



Dedicated to a better Brisbane

Brisbane Access Map User Guide

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Welcome to Brisbane Access Map

Brisbane Access Map helps you plan an accessible trip around Brisbane. Use it to find accessibility features, plan where to stop and explore the city with greater confidence.

Using this map you can:

- Find public toilets
- Find public transport stops with accessibility information
- Find taxi ranks, passenger pick-up zones and accessible on-street parking
- Find accessibility information for Council facilities such as pools, libraries and community halls

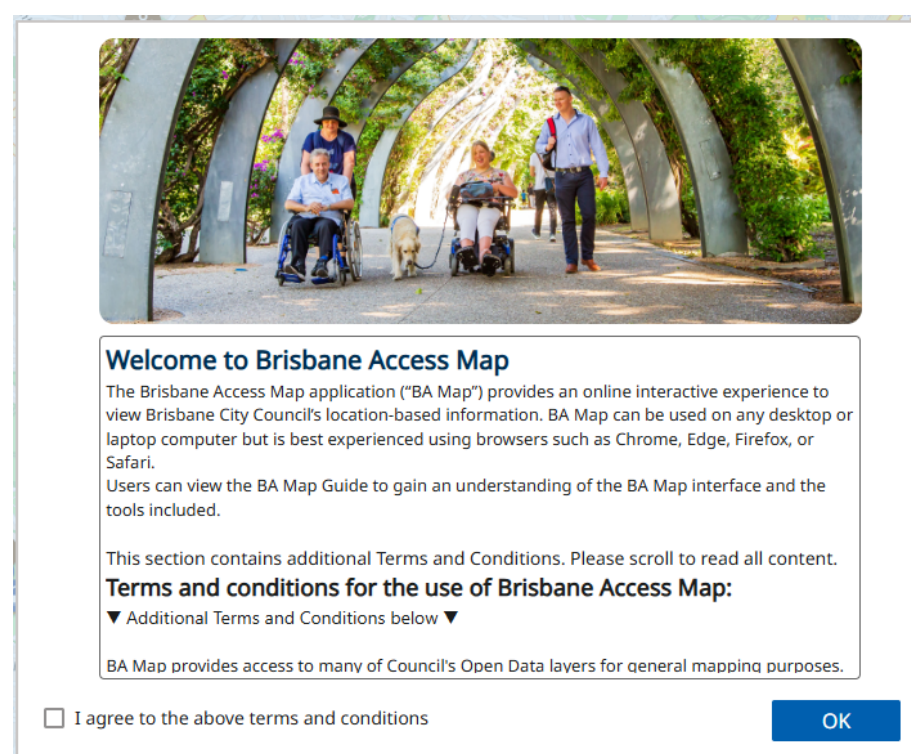
Brisbane Access Map is an interactive online map. You can use it on desktop, laptop, tablet or mobile devices. For the best experience, use a current version of Chrome, Edge, Firefox or Safari.

Use this guide to understand the main parts of Brisbane Access Map and complete common tasks.

Terms and conditions for the use of Brisbane Access Map

A pop-up window appears each time you open the Brisbane Access Map. You need to agree to the terms and conditions to use the map. After reading the terms and conditions, select the box to agree and select OK.

You cannot use a keyboard to scroll through the terms and conditions, so the text has been provided in this document.

A screenshot of a pop-up window titled "Welcome to Brisbane Access Map". The window has a header image showing a group of people, including a man in a wheelchair and a woman with a dog, walking through a park-like area with large, curved, grey metal arches. Below the image, the text reads: "Welcome to Brisbane Access Map", "The Brisbane Access Map application ('BA Map') provides an online interactive experience to view Brisbane City Council's location-based information. BA Map can be used on any desktop or laptop computer but is best experienced using browsers such as Chrome, Edge, Firefox, or Safari. Users can view the BA Map Guide to gain an understanding of the BA Map interface and the tools included.", "This section contains additional Terms and Conditions. Please scroll to read all content.", "Terms and conditions for the use of Brisbane Access Map:", "▼ Additional Terms and Conditions below ▼", and "BA Map provides access to many of Council's Open Data layers for general mapping purposes." At the bottom, there is a checkbox labeled "I agree to the above terms and conditions" and a blue button labeled "OK".

Welcome to Brisbane Access Map

The Brisbane Access Map application ("BA Map") provides an online interactive experience to view Brisbane City Council's location-based information. BA Map can be used on any desktop or laptop computer but is best experienced using browsers such as Chrome, Edge, Firefox, or Safari. Users can view the BA Map Guide to gain an understanding of the BA Map interface and the tools included.

This section contains additional Terms and Conditions. Please scroll to read all content.

Terms and conditions for the use of Brisbane Access Map:

▼ Additional Terms and Conditions below ▼

BA Map provides access to many of Council's Open Data layers for general mapping purposes.

☐ I agree to the above terms and conditions

OK



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Welcome to Brisbane Access Map

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Terms and conditions for the use of Brisbane Access Map:

▼ Additional Terms and Conditions below ▼

BA Map provides access to many of Council's Open Data layers for general mapping purposes. BA Map is not to be used for identification and location of underground assets. Before You Dig Australia provides a free pre-excavation referral service if required.

Users must accept the Terms and Conditions for Open Data to download the layers used in BA Map from the Open Data portal. The map layers displayed in BA Map are compiled from a variety of sources. Further information on the source and completeness of each layer may be obtained by viewing the metadata in Council's Open Data.

Many of the map layers in the BA Map are based on digital cadastral data provided by the Queensland Government through the Department of Resources. For the purpose of these Terms and Conditions, these map layers will be referred to as the Licensed Data ("Licensed Data").

Neither Council nor the Department of Resources warrant that the Licensed Data is error free, and Users acknowledge and accept that:

- a. The Licensed Data does not purport to represent the precise location of cadastral corners or the surveyed dimensions of cadastral boundaries;
- b. The Licensed Data was captured from available cadastral mapping, and its positional accuracy varies with the map type and the respective scale of the mapping used.

BA Map is provided for general information purposes only. Council makes no representation or warranty of any kind, whether express or implied regarding the accuracy, adequacy, validity, reliability, currency or completeness of any information in BA Map.

Under no circumstances, to the maximum extent permitted by law, will Council have any liability for any loss or damage of any kind incurred as a result of use of BA Map or reliance on any information within BA Map.

Use of BA Map by the Users, and the User's reliance on any information in BA Map is solely at the User's risk.



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Council reserves the right to modify these Terms and Conditions at any time and to cancel, suspend, or modify BA Map at any time without further notice to Users. Any updates to these Terms and Conditions will be published on Council's website.

We aim to make this solution accessible for as many people as possible. However, it is only partially compliant, and some users—such as those using keyboard navigation, dark themes or screen readers—may experience issues. We are working to review and improve accessibility over time.



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Document Information

Use this guide to complete common tasks in Brisbane Access Map. It explains the main screen, tools and features for accessible trip planning.

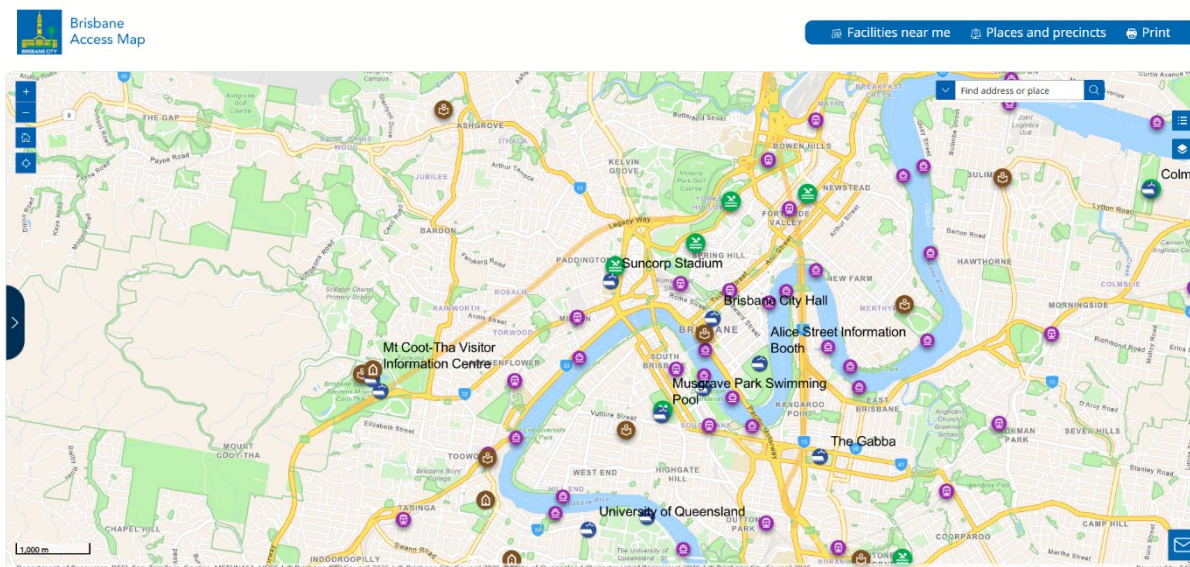
Accessibility notes

The Brisbane Access Map is designed to support accessibility-focused planning by:

- Using clear headings and plain language in information panels
- Avoiding reliance on colour alone to convey meaning
- Providing descriptive links to external, authoritative information

Because maps are visual and spatial, some information is easier to use with a mouse or by touching the screen. Keyboard controls are available for some tasks such as zoom, moving the map, tabbing to some buttons and moving through some lists and search results. Some tasks may still need a feature to be selected directly on the map to open the information panel. Council will continue to improve the accessibility of the map.

Main screen elements

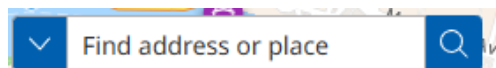


This section explains the main parts of the map.

- The Brisbane Access Map opens with a full-screen interactive map with buttons and controls around the screen. Detailed instructions for these buttons are provided in this document.
- The title 'Brisbane Access Map' is on the top left-hand corner.
- In the top right-hand corner, you will see the words Find nearby, Locations, and Print. These are buttons.
- Next you will see a white box that says, 'Find address or place'. Type in the box to find addresses or places.
- There are two blue buttons on the right-hand side of the map. The first one is the Legend where you can turn on or off the things you want to see on the map. The second button is called Layers where you can change how the map looks.
- In the bottom right corner of the screen, you can see a blue button with an image of an envelope on it. This is how you can give feedback on the map.
- On the left side of the screen there is a dark blue button with a white arrow. This button expands the information window. The information in the window changes depending on the item you select on the map.
- On the top left side of the map, you will see four blue buttons. Use '+' and '-' buttons for zooming in and out of the map. The next button has a picture of a house and will make Brisbane city the centre of your map. The last button is a circle with lines attached. It is called the Location button, and you can use it to centre the map to your current location

Basic map tools

Search bar



Enter an address or place in the search bar and select **Search**. You can search for:

- An address or suburb
- Council parks
- Train stations
- Ferry terminals
- Council library locations
- Council community halls
- Public toilets
- Accessible Adult Change Facilities
- Council Customer Centre locations
- Council swimming pool locations
- Bus stops

Select a result to view it on the map. If more than one result appears, choose the result that best matches your search.

Zoom



Use the **Plus** and **Minus** controls to zoom in or out. You can also touch the screen and pinch your fingers to zoom in and out or use the keyboard shortcuts Shift + Plus sign to zoom in and Shift + Minus sign to zoom out.

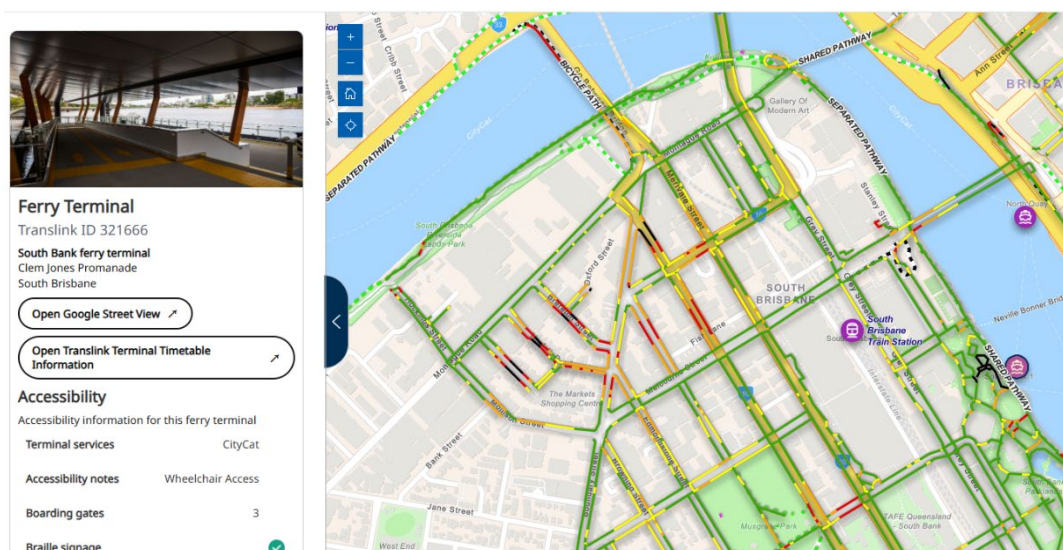
Moving the map

You can move around the map by clicking and dragging with a mouse, touching the screen or by using the arrow keys on your keyboard. You can also use the Places and precincts button and select a popular destination.

Selecting a feature

To view more information about a feature, select the feature directly on the map, such as a public toilet, bus stop or accessible parking space. When the information panel opens, it may show:

- name and location
- accessibility information
- links to other information like Google Street View, Translink timetables or websites
- icons and labels indicating what is available



Facilities near me

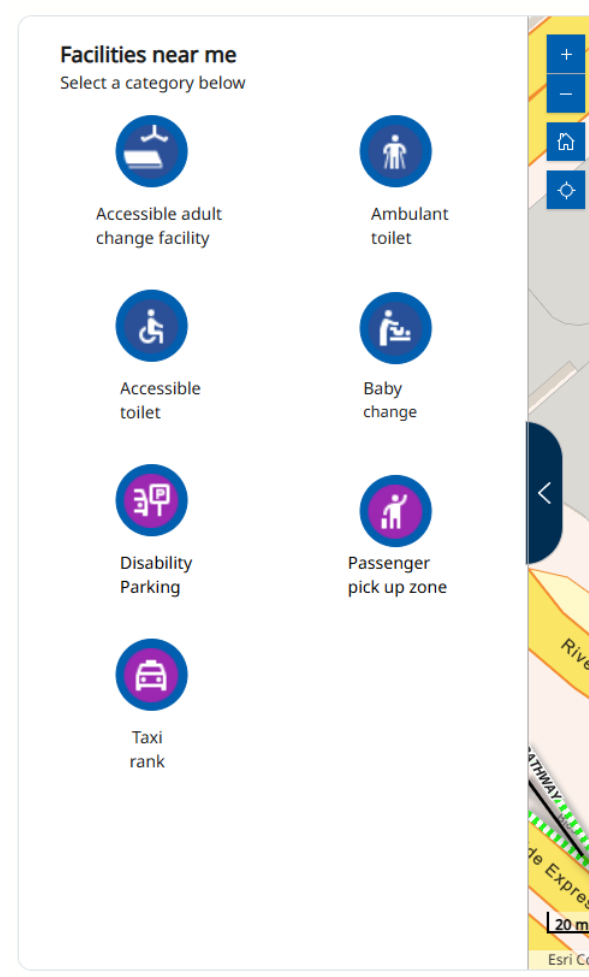
Use Facilities near me to find accessibility-related services close to a location.

1. Select **Facilities near me**.

 **Facilities near me**  **Places and precincts**  **Print**

2. Choose a category, such as:

- Accessible adult change facilities
- Accessible or ambulant toilets
- Baby change facilities
- Disability parking
- Passenger pick up zone
- Taxi ranks



3. Set the search distance. Select the location tool, then select a location on the map.

Facilities near me
Select location tool



Location tool

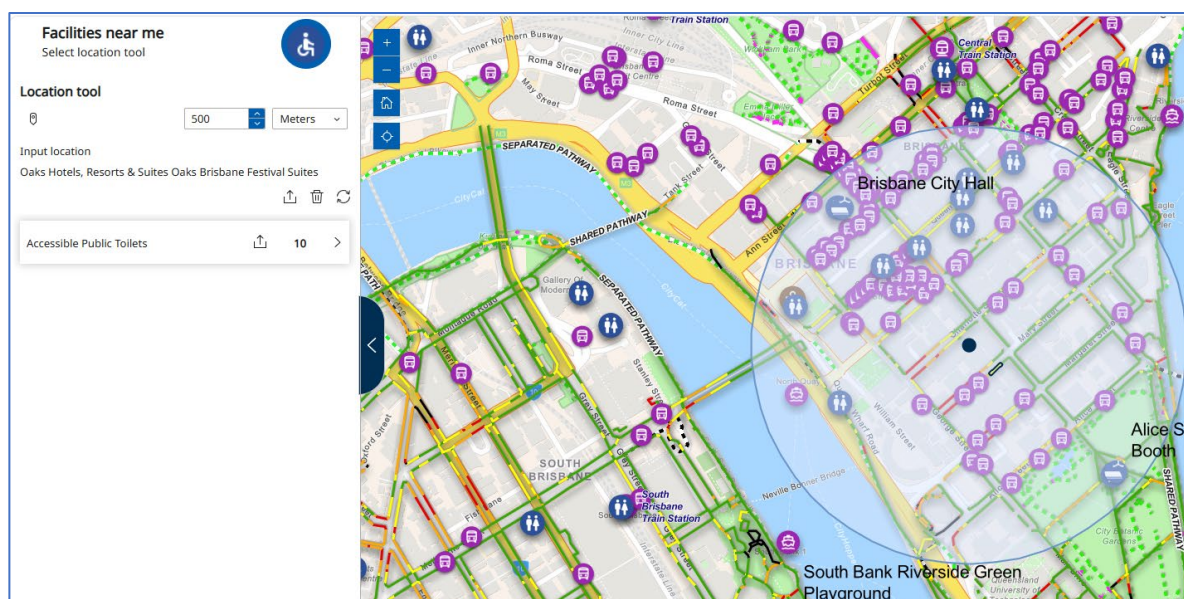


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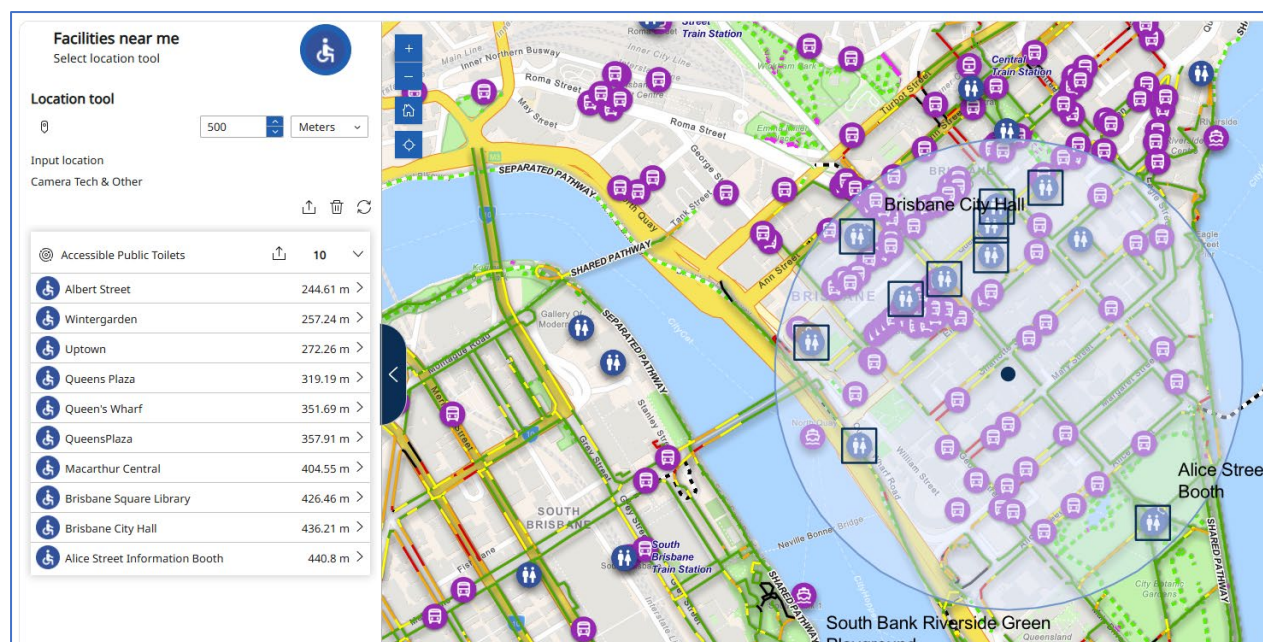


Meters

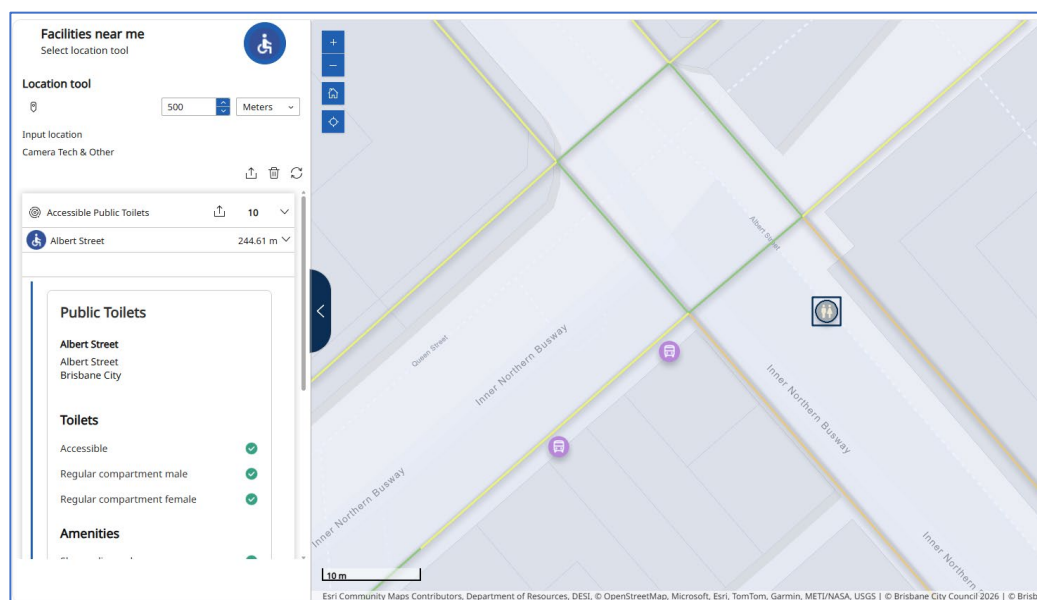
4. The results list shows nearby facilities. If no results appear, try another location or increase the search distance.



5. Open the results list to review nearby facilities.



6. Select a result to view its location and accessibility information.



Places and precincts



Facilities near me



Places and precincts

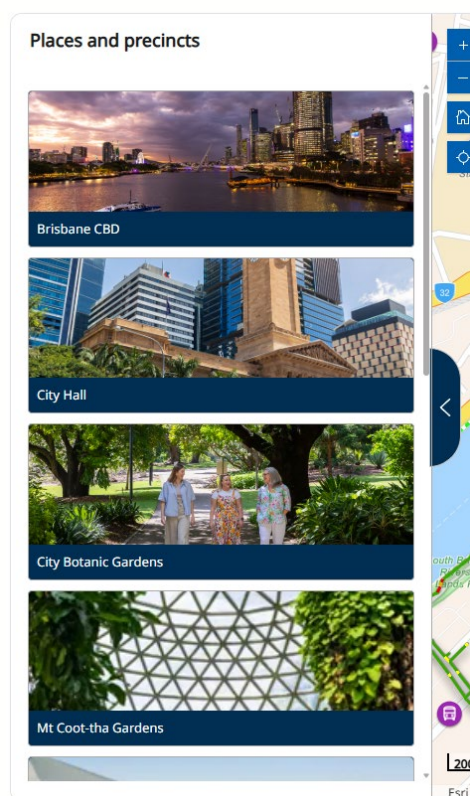


Print

Select **Places and precincts** to open the list of popular destinations.

- Brisbane CBD
- City Hall
- City Botanic Gardens
- Mt Coot-tha Gardens
- Mt Coot-tha Outlook
- New Farm Park
- South Bank
- Wynnum foreshore
- RAAF Memorial Park, Brighton
- Moora Park Shorncliffe.

Select a location to explore nearby accessibility features and services.



Printing maps

Select **Print** to create a printable map. Printing is available on desktop devices.

 Facilities near me  Places and precincts  Print

Select Print to open the print panel. Then:

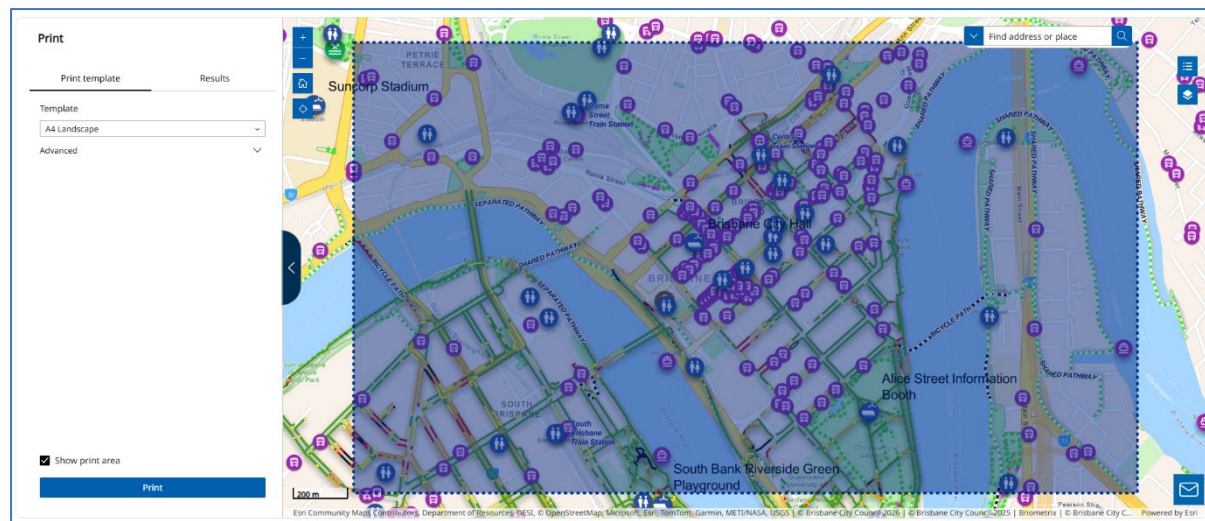
- **Choose** a print template (such as A4 landscape)

Template

A4 Landscape ▼

- ✓ A4 Landscape
- A4 Portrait

- **Preview** the print area on the map by clicking the small box at the bottom of the information panel.



- Press **Print**

☒ Show print area

Print

- **Select** the **Results** tab and select 'Brisbane Access Map' to view the printable version. You can download or print the file.

Print template	Results (1)
 Brisbane Access Map	

Use printed maps for reference only. They may not include all accessibility information.

Legend



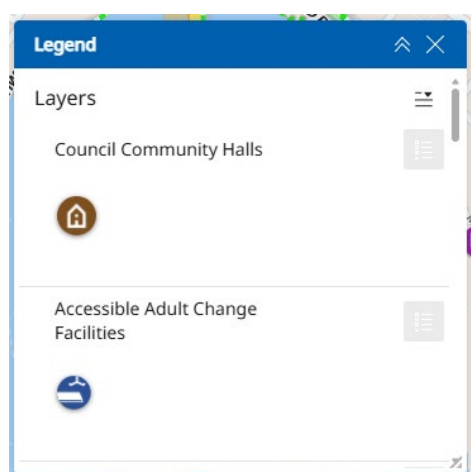
Select **Legend** to open the legend panel.

The legend shows the symbols and categories used on the map. It also lets you choose what information appears on the map.

Use the legend button beside a layer name to see the matching icon/s. Some icons only show in the legend when you are zoomed in on the map. For example, for Bikeways and Tracks and Trails.

Use the visibility control beside a layer name to show or hide that information on the map.

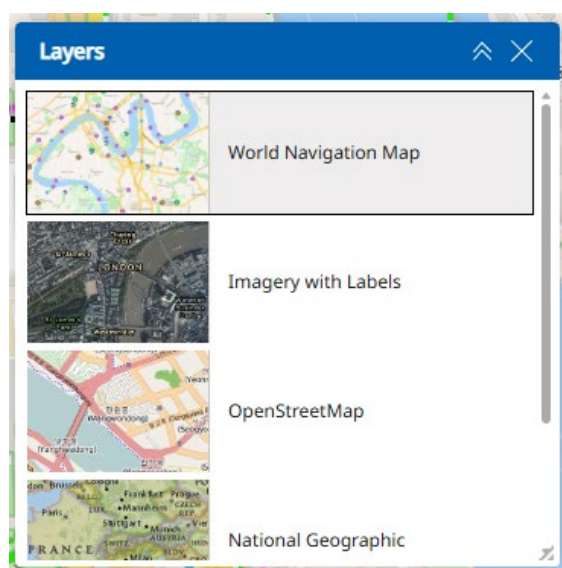
You can turn layers on or off at any time.



Layers



Select **Layers** to change the background map. For example, you can switch between a standard map view or aerial imagery. Changing the background map does not change the accessibility information shown.



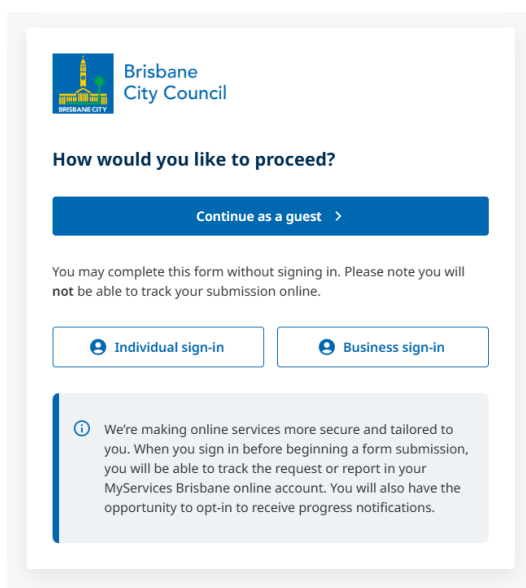
Feedback



Select **Feedback** to report an issue or suggest an improvement.

A new web browser window will open and you can sign in or continue as a Guest.

Fill out the **Email Council** form making sure you include Brisbane Access Map in the title or description. This will ensure your feedback will be received by the right team.



The screenshot shows the Brisbane City Council login page. At the top is the council logo and name. Below it, the heading 'How would you like to proceed?' is followed by a blue button labeled 'Continue as a guest >'. A note states: 'You may complete this form without signing in. Please note you will not be able to track your submission online.' Below this are two buttons: 'Individual sign-in' and 'Business sign-in'. A light blue information box at the bottom contains a note about enhanced security and the benefits of signing in, such as tracking requests and receiving notifications.

Email Council

A A A < Share

Use this form to send general enquiries or feedback to Brisbane City Council.

Find out more about Council's [complaints process](#) or lodge a [specific nuisance complaint](#).

Need help with a neighbour dispute?

We can assist with matters within our responsibility, such as noise, air and odour, light and glare, and graffiti. For other concerns, use the Queensland Government's [online neighbourhood dispute resolution tool](#) .

AI assisted form

Based on the email subject you enter below, we may suggest online services that could assist with faster resolution of your enquiry.

What can we help with? *

0/160

Describe the subject of your question or feedback for Council

