

Planning my trip to the Powerlink CopperString Experience Centre

Visual Story

 **COPPERSTRING 2032**
Experience Centre



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Acknowledgement of Country



Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular the lands on which we operate.

We pay our respect to their Ancestors, Elders and knowledge holders and recognise their deep history and ongoing connection to Country.

You are welcome here.

We want you to know that you are welcome to be your authentic self at the CopperString Experience Centre without judgement.

Please let us know if there is anything we can do that would make you feel more comfortable – for instance give you more space or adjust the volume.

You are also welcome to use your own strategies to help you feel engaged and relaxed.



About Powerlink Queensland

Queensland Government owned – one of Australia's leading transmission network companies.

We own, develop, operate and maintain the **high voltage transmission** network.

We provide electricity to more than **five million Queenslanders** and **253,000 businesses**.

Our network runs **1,700km** from north of Cairns to the New South Wales border.

Comprises **15,345** circuit kilometres of transmission lines and **147** substations.

www.powerlink.com.au



The CopperString Experience Centre

The CopperString Experience Centre's purpose is to provide an engaging space for the community to learn, ask questions and discover what the CopperString Project will provide to the North and North West Queensland communities.



The CopperString Experience Centre

The CopperString Experience Centre is in the Urban Corner building at:

71 Stanley Street, Townsville

The Experience Centre is open:

Monday to Friday: 9:00am to 4:00pm

Saturday and Sunday: 9:00am to 1:00pm

It is closed all Queensland Public Holidays including Townsville Show Holiday.

It is FREE to visit.

www.copperstringexperience.com.au

Before I arrive I can visit the website and review the centre through the Virtual Tour:

<https://vr.copperstringexperience.com.au>



Accessibility Features

The CopperString Experience Centre has features to support people with different access needs.

- There is **wheelchair and mobility access**, with ramps and lifts at Urban Corner.
- The Experience Centre is on **one level** and easy to move around.
- An **accessible bathroom** is available. Staff can give me the key if I need it.
- **Quiet mornings** are available with lower sound and fewer people.
- Staff are **trained to assist** and are happy to help.
- **Sunflower lanyards** are welcome. Staff know what they mean and will offer support.
- **Assistance animals** are welcome at the Centre.

If I'm coming with a group of 8 or more people, I can book a **familiarisation tour** online. The team will confirm the booking with me.

[I can learn more on the Experience Centre website.](#)

Hidden Disabilities Sunflower Lanyard

The Sunflower is a globally recognised symbol for Hidden Disabilities

Wearing the lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support time and understanding.

The team are trained to recognise the sunflower and will be my ally. They will wear white sunflower supporter pins in their uniforms.

It is OK if I don't have a lanyard, I can still get help if I need.

If I already have a Sunflower lanyard I can bring it with me.



Accessible Programs and Activities

When I visit the CopperString Experience Centre, I can take part in hands-on and interactive activities. These activities are designed for people of all ages and abilities.

Here are some of the things I can do:

- Choose a role like **Ecologist**, **Linesperson**, or **Community Engagement Officer**. Each role guides my visit in a different way.



Learning Zones

Explore 8 themed learning zones.

Each zone has interactive games, videos, and models.

- I can build a **wind turbine** or **transmission tower** using special kits.
- I can try the **buzz-wire challenge** to test my steady hands.
- I can use a **helicopter simulator** to follow the path of powerlines across Queensland.
- I can learn about how energy projects impact the environment and local communities.
- I can talk with staff who can help me learn more or answer my questions.

Many of these activities are flexible. I can explore at my own pace and choose what I want to try. If I want a quieter visit or need help, I can ask staff at any time.

[I can learn more about the exhibits on the Experience Centre website.](#)



Rules and Expected Behaviours

When I visit the CopperString Experience Centre:

- I can take my time to explore.
- I will only touch exhibits if a sign or staff member says it's okay.
- Eating or drinking isn't allowed inside, but I can use a locker to store my items.
- It's okay to wear headphones or take a break if I need to.
- I will stay with my group or adult if I come with others.



Rules and Expected Behaviours

- I can wear comfortable clothes. There is no special dress code.
- I can talk quietly with others, but I will try to use my inside voice.
- If I want to take photos, I can check with staff first to make sure it's okay.
- Some areas might be for staff only or need special access. I will follow any signs.
- If I'm unsure what to do, I can always ask a staff member for help.



Sensory Information

Some things I might notice:



Sounds: Some areas have videos, touchscreens, or games that make noise.

I can wear headphones or ask staff to help me find a quieter space.



Visuals: Some exhibits have bright lights or moving images.

I can look away or choose to move to a different area.



Smells: There might be air freshener in the toilets or people wearing fragrance.

If smells feel strong, I can take a break.



Crowds: It can be busy on weekends or holidays.

I might feel more comfortable visiting on a weekday or during a quiet morning.

It's okay to ask staff for support or take a break at any time. I can also use my own strategies to help me feel calm and comfortable.

What I can bring?

Sometimes it is busy, noisy, bright and loud at the CopperString Experience Centre

I can bring things to help me enjoy the day.

Things I might want to bring include:

- Hand sanitiser but it must be **alcohol free**.



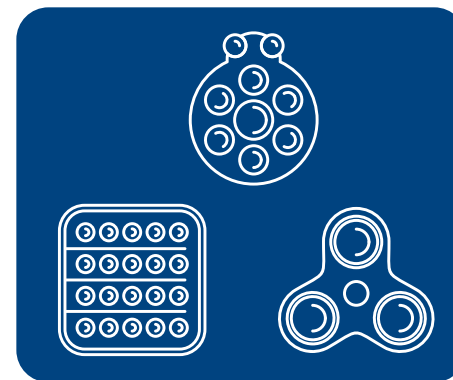
Sunglasses and Hat



Headphones



Water bottle

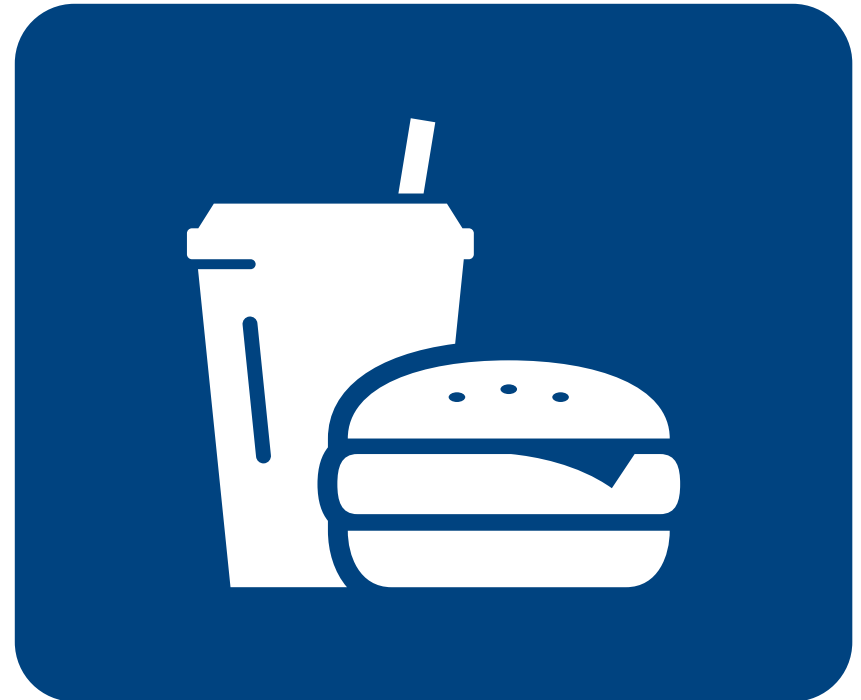


Sensory tools

Food and Drink

- Eating or drinking **isn't allowed** inside the CopperString Experience Centre.
- I can eat or drink **before my visit** or **after I'm finished**.
- There are lockers at the entry where I can safely store a drink bottle or snacks.
- There are no cafés or shops inside the Urban Corner building, but I can bring my own food to eat outside before or after I go in.
- If I'm not sure where I can eat or drink, I **can ask a staff member for help**.

If I need to bring food or drink for medical reasons, like managing diabetes or staying hydrated, that is okay. I can let staff know if I need support.



Planning my journey

By car:

I can put 71 Stanley St, Townsville City QLD into my GPS or Google Maps.

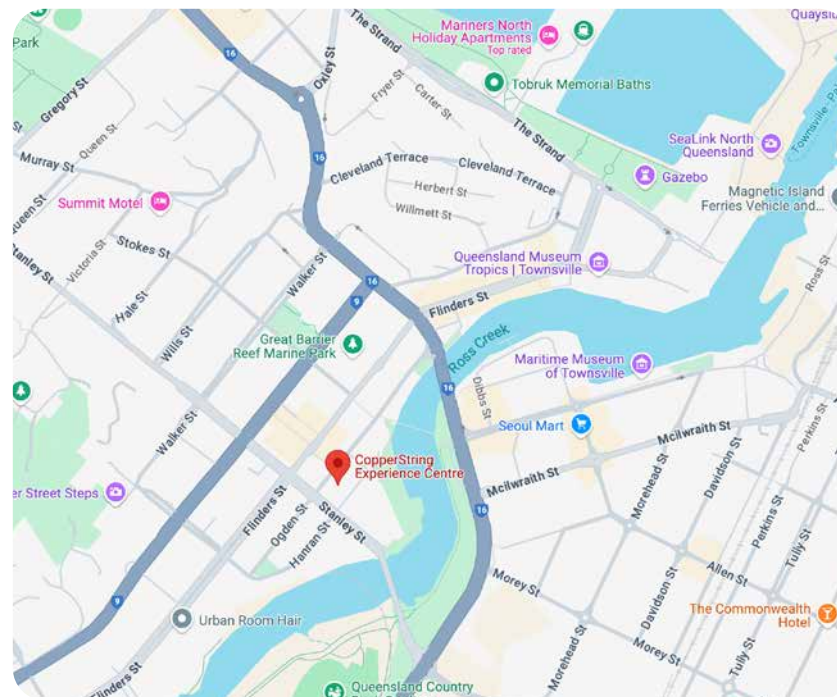
Parking is available on the street near Urban Corner as well as a paid car park at:

<https://pripark.com.au/234-ogden-street-townsville-car-park>

By bus:

The Townsville City bus hub Stop B is 110 metres from the Experience Centre

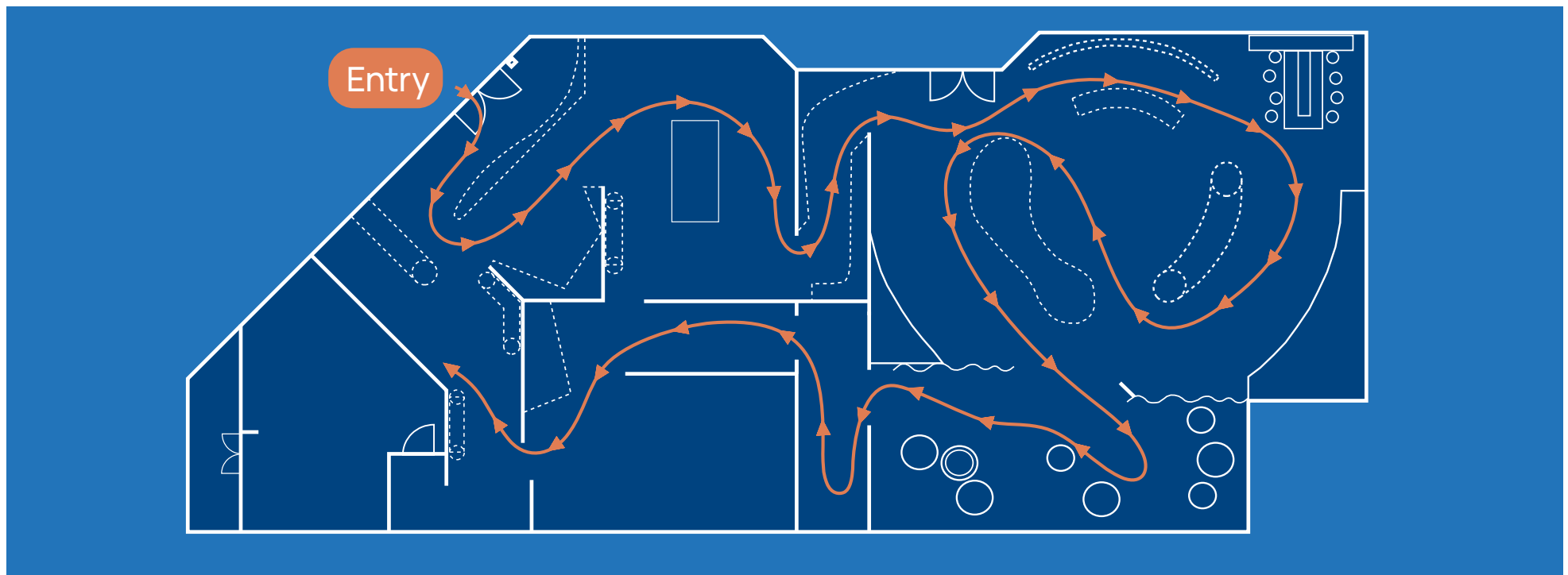
<https://jp.translink.com.au/plan-your-journey/timetables>



Map of Location

If I want to explore the centre before I visit, I can try the virtual tour online. It's not exactly the same as being there, but it's a great way to see the exhibits, watch videos and start learning.

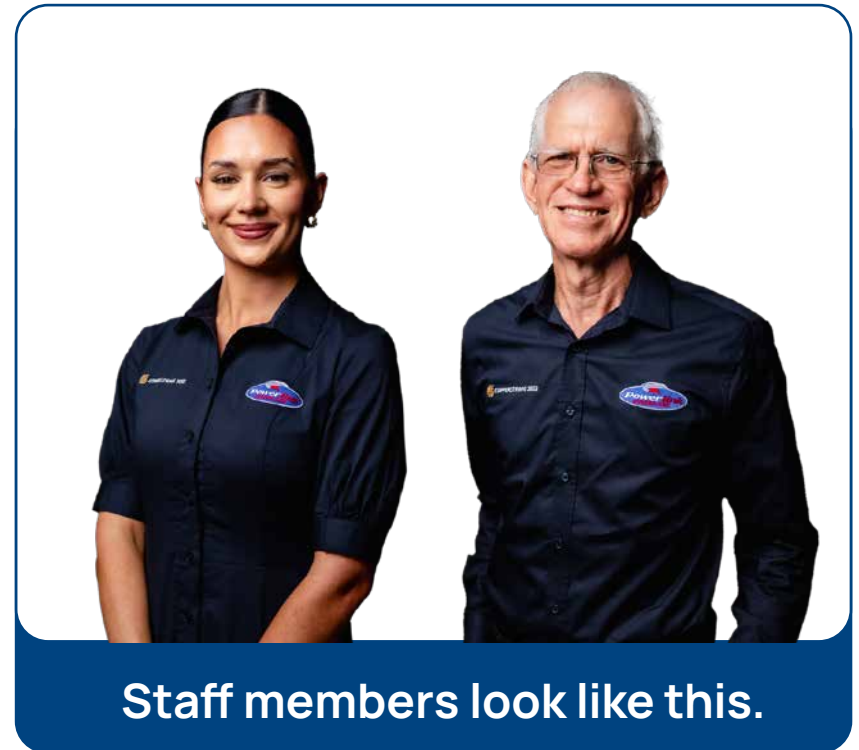
<https://vr.copperstringexperience.com.au>



I can explore the space my own way.

Meet the Team

- If I need help, I can look for the staff members at the Experience Centre.
- They can answer my questions, show me where to go, or help me find a quiet space if I need a break.
- Staff are trained to support visitors and want me to feel safe and welcome.
- If I'm not sure who to ask, I can look for someone wearing who is wearing a shirt that looks like this ->



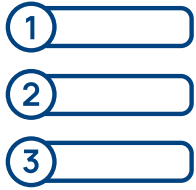
When I arrive

When I arrive at the CopperString Experience Centre:

- I will see the front of the Urban Corner building
- I can go through the main entry doors
- When I'm ready I will enter the Experience Centre through the doors shown.
- The entrance is step-free and easy to access. Staff are nearby to help if I need anything.
- A staff member will welcome me at the Reception desk and I can ask any questions I have
- I can use a locker to safely store my bag or personal items

If I'm not sure where to go, I can ask for directions or follow the signs toward the Experience Centre.





Sequence of Events

When I visit the CopperString Experience Centre, here's what might happen:

Arrival

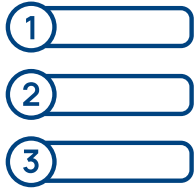
- I will arrive at the Urban Corner building.
- I will enter the CopperString Experience Centre.
- I can ask staff for help and use a locker to store my things.



Choose My Role

- I can pick a character like Ecologist, Linesperson or Community Engagement Officer.
- Each role helps guide my visit in a different way.





Sequence of Events

Explore the Zones

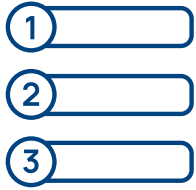
- I can move through the eight learning zones in any order.
- Each one is interactive, with videos, games, and displays.
- Some spaces might have louder sounds or bright lights.



Try the Activities

- I might build a model wind turbine, use the buzz-wire game, or fly the helicopter simulator.





Sequence of Events

Take a Break

- If I need a quiet moment, I can let staff know. They will help me find a quieter space.

Finishing Up

- When I'm ready, I can leave through the front doors.
- I can come back again and try a different character role next time.





Frequently Asked Questions

Where can I get help?

- I can ask a staff member at the front desk or inside the exhibit zones. They're there to help me have a good visit.

Do I need to book ahead?

- I don't need to book if I'm visiting by myself or with a small group. If I'm coming with 8 or more people, it's a good idea to book in advance.

Is it free to visit?

- Yes, visiting the CopperString Experience Centre is free for everyone.

Can I eat or drink inside?

- No food or drink is allowed inside, but I can store my things in a locker at the entry.





Frequently Asked Questions

Is there wheelchair access?

- Yes, the centre is wheelchair accessible. There is ramp access from Stanley and Hanran Streets.

What if I feel overwhelmed?

- It's okay to leave and come back later. I can also ask staff to help me find a quieter area.

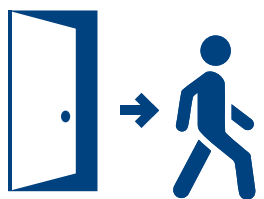
Can I visit more than once?

- Yes! I can choose a different character role each time I visit. Each role gives me a new experience.

How Can I provide feedback?

- Before finishing my tour of the CopperString Experience Centre there will be a QR code that I can use to provide feedback. The Team members will also be happy to hear my feedback if I would like to tell them.





Getting Home / Leaving

When I'm ready to leave the CopperString Experience Centre:

- I will exit through the same front doors I came in.
- If I drove, I can walk to the nearby carpark.
- If I booked a taxi or rideshare, I can ask staff where to wait or get picked up.
- If I'm taking a bus, I can walk to the nearby public transport stops. Staff can help me find the right stop.
- If I want to avoid crowds, I can ask about leaving a little earlier or waiting in a quieter area

The Experience Centre closes at 4:00 pm on weekdays and 1:00 pm on weekends.

Staff will let me know when it's close to closing time.



I will exit through the same front doors I came in.

**Thank you for visiting the
CopperString Experience Centre.**

We hope you had fun and learned something new.

Come back anytime!



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Experience Centre