



# ticket types

Ticket type	Where to buy tickets			
	Selected go card agents and on the TransLink website	TransLink bus operators ^	Queensland Rail selected stations	TransLink fare machines
  <b>TransLink go card</b> A smart card that stores value for travel on TransLink services.	✓	*	✓	~
<b>TransLink single #</b> One-way ticket to reach your destination (not return). Final transfers must be made within two hours of ticket issue.		✓	✓	✓

Proof of concession entitlement must be presented upon request by a driver or authorised person to travel on a concession fare. Please visit [translink.com.au](http://translink.com.au) for more information about ticketing including where to buy a go card, or call TransLink on 13 12 30.

- \* - Top up an existing go card only.    ^ - Excludes Transport for Brisbane.
- Top up an existing go card at all fare machines with adult go cards also available for purchase from selected fare machines at busway stations and bus interchanges.
- # - Further conditions apply for single tickets. Passengers travelling through 4 zones or more will have their final transfer time extended a further 90 minutes in addition to the two hours.

## Track your train in real-time with our MyTransLink app.



Also available for bus, ferry and tram.



# useful information

For up to date public transport information within South East Queensland:



Connect to TransLink for:

- Bus, train, ferry and tram timetables
- Route maps
- Fares and ticketing information
- Journey planning, and real-time information.



Call TransLink anytime for public transport information including:

- Timetable, route and fare information
- Services in your area
- Connecting services
- Public transport to special events
- Accessibility.

The TransLink call centre operates 24 hours a day, seven days a week.

The TransLink call centre operates services for non-English speaking callers, and for hearing impaired and speech impaired users.

### How to use timetables

Use the network map to plan your journey. Then refer to timetables for travel on the Shorncliffe line or separate timetables for travel on other lines.

Due to unforeseen circumstances, details on this timetable may change.



Download the MyTransLink app for the most relevant bus, train, ferry and tram information in the palm of your hand.



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Printed August 2020



# general information

All customers travelling on TransLink services must be in possession of a valid ticket before boarding. For ticket information, please ask at your local station or call 13 12 30 anytime.

While Queensland Rail makes every effort to ensure trains run as scheduled, there can be no guarantee of connections between trains or between train services and bus services.

### Customer feedback

If you have any comments or queries regarding TransLink services, please contact TransLink on 13 12 30 anytime.

### Lost property

Contact Lost Property on 13 16 17 during business hours for items lost on Queensland Rail services. The lost property office is open Monday to Friday 7.30am to 5.00pm and is located at Central station.

### Public holidays

On gazetted public holidays, generally a Sunday timetable operates. On certain major event days i.e. Australia Day, Anzac Day, sporting and cultural days, special additional services may operate. Christmas Day services operate to a Christmas Day timetable. Prior to travel please visit [translink.com.au](http://translink.com.au) or call TransLink on 13 12 30 anytime.

### Special events

Contact your local station or TransLink on 13 12 30 anytime for special event services.

### Text messaging service for customers with disabilities

To contact Queensland Rail customers may choose to text 0428 774 636, call 13 16 17, or use the emergency help phone at the station.

### Customers using mobility devices

If you require assistance to board please position yourself near the international symbol of accessibility (white wheelchair on blue background) on the platform. Please indicate to staff that you require assistance and let them know how to assist.

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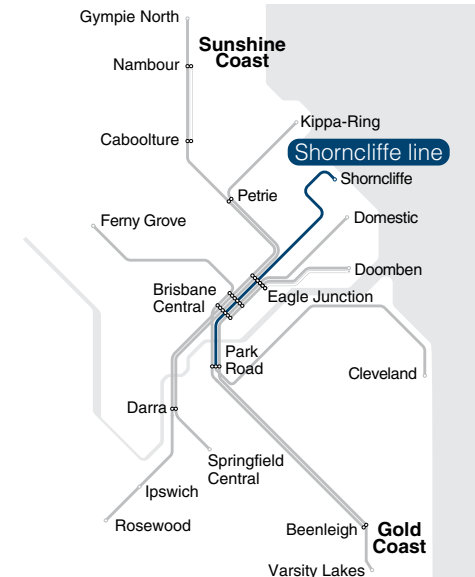
# Shorncliffe line

Effective 10 August 2020



## mini network map

See inside for complete network map.



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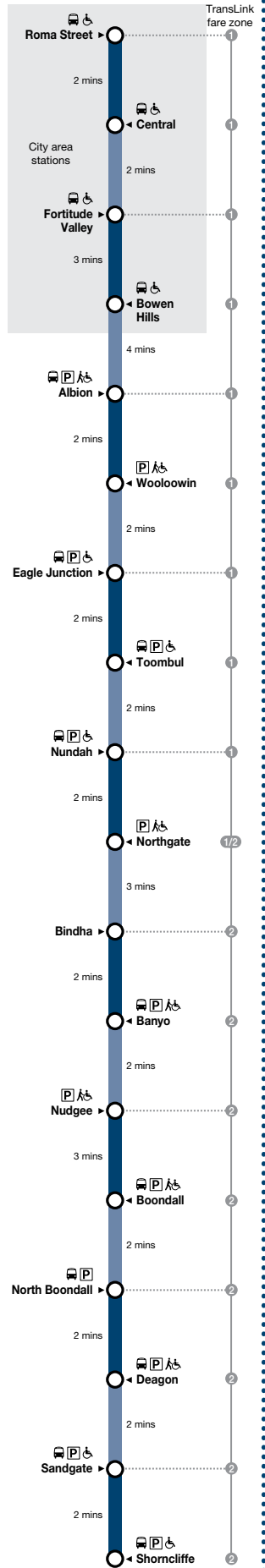






# South East Queensland train network map

## City to Shorncliffe line information



Note: Travel times may vary for inbound services.

## Network map key

- Ferry Grove and Beenleigh lines
- Shorncliffe and Cleveland lines
- Airport and Gold Coast lines
- Caboolture/Sunshine Coast and Ipswich/Rosewood lines
- Redcliffe Peninsula and Springfield lines
- Doomben line
- Special event service only
- Route 649: Nambour-Caboolture railbus

- Transfer to other train services
- TransLink fare zones
- Transfer to busway services
- Special fares apply
- Independent access
- Assisted access

This map only shows connecting railbus services at train stations. These railbus services replace train services. Many more bus services are scheduled to connect with train services at most train stations.

Express services do not stop at all stations depicted on this map. Please refer to separate line timetables for details.

Most train stations have free park'n'ride facilities.

For details visit [translink.com.au](http://translink.com.au) or call 13 12 30 anytime.

\* Services to and from the airport stations are operated by Airtrain Citylink Limited ABN 98 066 543 315 pursuant to a contract for services with Queensland Rail.

† Services to and from Gympie North do not stop at Eagle Junction.

Schematic map – not to scale.

## Line information key

- This station has a connecting bus service
- Parking available
- Independent access
- Assisted access

