



Brisbane Access Map Frequently Asked Questions

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About the Brisbane Access Map

What is the Brisbane Access Map?

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The Brisbane Access Map helps people find accessibility information across Brisbane in one place. It includes toilets, adult change facilities, disability permit parking, passenger pick-up zones, public transport, community facilities and walking effort ratings.

Who is the Brisbane Access Map for?

The map is for anyone who wants to plan an accessible trip around Brisbane, including:

- People with disability
- Older people
- Parents and carers
- People with temporary injury or fatigue-related conditions
- Support workers, carers and planners

Why use the Brisbane Access Map instead of other maps?

The Brisbane Access Map focuses on accessibility and mobility information that may not be available in other maps, including:

- Accessible and ambulant public toilets
- Adult change facilities
- Disability permit parking and passenger drop-off zones
- Walking effort ratings, including slope and difficulty
- Nearby services grouped by accessibility category

Accessing and Using the Map

Do I need to log in or create an account?

No. The map is publicly available and can be used without logging in or creating an account.

Can I use the map on a mobile device?

The map can be used on desktop, tablet and mobile devices. Some features may display differently on smaller screens.

Do I need to accept Terms and Conditions?

Yes. You must accept the Terms and Conditions when opening the map. These explain how the information can be used and outline important limitations.

Map Tools and Functionality

How do I search for a location?

Enter an address, suburb or place in the search bar and select Search. Select a result to view it on the map.

How do I find facilities near my location?

Select Facilities near me, choose a category and select a location. The results list will display nearby services.



How do I view more information about a location?

Select a feature on the map, such as a toilet, parking space or transport stop. An information panel will open showing:

- Name and location
- Accessibility and amenity information
- Icons and labels describing available features
- Links to additional information, such as Street View or Council webpages

What is the Places and precincts panel?

Select a location in Places and precincts to explore nearby accessibility features and services.

Can I change what appears on the map?

Yes. Use the **Legend panel** to:

- Turn layers on or off
- Show or hide different map information
- Use the **Layers panel** to change the basemap (for example, standard map or aerial imagery)

What does the legend show?

The legend explains the symbols and colours displayed on the map. The map updates based on which layers are turned on or off.

Why do some features appear or disappear when I zoom?

Some information is only displayed at particular zoom levels to improve map readability. Zoom in to view more detailed information.

How do I print a map?

Use the **Print** option to create a downloadable map. You can:

- Select a layout, such as A4 landscape
- Preview your map
- Download a printable version

Note: **Printing** is only available on desktop devices and printed maps may not include all interactive information.

What does the walking or effort rating mean?

Walking routes include an effort rating to indicate how physically demanding a path may be.

Ratings typically include:

- Easy
- Moderate
- Tough
- Very difficult
- Caution

These ratings are provided as a guide only and are based on factors such as slope and terrain. Individual experiences may vary.



Accessibility and Assistive Technologies

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Is the Brisbane Access Map accessible?

The Brisbane Access Map has been designed with accessibility in mind and aims to align with WCAG 2.2 AA requirements where practicable. Core interface elements, including panels, links and buttons, are designed to support accessible use.

Can I use the map with a keyboard or screen reader?

Many controls and information panels can be accessed using a keyboard or screen reader. Some map interactions may require mouse, keyboard or touch-based navigation depending on the device and browser being used.

How accurate is the information?

The map is provided for general information purposes only. While efforts are made to keep information current, it may not reflect temporary changes such as construction works, closures or maintenance activities.

Can I rely on the map for navigation or decision-making?

No. The map is intended as a planning and information tool and should not be relied upon as the sole source for navigation or critical decisions.

Can I download or export data?

No. The map is a view-only application. Some datasets may be available separately through Brisbane City Council's Open Data services.



Feedback and Support

How do I provide feedback or report an issue? *Dedicated to a better Brisbane*

Use the Feedback option within the map interface to report an issue or suggest an improvement.

Who can I contact for further help?

For general enquiries or accessibility concerns, contact Brisbane City Council using the links provided within the application or through Council's Contact Centre.