



### CBD Mobility Map 2011

Access & facilities for people with limited mobility

The City of Melbourne wishes to thank and acknowledge Melway Publishing for producing this map.

**Contacts**  
**Phone:** 03 9658 9658 (7.30am to 6pm)  
**Website:** [melbourne.vic.gov.au](http://melbourne.vic.gov.au)  
**Online enquiries:** [melbourne.vic.gov.au/contactus](http://melbourne.vic.gov.au/contactus)  
**National Relay Service:** If you are deaf, hearing impaired, or speech-impaired, call us via the National Relay Service on 133 677  
**Street Address:** City of Melbourne, Town Hall, corner Collins and Swanston streets Melbourne  
**Postal Address:** City of Melbourne  
GPO Box 1603 Melbourne VIC 3000

**We're multilingual too**  
The City of Melbourne provides facilities and services to cater for all people of all backgrounds.

03 9280 0716	ᠠᠨᠠᠨᠠᠨᠠᠨᠠ
03 9280 0717	廣東話
03 9280 0718	Ελληνικά
03 9280 0719	Bahasa Indonesia
03 9280 0720	Italiano
03 9280 0721	國語
03 9280 0722	Soomaali
03 9280 0723	Español
03 9280 0724	Türkçe
03 9280 0725	Việt Ngữ
03 9280 0726	All other languages

Accessible toilets on this map		
<b>Australia on Collins</b> Ground floor (Food Court) and 5th floor (Atrium), 260 Collins Street, accessible by lift		<b>J9</b>
<b>Australia Post House</b> Ground floor, 321 Exhibition Street (enter via Latrobe St)		<b>P5</b>
<b>Collins Place</b> Exhibition and Collins streets corner		<b>P10</b>
<b>Council of Adult Education</b> 1st and 5th floors, 256 Flinders Street (enter via Degraives Street)		<b>J11</b>
<b>County Court</b> Lonsdale Street		<b>E7</b>
456 Lonsdale Street		<b>F6</b>
Exhibition and Lonsdale Street corner		<b>P6</b>
<b>Federation Square</b> Alfred Deakin Building Atrium, St Paul's Court		<b>L11</b> <b>M11</b>
<b>Flagstaff Station</b> Concourse level		<b>E5</b>
Flinders Street (between Market and Queen streets)		<b>F11</b>
<b>Flinders Street Station</b> Corner Flinders and Swanston streets		<b>K11</b>
<b>Federal Court</b> La Trobe Street		<b>E5</b>
<b>GPO Store</b> Bourke Street Mall		<b>J7</b>
<b>Grand Hyatt Hotel</b> Ground floor 123 Collins Street		<b>M10</b>
555 Collins Street		<b>C10</b>
<b>Le Meridien Hotel</b> at Rialto Melbourne, Ground floor, 495 Collins Street		<b>E10</b>
<b>Melbourne Central</b> 1st and 2nd floors, La Trobe Building 3rd floor Lonsdale Street Building		<b>J5</b> <b>K6</b>

<b>Melbourne Central Station</b> Corner La Trobe and Swanston Streets		<b>K5</b>
<b>Melbourne Magistrates Court</b> Lonsdale Street (between William and King streets)		<b>E6</b>
<b>Melbourne Museum</b> Rathdowne Street		<b>R1</b>
<b>Melbourne Town Hall</b> Ground floor, near Swanston Hall and 3rd floor Supper Room		<b>L9</b>
<b>Myer Stores</b> Lonsdale Street store and Bourke Street store		<b>J7</b> <b>J7</b>
<b>Parliament Station</b> corner Spring and Nicholson streets, booking hall		<b>R7</b>
Peel Street		<b>E2</b>
Queen Street		<b>G2</b>
<b>Queen Victoria Women's Centre</b> Ground floor		<b>L6</b>
<b>QV Centre</b> Little Lonsdale Street		<b>L6</b>
<b>Rialto Towers</b> Flinders Lane		<b>D10</b>
<b>RMIT</b> 4th and 10th floors, Tivoli Building, 239 Bourke Street		<b>L8</b>
<b>RMIT City Campus</b> Building 8, 368-374 Swanston Street (enter building via ramp from Swanston Street adjacent to bank)		<b>L4</b>
<b>Southern Cross Station</b> South end, near Collins Street main concourse		<b>A9</b>
Northern end, main concourse, under Telstra Dome walkway		<b>A-B8</b>
<b>234 Collins Street</b> 2nd floor, Food Court (accessible by lift)		<b>K9</b>

Accessible toilets on this map		
<b>State Library of Victoria</b> Ground floor, 179 La Trobe Street		<b>L5</b>
Swanston Street (between Lonsdale and Little Lonsdale Streets)		<b>L6</b>
<b>TAC House</b> (Transport and Accident Commission) Ground floor, 222 Exhibition Street		<b>P7</b>
<b>Telstra Building</b> Ground floor, 242 Exhibition Street		<b>P6</b>
<b>Transport House</b> Ground floor, 595 Collins Street		<b>B10</b>
<b>The Walk Arcade</b> South side, Bourke Street Mall (key with stores and security)		<b>K8</b>
<b>William Angliss College</b> 555 La Trobe Street		<b>C5</b>
<b>Vibe Savoy Hotel</b> 630 Little Collins Street		<b>B8</b>
<b>Nearby Accessible Toilets</b>		
NORTH		
<b>Royal Melbourne Institute of Technology</b> (RMIT), City Campus Building 8, 368-374 Swanston Street (enter building via ramp from Swanston Street, adjacent to bank)		<b>L4</b>
<b>Queen Victoria Market</b> Food Court, corner Queen and Victoria Streets, adjacent to Shed H		G1

SOUTH		
<b>Crown Entertainment Complex</b> Yarra Promenade		
<b>Southgate Arts and Leisure Precinct</b> Victorian Arts Centre, St Kilda Road		
<b>Public Seating</b>		
Public Seating is provided approximately every 100 metres on major CBD streets.		
<b>Using the Mobility Map</b>		
The solid black line on the map denotes accessible footpaths which have clearance of at least one metre. Three metres is the standard for main streets. Obstacles such as steps are indicated by a break in the line.		
Suggestions for improving the map should be directed to:		
<b>MetroAccess Project Officer, Access and Inclusion</b> Community Safety & Wellbeing Branch City of Melbourne PO Box 1603 Melbourne 3001 Telephone 9658 9658, Fax 9650 1112 Email <a href="mailto:enquiries@melbourne.vic.gov.au">enquiries@melbourne.vic.gov.au</a>		

Access Melbourne on the internet	
The Access Melbourne internet site features an interactive version of the Mobility Map and other information on access and facilities in the City of Melbourne for people with disabilities. Included is <b>City Bars – An Access Guide, City Eating 2006 – An Access Guide, Entertainment and Sporting Mobility Map, Melbourne Docklands Precinct Mobility Map</b> and <b>Accessing Melbourne – An access guide to the City of Melbourne for visitors with mobility impairments</b> . Site Address: <a href="http://www.accessmelbourne.vic.gov.au">www.accessmelbourne.vic.gov.au</a>	
<b>City of Melbourne Hotline and National Relay Service number</b>	
The City of Melbourne's Hotline provides information on all Council Services. The Hotline number is <b>9658 9658</b> . The National Relay Service number is <b>133 677</b> .	

Accessible parking for people with disabilities in Melbourne	
The City of Melbourne provides permits to City of Melbourne residents under the Statewide Disabled Persons Parking Scheme. Residents of other municipalities should contact their own local council for the granting of a Disabled Persons Parking Permit.	
The City of Melbourne has developed permits with additional benefits that are available for people with disabilities who visit the city (City Access Permits) on a regular basis for work, education, medical appointments, shopping, or for those who are visiting for the day (Daily Permits).	

These permits are available from the front desk at Town Hall <b>L9. For information and application forms phone the City of Melbourne hotline on 9658 9658, fax 9654 4854, or apply for permits at <a href="http://www.melbourne.com.au/permits">www.melbourne.com.au/permits</a></b>	
On-street parking in the City of Melbourne is in high demand. The City of Melbourne provides on-street parking bays for holders of Category 1 disabled persons parking permits. Holders of Category 2 permits are not permitted to access these bays. However both Category 1 and Category 2 permit holders can access "Parking Areas" (green signs) for twice the allocated time. City of Melbourne traffic officers can assist in directing drivers to the nearest on-street accessible (disabled persons parking) bay and parking areas with longer time limits.	
Commercial car parks which have assistance and/or designated parking places for people with disabilities are marked on the map by a red and white parking symbol.	

Accessible transport	
TRAINS, BUSES AND TRAMS	
For assistance and enquiries regarding travel in metropolitan Melbourne, phone the Metlink Information Centre on <b>131 638</b> or TTY <b>9619 2727</b> . All trains and an increasing number of coaches, buses and trams are accessible to wheelchair users in Victoria. Staff will not lift passengers from buses and trams that are not accessible.	

For assistance and enquiries regarding Victorian country and interstate travel telephone V/Line on <b>136 196</b> or TTY <b>9619 2727</b> .	
General Victorian public transport information, including timetables, is also available at <a href="http://www.victrip.com.au">www.victrip.com.au</a>	
<b>MULTI PURPOSE TAXI SCHEME</b>	
Wheelchair accessible taxis can be booked through Maxi Taxis Service on <b>8413 7202</b> or 13Cabs on <b>9277 3877</b> .	
For Victorian Taxi Directorate Information visit <a href="http://www.taxi.vic.gov.au">www.taxi.vic.gov.au</a>	

CBD Police – call 000	
The CBD Police Station is located at 226 Flinders Lane <b>K10</b> . Phone <b>9650 7077</b> (24 Hours). For life threatening emergencies (police, fire and ambulance), call <b>000</b> and request an interpreter if you need one. 000 is a free call.	
<b>Visitor services and information</b>	
The Melbourne Visitor Information Centre is located at Federation Square <b>L12</b> . There is also a Visitor Information Booth at Bourke Street Mall <b>K8</b> . For all information call the City of Melbourne Hotline on <b>9658 9658</b> .	

Recharge facilities	
Facilities for people to recharge their wheelchair and scooter batteries are available at City Library <b>K11</b> , Travellers Aid <b>K12 and A9</b> and the Melbourne Mobility Centre <b>N12</b> . For a full list of recharge facilities available in the central city visit <a href="http://www.rechargescheme.org.au">www.rechargescheme.org.au</a>	
<b>Arts Access</b>	
Arts Access can provide advice about disability access within arts and entertainment venues. Contact Arts Access on <b>9699 8299</b> , fax <b>9699 8868</b> , TTY <b>9699 7636</b> , email <a href="mailto:info@artsaccess.com.au">info@artsaccess.com.au</a> and web <a href="http://www.artsaccess.com.au">www.artsaccess.com.au</a> . Ease booking (ticket purchase) on <b>9669 8497</b> or email <a href="mailto:ease@artsaccess.com.au">ease@artsaccess.com.au</a>	

Travellers Aid Access Service (TAAS)	
TAAS is available at two locations in Melbourne.	
Main Concourse <b>Flinders Street Station</b> Phone: <b>9610 2030</b> Email: <a href="mailto:fss@travellersaid.org.au">fss@travellersaid.org.au</a> Luggage storage facilities available.	
Main Concourse <b>Southern Cross Station</b> Phone: <b>9670 2072</b> Email: <a href="mailto:scs@travellersaid.org.au">scs@travellersaid.org.au</a> Open until 10pm.	

For a comprehensive list of services available, visit <a href="http://www.travellersaid.org.au">www.travellersaid.org.au</a>	
TAAS provides support workers to assist people with disabilities and older people with personal care needs. The service includes personal care (including meal and toilet assistance), communication (for people with speech impairments), internet access, fully accessible toilet facilities, and wheelchair/scooter recharge facilities.	

Tips for Enjoying Melbourne	
Visiting Melbourne? Here are some simple steps and practical information to help make your visit a safe and enjoyable one.	
<ul style="list-style-type: none"><li>Police assistance is available 24 hours a day in Australia. You can approach police officers in the street or walk into a police station.</li><li>For life threatening emergencies (police, fire and ambulance), call <b>000</b> (free call) and request an interpreter if you need one.</li><li>Take care when crossing roads – look left, right and left again for cars, trams, cyclists and other pedestrians.</li><li>Always validate your ticket when travelling on public transport – trains, trams and buses.</li><li>When travelling on public transport, sit in the carriage closest to the driver or with other passengers, especially at night. On trains, the carriage closest to the driver has wheelchair and scooter access.</li><li>Keep your wallet, bag, mobile phone and other personal belongings secure at all times.</li><li>When withdrawing money at an autobank, put your money in your bag before moving away.</li><li>If you're approached by a person asking for money, it is your choice to donate money or to say no and move away.</li><li>The legal drinking age in Australia is 18 years and over. Drinking alcohol in public places is not permitted in Melbourne's central business district at any time.</li></ul>	

Useful Services	
<b>Able Australia Services</b> 1300 225 369 TTY – 9882 6786 <a href="http://www.ableaustralia.org.au">www.ableaustralia.org.au</a>	
<b>AUSLAN Interpreter Service</b> 9473 1111 <a href="http://www.vicdeaf.com.au">www.vicdeaf.com.au</a>	
<b>Australian Hearing Melbourne</b> – 8610 4300 <a href="http://www.hearing.com.au">www.hearing.com.au</a>	
<b>AQA Victoria Fairfield</b> – 9489 0777 <a href="http://www.aqavic.org.au">www.aqavic.org.au</a>	
<b>Better Hearing Australia</b> (Vic) Prahran – 9510 1577 <a href="http://www.betterhearing.org.au">www.betterhearing.org.au</a>	
<b>Carers Victoria Melbourne</b> – 9396 9500 <a href="http://www.carersvic.org.au">www.carersvic.org.au</a>	
<b>Orthopaedic Appliances</b> Brunswick – 9383 1622 <a href="http://www.oapl.com.au">www.oapl.com.au</a>	
<b>RACV Wheelchair Breakdowns</b> 13 11 11 <a href="http://www.racv.com.au">www.racv.com.au</a>	
<b>Scope Box Hill</b> – 9843 3000 Glenroy – 8311 4000 <a href="http://www.scopevic.org.au">www.scopevic.org.au</a>	

<b>Victorian College For The Deaf</b> Voice (03) 9510 1706; SMS 0416 905 371 <a href="http://www.vcd.vic.edu.au">www.vcd.vic.edu.au</a>	
<b>Victorian Deaf Society (VICDEAF)</b> East Melbourne – 9473 1111 TTY – 9473 1199 <a href="http://www.vicdeaf.com.au">www.vicdeaf.com.au</a>	
<b>Vision Australia Melbourne</b> – 1300 847 466 <a href="http://www.visionaustralia.org">www.visionaustralia.org</a>	
<b>Yooralla Independent Living Centre</b> Brooklyn – 9362 6111 <a href="http://www.yooralla.com.au">www.yooralla.com.au</a>	

# Melbourne Central MOBILITY MAP

Access & Facilities for People of Limited Mobility

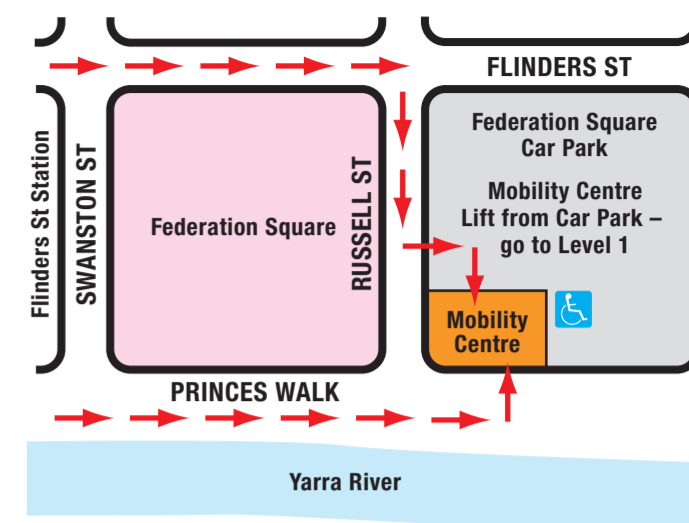
## EXPLANATION OF MAP SYMBOLS (This Map Only)

- 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
- Accessible telephone with telephone typewriter facility
- Accessible telephone
- Accessible railway station entrance
- Accessible Tram Super Stops
- TAXI Major taxi rank
- Off-street commercial parking
- On-street disabled parking bay
- Visitor Centre
- Visitor Information
- Landmark/Prominent building
- Restricted Vehicular Access (e.g. Malls & Walks)
- One-way traffic
- Building Number
- Accessible Toilet (see index right)
- Accessible Lift
- Seating
- Steps
- Drinking Fountain

The distance between blue grid lines is approximately 130 metres.

Map produced for Melbourne City Council by Melway Publishing Pty. Ltd. 2011.

## How to get to the Melbourne Mobility Centre



To book equipment online or via email, go to our website at: [www.melbournemobilitycentre.com.au](http://www.melbournemobilitycentre.com.au) or contact us on:

FREECALL: 1800 735 266  
Phone: 03 9650 6499  
National Relay Service: 133 677  
FAX: 03 9650 9491

## Melbourne Mobility Centre

The Melbourne Mobility Centre is a unique service dedicated to improving access in the heart of Melbourne.

As a dedicated customer service centre for people with disabilities, older people and anyone who needs a little extra help to get around, the Melbourne Mobility Centre provides a range of services and equipment for hire to make any trip to the city both easy and enjoyable.

### Features of the service include:

- Equipment for hire, including motorised wheelchairs, manual wheelchairs, children's strollers, scooters, walking frames, spare crutches and ID vision canes for the vision impaired;
- Two baby change facilities, fully accessible toilets and rest seats;
- Proximity to available accessible car parking and/or a drop-off point;
- Information for people with mobility and sensory disabilities;
- Information about city attractions, events, facilities;
- Accessible web access;
- Scooter battery re-charge facilities;
- Free tea, coffee and water;
- Discounted parking fees at Federation Square available to equipment hiring customers;
- Keys (MLAK) provide for 24 hour access to toilets located in seven parks in the city and also provide access to Liberty Swing;
- Delivery and pick up of mobility equipment to and from hotels can be negotiated for a fee.