

Melbourne Docklands Precinct Mobility Map

Access and facilities for people with limited mobility



Accessible toilets on this map

Federal Court	Q1
Flagstaff Station Concourse level	Q2
County Court Lonsdale Street (between William and Queen Street)	R2
Melbourne Magistrates Court Lonsdale Street (between William and King Streets)	Q2
Lonsdale and King Street Corner	Q3
William Angliss College 555 Latrobe Street	P2
Marland House 570 Bourke Street	R4
555 Collins Street Building	R6-7
Transport House 595 Collins Street	Q7
Vibe Savoy Hotel 630 Little Collins Street	P6
Southern Cross Station South end, near Collins Street main concourse and northern end main concourse, under Telstra Dome Walkway	P7

Point Park Point Park Court Yarra’s Edge	G11
NAB HQ Building 1 Victoria Harbour Promenade	J7
Aquitania Way NewQuay	F3
St Mangos Lane NewQuay	F4
Food Hall Piazza Waterfront City	E 4-5

Access Melbourne on the internet

The Access Melbourne internet site features a version of the Mobility Map and other information on access and facilities in the City of Melbourne. It includes *Accessing Melbourne- An access guide to the City of Melbourne for visitors with mobility impairments*, *City Eating 2006 – an access guide*, *City Bars – an access Guide*, *CBD Mobility Map 2008-2009* and *Entertainment and Sporting Mobility Map*.

See www.accessmelbourne.vic.gov.au

City of Melbourne and TTY Access

For information on Council services, contact the City of Melbourne.

Telephone **9658 9658**
TTY **9658 9461**

Yarra’s Edge

Located on the Yarra River, Yarra’s Edge is a natural extension of the Southbank river promenade featuring parklands and barbecue facilities. Residents and visitors are able to enjoy riverfront views in the heart of the city.

The much awarded Webb Bridge artistically connects pedestrian and cyclists to both sides of the riverbank. Allowing users to appreciate the surrounding views and activities along the river, the bridge can be used as a destination in its own right.

Marine YE offers 175 private and public berths and is serviced by ferries and water taxis.

Pedestrian access is provided from Lorimar Street and from the Charles Grimes and Webb Bridges. Vehicle access is available from Lorimer Street.

Key access elements include:

- four designated accessible parking bays within the car parks of the precinct, two in Swinging Basin and two in Eighteen Pence;
- ramp and stair access providing a connection over the two levels within the precinct in a variety of locations. Both ramp and stair access is also provided within the Webb Bridge;
- public seating at a variety of locations along Yarra’s Edge Promenade and Point Park; and
- a designated unisex accessible toilet for public use within Point Park.

Batman’s Hill

Currently under construction, Batman’s Hill will include commercial, residential, retail, entertainment, educational and cultural uses when complete.

While construction is underway, pedestrian access remains available throughout the area via Bourke and Collins Street, Batmans Hill Drive, Waterview Walk, Aurora Lane, McRae, Rebecca and Village Streets. Designated crossing points are provided along Bourke and Collins Streets and several other smaller road junctions and streets throughout the area.

Key access elements include:

- four on-street designated accessible parking bays, one on Village Street, two on Aurora Lane and one on Waterview Walk;
- an accessible Tram Super Stop on Collins Street running above Aurora and Village Streets. Lift and stair access nearby, providing access to Village Street and Aurora Lane; and
- public seating in a variety of locations along Bourke Street, Waterview Walk, Village Street, McRae and Collins Streets.

The gradient of Collins Street may create access challenges for some people with mobility restrictions.

Blue Park

Aptly named, the Blue Park is the seven kilometre stretch of waterfront overlooking Victoria Harbour, Yarra River and Moonee Ponds Creek. Considered the most significant feature of Docklands, it provides fantastic water views to the residents, workers and visitors to the area.

Water taxis operate in this area as well as the Yarra River Shuttle Service. This operates on weekends and public holidays between Docklands and Federation Square from November to April.

Visitors can select from public and private berthing facilities at four state-of-the-art marinas that will offer around 800 public and private berths over the next twelve years.

Accessing all marinas is easy from Port Phillip Bay and all offer dedicated visitor berthing for day trippers, overnighters or for an extended stay. Docklands also supports super yachts with the super yacht marina.

Key access elements include:

- There are ramps to the various marina berthing areas. It must be noted that the gradient of these ramps may create a challenge for some people with mobility restrictions.

Harbour Esplanade

Harbour Esplanade, Docklands main road, provides a key focus within the precinct for the whole community. It forms the main pedestrian, cyclist, vehicle and public transport route between the northern and southern areas of Docklands and creates an area for community activity.

Blue numbered stripes across the roadways and footpaths provide a historical reference to the cargo bays that were once part of the waterfront. Barbecue facilities and urban art are situated along Grand Plaza on Harbour Esplanade for all to enjoy.

Pedestrian access is available along the length of the completed section of Harbour Esplanade and provides connection to and between the various Docklands precincts. Designated road crossing points are located at the intersections of Harbour Esplanade and Bourke Street/Docklands Drive. Two pedestrian crossings are located centrally within the esplanade, near AFL House.

Key access elements include:

- one on-street designated accessible parking bay close to AFL House;
- ramp and stair access in various locations along the esplanade, providing access to a range of urban art and Central Pier, as well as at crossing points over the esplanade;
- public seating in a number of locations along the esplanade; and
- a public telephone that incorporates SMS on Harbour Esplanade, outside the Bendigo Bank building.

NewQuay

Popular for visitors and residents, NewQuay offers a selection of stylish restaurants, cafes and bars lining the promenade. Ferries and water taxis service NewQuay while a marina offers public and private berthing facilities.

Pedestrian access is available from Harbour Esplanade along the promenade of NewQuay and along the streets to the rear of the promenade including Caravel Lane, Docklands Drive, Aquitania and Rakaia Way.

Key access elements include:

- two designated accessible parking bays in a car park accessed from Aquitania Way, with another bay on Aquitania Way;
- ramp and stair access in various locations along the promenade and within St Mangos Lane, Caravel Lane, Aquitania Way and Doepel Way providing access between the pier and the promenade levels;
- public seating in various locations along the NewQuay Promenade, Docklands Drive, Aquitania Way, St Mangos Lane and Caravel Lane;
- a public telephone that incorporates SMS on Caravel Lane;
- an accessible tram super stop on Docklands Drive, to the rear of the NewQuay Esplanade, retail and apartment facilities; and
- designated unisex accessible toilets for public use located on St Mangos Lane and Aquitania Way.

Southern Cross Station

Formerly known as Spencer Street Station, Melbourne’s Southern Cross Station has been developed into a world-class train and coach gateway boasting state of the art facilities.

The completed transport interchange features:

- an open design light filled space with full glass frontage to Spencer Street and Collins Street;
- 120 passenger information screens with real time train arrival and departure information;
- comfortable air-conditioned waiting areas;
- a 30-bay coach terminal;
- complete passenger security;
- efficient baggage handling facilities;
- platform access from both the Bourke Street Bridge and Collins Street extension;
- 800 secure and sheltered car parking facilities;
- public facilities including toilets, internet services and telephones; and
- new retail outlets including cafes and eateries.

Designated road crossing points are provided at all street crossing points along Spencer Street and at several other smaller road junctions and streets throughout the area.

Pedestrian access into the station is available from Spencer and Collins Streets, with the Bourke Street Walkway connection providing access from the Docklands precinct. Wurrundjeri Way to the rear of the station is available for vehicle use only.

Key access elements include:

- a number of accessible public entrance points along Spencer Street, into the train and bus station points and two accessible entry points from Collins Street;
- stairs, escalators and wheelchair accessible lifts linking all sections of the precinct. Lift and stair access is available from Spencer Street for pedestrian connection to the retail areas and Bourke Street Walkway connection;
- tactile ground surface indicators to support wayfinding for people with a vision impairment;
- clear directional signs, 120 new passenger information screens at multiple points along Collins, Spencer and Bourke Streets;
- an 800 space car park and five minute drop off area and a designated accessible car parking bay close by on Spencer Street;
- a fully sheltered coach terminal with enclosed waiting areas, passenger information and an undercover walkway link to the train station terminal;
- public seating within the station area as well as in a variety of locations along Spencer Street;
- a public telephone that incorporates SMS on Spencer Street and others within the station precinct;
- two accessible tram super stops, one on Collins Street with another on Spencer Street; and
- a taxi rank on Spencer Street outside the station.

The gradient of Collins Street may create access challenges for some people with mobility restrictions.

Telephone: **131 638**
Website: www.metlinkmelbourne.com.au and www.vline.com.au

Travellers Aid Access Service at Southern Cross Station

Travellers Aid offers traveller assistance to older people, people with disabilities and people with vision and mobility restrictions to ensure confident and safe passage throughout Southern Cross Station.

Accessible rest rooms, baby change facilities, showers and a family friendly resting space are available. This service is located under the Bourke Street Bridge near platforms 1 and 2, just a short distance from the bus terminal.

Bookings are essential.
Open 7 days: 7:00am – 11:00pm.
Phone **9670 2072**

Stadium Precinct

TELSTRA DOME

One of Melbourne’s premier sports and entertainment venues, Telstra Dome boasts a retractable roof, seating for over 50,000 people and excellent dining and bar facilities.

A major venue for AFL matches during March to September, Telstra Dome also hosts concerts and international and national sporting matches.

Take a behind the scenes tour to the inner sanctum of Telstra Dome.

Telephone: **8625 7700**
Website: www.telstradome.com.au

The Stadium Precinct is bordered by Latrobe Street to the north, Bourke Street to the south, Harbour Esplanade to the west and Wurrundjeri Way to the east.

Pedestrian access is available to Stadium Precinct from Harbour Esplanade, Latrobe and Bourke Streets and the Bourke Street Walkway provides a connection to Southern Cross Station.

Key access elements include:

- lift and stair access to the stadium level from Bourke Street and Harbour Esplanade, with ramped walkways along the Bourke Street Walkway and from Latrobe Street;
- ramped walkways along the eastern side of the stadium level, giving access to a mezzanine level;
- public seating in various locations throughout the precinct including a number of positions around Telstra Dome, on Bourke Street and the Bourke Street Walkway, Latrobe Street and the Latrobe Street Walkway connection; and
- public telephones that incorporate SMS on Bourke and Latrobe Streets and between entry gates 6 and 7 of Telstra Dome.

The gradient of Latrobe Street and ramped path connection from Latrobe Street to the Telstra Dome may create access challenges for some people with mobility restrictions.

Sailability Docklands

Docklands Yacht Club is situated overlooking Victoria Harbour with sweeping views of the Melbourne City skyline and the new Docklands precinct. Sailing is from the 60 metre pontoon at Shed 2, where the club facilities are located.

The Sailability “Sailing for Everyone” program operated from Docklands Yacht Club provides people of all ages and abilities with an opportunity to explore the joys of sailing. The club’s fleet of access dinghies are ideal for introductory sailing programs and the development of basic skills for people with disabilities.

Regular sailing days are the second and fourth Sunday of each month year round from 11am.

All are welcome!

www.docklands.yachting.org.au

YMCA Docklands

The YMCA provides leisure and recreation facilities and participates in the Companion Card Scheme. This scheme provides access to carers who support a person with a disability in YMCA managed community recreation facilities.

The YMCA Member Assistance Program (YMAP) has been developed to assist members of the community to access YMCA programs and services. Contact the Docklands branch manager to find out more.

Located Level 4, 100 Harbour Esplanade, Docklands 3008.

Telephone: **8615 9622**
Website: www.docklands.ymca.org.au
Email: docklands@ymca.org.au

Opening hours
Monday to Friday: 6.00am – 8.30pm
Saturday: 8.00am – 4.00pm
Sunday: 8.00am – 1.00pm

The Hub@Docklands

The Hub@Docklands is a City of Melbourne community facility for residents and visitors of Docklands. Situated at the border of Docklands Park, The Hub is full of the latest information about upcoming events, attractions and Council services. The Hub also hosts a range of community activities and classes.

Located at 17 Waterview Walk Dockland (near the intersection of Bourke Street and Harbour Esplanade).

Open Monday to Friday: 8:30am – 5pm
Telephone: **8622 4822**

Tourist Information Websites

The following websites contain information on Docklands. Some sites do state if venues and events are accessible.

- www.melbourne.vic.gov.au
- www.docklandsrestaurants.com.au
- www.docklandsservicedapartments.com.au

- www.onboard.docklands.com
- www.waterfrontcity.com.au
- www.thatsmelbourne.com.au
- www.newquay.com.au
- www.vicurban.com

Getting to Docklands

By tram – Free City Circle Tram or Yarra River Shuttle Service to Docklands or the following city trams: No. 30 via Latrobe Street; No. 31 via Collins Street; No. 48 and No. 70 via Flinders Street; and No. 86 via Bourke Street.

By train – Take the train to Southern Cross Station, exit at the northern end to walk over the Bourke Street Pedestrian Bridge to Harbour Esplanade. Alternatively, exit the station on the corner of Spencer and Collins Streets and walk over the Collins Street Bridge to Docklands Park.

For timetable details, call Metlink on **13 1638** or www.metlink.com.au

By car – Parking facilities available at Telstra Dome, Docklands Drive at NewQuay and Waterfront City, along Bourke Street and North Wharf Road.

MULTI PURPOSE TAXI SCHEME

Wheelchair accessible taxis can be booked through Silver Top Taxi Service on **8413 7202** or Yellow Cabs on **9277 3877**. For Victorian Taxi Directorate Information visit www.taxi.vic.gov.au

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

Do you have a question for the City of Melbourne? Call and speak to us.

(03) 9280 0716 普通话
(03) 9280 0717 廣東話
(03) 9280 0718 English
(03) 9280 0719 Bahasa Indonesian
(03) 9280 0720 Italiano
(03) 9280 0721 國語
(03) 9280 0722 Soomaali
(03) 9280 0723 Español
(03) 9280 0724 Türkçe
(03) 9280 0725 Viet Ngã
(03) 9280 0726 All other languages
(03) 9280 0727 English

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June 2008
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This is a publication of Melbourne City Council.

This map is funded by a MetroAccess initiative, a partnership between Local Government and the Department of Human Services.



Melbourne Docklands Precinct MOBILITY MAP

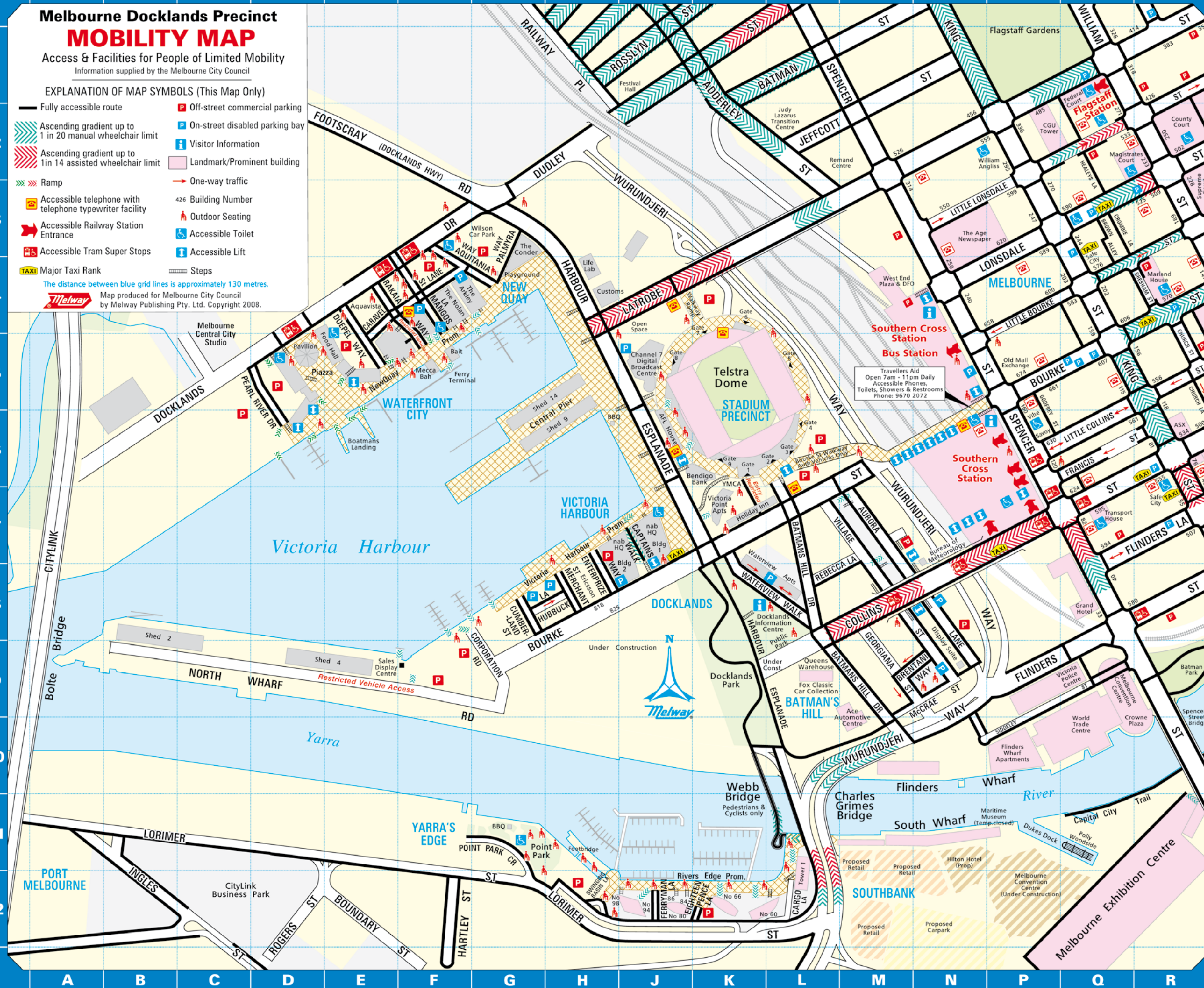
Access & Facilities for People of Limited Mobility
Information supplied by the Melbourne City Council

EXPLANATION OF MAP SYMBOLS (This Map Only)

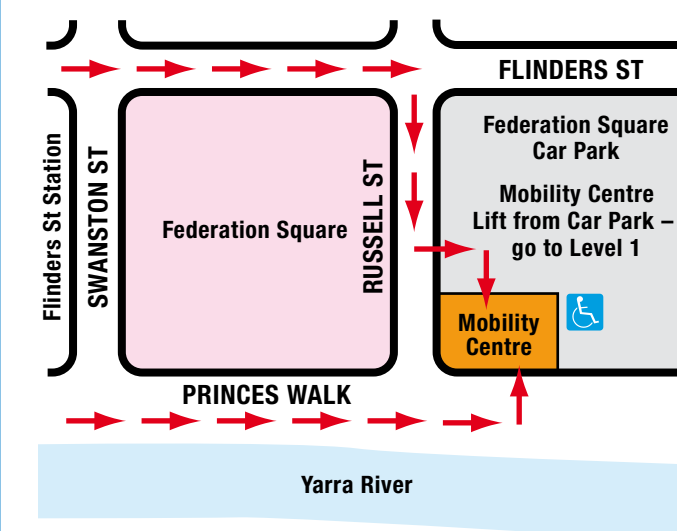
- Fully accessible route
- Ascending gradient up to 1 in 20 manual wheelchair limit
- Ascending gradient up to 1 in 14 assisted wheelchair limit
- Ramp
- Accessible telephone with telephone typewriter facility
- Accessible Railway Station Entrance
- Accessible Tram Super Stops
- Major Taxi Rank
- Off-street commercial parking
- On-street disabled parking bay
- Visitor Information
- Landmark/Prominent building
- One-way traffic
- Building Number
- Outdoor Seating
- Accessible Toilet
- Accessible Lift
- Steps

The distance between blue grid lines is approximately 130 metres.

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How to get to the Melbourne Mobility Centre



To book equipment online or via email,
go to our website at:
www.melbournemobilitycentre.com.au
or contact us on:
FREECALL: 1800 735 266
Phone: 03 9650 6499
TTY: 03 9650 9316
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, scooters, walking frames, spare crutches and ID vision canes for the vision impaired;
- Two 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;
- TTY telephone and accessible web access;
- Scooter battery re-charge facilities;
- Free tea, coffee and water;



- Discounted parking fees at Federation Square;
- Keys (MLAK) provide for 24 hour access to toilets located in seven parks in the city;
- Delivery and pick up of mobility equipment to and from hotels can be negotiated for a fee.

Using the Mobility Map

A solid black line indicates accessible footpaths with a clearance of at least one metre. Obstacles, such as steps, are shown by a break in the line.

Suggestions for improving the map should be directed to:

MetroAccess Project Officer
Community Safety and Wellbeing Branch
City of Melbourne
PO Box 1603
Melbourne 3001

Telephone 9658 9658
Fax 9650 1112