

West Coast Wilderness Railway

Visual Story

A step by step guide to our stations, so you know what to expect before you arrive

About this guide

This visual story describes our stations and carriages exactly as they are, with photographs, measurements and details of what you will encounter along the way.

It is written for anyone who wants to know what a space is like before arriving. That might be because you use a wheelchair or walking aid, because unfamiliar environments are difficult, because you are travelling with someone who needs to prepare, or simply because you would rather know.

We have included the parts that are difficult as well as the parts that are easy. Our stations sit in remote rainforest, our carriages were built in the 1890s, and some of our limitations cannot be engineered away. We would rather tell you now than have you travel a long way to find out.

If you have specific access requirements, please contact us before booking. We will tell you honestly what we can and cannot do.

Email: access@wcwr.com.au

Phone: (03) 6471 0100

Before you travel: what you need to be able to do

For your own safety in an emergency, you must be able to leave the carriage independently and walk a short distance over uneven ground.

In an emergency evacuation this means climbing down a ladder from the carriage and walking along the track formation, which is uneven and may be wet. Our journeys travel through remote rainforest where help cannot arrive quickly.

Passengers who cannot meet this requirement may not be able to travel. If you are unsure whether this applies to you, please call us on (03) 6471 0100 and we will talk it through.

Wheelchairs and mobility aids

Our heritage carriages have narrow doorways and aisles. Wheelchairs and large mobility scooters cannot be carried on board, and there is a gap and a step between the platform and the carriage.

We now hold foldable wheelchairs for use around our stations and platforms. If your own equipment is too large for our station environments, we can lend you one of ours. Please ask when you book.

The loan chair helps you move around the station. It does not travel on the train. To join a journey you will still need to walk on and off the carriage yourself.

If you are comfortable using one of our wheelchairs at the station and can board and disembark on foot, we can accommodate you.

Compact mobility aids and folding walking frames are welcome on board, provided they do not limit you in an emergency.

Queenstown Station

1 Driffield Street, Queenstown TAS 7467



Ticket Office

Queenstown Station's ticket office can be accessed directly via Driffield Street, or via the station platform which offers level access.



This entry leads to a set of three steps, 2080mm wide, followed by a set of double doors 1800mm wide.



The ticket office is to the left through an automatic door, activated by a hand sensor on the right. The doorway is level and 860mm wide.



Inside the ticket office is a wooden walkway that leads to the service counter on the right, with a carpeted gift shop on the left.

Tracks Cafe



Tracks Cafe is located at the front of Queenstown Station, on Driffield Street. From the public car park at Railway Reserve, a gravel path will lead you around the train turntable to the cafe and platform entrances.



The front door to Tracks Cafe is 900mm wide and automated, with a hand sensor on the right hand side.



Inside the cafe, a wooden aisle leads to the central bar and service counter.



Behind the central bar is a function area measuring roughly 6m wide and 9.5m long. A bench seat lines the interior of the wall between the cafe and platform.

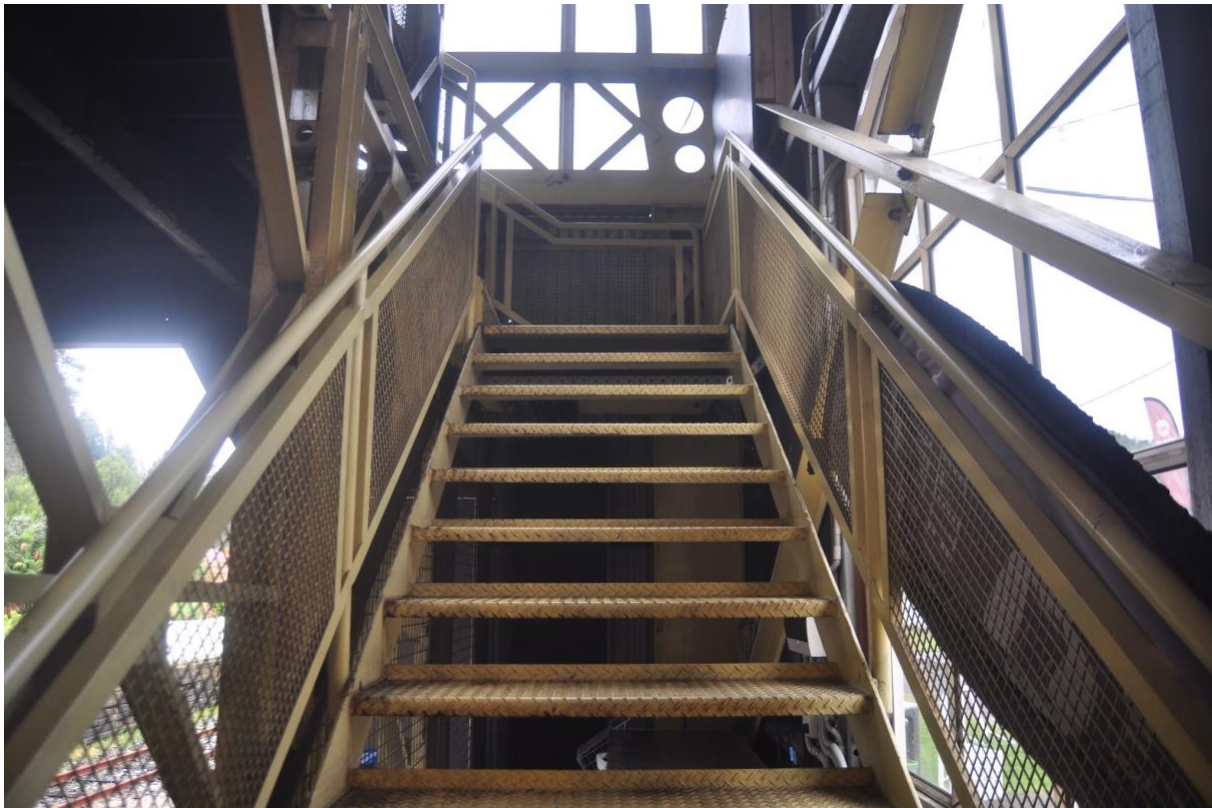
Station Platform



The Queenstown Station platform can be accessed via the stairs leading to the ticket office, or by the level entrance next to Tracks Cafe. This set of double doors measures 1870mm wide and leads directly to the platform.



Inside the station and to the right is a mezzanine. The mezzanine is only accessible by a set of metal stairs behind the wooden booth. Activity on the mezzanine can be viewed and heard from the platform.



About two thirds of the way up the stairs is a landing where the staircase turns to the left.



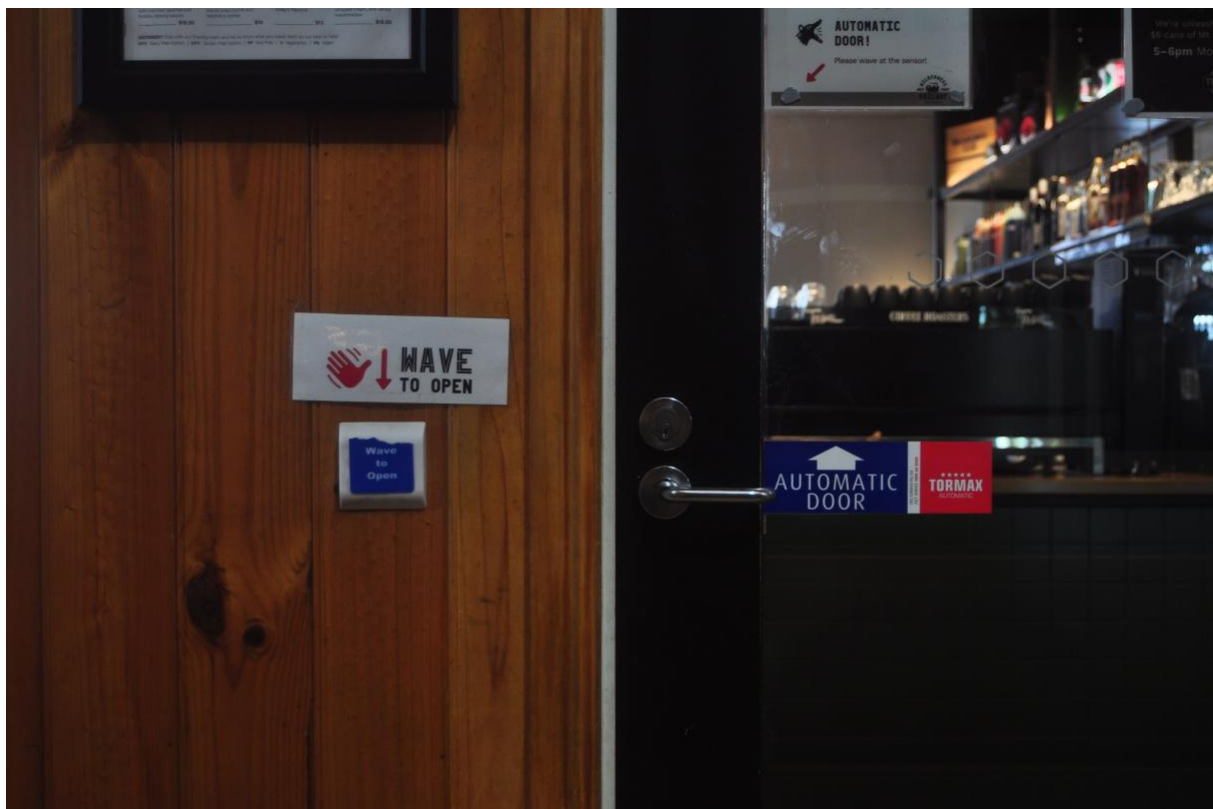
The mezzanine is roughly 4.4m wide and 8.6m long, with wooden floorboards and metal handrails. A symmetrical staircase on the opposite side leads to the far platform.



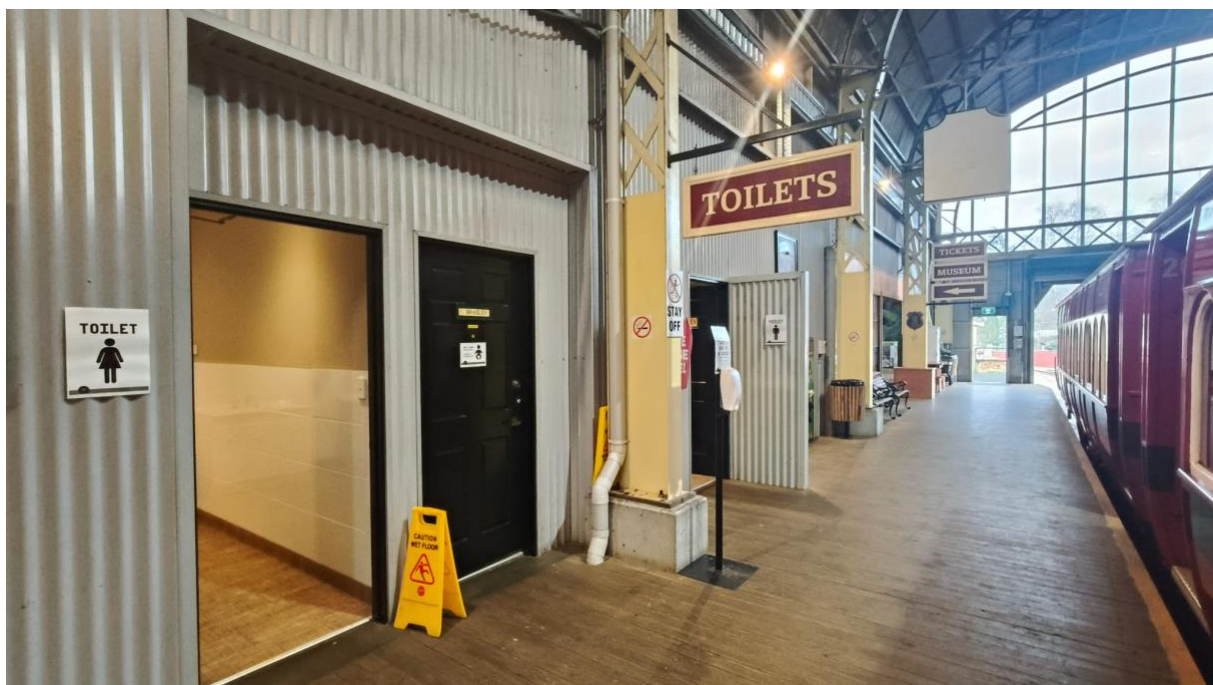
The mezzanine offers a commanding view of the station.



The platform also offers level access to Tracks Cafe, bathrooms and the ticket office. It offers stepped access to the train.



Tracks Cafe can be accessed from the platform via an automated door with a hand sensor on the left. This doorway is 900mm wide.



Further along the platform are the women's, accessible, and men's toilets. The doorways to the women's and men's toilets are 800mm wide, and the doorway to the accessible toilet is 850mm wide.



The far end of the platform leads back to the ticket office.

Carriages



When entering the train carriages, take care as there is a gap and step between the train and the platform. For emergency and safety reasons, the carriages are not accessible to people using wheelchairs.



The West Coast Wilderness Railway has two carriage types. Premium carriages feature Huon pine interiors with wood feature inlays. Take care on board as the aisle is narrow and lighting may be dim.



Premium carriages feature bench seats and small wooden tables.



Visibility in Standard carriages is impacted by darker woodgrain and furnishings. Lighting in these carriages may also be reduced.



Seating in Standard carriages features a small shelf by the windows.

Lynchford Station

Arriving by rail



When travelling via the rail corridor, you will disembark directly at the Lynchford Station platform. The platform is wooden with a grip mat covering the entire surface.

The platform has two small buildings: a toilet block to the south of the platform after the platform exit, and a small shelter to the north of the platform before the platform exit.







The toilet block contains three separate cubicles with drop toilets, with the middle cubicle being accessible to people with wheelchairs. The doorways on the outer cubicles are 740mm wide, and the doorway on the middle cubicle is 850mm wide.



The shelter next to the toilet block is made of wood, and enclosed on three sides with a wooden bench. The entry is 2130mm wide.



Between the toilet block and shelter is a wooden ramp that leads to the wrap around verandah of the main building. The ramp is 1290mm wide with handrails on both sides.

Arriving by road



When travelling by motor vehicle, you will disembark on a gravel area on the eastern bank of the Queen River. Access to Lynchford Station is only by footbridge over the river.



The footbridge is 1100mm wide, level and straight, and constructed of wood with a grip mat covering the full length. Lights will guide you along this bridge in the dark.



Upon reaching the western bank, the ground returns to gravel and you will be greeted by a street lamp. Here, you will have to cross two sets of railway tracks.





The walkway between the tracks is level, and constructed of wood with a grip mat, but there is a 70mm step on and off, as well as some gaps where the tracks are. The largest gap is 110mm; all other gaps are 50mm wide.



Over the tracks and to your right is a gravel path that leads past the water tower, between the platform and main building.



At the end of the gravel path is a wooden ramp. This ramp is 1200mm wide with a wooden handrail on the left hand side and leads to a T junction. Continue right to access the station platform, toilets, and shelter, or continue left to access the main building.

At Lynchford Station



In the north of Lynchford Station behind the platform is a flat grass area.



This grass area is accessed via the wooden verandah. The access point is 1850mm wide with an 80mm step down to the grass.



Behind the grassy area is the Gem Room. The rustic exterior of the building is designed to look like an F. O. Henry storefront.



The front doorway is 830mm wide with level entry.



The interior of the Gem Room continues the rustic look with walls clad with a combination of horizontal and vertical timber boards. The space is dimly lit and decorated with exhibition and window displays. On entering the Gem Room you will find a long wooden bench along the left side, while immediately to the right is a side door leading outdoors and back to the verandah.



This side door is 800mm wide and has a 40mm lip at the base.



The side door leads to a patio with a sheltered walkway to the left leading to the gold panning flume. Turning left from the side door and heading straight along the verandah will lead you to the bar. The patio can also be accessed from the front door of the Gem Room, round the corner of the main building.



Following along the main building, the sheltered verandah will lead you to the bar. This passage has a handrail on the right side.



Access to the bar is through a set of double doors, with a total width of 1580mm. There is a small lip at the base of the doorway.



The bar has a rustic mock fireplace at one end and the room has several windows. Food and drink service is available straight ahead as you enter the room, opposite the entryway. Take care as you enter as lighting will be reduced in this space.

Rinadeena Station and Regatta Point Station

Visual stories for Rinadeena Station and Regatta Point Station are in development and will be added to this guide when complete.

In the meantime, if you are planning to visit either station and would like to know what to expect, please contact us and we will describe the access, surfaces, distances and facilities in as much detail as you need.

Email: access@wcwr.com.au

Phone: (03) 6471 0100

Tell us how we can do better

We are committed to improving our accessibility and we welcome your feedback, particularly if something in this guide turns out to be wrong, unclear or incomplete.

Tell us in person at either station, email access@wcwr.com.au, or call (03) 6471 0100.

West Coast Wilderness Railway

Queenstown Station, 1 Driffield Street, Queenstown TAS 7467

Regatta Point Station, 62 Esplanade, Strahan TAS 7468

wcwr.com.au

Version 1, [DATE]