

# Travelling on Sydney Trains Visual Story



[transport.nsw.gov.au](https://transport.nsw.gov.au)

# What is a Visual Story?



Visual stories are used to prepare a person for a new environment or situation.



This helps bring familiarity to a process and reduce anxiety and stress.



Visual stories are written in an easy-to-read format and use pictures to provide greater accessibility for everyone.

# Who are we?

Sydney Trains operate train services seven days a week, with 8 lines and 170 stations.

**Our mission** is to keep Sydney moving by delivering safe, clean, reliable, customer-focused and efficient rail services.





# Planning my journey

I can plan the best way to get to where I am going.

I can use the Trip Planner to plan my journey.

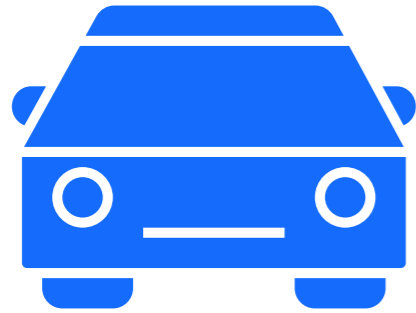
I can access trip planner by clicking on this link [www.transportnsw.info/trip](http://www.transportnsw.info/trip)

I can enter the address of where I am starting from, and where I want to go to.  
Then the Trip Planner will tell me which station to go to and how to get there.

I can also look at a train network map to find my closest station.

If I need help planning my trip, I can call customer service on **131 500**

# Planning my journey

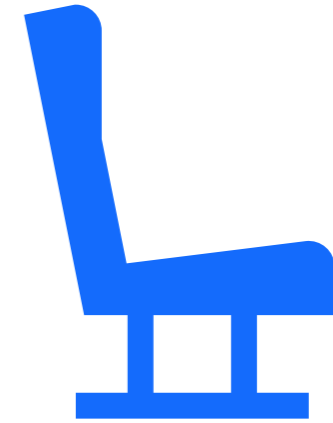


Sometimes there will be car parking available at the station, but sometimes it might be hard to find parking, especially in the city.

I may need to be patient or give myself extra time to find parking.



I might choose to travel at less busy times, enter the carriages closest to the guard, or use priority seating to make my trip easier.



Sometimes I might be able to find a seat to sit on, but sometimes I might have to stand.

# Planning my journey

The train station and train can sometimes be busy, crowded and noisy.

I can bring items to help me stay calm and relaxed. Those items can be:

- headphones
- an activity (like an iPad or a book)
- sensory items (like slinkies, fidget spinners or stress balls).

If I wear headphones, I need to be extra careful at level crossings, streets and on the platform so that I can stay safe.

I can take them off or turn the music down to make sure that I hear cars, trains and announcements.



# Buying a ticket

To travel by train I need an Opal card or a valid debit or credit card or device.

There are different types of Opal cards. If I am using an Opal card I need to make sure that I am using the correct type.

Children under the age of three do not need an Opal card, they travel for free.





# Opal card type: Green



The Green Opal card is for children aged between 4 and 15, and full-time NSW/ACT high school students aged 16 years or older who have a student concession card with them.

# Opal card type: Gold



The Gold Opal card is for seniors, aged pensioners, asylum seekers and DVA Veteran Gold card holders. I must also carry my concession card with me.

# Opal card type: Silver



The Silver Opal card is for Centrelink concession card holders, disability concession card holders, TAFE or university students and apprentices or trainees. I must also carry my concession card with me.

# Opal card type: Black



The Black Opal card is for people who are 16 years old or older without a concession/pension card and who don't fit into another category.

# Buying an Opal card

1

If I need a Black (adult) or Green (child/youth) Opal card, I can buy it at an Opal retailer. [Find an Opal retailer.](#)

2

If I need a Gold or Silver Opal card, I will find them on the [Opal website.](#)

# ‘Topping up’ an Opal card

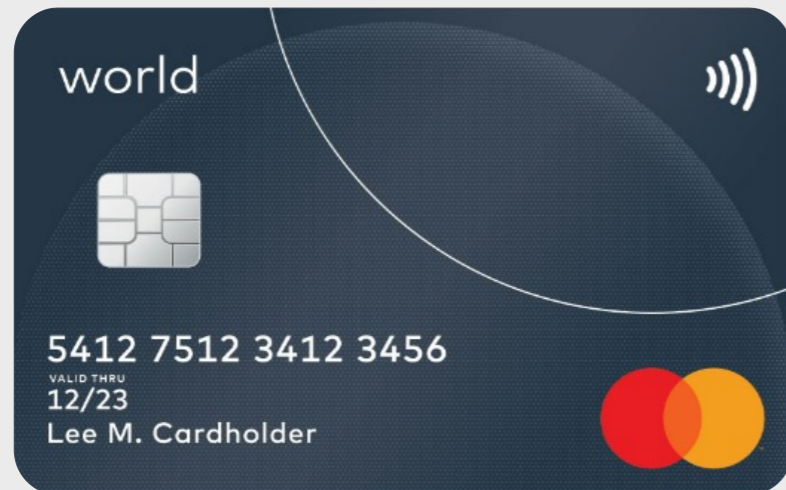
To use an Opal card, I must have available credit loaded onto it. Loading credit is called ‘topping up’. To ‘top up’ my Opal card I can:

1. Use an Opal machine at any station.
2. Use the Opal app on my smartphone.
3. Visit an Opal retailer. I can find Opal retailers by clicking this link [Opal retailers](#).

If I use the Opal app, I can set my Opal card to automatically ‘top up’ when I am running out of credit.



# Using my credit/debit card



I can use my credit or debit card or device to tap on instead of an opal card.

If I use my credit or debit card or device I will pay full fare.

If I am entitled to a discount fare I should order a concession Opal card.

# Tapping on

When I get to the station, I must 'tap on' with my Opal card or my credit or debit card or device.

I do this by placing it onto the card reader at the barriers, or on a stand-alone Opal reader.

This records where I am getting on the train. I will also 'tap off' at the end of my trip so that my Opal will automatically pay for my trip.





# Tapping on

I can tap on or tap off at barriers with a **green arrow**, like the one in the photograph.

When I tap on, the gates should open so I can walk through.

If the gates do not open when I've tapped on, I should stay calm and talk to Sydney Trains staff.



# Tapping on

I won't be able to tap on or off at barriers that display a **red symbol** like an 'x' or 'Gate closed'.

This is because that gate is used for people entering the station from the other side to where I am currently standing.

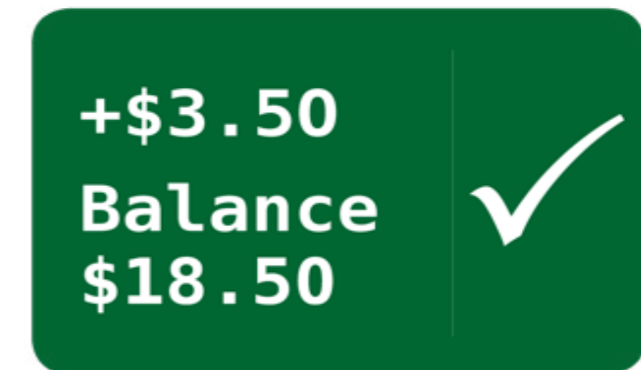


# Tapping on

If I have enough money on my Opal, the Opal reader will light up **green**.

If it lights up **red**, I should stay calm and top up my Opal with more money before continuing.

If I need help, I can talk to Sydney Trains staff.



# On the platform

When waiting for the train,  
I must stay behind the yellow line.

This helps to keep me safe whilst  
on the platform.



# Information and announcements

When I am on the platform, I will hear announcements telling me when the next train will arrive at the station.

If I am wearing headphones, I might want to turn them down or take them off so I can hear the announcements.

Most stations also have screens (which are called indicator screens) that tell me when the next train will arrive.



# People I might see: Sydney Trains staff

A Customer Service Attendant's job is to make sure that passengers are able to get on and off the train safely. Customer Service Attendants can also give information or answer questions when needed.

If I have questions about general travel information (i.e. next train) and I can't find any staff at the station, I can call **131 500**.

I can also push the red button on the left of a 'customer help point' console on the platform to speak to a staff member if I:

- have an emergency
- need boarding assistance (i.e. ramp)
- feel unsafe.



# People I might see: Guards

A train guard's job is to ensure our customers board and alight the train safely and deliver clear and concise information to our customers.

If there is an emergency, I can push the button on the help point console on the train, and a train guard will respond.

If I need boarding assistance (i.e. ramp) at a station that is not staffed, a train guard will assist me.



# People I might see: Transport Officers

I might see a Transport Officer at the station or on the train.

Transport Officers wear a uniform with the words 'Transport Officer' and an identification number on their badge.

They also check that customers have the correct Opal card or contactless payment method (credit or debit card or device) and have tapped on.

If I have any questions or need help, I can ask a Transport Officer.





# Transport Officers

A Transport Officer might ask to check my Opal card and relevant concession card, to make sure that:

- it is the correct one
- it is topped up
- I have tapped on.

It is important that I follow these rules, so that I don't get a fine.

If a Transport Officer does ask for my Opal card, I must give it to them, along with my concession card if I have one. If there are any problems with the Opal card when they check it, the Transport Officer might ask me for my details.

I must give details, like my name, address and personal identification if the Transport Officer asks for them.

I can also tell the Transport Officer if I need extra time or support, or do not understand what they are asking. It is important that I stay calm and polite.

# People I might see: Police Transport Command

I might see the Police Transport Command at the station or on the train. This is a group of police, dedicated to Sydney Trains.

They wear the same uniform as regular police.

The Police Transport Command patrols the train to make sure everyone is safe.

The Police Transport Command may also check Opal cards.



# Emergency Help Point

I can press the Emergency Help Point if I need help and there are no station staff members around.

When I press the button, it will alert the security room.

The cameras in the area will focus on me so that the people in the security room can see me.

I will speak into the speaker and the people in the security room will reply.

The security room will contact staff to get help and can also send police and an ambulance if needed.

There are also help point consoles on the train. If I push the button on the console, a guard will respond.

Some examples of when I can use the Emergency Help Point are if:

- there's an unmanned station and I need boarding assistance
- I feel unsafe because of something such as a fight happening near me
- I or someone near me is injured or sick and needs help quickly.



# Rules for travelling

Rules that I need to follow when in stations and on trains are:

- tap on and travel with a valid Opal card or credit/debit card
- keep my feet off the seats
- be polite and respectful
- let someone else use my seat if they need it more. For example, a person who is injured, a pregnant person, or an older person
- do not smoke, or drink alcohol
- take my rubbish with me, or put it in a bin
- do not intentionally break, destroy or deface Sydney Trains property. This includes doing graffiti, putting chewing gum under seats or drawing on posters
- tap off at the end of my journey.

# Boarding the train

When the train arrives at the station, I should let people get off the train first, before I try to get on the train.

I should be careful of the gap between the train and the platform when I am entering the train.

When I am on the train, the guard will close the doors automatically. I might hear an announcement in the train that says, '*stand clear, doors closing*'.

I might also hear a staff member blow a whistle on the platform and/or on the train. This tells the guard and passengers that the doors are about to close.

I must not try to enter the train if the doors are already closing. I must not block the doors or try to force the doors to open. This is to keep everyone safe and to make sure the train isn't delayed.



# Boarding the train

If I need to use a ramp to access the train, or have other access needs, I should talk to the station staff.

If I can't find station staff, I can:

- call 131 500
- press the Emergency Help Point button.

If I am deaf or hard of hearing, I can use the National Relay Service (NRS) 133 677 to organise a ramp or talk to someone about any other accessibility needs I might have.



# On the train

There are reserved spaces for passengers with mobility devices (like wheelchairs and motorised scooters) or prams. I will see blue seats, with a wheelchair symbol on the floor which is the International Symbol of Access.

If I don't have a mobility device (like a wheelchair or motorised scooter) or a pram, I should leave this space for people who do.

It is okay to move to other carriages when the train is moving.



# On the train: courtesy seating

Courtesy seats are for people with accessibility or mobility needs. If I don't have accessibility needs, then I should sit in one of the other seats or stand up in the train.

If I do have accessibility needs, including a hidden disability, I should feel safe and free to use courtesy seating.

Courtesy seats are located near doors in all carriages, and I will see signs that let me know where the courtesy seating is. In some trains the courtesy seats are red.

Some people who do need to use these seats may be nervous or anxious to ask people to move. I can look around the train and see if there is someone who might need the courtesy seat more than me.

If I see someone who I think needs my seat more than I do, I can ask them if they would like to take my seat. This is a nice, friendly thing to do.





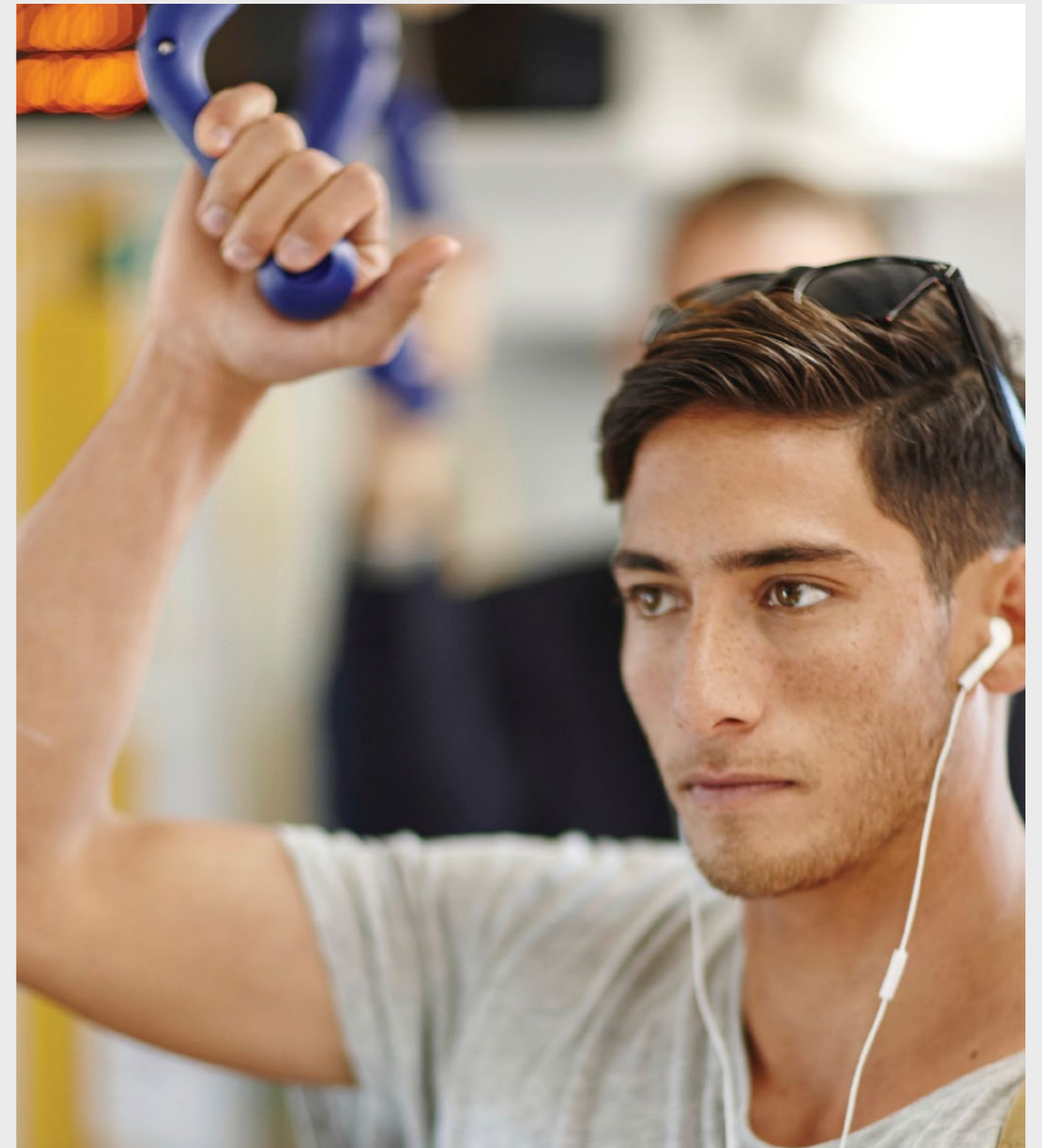
## On the train: standing

Sometimes there might not be any seats available. This is usually during the busy times of the day.

If there are no seats available, I will have to stand up in the train. If I need to stand, I should hold onto a pole, handhold or handle so that I don't get hurt.

I should try to stand away from the doors so that I don't block people trying to get on or off the train.

If I am wearing a backpack I should place it on the ground between my feet, so that it isn't in the way of other people.



# On the train: quiet carriages

Some trains have quiet carriages. I will see signs on the outside and inside of the carriage that let me know it is a quiet carriage. In a quiet carriage, I should:

- keep conversations to a minimum
- speak in a quiet voice
- put my phone on silent
- use headphones to listen to sound on my phone.



# What if something goes wrong: delays

Sometimes a train stops at or between stations for several minutes.

An announcement will be made about the reason for the delay and inform me about when the train is expected to continue.

I should listen to the announcements, stay calm and follow instructions if they are provided.



# What if something goes wrong: emergencies

If I see something dangerous or scary while on the train, I can push the emergency intercom button to speak to the guard, or I can call 000.

Intercoms can be found near doors, and near allocated spaces.

I can follow the instructions on the intercom, or push the button and wait for the guard to respond.



# Arriving at my destination

When I am on the train, I will hear announcements that tell me which station is coming up next. This will help me to know when I should get off the train.

Most trains have electronic signs that tell me which station is coming up next.

I can also look at the network map on the train to find the station I want to get off at. If I have used Trip Planner it will tell me which stop to get off at.

When I see or hear that my station is next, I should make sure I have all my belongings with me, and move closer to the doors, so that I am ready to exit the train.

# Arriving at my destination

When my train safely arrives at a station, the guard will open the doors automatically.

Some older trains do not have doors that open automatically. If I am on one of these trains, I might need to open the door myself. There will be a sign on the door that explains how to open it.

I should be careful of the gap between the train and the platform when I exit the train.

When I have safely exited the train, the guard will close the doors automatically.

I should make sure to move away from the train and stay behind the yellow line once I have exited the train. This will help to keep me safe.

I will hear whistles and announcements shortly after I exit the train. I can wear my noise cancelling headphones.



# Arriving at my destination

Before I leave the station, I need to tap off my Opal card or credit/debit card.

I must use the same card to tap on at the start of my trip, and tap off at the end of my trip.

I do this by placing it onto a card reader on the barriers, or on a stand-alone Opal reader.

This records where I am getting off the train, so that my Opal will automatically pay for my trip.



# Disruptions

Sometimes the train service may be delayed or cancelled. This is called a 'disruption'.

A disruption might mean that I have to catch a different train, or a rail replacement bus instead.

If a disruption happens, I need to be patient, stay calm and listen to staff, emergency services and announcements.

Sometimes disruptions, like maintenance, will be planned. I can find out about planned disruptions before I travel by calling 131 500 or visiting the [Transport info webpage](#).





# What can I do if I am lost, sick, anxious or unsafe?

If I am lost, sick, anxious or unsafe I can:

- try to remain calm
- talk to a Sydney Trains staff member or Transport Officer
- push the intercom button on the train or push the orange Emergency Help Point button on the platform to talk to a staff member
- call 131 500.

If I am on the train and feel unsafe, I can move to another carriage and press the intercom button located either near a door, or allocated spaces.

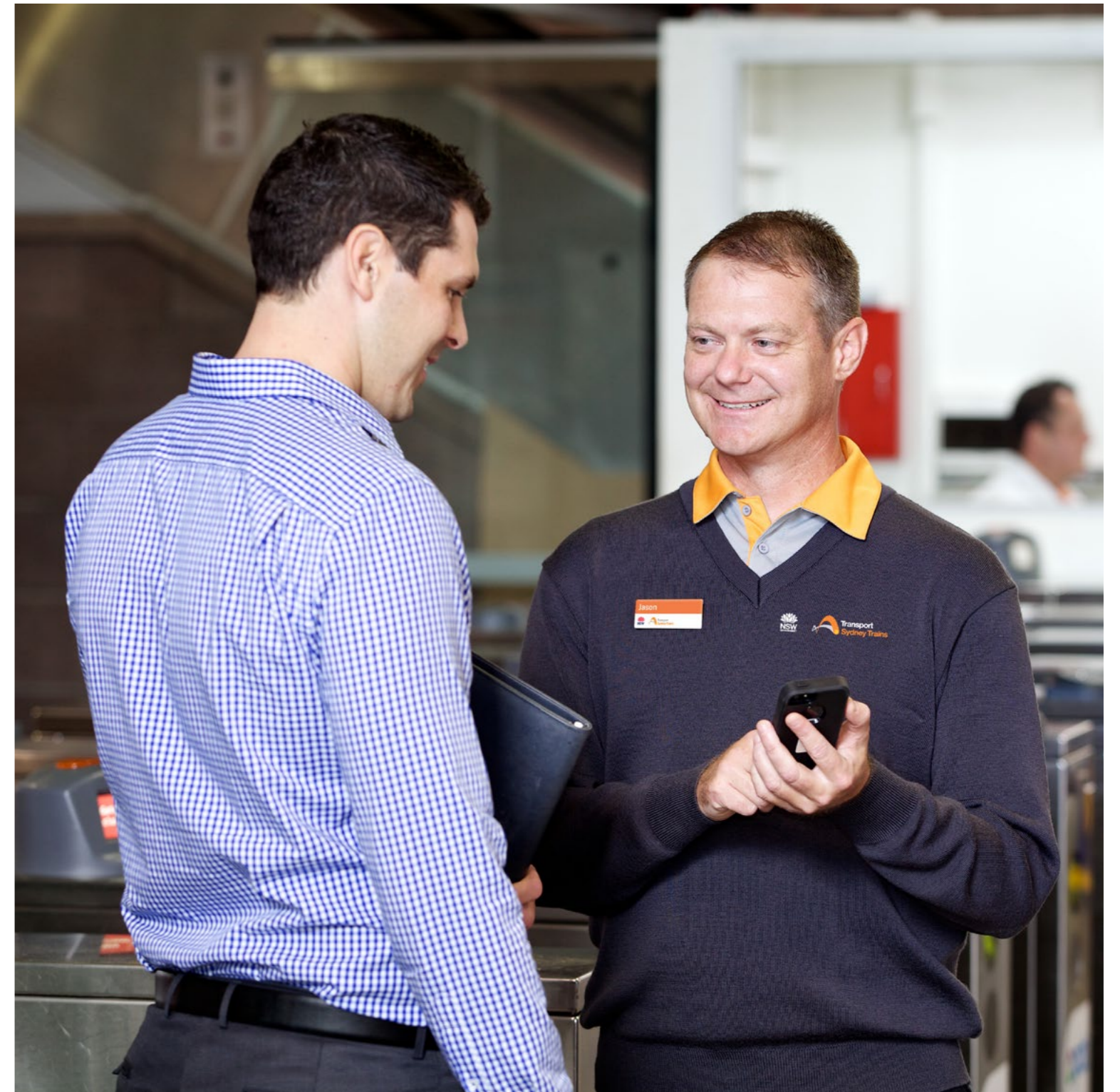
All staffed stations have first aid facilities.

# What if I need support to communicate?

I can try to communicate the way that works best for me, and Sydney Trains staff will do their best to recognise and support the way I communicate.

If I don't feel able to talk, I can:

- use a pen and paper
- use an AAC app (for example Proloquo2Go)
- use the notes app on my smartphone to write messages to staff.



# Other helpful information

## Toilets

There are no toilets available on trains. I can use the toilet at staffed stations. The bathrooms might be busy, smelly and loud (i.e. hand dryers).

## Food and drink

I can eat and drink on trains. I must put my rubbish in the bin to keep the train clean. I am not allowed to drink alcohol on the train or at the station.

# Travelling with assistance animals

If I have an assistance animal, we can travel together on Sydney trains and bus replacement services at any time.

I am not allowed to bring any pets on the train.

If I need any more information about travelling with animals, I can [click here](#).

# Travelling with a bicycle

I can take my bicycle onto the train with me.

When I take my bicycle on the train, I should try to leave space for people with accessibility needs.

If I take my bicycle with me, I should stand or sit next to it, to keep my bicycle and other passengers safe.

# Town Hall Station

There are 6 platforms at Town Hall Station. I can look at the station map to see which train leaves from each platform. I can also use the information boards at the station.

Platform 1, 2 and 3 can be accessed via the stairs or lift.

Platform 4, 5 and 6 can be accessed via the lift, stairs or escalators.

To figure out which exit to take from Town Hall I can [click here](#) to look at the station map.

**Which platform?**  
Check indicators for your stop

Platform	Indicator	Service
1	T2	Inner West Leppington
	T3	Liverpool <i>Selected weekday services</i>
2	T1	Western Richmond
	T9	Northern
3	T1	North Shore
	T9	Gordon
	Intercity	Central Coast <i>Limited services</i>
4	T4	Illawarra Cronulla
	Intercity	South Coast <i>Limited services</i>
5	T4	Eastern Suburbs
6	T3	Liverpool Lidcombe
	T8	Airport ✈️ South

# Circular Quay Station

I can catch the train to Circular Quay and take a short walk to key attractions including the Opera House and Museum of Contemporary Art.

Circular Quay is also the closest station to the International Cruise Terminal and Ferry Terminal.

Both platforms go around the City Circle, just in different directions.

