
- 15 minutes before



- 5 minutes before.



When you hear these messages you can get your things and go on the train.



If you miss your train the next train might be 1 week later.

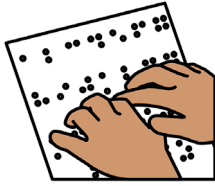


At Normanton station and Croydon station

- there is a hearing loop



- there are toilets.



The toilets have

- braille



- hand rails



- a lot of room to move around.



You can ask our staff for help to get on the train.



For example, we can

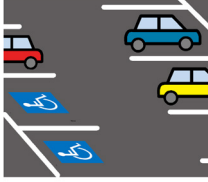
- guide you to the train steps



- carry your things onto the train if you have 7 kilos or less.



Our staff do **not** help with lifting or moving people.



At Normanton station you can park your car or caravan in a carpark.



You **cannot** vape or smoke at the stations.



## Getting on the train



The train has a railmotor and 2 carriages.



We will tell you which carriage to get on.



Tell us if you need something.



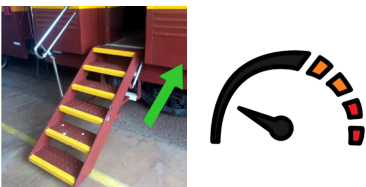
To use the train you need to be able to **walk** up and down the steps.



You cannot use equipment to get on the train.



The train steps are narrow and steep.



When you go up the steps be careful and move slowly.



You can use the hand rail.

## On the train



After you get on the train you can get to your seat with equipment, like

- a walking stick

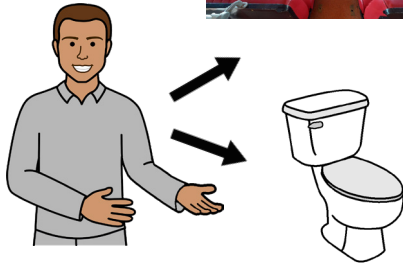


- a walker or frame.

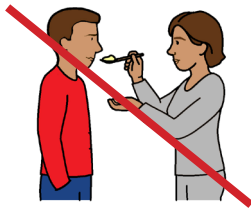
We put the equipment away in the luggage area for the train trip.



You can ask our staff to



- help you find your seat
- guide you to your seat or the toilet.

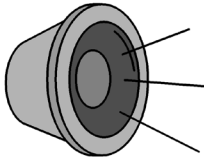


Our staff do **not** help with personal care, like

- eating and drinking



- using the toilet.

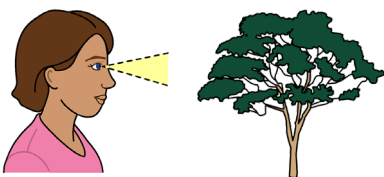


Important messages will come out of a speaker.



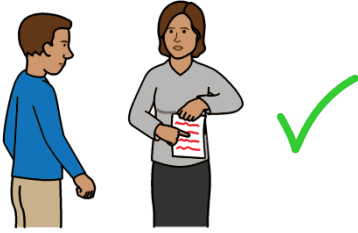
Our driver will tell you

- what you need to know when you are on the train



- about local history and what you can see outside.

## How to stay safe

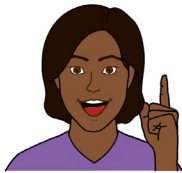


Always follow our instructions.



If there is an emergency our staff will help you.

Please **respect** everyone on the train.



Respect means you understand that

- everyone is important



- you should be kind to everyone.



You **cannot** vape or smoke on the train.

## What the train has and does not have



There is **no** air conditioning.



The train windows

- can open



- have window curtains you can move.

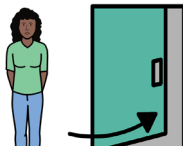


There is **no** wifi or internet on the train.

Your device might **not** have a signal all the time.



There is a toilet on the train.



Only 1 person can fit in the toilet.

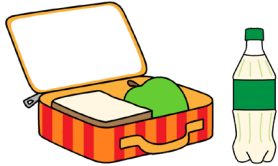


The toilet does **not** have room for things like a walker or frame.

## Food and drink



There is free water from a water cooler.

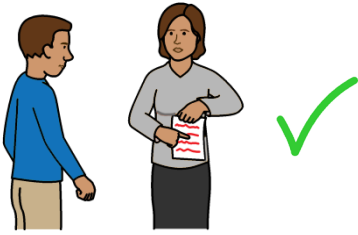


You can bring your own food and drink.



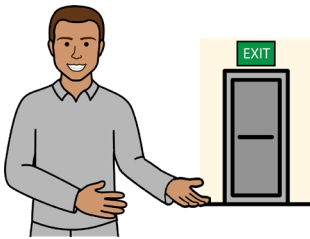
You **cannot** bring alcohol.

## Getting off the train



Follow instructions from our staff.

You can ask our staff for help to get off the train.



For example, we can

- guide you to the door



- carry your things off the train if you have 7 kilos or less.



When you go down the steps be careful and move slowly.



You can use the hand rail.

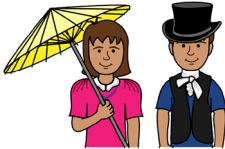


## After you get off the train

### If you get off at Croydon station

At Croydon there is

- a pub
- a historical area.



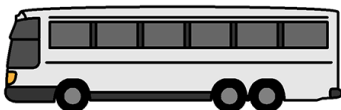
You can visit the Croydon information centre to find out what else you can see and do.

For example, you can go on a local tour.



Depending on the trip you booked, you might go back to Normanton the next day

- by train
- by bus.





## If you get off at Normanton station

At Normanton station you can visit our

- gift shop
- rail museum
- station gardens.



You can also go on a walk to see the station and grounds to learn about the history.



In Normanton there are places to visit like

- a supermarket
- a pub
- historical areas.





You can visit the Normanton information centre to find out what else you can see and do.

For example

- see the wetlands
- go fishing or bird watching.



## More information



For more information contact the team at Gulflander.

## Phone us



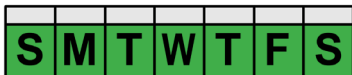
If you are calling in Australia

Call 1800 577 245



If you are calling outside of Australia

Call +61 7 4231 9045



Every day 7 am to 4.30 pm Queensland time.

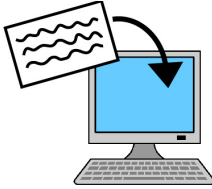


We are **closed** on 25 December, Christmas Day.

## Contact us online



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



Email [gulflander@qr.com.au](mailto:gulflander@qr.com.au)

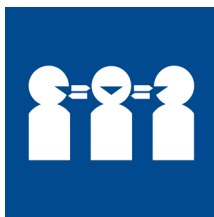


You can read our other Easy English books on the Queensland Rail Travel website.



Website [gulflander.com.au/accessibletravel](http://gulflander.com.au/accessibletravel)

## 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





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