

CENTRAL CITY MOBILITY MAP



Access and facilities for people with limited mobility



ACCESSIBLE PUBLIC TOILETS ON THIS MAP

- | | | | |
|-----------------|--|---------------|---|
| K9 | 234 Collins Street, 2nd floor Food Court | J2 | Multicultural Hub, 506 Elizabeth Street |
| P10 | Collins Place, corner Exhibition and Collins streets | J7 | Myer, Bourke Street Mall |
| J11 | Council of Adult Education, 1st and 5th floors, 256 Flinders Street (enter via Degraeves Street) | R7 | Parliament Station, booking hall, corner Spring and Nicholson streets |
| F6 | County Court, 250 William Street | E2 | Peel Street and Dudley streets (corner) |
| J7 | Emporium Melbourne | G2 | Queen Street near Therry Street |
| P6 | Exhibition and Lonsdale streets (corner) | L6 | Queen Victoria Women's Centre, ground floor |
| E5 | Federal Court of Australia, La Trobe Street | L6 | QV Centre, Little Lonsdale Street |
| L11, M11 | Federation Square, Alfred Deakin Building Atrium, St Paul's Court | D10 | Rialto Towers, Flinders Lane |
| E5 | Flagstaff Station concourse level | L8 | RMIT, 4th and 10th floors, Tivoli building, 239 Bourke Street |
| F11 | Flinders Street, between Market and Queen streets | L4 | RMIT City Campus, Building 8, 368-374 Swanston Street |
| K11, K12 | Flinders Street Station, corner Flinders and Swanston streets | M1 | Royal Dental Hospital (RDH), 720 Swanston Street |
| J7 | GPO, H&M store, Bourke Street Mall | A9, B8 | Southern Cross Station, Spencer Street |
| J5, K6 | Melbourne Central, La Trobe Street and Lonsdale Street | L5 | State Library of Victoria, ground floor, 179 La Trobe Street |
| K5 | Melbourne Central Station, corner La Trobe and Swanston streets | P6 | Telstra building, ground floor, 242 Exhibition Street |
| E6 | Melbourne Magistrates Court, 233 William Street | K8 | The Walk Arcade, collect key from security |
| R1 | Melbourne Museum, Rathdowne Street | B8 | Vibe Savoy Hotel, 630 Little Collins Street |
| L9 | Melbourne Town Hall, ground floor 90-120 Swanston Street | C5 | William Angliss Institute of TAFE, 555 La Trobe Street |

HOW TO USE THIS MAP

This map is designed to help people with limited mobility access Melbourne's central city safely and with ease. It shows you where to find accessible toilets, parking bays, accessible venue entry and exit points and other helpful visitor information.

ACCESS MELBOURNE

Our access website offers an online version of our Mobility Maps and other information on access and facilities in the City of Melbourne. Visit accessmelbourne.vic.gov.au

TRAVELLERS AID AUSTRALIA

Travellers Aid offers assistance to older people, people with disabilities, limited vision and mobility to help them move around safely and access essential services. Travellers Aid provides fully accessible toilets at both Southern Cross and Flinders Street stations during normal operating hours. Personal Care assistance is available at:

- Southern Cross Station from 11am to 4pm Monday to Friday
- Flinders Street Station from 8am to 8pm, seven days a week (except some public holidays).

Mobility equipment hire is available for pick and drop off at Southern Cross and Flinders Street stations. To book equipment, please call Travellers Aid at:

- Flinders Street Station on 9610 2030
- Southern Cross Station on 9670 2072

For more information visit travellersaid.org.au

RECHARGE STATIONS FOR ELECTRIC SCOOTERS AND WHEELCHAIRS

Charging stations are located throughout the City of Melbourne.

For a full list of locations please visit melbourne.vic.gov.au/disabilityservices and click on 'Getting around Melbourne'.

CHANGING PLACES

Changing Places toilets are different to standard accessible toilets in that they have extra features and more space available. Each Changing Places toilet provides a height adjustable adult-sized changing bench, a tracking hoist system, enough safe space and clean environment. For more information visit changingplaces.org.au

PUBLIC TELEPHONES

Telstra's Teletypewriter (TTY) payphones enable people who are deaf or have a communication impairment to stay in touch when out and about.

Around 170 Telstra payphones have been modified to include a teletypewriter facility. To find the addresses of TTY and regular payphones simply visit Telstra's payphone locator and search for "payphones with teletypewriter (TTY)" under phone type.

The City of Melbourne thanks and acknowledge Melway Publishing for producing this map as at July 2016.

How to contact us

Online: melbourne.vic.gov.au

Telephone: 03 9658 9658

7.30am to 6pm, Monday to Friday
(public holidays excluded)



Interpreter services

We cater for people of all backgrounds
Please call 03 9280 0726

National Relay Service: If you are deaf, hearing impaired or speech impaired, call us via the National Relay Service: Teletypewriter (TTY) users phone 1300 555 727 then ask for 03 9658 9658. Available 9am to 5pm, Monday to Friday (Public holidays excluded)

In person

Melbourne Town Hall - Administration Building
120 Swanston Street, Melbourne
7.30am to 5pm, Monday to Friday
(Public holidays excluded)

In writing

City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia

GETTING TO MELBOURNE CBD

Tram, train and bus – For timetables please contact Public Transport Victoria on 131 638 or visit ptv.vic.gov.au

Free Tram Zone – The Free Tram Zone includes Melbourne's central city and Docklands.

If your tram travel starts and finishes within the Free Tram Zone, your journey will be free and you won't need to use a myki card.

If your tram travel starts or finishes outside of the Free Tram Zone, you will need to touch on and off with a valid myki card.

Low floor trams – To check the availability of low level trams on tram routes, contact Yarra Trams on 1800 800 007 or visit yarratrams.com.au

The Yarra Trams tramTRACKER app also includes information about availability and location of low floor trams.

By car – Parking facilities are available throughout the city. Private and public accessible parking bays are located on the map.

By taxi – Wheelchair accessible taxis are available. To book please call Silver Top Taxi Service on 03 8413 7202 or Yellow Cabs on 03 9277 3877. For more information on taxi services visit taxi.vic.gov.au

VISITOR SERVICES AND INFORMATION

The Melbourne Visitor Information Centre is located at Federation Square (map ref L12). There is also a Visitor Information Centre booth at Bourke Street Mall (map ref K8). For more information contact the City of Melbourne on 03 9658 9658.

CBD POLICE – CALL 000

The CBD Police station is located at 226 Flinders Lane (map ref K10). Phone 03 9650 7077 24 hours. For emergencies call 000. You can request an interpreter if you need one.

TIPS FOR ENJOYING MELBOURNE

- Police assistance is available 24 hours a day in Australia

- For life-threatening emergencies call 000

- Take care when crossing roads. Cars drive on the left side of the road in Australia

- Always validate your myki ticket when travelling on public transport. On trains, the carriage closest to the driver at the front of the train has wheelchair and scooter access

- Keep your valuables and belongings secure at all times

- If you are approached by someone asking for money it is your choice to donate money or say no and move away

- The legal drinking age in Australia is 18 years and over. Drinking alcohol in public places is not permitted

- If you get lost stop and ask someone for help. City of Melbourne City Ambassadors are dressed in red and located in Bourke Street Mall near Swanston Street

INTERSTATE VISITORS – SOUTHERN CROSS STATION MAP REF N5

Melbourne's Southern Cross Station is a historical world-class train and coach gateway with state-of-the-art transport facilities, cafes and shopping outlets.

How to get there

- Pedestrians can access Southern Cross station using dedicated road crossing points from Collins and Spencer streets.

- The Bourke Street Walkway is also available for those coming directly from the Docklands.

- Vehicle access is available at the back of the station from Wurrundjeri Way.

Additional Information

Please note the gradient of Collins Street may create access challenges for some people with limited mobility. Lift, escalator and stair access is available throughout Southern Cross Station area. Tactile ground indicators are also in place to support people who are blind or vision impaired.

Mobility equipment is available for hire inside Southern Cross Station as well as other assistance including free buggy transport, manual wheelchair access and personal guidance service. See the Travellers Aid section of this brochure for more information or visit the Travellers Aid service centre opposite the luggage hall.

OTHER VISITOR WEBSITES

If you are interested in discovering more about Melbourne including attractions, events, news, retail, restaurants and bars, leisure activities and accommodation available, please visit the following websites.

thatsmelbourne.com.au

visitvictoria.com

Accessible Tourism

australiaforall.com

Melbourne central city MOBILITY MAP

Access and facilities for people of limited mobility

EXPLANATION OF MAP SYMBOLS

- Fully accessible route
- Accessible route open business hours only
- Ascending gradient up to 1 in 20 manual wheelchair limit
- Ascending gradient up to 1 in 14 assisted wheelchair limit
- Ramp
- Accessible telephone
- Accessible telephone with telephone typewriter facility
- Accessible railway station entrance
- Accessible tram super stops
- Major taxi rank
- Visitor information
- Visitor Information Centre
- Off-street commercial parking
- On-street disabled parking bay
- Landmark/prominent building
- Restricted vehicular access (e.g. malls and walks)
- One-way traffic
- Building number
- Outdoor seating
- Accessible toilet
- Accessible lift
- Steps
- Drinking fountain
- Recharge points
- Changing Places
- Hoist and change table

The distance between blue grid lines is approximately 130 metres.

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