ACCESSIBLE PUBLIC TOILETS ON THIS MAP

K9 234 Collins Street, 2nd floor Food Court
P10 Collins Place, corner Exhibition and Collins streets
J11 Council of Adult Education, 1st and 5th floors, 256 Flinders Street (enter via Degraves Street)
F6 County Court, 250 William Street
J7 Emporium Melbourne
P6 Exhibition and Lonsdale streets (corner)
E5 Federal Court of Australia, La Trobe Street
L1, M1 Federation Square, Alfred Deakin Building Atrium, St Paul’s Court
E5 Flagstaff Station concourse level
F11 Flinders Street, between Market and Queen streets
K11, K12 Flinders Street Station, corner Flinders and Swanston streets
J7 GPO, H&M store, Bourke Street Mall
J5, K6 Melbourne Central, La Trobe Street and Lonsdale Street
K5 Melbourne Central Station, corner La Trobe and Swanston streets
E6 Melbourne Magistrates Court, 233 William Street
R1 Melbourne Museum, Rathdowne Street
L9 Melbourne Town Hall, ground floor 90-120 Swanston Street
J2 Multicultural Hub, 506 Elizabeth Street
J7 Myer, Bourke Street Mall
J8 Parliament Station, booking hall, corner Spring and Nicholson streets
E2 Peel Street and Dudley streets (corner)
G2 Queen Street near Therry Street
L6 Queen Victoria Women’s Centre, ground floor
L6 QV Centre, Little Lonsdale Street
D10 Rialto Towers, Flinders Lane
L8 RMIT, 4th and 10th floors, Tivoli building, 239 Bourke Street
L4 RMIT City Campus, Building B, 368-374 Swanston Street
M1 Royal Dental Hospital (RDiH), 720 Swanston Street
A9, B8 Southern Cross Station, Spencer Street
L5 State Library of Victoria, ground floor, 179 La Trobe Street
P6 Telstra building, ground floor, 242 Exhibition Street
K8 The Walk Arcade, collect key from security
B8 Vibe Savoy Hotel, 630 Little Collins 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 vehicle 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

OTHER VISITATION WEBITES

VISITOR SERVICES AND INFORMATION
For people with limited mobility access to Melbourne’s central city is an important feature of the Myki System. You can now use this same system to travel through Melbourne’s inner city for tourists and for people with disabilities, limited vision and mobility. The Myki System makes it easier to get around, faster and more convenient. It is also easier to use. Information covering (from left to right):

• Getting to Melbourne CBD
• Tram, train and bus
• Travel in Victoria
• City of Melbourne
• RMIT City Campus, Building 8, 1 Gipps Street
• Multicultural Hub, 506 Elizabeth Street
• Parliament Station, booking hall, corner Spring and Nicholson streets
• Queen Victoria Women’s Centre, ground floor
• Victoria Central Library, 179 La Trobe Street
• State Library of Victoria, ground floor, 179 La Trobe Street
• Telstra building, ground floor, 242 Exhibition Street
• The Walk Arcade, collect key from security
• Vibe Savoy Hotel, 630 Little Collins Street
• William Angliss Institute of TAFE, 555 La Trobe Street

Getting to Melbourne CBD

Tram, train and bus
– For timetables please contact Public Transport Victoria on 131 638 or visit Yarra Trams on 1800 800 007 or visit the Yarra Trams tramTRACKER app also through the map.
– To check the availability of free tram routes, visit map.tramvictoria.com.au.
– Low floor trams are available from 7am to 7pm Monday to Friday.
– Free Tram Zone – For more information on the Free Tram Zone visit tramtickets.com.au or Melbourne’s website melbourne.vic.gov.au.

By train
– High speed train services: Melbourne Central, La Trobe Street and Southern Cross stations.
– Regional train services: Flinders Street Station.
– Metro: Southern Cross and Flinders Street stations.
– Melbourne Central Station.

By bus
– For more information contact the Yarra Trams customer service centre on 1800 800 007.

Getting the myki ticket

To use the myki system you need to purchase a myki card (available at selected locations). This can include a myki event card which may have multiple travel zones depending on your requirements. For more information visit myki.vic.gov.au or myki.vic.gov.au.

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 toilet 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 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 other regular payphones simply visit Telstra’s payphone locator and search for “payphones with teletypewriter (TTY)” under phone type.

For more information contact the City of Melbourne on 03 9658 9658 or the City of Melbourne Visitor Information Centre on 03 9660 0000.
The City of Melbourne thanks and acknowledge Melway Publishing for producing this map as at July 2016.

How to use this map

GETTING TO MELBOURNE CBD
Tram, train and bus - For timetables please contact Public Transport Victoria on 13 16 38 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 tams on tram routes, contact Yarra Trams on 1800 800 007 or visit yarratrams.com.au

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 orYellow Cabs on 93 9277 3877. For more information on taxis visit taxi.vic.gov.au

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 NS
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 Wurundjeri 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