

Welcome to Melbourne



Let your imagination guide you





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Welcome to Melbourne



Welcome to Melbourne!

There is always something exciting going on here, be it a world renowned sporting event, an exciting arts festival or a conference of leading thinkers.

Melbourne is the events capital of Australia, matching world class facilities and unique experiences with a warm and cosmopolitan community.

We encourage you to discover our exceptional parks, must-see cultural venues, unique shopping and excellent food and wine

Indigenous Melbourne



Melbourne rests on the traditional lands of the Wurundjeri people of the Kulin Nation which comprises the people of the Woiworung, Boonerwung, Taungurong, Djajawurrung and the Wathaurung.

For Aboriginal people it is an area that has always been an important meeting place and location for events of social, economic, educational, sporting and cultural significance. Aboriginal and Torres Strait Islander people have made an enormous contribution to Melbourne

through their sporting, educational, artistic, political, social service and tourism achievements and they are a people who have always been proud to celebrate and share their cultural heritage with the rest of the world.

The City of Melbourne acknowledges and respects the customs and traditions of Indigenous people and their special relationship with the land.

Melbourne at a glance



Vibrant, sophisticated and culturally diverse, Melbourne is a city worth exploring.

A blend of 19th century European charm and ultra modern design, the city includes several distinctive cultural and shopping precincts, each with its own flavour and charm. Some of these areas are just a lane or two; others stretch along a city street or the banks of the Yarra River.

Melbourne is also a thriving commercial centre, with world class infrastructure, striking public spaces, a fantastic café and restaurant culture and a relaxed outdoor lifestyle.

Melbourne: Fast Facts

Population: 3.6 million people in Greater Melbourne

Language: English is the official language but more than 100 languages are spoken in Melbourne. Almost one third speak a language other than English.

Diversity: More than a quarter of Melbourne residents were born overseas. The top 10 countries of origin across Greater Melbourne are England, Italy, Vietnam, Greece, New Zealand, China, India, Sri Lanka, Scotland and Malaysia.

Environment: The World Health Organisation rates Melbourne one of the healthiest cities of its size in the world.

Climate: Melbourne has a mild climate, with four distinct seasons. Average temperatures range from 14°C in winter to 25°C in summer. Average rainfall is 55mm per month.

Melbourne rests on the traditional lands of the Wurundjeri people of the Kulin Nation. European settlement came in 1835 with the arrival of Tasmanian farmers John Batman and John Pascoe Fawkner.

The town had several names before being officially called Melbourne in honour of the British Prime Minister, Lord Melbourne, in March 1837.

In 1851 gold was discovered in Ballarat, about 120 km west of Melbourne. The wealth generated by the goldfields fuelled a 40 year boom and ushered in an era known as 'marvellous Melbourne'. Many of Melbourne's grand public buildings were constructed during this period including the University of Melbourne, the State Library of Victoria, St Patrick's Cathedral, Melbourne Town Hall and St Paul's Cathedral, leaving a significant architectural legacy.

An insider's guide to Melbourne's Strengths



There's a lot to love about Melbourne - a huge choice of restaurants and cafes, funky laneways, great architecture, gorgeous parks and diverse inner city precincts. But here's some inside information about what really defines Melbourne.

Dining

Melbourne is the food capital of Australia. City restaurants are known for delicious food at fair prices and local residents demand nothing less.

Many Melbourne precincts are associated with food, from the Greek atmosphere of Lonsdale Street and the Italian character of Carlton's Lygon Street to the wide array of Chinese restaurants along Little Bourke Street in Chinatown.

Melbourne also offers exceptional fine dining with a myriad of top restaurants that marry modern Australian

cuisine with European and Asian techniques. Take a stroll over the Yarra River to Southgate, or a quick tram ride to Docklands, where you can enjoy striking views of the city skyline and the waterfront while you dine.

Insider Tip: Pick up a dining or precincts guide from the Melbourne Visitor Centre at Federation Square for a list of the best places to eat.

Shopping

Melbourne is Australia's shopping and fashion capital.

While choice is a huge attraction, the joy of shopping in Melbourne is also about atmosphere. The web of tree-lined boulevards, narrow streets, enticing laneways and gorgeous arcades make shopping in the city an absolute pleasure.

Leading international fashion labels can be found on Collins Street, while nearby Little Collins Street has a great selection of cutting-edge designers. Funky streets and laneways are a haven for small boutiques specialising in Australian designers, jewellery and accessories.

Melbourne boasts flagship department stores Myer and David Jones, both in the Bourke Street Mall. For a wide range of designers and retailers under one roof, visit retail centres such as GPO Melbourne, Melbourne Central, Collinstwo3four, QV and Australia on Collins.

Melbourne is also a great place for buying fresh food. In addition to clothes, accessories and crafts, the Queen Victoria Market has a superb range of fresh produce, from fruit and vegetables to gourmet



meats and cheeses. It is the largest open air market in the southern hemisphere. David Jones Food Hall is another gourmet paradise while chocoholics will be torn between Haighs, Max Brenner, Koko Black and The Chocolate Box.

Insider Tip: Choose from a number of shopping and/or walking tours at the Melbourne Visitor Centre at Federation Square.

Bars and Nightlife

Throughout Melbourne's boulevards and lanes you'll discover a myriad of places to get together with colleagues and friends.

Once-forgotten warehouses and laneways have emerged as funky new venues while the city overflows with cocktail lounges, vibrant pubs, underground dance dens and live music venues.

Drinks of every style and flavour can be found in Melbourne's bars and clubs, from European beers to the latest cocktails and everything in between.

Recline on an old couch in a retro lounge bar or indulge in a pot of beer in a pub. And of course the city is open all hours so Melbourne is the ultimate party town.

Insider Tip: Pick up a copy of the Melbourne bars brochure or check out *Bar Secrets Melbourne* – a deck of cards profiling 52 of the city's hippest bars and clubs (\$9.95). Both are available from the Melbourne Visitor Centre at Federation Square.

Arts and Culture

Melbourne is home to world class arts and culture.

The city's packed arts calendar includes the Melbourne International Arts Festival, Melbourne International Film Festival and Melbourne International Comedy Festival.

The city's performing arts hub is The Arts Centre, home to the Australian Ballet, the Melbourne Theatre Company and the Melbourne Symphony Orchestra.

Large-scale shows and major musicals often play in Melbourne's grand old theatres such as the Princess or Regent theatres, while the city is also known for edgy, innovative and experimental theatre.

The NGV – International hosts an outstanding collection of international artwork, including major touring exhibitions, and The Ian Potter centre: NGV Australia



at Federation Square is the home of Indigenous and Australian art.

Nestled in the city's laneways are many commercial galleries, craft and design outlets. Adding a sense of fun to the city's streets are a variety of quirky public artworks.

Insider Tip: Melbourne's newspapers *The Age* and *The Herald Sun* and free 'street press' publications contain arts and entertainment listings, features and reviews. On Fridays *The Age* produces the 'EG' section which is a comprehensive entertainment guide.

Sport

Melbourne and sport go hand-in-hand.

The city has a national and international reputation for staging world class sporting events, with some of the most impressive and perfectly situated facilities.

Melbourne hosts significant national and international events such as the Australian Open (tennis), Australian Grand Prix, Australian Football League Grand Final, the Melbourne Cup (horse racing) and the Boxing Day Test Match (cricket).

The city's pre-eminent sporting venue is the Melbourne Cricket Ground, which caters to crowds of more than 100,000 people, and hosted the 1956 Olympic Games and the 2006 Commonwealth Games.

Insider Tip: Going to the 'footy' on a winter's day at the MCG is a quintessential

Melbourne experience. A must-do ritual is to watch the game while eating a meat pie with tomato sauce. To fully appreciate the game, you can book a hosted sports tour. The Melbourne Visitor Centre has more information.

Waterfront

Melbourne's waterfront pulsates day and night with people dining, strolling, exercising, shopping and boating.

The city's focal point is the meandering Yarra River which is lined with several fine dining and shopping precincts as well as world class sporting and arts venues and stunning parks and gardens.

The city's newest living, working and visitor precinct is Melbourne Docklands, boasting a magnificent harbour, restaurants and bars as well as walking trails, picnic and playground facilities.



Insider Tip: River cruises and ferries operate from Federation Dock just below Princess Bridge, and from Southbank. There are also boat charters and ferries available from the Docklands Precinct at Victoria Harbour and NewQuay. Relax at Birrarung Marr or in the Alexandra Gardens on the banks of the Yarra River or take in the amazing views from Southgate, Crown Entertainment Complex or at Docklands.

Parks and Gardens

Melbourne has more than 480 hectares of parks and gardens, a greater proportion of open space than any other major city in the world.

The city's parks range from classical 19th century gardens with grand avenues of trees to the 188-hectare Royal Park with a more native Australian landscape.

Laid out in 1880, Melbourne's stunning Carlton Gardens and Royal Exhibition Building were recently inscribed on the World Heritage List while the city's newest park, Birrarung Marr, alongside the Yarra River, is the setting for some of the city's major festivals and events.

Insider Tip: Pick up a free *Melbourne Walks* guide from the Melbourne Visitor Centre at Federation Square. There are 7 walks in the series, tailored to your interest.

Design and Innovation

Melbourne is one of the world's greatest Victorian-era cities. Its gracious 19th century buildings sit neatly alongside clever, post-modern structures and public spaces.

One of the city's most stunning buildings is the World Heritage listed Royal Exhibition Building. Other grand buildings include

the Melbourne Town Hall, Victorian Parliament House, the Old Treasury Building, Princess Theatre, Regent Theatre and Melbourne University.

Recent architectural landmarks include stunning Federation Square, the soaring Eureka Tower and the undulating roof of the city's revamped transport hub, Southern Cross Station.

Insider Tip: To truly appreciate Melbourne's built heritage, book a walking tour or pick up a free self-guided *Melbourne Walks* brochure from the Melbourne Visitor Centre at Federation Square.

For more information about Melbourne's strengths visit www.thatsmelbourne.com.au

Getting Around Melbourne



PUBLIC TRANSPORT

Melbourne is an easy city to explore using public transport. It has an excellent, integrated system of trains, trams and buses that extend from the central business district in all directions.

A 'Metcard' ticket enables you to travel on trams, trains and buses throughout the metropolitan area. Metcards can be pre-purchased from vending machines at train stations or at more than 900 retail agents displaying blue Metcard signs including the Melbourne Visitor Centre at Federation Square. Some trams and buses sell tickets on board. Visit www.metlinkmelbourne.com.au for further information.

Suburban Trains

Flinders Street Station, on the corner of Flinders and Swanston streets, is the hub of Melbourne's suburban train system.

The city has a short underground train system, with five stations servicing the central business district, and 16 different train lines servicing the outer suburbs. Trains run from 5am until midnight. Bicycles can be carried free on board trains, except at peak periods.

Trams

Trams are part of Melbourne's distinctive character and provide a scenic way to explore the city and inner suburbs.

New, low-floor trams and 'superstops' in the central business district are accessible for people using wheelchairs or with limited mobility. Tickets must be validated each time you catch a different tram. Zone 1 tickets include the city and surrounding inner suburbs.

Free City Circle trams

travel around the city's edge every day from 10am to 6pm. Their route includes the Docklands Waterfront precinct.

Stops include Flinders Street Station opposite the Melbourne Visitor Centre, Carlton Gardens & Docklands.



The free **Melbourne City Tourist Shuttle** bus is a great way to see Melbourne while you listen to the on-board commentary.

Hop on and hop off the bus at any of the 11 stops at key city attractions.

The shuttle runs every 15 minutes between 9.30am and 4.30pm daily and the complete trip takes approximately 50 minutes.

There is a stop opposite the Melbourne Visitor Centre at Federation Square

TAXIS

Melbourne taxis are yellow and can be flagged down at the kerb or caught at one of the city's many taxi ranks including Flinders Street Station. Taxis are vacant when their rooftop sign is illuminated. Orange lights indicate the taxi is not for hire. To book phone:

Arrow	132 211
Black Cabs	132 227
Embassy	131 755
Silver Top	131 008

BICYCLES

Melbourne is Australia's only capital city with an extensive network of dedicated, safe bike paths on and off roads.

Major on-road bicycle routes in the inner city include St Kilda Road, Royal Parade, Flemington Road, Swanston Street and Canning Street. Scenic off-road routes include Yarra River Trail, Moonee Ponds Creek Trail and Maribyrnong River Trail. Many of the city's major parks are connected by cycling routes

Bikes can be hired from a shed on the south side of the Yarra River opposite Federation Square. The shed opens weekdays between 11am to 5pm and weekends 10am to 5.30pm. Cycling trail maps are available from the Melbourne Visitor Centre. For more information about cycling in Melbourne visit Bicycle Victoria website www.bv.com.au



AIRPORT CONNECTIONS

Melbourne Airport is about 22 kilometres from the central business district. 'Skybuses' travel 24 hours a day to and from the airport to Southern Cross Station. They also pick up and drop off at city hotels. Between 6.30am and 6.30pm, buses leave every 15 minutes. The journey takes about 25 minutes. Tickets are \$13 one way and \$24 return. To book, phone 9670 7992. Taxi fares between the city and the airport are about \$45. There are no train or tram links.

DRIVING IN MELBOURNE

Melbourne and Victoria's modern roads, highways and freeways make driving a pleasure.

Car hire

A number of car rental companies operate from Melbourne Airport and outlets in the central business district. To book phone:

Avis	13 63 33
Budget	13 27 27
Hertz	13 30 39
Europcar	13 13 90

Toll road – CityLink

CityLink is a 22km toll road that links Melbourne's three major freeways: the West Gate, the Monash and the Tullamarine. Payment is made electronically via overhead gantries that record your licence plate number and travel details. Visitors planning to use CityLink need to purchase a CityLink Pass, either before travelling or within 24 hours of travelling as

finances apply. For hire cars, the easiest way to pay fees is to phone CityLink on 13 26 29.

Basic Road Rules

Throughout Australia vehicles are driven on the left hand side of the road. Pedestrians should remember to first look right when crossing the road.

Drivers in the central business district must watch out for hook turns at some intersections, where cars turn right from the left lane, allowing trams to pass freely. These intersections are clearly marked. Drivers must also stop behind trams when they halt at kerbside tram stops to allow passengers to get on and off safely.

Use of seat belts is compulsory for all drivers and all passengers.



Parking

Melbourne has more than 70,000 car spaces. In the central business district you are never more than 200m from a supervised, commercial car park – there are 140 of them. Most inner city streets have coin-operated parking meters but fines apply if you let the meter expire. Expect to pay around \$5 an hour, or \$10–20 daily in a commercial car park, although most offer short and long stay deals, early bird specials and disabled access.

RIVER CRUISES AND WATER TAXIS

River cruises and ferries operate from Federation Dock just below Princess Bridge, and from Southbank. Boat charters and ferries are also available from the Docklands precinct at the western edge of the central business district at Victoria Harbour and NewQuay.

TRAVEL AND TOUR BOOKINGS

Air, sea, rail, car rental and tour bookings can be made at the Melbourne Visitor Centre at Federation Square, open every day 9am to 6pm.

Regional and Interstate Travel

Melbourne's hub for regional and interstate trains and buses is the newly upgraded Southern Cross Station in Spencer Street. Trains and buses servicing country towns and interstate cities start and end their journeys here, where you can connect to suburban trains, buses and trams.

Useful Information



TELEPHONE CALLS

Local calls from public telephones in Australia cost a fixed 50 cents, regardless of the time spent on the call. Calls to interstate, international and mobile numbers are charged by time. Most public telephones accept coins and Telstra pre-paid phone cards, which can be purchased in post offices, newsagents, gift shops and other outlets in denominations of \$5 to \$20. They can be used for local, interstate and international calls. Pre-paid cards are also produced by a range of other companies, offering competitive rates within Australia and overseas.

IMPORTANT NUMBERS

Directory assistance 1223
Emergency services 000
Reverse charge calls 12550

INTERNATIONAL CALLS

To phone out of Australia, dial the International Access Code 0011 and then the country code (Japan's, for example, is 81), followed by the relevant area code and the local number. For international directory assistance, phone 1225.

COUNTRY CODES

Canada	1
China	86
France	33
Germany	49
Hong Kong	852
India	91
Indonesia	62
Italy	39
Japan	81
Malaysia	60
New Zealand	64
ingapore	65
South Africa	27
South Korea	82
Taiwan	886
Thailand	66
UK	44
USA	1

BANKS AND FOREIGN EXCHANGE OUTLETS

Banks are open Monday to Thursday from 9.30am to 4pm, and Friday 9.30am to 5pm, although some branches in the central business district are open longer hours. Automatic teller machines are found throughout the city, and give cash advances on credit cards. Foreign currency and travellers' cheques can be exchanged at banks or dedicated exchanges including Thomas Cook, American Express, Travelex, The Change Group and other outlets.

POST

The city's main post office, operated by Australia Post, can be found on the corner of Little Bourke and Elizabeth Streets. It is open weekdays 8.30am to 5.30pm, Saturdays 9am to 4pm, and Sundays 10am to 4pm. A number of other post offices can be found in the CBD.



SHOPPING HOURS

In the city centre, shops are generally open Monday to Saturday, 10am to 6pm, extending to 9pm on Fridays. On Sunday, many city retailers are open 10am to 5pm.

GOODS & SERVICES TAX (GST) REFUNDS

Overseas visitors can reclaim tax on purchases when they leave Australia through the tourism refund scheme (TRS). Visitors must spend at least \$300 on one transaction in order to claim back the GST, and receipts cannot be added together to make up \$300. The purchases and receipts must be presented at the airport on departure after check-in.

NEWSPAPERS

You will find news stands throughout the city selling local and national papers. McGills newsagency at 187 Elizabeth Street has the city centre's widest selection of interstate and international newspapers and magazines. Titles are airfreighted in from countries including the United States, United Kingdom, Germany, Singapore and Hong Kong. Opening hours are Monday to Thursday 7.30am to 6pm, Friday 7.30am to 7pm, and Saturday 8am to 5pm. Phone: 9602 5566.

INTERNET ACCESS AND WI-FI HOTSPOTS

There are a number of internet cafes in the city centre. Try Elounge at 149 Swanston Street or 9 Elizabeth Street; Global Chat, 228 Flinders Street; Six Links, 228 Flinders Lane; or at the Melbourne Visitor Centre at Federation Square. Telstra provides

wireless internet coverage across much of the central business district, and hotspots can also be found in various locations, including the Village Centre, 206 Bourke Street; Collins Place, 45 Collins Street; Level 3, Melbourne Central; and the State Library, 328 Swanston Street. For a full list of locations, visit the Melbourne Visitor Centre at Federation Square.

PHOTOGRAPHY

Many photographic stores are located along Elizabeth Street between Little Bourke and Lonsdale streets. You can have your camera repaired, buy new memory cards and have images developed along this strip.



TIPPING

Tipping is not a custom in Australia, and is not expected. If you receive good service, however, you may choose to tip at cafes or restaurants; 10% of the bill would be reasonable. In taxis, you may also choose to round up the payment according to service received.

LAUNDRY

Melbourne City Dry Cleaners has a self-service laundry and dry-cleaning operation at 244 Russell Street, and is open Monday to Friday 7am to 6pm, and Saturday 9am to 3pm. There are other self-service laundries located in inner suburbs such as Carlton and North Melbourne.

TOURIST INFORMATION SERVICES

The Melbourne Visitor Centre at Federation Square

Located opposite Flinders Street railway station, the Melbourne Visitor Centre is a one-stop-shop for tourists. The centre offers information and services on Melbourne and Victoria including brochures and maps; 'what's on' listings; internet and email facilities; souvenirs; and an accommodation, car and tour booking service. Open daily from 9am to 6pm (closed Good Friday and Christmas Day). Street-level lifts provide access for people with disabilities.

The Melbourne Visitor Booth in the Bourke Street Mall

Located in the heart of the Bourke Street Mall, friendly volunteers at the Melbourne Visitor Booth provide maps and information on shopping, attractions and events.

Monday to Saturday 9am to 5pm, and Sunday 10am to 5pm (closed Good Friday and Christmas Day).

City Ambassadors

For assistance with directions, event information and general questions about Melbourne, keep an eye out for our roving City Ambassadors in their distinctive red uniforms. Seven days 10am to 4pm, (excluding Good Friday and Christmas Day).

If you would like further information on these programs or services, please contact the City of Melbourne Hotline on 9658 9658 or visit: www.melbourne.vic.gov.au/touristinformation

USEFUL WEBSITES

www.thatsmelbourne.com.au
www.visitmelbourne.com.au



Melbourne City Map

- | | | | | | |
|---|----------------------------|---|--|---|---|
|  | Accessible Toilet |  | Heritage Building |  | Taxi Rank |
|  | Accommodation |  | Hospital |  | Telephone |
|  | BBQ |  | iHubs |  | Theatre |
|  | Childrens Playground |  | Melbourne City Tourist Shuttle Bus stops |  | Toilet |
|  | Cinema |  | Parking |  | Tram Route |
|  | City Circle Tram |  | Place of Interest |  | Visitor Information Centre |
|  | Educational Facility |  | Place of Worship |  | Under Construction/ Future Development Site |
|  | Foreign Exchange |  | Post Office |  | Road Under Construction/ Future Road |
|  | Golden Mile Heritage Trail |  | Train Station | | |





