



Accessing Melbourne

**An access guide to the City of Melbourne
for visitors with mobility impairments.**

ACCESSING MELBOURNE

Accessing Melbourne
2nd Edition, February 2006
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The researchers, authors and sponsors have tried their best to ensure the information in this guide is as accurate as possible. However, they can accept no responsibility for any loss, injury or inconvenience sustained by any person using the information contained in this book.

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for People with a Disability
2nd Edition, February 2006

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Tourism Victoria



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INTRODUCTION

Welcome to *Accessing Melbourne*

Whether you are a first time or frequent visitor, *Accessing Melbourne* will help make your stay in the central business district and surroundings an enjoyable one.

Accessing Melbourne is for people with mobility related impairments and difficulties in negotiating the physical environment, although the needs of people comprising other groups are also considered.

The book is laid out like a conventional tourist guide.

- Part 1** Deals with the basics of Arriving in Melbourne, Getting Around, Accessible Toilets and Parking.
- Part 2** Contains interesting tourist information about Melbourne's main Cultural Events, Attractions and Parks and Gardens.
- Part 3** Comprises Entertainment, Eating, Shopping and Pubs and Clubs.
- Part 4** Lists Accessible Accommodation.

Each part contains a Quick Find Index for easy referencing.

Melbourne is a naturally welcoming city, with well laid out wide streets, beautiful parks and gardens and plenty of retail, entertainment, recreation and leisure opportunities. As one of Australia's oldest cities, it is also comparatively accessible and things are improving all the time.

This guide has been written to be readable and enjoyable, rather than as a purely technical access guide. There is a range of visitor information available for people living in or visiting Melbourne and some of these are referred to in *Accessing Melbourne*. Please use *Accessing Melbourne* to make the most of what Melbourne has to offer.

A capital city is a great place to start when exploring a new state or country. After getting to know Melbourne, consider visiting the wide range of scenic regions and towns throughout Victoria. To assist your wider travels, go to www.visitvictoria.com

This guide can be downloaded in PDF and Microsoft Word formats from www.melbourne.vic.gov.au

Phone numbers

Please note that when dialling from interstate, the area code for Melbourne (and Victoria) is 03. When dialling from overseas the country code and area code are 61 3.

Tourist Information

Melbourne Visitors Centre

Phone 9658 9658

Fax 9650 6168

Open Monday – Sunday 9am-6pm, Public Holidays 10am-6pm

www.melbourne.vic.gov.au

Melbourne's Visitor Information Centre is located at Federation Square on the corner of Swanston and Flinders Streets. The centre provides information and a booking service for tours and accommodation. Access is level from the street and a lift then takes you down to the centre. An accessible toilet is available on this level.

Information Booths in the Bourke Street Mall and Flinders Street Station provide free city maps, including the CBD Mobility Map. Open Monday – Thursday 9am-5pm, Friday 9am-7pm, Saturday 10am-4pm, Sunday and Public Holidays 11am-4pm.

The Melbourne Greeter Service

Phone 9658 9658

Fax 9650 6168

Email: greeter@melbourne.vic.gov.au

This service operates from The Melbourne Visitor Centre, and is based on the Big Apple Greeter Service in New York. Volunteers provide free half-day guided tours of the City of Melbourne, with orientation available in more than 15 languages. Tours reveal parts of Melbourne normally hidden to visitors, and can be adapted to suit your particular interests. Some of Melbourne's Volunteer Greeters are skilled in Auslan (Australian Sign Language), and visitors with a disability are encouraged to arrange a tour.

Information on this service can also be found at visitvictoria.com under Visitor Information Services. Book at least one day in advance.

Historic Rambles

Guided theatrical tours of Melbourne allow visitors to discover a different perspective of the city. The tours are presented by 'characters' from Melbourne's past. Call 9820 0239 for bookings. Specific tours of Melbourne's theatres (see Theatres).

City Ambassadors

City of Melbourne Hotline on 9658 9658

Email: ambassador@melbourne.vic.gov.au

City Ambassadors are trained volunteers who answer all kinds of queries. Easily identified by their red uniforms and red caps, they can be found in the retail heart of Melbourne in the area bordered by Elizabeth, Flinders, Russell and Latrobe Streets.

Tourist Information Websites

The following websites contain information on events, film, theatre, exhibitions, dance, music and forums available in Melbourne and further afield. Although not disability specific, some do state if venues/events are accessible.

- www.melbourne.org.au
- www.thatsmelbourne.com.au
- www.melbourne247.com.au
- www.onlymelbourne.com.au
- www.melbournegigs.com

Victorian Tourism Information Service

Phone 132 842

Call between 8am-6pm daily, for information on public transport and general tourist information.

Important Information and Telephone Numbers

Please note that when dialling from interstate the area code for Melbourne (and Victoria) is 03. When dialling from overseas the country code and area code are 61 3.

Emergency

Police, Ambulance and Fire Brigade 000

Hospitals

Casualty

St Vincent's Hospital 9288 2211

Alfred Hospital 9276 2000

Austin and Repatriation Medical Centre 9496 5000

Royal Children's Hospital 9345 5522

Eye and Ear

Royal Victorian Eye and Ear Hospital 9929 8666

Dental

Royal Dental Hospital 9341 0222

Other

Poisons Information Centre 13 1126

RSPCA 9224 2222

State Emergency Service 9696 6111

Airlines

Qantas

Domestic 13 1313

International 13 1313

Flight Arrival 13 1223

Virgin Blue

Reservations and Enquiries 136 789

Jetstar

Reservations 131 538

Enquiries 8341 4901

Nican/Qantas Carer Concession Card

Phone 1800 806 760

www.nican.com.au/

The Qantas Carer Concession Card is issued to people with a disability and high level support needs who require the full-time assistance of a carer whilst they are on the plane.

Companion Card

Phone 1800 650 611

www.companioncard.org.au



The Victorian Companion Card entitles the holder to gain access to venues for a carer/companion at no cost. The Companion Card logo is used in this guide to denote organisations that accept the card.

Telstra

Phone 1802244

TTY 1800 808 981

www.telstra.com.au/disability/ttypayphones/index.htm

National Relay Service

Within Australia:

Phone 132544 (charged rates)

TTY 133 677

Speech to Speech:

Phone 1300 555 727

Calling Australia from Overseas:

Phone 61 7 3815 8000

Emergency Relay Service Calls:

Phone 106

Telephone Interpreter Service

Phone 131 450

Translates a range of languages, a fee is charged.

Travellers Aid Society of Victoria Ltd

Phone 9654 2600

Fax 9654 1926

Travellers Aid Disability Access Service (TADAS)

Swanston Street:

Phone 9654 7690

TTY 9654 5412

Spencer Street:

Phone 9670 2873

Yooralla Society Of Victoria

Holiday and Travel Service 9916 5806

Melbourne Mobility Centre at Federation Square

Phone 9650 6499

Freecall 1800 735 266

TTY 9650 9316

1st Floor, Federation Square Car Park

Ground level is adjacent to the ArtPlay playground.

www.melbournemobilitycentre.com.au

Transport

Skybus

Phone 9335 3066 (recorded information)

Phone 9335 2811 (enquiries)

Met Information and Personal Assistance

Phone 131 638

TTY 9619 2727

MetCard Help Line

Phone 1800 652 313

VLine Information Centre

Phone 136 196

TTY 9619 2727

Demand Response Bus

Phone 1800 012 061

Vision Impaired Travel Pass

Phone 9619 1159

City Link

Phone 13 26 29

City of Melbourne Parking Permits

Phone 9658 9658

Accessible Cabs

Phone 136 294

Silver Top Cabs

Phone 8413 7202

Accessible Car and Van Hire

See pages 24 and 25.

Public Holidays

New Year's Day	1 January
Australia Day	26 January
Labour Day	First or second Monday in March
Easter	Good Friday to Easter Monday (from late March – early April)
ANZAC Day	25 April
Queen's Birthday	Second Monday in June
Melbourne Cup	First Tuesday in November
Christmas Day	25 December
Boxing Day	26 December

PART 1 – ARRIVING AND GETTING AROUND

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CHAPTER 1 – ARRIVING IN MELBOURNE

Airports

Melbourne Airport is located about 25 kilometres north of the city and Avalon Airport is approximately 60 kilometres south west from the city. Melbourne Airport is the main domestic and international arrival point while Avalon Airport is serviced by the Jetstar Airline.

Melbourne Airport

www.melair.com.au

Phone 9297 1805

Fax 9297 1886

The Arrivals area at Melbourne Airport is on the ground floor, and Departures is on the first floor. Both are linked by escalators and lifts. The lifts have tactile buttons but don't have audio voice cues.

The **Travellers Information Desk** 9297 1805 is located on Terminal 2 Arrivals and can provide a wheelchair if requested. However, most airlines can provide wheelchairs if notified in advance and provide a 'Meet and Assist' service to help passengers with mobility difficulties. Travellers should inform the relevant airline of their requirements when booking a flight.

Accessible Toilet facilities are well signed and located throughout Terminals 1, 2 and 3. Accessible toilets are well located near most departure and waiting lounges. An accessible toilet is also located on the ground floor of the Short Term Car Park at the southern end (T3).

Designated Accessible Parking spaces are well signed and conveniently located in each car park near the bridges connecting to the terminals. Short Term Car Park lifts have wide doors and the controls are set at a reachable height for wheelchair users. The control panel comprises Braille buttons but no audio voice-over.

A valid 'Disabled Permit' must be displayed when using the designated disabled car parking spaces. Vehicles that do not display a valid permit will be fined.

Qantas

Domestic 13 1313

International 13 1313

TTY 1800 652 660

www.qantas.com.au

Qantas offers a 'Meet and Assist' service where staff can assist with check in, transfer on and off the plane, wheelchair assistance within the airport, and luggage collection. Customers must call ahead to arrange this service.

Qantas Carer Concession Card

NICAN 1800 806 760

Customers with high-level support needs who require the full-time assistance of a carer whilst they are seated on a plane are eligible to apply for a Qantas Carer Concession card. This card entitles cardholders to a 50 per cent discount off full price business class domestic airfares, 20 per cent off full price economy domestic airfares, or 10 per cent off the majority of domestic discounted airfares (except red-e-deals). The carer is nominated when the flight is booked. The Qantas Carer Concession card is a photo ID card that is valid for three years.

Virgin Blue

Phone 136 789 for reservations and enquiries

www.virginblue.com.au

Virgin offers a 'Meet and Assist' service, and can accommodate a limited number of wheelchairs on its aircraft. Virgin can prearrange a wheelchair if customers need transport throughout the airport, and can also assist with baggage collection. Customers must call ahead to arrange assistance. Virgin does not currently offer any concessions for carers.

Transport – Skybus

Phone 9335 2811

www.skybus.com.au

The accessible public transport option is Skybus, which runs every 10-15 minutes. Skybus departs from outside the Qantas and Virgin terminals, and arrives at Southern Cross Station, at the western end of Melbourne's Central Business District (CBD). The trip takes about 20 minutes. Skybus coaches operate seven days a week and offer roll-on/off access and designated places for wheelchairs and scooters. The collection point at the airport is ground level outside the South Terminal (Virgin Blue) and ground level at the Qantas Domestic Terminal.

Skybus also provides an accessible hotel/motel delivery and pick-up service from/to Southern Cross Station. On arrival in the CBD, visitors board a mini bus at the Southern Cross Station terminal, which then conveys them to their hotel or motel in the CBD. Skybus will also pick up from a predetermined number of departure points in and around the CBD. The Skybus Hotel Shuttle is a wheelchair lift equipped mini-bus – this must be booked 24 hours in advance.

Avalon Airport

www.avalonairport.com.au

Avalon Airport is located about 60 kilometres south west of Melbourne. The small airport is serviced by the budget carrier Jetstar (www.jetstar.com). There is an accessible toilet and dedicated parking spaces.

Accessible transport to Avalon is either by private vehicle or an accessible taxi. There is a bus service (Sunbus) however this is not accessible as it involves climbing a set of stairs. Sunbus operates Monday-Friday 8am-5pm. Travellers must book at least 48 hours in advance by phoning (03) 9689 6888.

Jetstar

Phone 131 538 for reservations

Phone 8341 4901 for enquiries

www.jetstar.com.au

Jetstar provides limited special assistance services to customers who need to travel with a guide dog, hearing or mobility dog, customers who require a wheelchair, or customers who require two seats for themselves. Generally Jetstar will not allow a person to travel without an accompanying passenger unless the person can travel independently, meaning they can travel safely without assistance, supervision or both. Jetsar does not offer assistance with luggage and does not offer concession rates for attendants or carers.

Arriving by Rail/Bus

Southern Cross Station

Southern Cross Station is the major transport hub for Victoria's country train and coach services (V/Line). The station is undergoing significant redevelopment, and once complete will be a state-of-the-art transport centre. It will provide fully accessible facilities, and a new facility operated by the Travellers Aid Society.

V/Line country and interstate train travel

Phone 136 196 enquiries

www.vlinepassenger.com.au

Most V/Line trains and coaches are wheelchair accessible, however it is important to know what type of train you may be travelling on so you can make appropriate arrangements.

Sprinter trains

Sprinter trains are the most accessible trains and provide wide doors, accessible boarding, and accessible toilets. Sprinter trains are mainly used for the shorter regional trips such as Bendigo and Ballarat.

Diesel trains

Older Diesel trains carry a portable ramp for boarding. If you have a wider wheelchair you will be assisted to board using a narrow chair, like the skychair used at airports. Passengers must be able to transfer themselves into the chair and seat. If you need to remain in your wheelchair, the other option is to travel in the buffet car. As there is limited turning space, people who use larger type scooters usually need to leave them in the luggage carriage areas.

CountryLink's XPT train runs to Sydney, via Wangaratta, Albury and Yass, and provides several specially designed wheelchair accessible carriages. It is important to phone ahead to book wheelchair spaces.

Coaches

Some V/Line coach services can accommodate wheelchairs. These coaches are lift equipped with lock down straps, and provide space for two wheelchairs. Passengers must make a booking at least 24-hours prior to their journey to discuss their travel needs and confirm a wheelchair accessible coach.

Wheelchair accessible toilets are available at most regional stations – check ahead if needed.

Arriving by Road

The main roads leading to Melbourne's city centre are the Hume Highway from the north (Albury Wodonga, Yass and Sydney), Western Highway from the west (Adelaide), Princes Highway from the east (Gippsland), and Princes Highway from the south-west (Geelong).

Citylink

Phone 13 26 29

TTY 1300 134 132

www.citylink.com.au

CityLink is Melbourne's toll road system embracing the north-south and east-west corridors, Tullamarine Freeway and the Monash Freeway, respectively. Visitors often use CityLink without realising a toll is payable. You can purchase daily passes in advance or you can get an invoice forwarded to your car's registered address (at an additional cost).

Accessible public toilets

Travellers undertaking a road trip may benefit from 'Likely Loos', a guide to accessible public toilets published by Paraquad. The guide costs \$12 (members) or \$14 (non members), and can be ordered from the Paraquad website www.paraquad.asn.au/services/info/likely_loos/likely_loos.html, or phone 9415 1200. You will find some public toilets along highways and at some service stations or eateries along the way.

CHAPTER 2 – GETTING AROUND MELBOURNE

Marvellous Melbourne is an accessible city working towards improving access for everyone. Fortunately for visitors, the city was specifically planned with a rectangular street layout so its wide streets meet at right angles making orientation straightforward. Footpaths are paved, offering plenty of seating and generally offering a clear path of travel. Melbourne's wonderful laneways are narrower and more difficult to negotiate but in these lanes you will find interesting architecture, great cafes and shopping.

The Melbourne City Council has improved street access for wheelchairs, prams and people with mobility difficulties by ensuring crossovers or kerb ramps are in place at nearly all intersections.

City intersections are normally equipped with audio pedestrian crossing signals and directional Tactile Ground Surface Indicators (tactile tiles or TGSIs). TGSIs identify tram stops along Swanston Street and its major intersections: Flinders, Collins, Bourke, Lonsdale and La Trobe Streets.

The city's topography comprises a general fall from the north towards the south leading down to the Yarra River – the highest point is La Trobe Street and Russell Street and the lowest point along Flinders Street. Gradients in the main shopping and entertainment precincts around the Bourke Street Mall (the centre of the city) are not significant until you move outside the Mall, east or west along Bourke Street or north along Swanston Street.

When moving around the city remember the **numbering system** for street addresses commences with the low numbers at Flinders Street for streets running north-south, and rising as you head north. For east-west streets, the numbers start at Spring Street and increase as you head west.

Mobility and Access Maps

The **Melbourne CBD Mobility Map** identifies the smoothest and least interrupted path of travel along city streets. It is published annually by the City of Melbourne and Melway Publishing, publishers of the popular Melbourne street directory. The Mobility Map includes the locations of accessible toilets, on-street accessible parking spaces and accessible commercial car parks, accessible pay phones and public TTY phones. It also contains useful leads for more information. Copies are available at Melbourne Town Hall, the Victorian Visitor Information Centre (see page iii) and the City of Melbourne website at www.melbourne.vic.gov.au

Many attractions offer access or mobility maps in PDF, which can be downloaded from the following websites:

- **Melbourne CBD Mobility Map**
www.melbourne.vic.gov.au/mobilitymap
- **Docklands Visitors Map**
www.docklands.com
- **Melbourne Museum Access Map**
www.melbourne.museum.vic.gov.au
- **Royal Botanic Gardens Access Map**
www.rbg.vic.gov.au
- **Grand Prix Access Map**
www.grandprix.com.au
- **Flemington Race Course Access Map**
www.vrc.net.au/cpa/htm/htm_flemington_content.asp?page_id=161

Attendant Care

Attendant care and equipment hire can be arranged in advance but most agencies stress that as much notice as possible is preferred.

Travellers Aid Centre and Travellers Aid Disability Access Service

Email: info@travellers-aid.com.au
www.home.vicnet.net.au/~travaid/

Locations

Second floor
169 Swanston Street
Phone 9654 2600
TTY 9654 5412

Lower Concourse
Southern Cross Railway Station
Phone 9670 2873

Travellers Aid offers a wide range of facilities such as showers, baby-change facilities, accessible toilets, attendant care, lounge area, public telephone, lockers, stroller and wheelchair hire, ironing facilities, meeting room hire and tourist information. Call ahead to ensure your needs are met.

The Travellers Cafe in Swanston Street offers a variety of economical meals.

DASSI

Phone 9481 2355
www.dassi.com.au

DASSI provides one-to-one attendant care support, including assistance with personal care, mobility, rehabilitation, social/recreational, educational and community access. DASSI offers a 'short term booking service' but you must contact them at least five days in advance to discuss your needs.

Paraquad Victoria

Phone 9415 1200

www.paraquad.asn.au

Paraquad provides a wide range of services for people with physical disabilities, and specialises in spinal cord injury and polio. Paraquad is able to provide attendant care but will require a minimum of two weeks notice and longer if possible.

Ablecare

Phone 9845 2860

Email: ablecare@ahcs.org.au

Ablecare offers a range of services, including basic or high support personal care and community access support. Clients should contact Ablecare at least four days in advance to discuss their support needs.

MSSA

Phone 1300 362 190

www.mssa.com.au

MSSA can provide short-term attendant care or community access services, but they need one to two weeks notice.

Equipment Hire

The following organisations provide a range of equipment hire, including beds, wheelchairs, hoists, cushions or scooters. It is always best to call ahead, but same day or next day delivery can also be arranged.

Lifestyle & Rehab

Phone 9384 1846

www.lr.com.au

Lifestyle & Rehab has a wide range of equipment. Delivery charges depend on individual items. Same day delivery is sometimes more expensive.

Maroondah Home Health Care

Phone 9879 8885

Maroondah Home Health Care provides a wide range of equipment for hire. Delivery fees range from \$6.00 (small local delivery) to \$66.00 (larger delivery such as a bed).

Able Medical Hire

Phone 9808 9273

www.ablemedical.com.au

Able Medical Hire hires out a range of equipment, particularly wheelchairs and pressure care aids. The organisation can provide same day delivery as long as equipment is ordered before 9.30am, but you are best to order a day in advance.

Independence Solutions (part of Paraquad)

Phone 9417 7400

Phone 1800 816 233

www.independencesolutions.com.au

Independence Solutions specialises in continence and other healthcare products. You can order over the phone, or download an order form from their website. Independence Solutions offers home (or hotel) deliveries.

Melbourne Mobility Centre at Federation Square

First Floor, Federation Square Car Park

Phone 9650 6499

Freecall 1800 735 266

TTY 9650 9316

The Melbourne Mobility Centre is located on the 1st floor of the Federation Square Car Park (ground level adjacent to the ArtPlay playground).

This service was developed by the City of Melbourne in partnership with the Department for Victorian Communities (Community Support Fund) and the Office of Commonwealth Games Coordination. The centre enables easier access to central Melbourne, including the 2006 Commonwealth Games, for people with disabilities, older persons, and those with temporary disabilities.

Features of the service include:

- equipment for hire including motorised wheelchairs, manual wheelchairs, children's manual wheelchairs, scooters, walking frames, crutches and canes;
- two fully accessible toilets;
- information for people with mobility and sensory disabilities;
- TTY telephone and accessible web access;
- wheelchair battery re-charge facilities;
- an accessible tea, coffee and water facility; and
- volunteer-driven commissionaire services including companion services, transfer services and 'meet and greet' services.

Disability Parking Permits

www.melbourne.vic.gov.au/permits

Disability Parking Permits may be obtained by residents of the City of Melbourne with significant ambulatory difficulties or intellectual disabilities, under the Statewide Disabled Person's Parking Scheme.

Disabled City Access Permits entitle the holder to parking bay time extensions. People who come into the city for work, study, medical appointments or for entertainment may seek the permit by applying online.

The **Statewide Disabled Person's Parking Scheme** entitles a person holding a blue, Category 1, Disability Parking Permit to park:

1. In a Wheelchair Symbol displayed bay for fee payable (if applicable), shown on the parking sign or road marking,
2. An ordinary parking bay for twice the time limit indicated on the parking sign upon payment of an initial parking fee, if applicable.

Permits issued in any Australian state or territory are recognised in all states, subject to local regulations. A brochure on other states and territories called Disabled Person's Parking Schemes in Australia (July 2005) is available at: www.vicroads.vic.gov.au/vrpdf/trum/TR2005260v4.PDF

Public Transport

Metlink

Phone 13 16 38
Met Information (TTY) 9619 2727
The Metcard Helpline
Freecall 1800 652 313
www.metlinkmelbourne.com.au/accessible/



Metlink is owned privately by Connex and Yarra Trams and a range of public stakeholders including V/Line, Bus Association Victoria and the Victorian Government. Although services are becoming more accessible, some access issues still remain.

Meltrip

www.meltrip.com

An easy to read website on public transport that includes information on wheelchair accessibility.

The Department of Infrastructure (DOI)

Phone 9655 6666
www.doi.vic.gov.au

The Public Transport Division of DOI works with public transport operators to ensure all members of the community including people with special needs, can access train, tram, bus and taxi services. A newsletter entitled: **Easy Going Transport** is produced by DOI and provides information on initiatives, projects and announcements that promote accessibility of Victoria's public transport service. It can be accessed via the website.

Ticketing for The Met

Metlink Offices: near the Melbourne Town Hall, corner of Little Collins and Swanston Street, and at Flinders Street Station.

Acquiring Met tickets under the automated system can provide some difficulties for people with disabilities. Met tickets are sold from vending machines, milk bars, newsagents, pharmacies and the Metlink office. Tickets can also be purchased over the counter from booking offices at premium train stations or via the Metcard Helpline (1800 652 313).

The Vision Impaired Travel Pass

Phone 9619 1159

Holders of a Victorian Vision Impaired Travel Pass can travel free on metropolitan trains, trams, buses and V/Line trains and coaches in Victoria. The pass can also be used on public transport in other states of Australia.

Trains

There are two main railway stations in Melbourne's CBD: Flinders Street Station, on the corner of Swanston and Flinders Streets, which is the main terminus for Melbourne metropolitan rail services; and Southern Cross Station, at the intersection of Bourke and Spencer Streets, which is the main hub for country rail services.

City trains operate via an underground rail system (City Loop). Stations comprising the City loop are: Parliament, Melbourne Central, Flinders Street, Southern Cross and Flagstaff. These are all designated premium stations and have accessible toilets and lifts. Note Flagstaff does not operate on weekends.

While all trains are accessible, there may be a vertical and/or horizontal gap to negotiate so caution should be exercised. The safest way to travel on the train system is to seek assistance from the driver to board the first carriage. A well developed system is in place to facilitate boarding.

The most forward and mid-way points on the platform are marked with a white or yellow line. During peak periods position yourself at the forward mark and during off peak times position yourself at the mid-way point. This signals to the driver that assistance with a portable ramp is required. The ramp is carried in the driver's compartment.

One tip is to provide a written note/sticky label identifying the station you would like to disembark. Stickers are available from Metlink or take your own post-it notes. This will help train drivers to remember when they need to assist you.

Trams

www.yarratrams.com.au

The options for wheelchair users or the mobility impaired wishing to use Melbourne trams are still very limited. The only wheelchair accessible tram line is the 109 service – Box Hill to Port Melbourne via the city. The tram is a 'low floor tram' with access offered at 'superstops'.

Superstops provide for roll on and off access. The tram also has a small ramp that extends out if you get off at a wheelchair accessible stop/platform but not a superstop (you will need to press the wheelchair icon call button for this facility). There are no strap downs for chairs but there are poles/handrails for you to hold onto. Superstops in the CBD are located at:

- Collins Street/Spencer Street
- Melbourne Town Hall, Collins Street/Swanston Street
- Parliament Railway Station, Spring Street
- St Vincent's Plaza, Brunswick Street/Victoria Parade
- Melbourne University, Swanston Street.

Other superstops outside the CBD are located at:

- Box Hill Central
- Burnley Street, Richmond
- Beacon Cove, Port Melbourne.

New superstops are under construction at:

- Collins and Elizabeth Streets
- Southern Cross Station
- Collins Street for access to Southern Cross Station

Taxis

Victorian Taxi Directorate (VTD)

Phone 9320 4360

Phone 1800 638 802 (country callers)

www.taxi.vic.gov.au

The Multi Purpose Taxi Program is a fare subsidy of 50 per cent up to a maximum \$25 per trip. Residents of Victoria who have a severe and permanent disability which severely limits their ability to use public transport may make application for the card to VTD. Card holders may use any taxi including 'M50 Taxis' which can carry more than one wheelchair.

Access Cabs are available throughout Victoria and can be booked on Central Bookings 136 294. Alternatively, contact Silver Top Taxi Service on 8413 7202. It is wise to book ahead.

Interstate Reciprocal Scheme

All states and territories have reciprocal rights but the subsidy amount does vary between states. Vouchers can be used interstate but you must organise this at least two weeks before you travel, through the Taxi Directorate in your state.

Extra Loading Costs for Wheelchair Cabs

If you have an M50 Wheelchair Card no extra charge will be added to your trip, otherwise an extra \$10.00 will be added to your fare. Visitors from interstate who use vouchers and have an M50 card in their state should not have to pay this loading fee.

Safe City Taxi Ranks

Safe City Taxi Ranks have been established in the CBD to give patrons and taxi drivers access to safe transport and fares late at night. The three Safe City Taxi Ranks are located at:

- 55 King Street
- Flinders Street Station, on Swanston Street
- 22 Bourke Street

All Safe City Taxi Ranks are staffed by a uniformed security officer from midnight Friday to 6am Saturday and midnight Saturday to 6am Sunday. There is a duress button at each location with Safe City Cameras monitoring the ranks 24 hours a day. These hours are extended during special events.

Metropolitan Bus Travel

Buses are not always a viable option for wheelchair users. All vehicles must eventually become accessible, but this process will take at least a decade. A separate but related issue is the accessibility of bus stops. An accessible bus stop is required for accessible buses to be an effective transport option. All bus stops will be upgraded by the relevant authority.

Grendas Bus Company

Phone 9791 2988
www.grenda.com.au

Grenda currently has 40 wheelchair accessible buses on suburban routes. Customers should telephone ahead to ensure that an accessible bus will pick them up, and that the bus stop is wheelchair accessible.

Melbourne Bus Link

Phone 9689 8555

www.melbbuslink.com.au

Melbourne Bus Link manages nine major inner city bus routes. The company endeavours to assist customers who call ahead requesting wheelchair accessible buses.

National Bus Company

Phone 9481 8222 (general enquiries)

Phone 131 638 (accessibility enquiries)

www.nationalbus.com.au

The National Bus Company currently has 84 low floor wheelchair accessible buses, and runs about 90 per cent of services in the CBD. Customers can call to request a wheelchair accessible bus (you must call 24 hours in advance), or check the website bus timetable for information on low floor accessible buses. Buses marked with a 'W' on bus stop timetables indicate that they are wheelchair accessible.

Nightrider

Phone 131 638

www.metlinkmelbourne.com.au/nightrider/

The Nightrider bus service operates between 12.30am and 4.30am on Saturday and Sunday, and has nine different routes with over 300 stops. Some Nightrider buses are wheelchair accessible but customers should call ahead to confirm low floor buses.

Buses depart from the city on the corner of Swanston and Collins Streets, or Crown Entertainment Complex. Buses have a telephone and direct taxi link, so transport can be arranged to meet you at your stop.

Nightrider bus routes and contact information:

- **Bayswater, Croydon and Dandenong**
(including Lilydale, Olinda and Rowville extensions)
Phone 9723 3529
www.mountdandybus.com.au
- **Craigieburn**
Phone 9338 6466
www.tullamarinebus.com.au
- **Eltham and Epping**
Phone 9470 3355
www.reservoirbus.com.au
- **Frankston/Mornington/Rosebud**
Phone 9786 7088
www.peninsulabus.com.au
- **St Albans** (including Melton and Sunbury extensions)
Phone 9306 3166
www.buslines.com.au/northern/
- **Werribee**
Phone 1800 333 388
www.dysonsbuses.com.au

Demand Response Bus

Phone 0412 525 376

Phone 1800 012 061

Normal Met charges apply.

The service operates in the St Kilda and Port Melbourne areas for people who are unable to travel on trams or buses. Two buses, both hoist equipped, are capable of carrying up to three wheelchairs and four companions.

The buses must be booked 24 hours in advance. The service operates Monday-Friday between 7.30am and 10pm. There is no service on weekends or public holidays.

City Circle Tram

Phone 131 638 (enquiries)
www.melbournemetlink.com.au

The City Circle Tram is a free way of getting around Melbourne's CBD but it is NOT accessible for wheelchair users.

Car and Van Hire

There are a few companies that provide accessible caravans and specialised vehicles. When booking a van, it is important to check insurance details and excess kilometre fees, as these vary from company to company.

Charter Buses

Mee's Bus Line
Phone 9459 3000
www.mees.com.au
Email: mee@mees.com.au

Mee's bus line can provide chartered buses for groups, and have a number of accessible coaches with hydraulic lifts.

Dysons Bus Line

Phone 1800 333 388
Phone 9335 2333
www.dysonsbus.com
Email: dysons@dysonsbus.com.au

Dysons bus line has one accessible bus with hydraulic lift.

Hire and Drive

Norden Transport
Phone 9793 1066
www.norden.com.au
Email: conversion@norden.com.au

Norden Transport has two accessible Toyota Hi-Ace vans, both equipped with hydraulic hoists. The vans can accommodate two wheelchairs and six passengers.

Budget

Phone 9299 1111 (for van hire only, Richmond outlet)
www.budget.com.au

Budget has one bus for hire at their Richmond outlet. The bus is automatic, and has room for one wheelchair and 11 seats.

Wheelabout Van Rentals

Phone 0430 963 563
www.wheelabout.com

Wheelabout Van Rentals has one accessible Chrysler van available for hire, which is equipped with an electric ramp. The van seats either one person in a wheelchair and five companions, or two people in wheelchairs and four companions.

Wheelaway

Phone 1800 133 320
www.wheelaway.com.au
Email: enquiries@wheelaway.com.au

Wheelaway has an assortment of mini-vans and cars for hire, with capacity for one to two wheelchairs/scooters.

Car Hire

Hertz and Avis car hire companies provide hand-controlled vehicles at no extra cost. These are available at their major corporate locations, city and airport. The cars need to be booked in advance.

Avis

Phone 1800 225 533

www.avis.com.au

Avis will fit the Monarch hand control (right hand operation) to Commodore vehicles. Book at least one week in advance.

Hertz

Phone 13 3039

www.hertz.com.au

Hertz will fit a push-pull hand control (right hand operation) to any of its automatic Ford Falcon vehicles, but book at least three days in advance.

CHAPTER 3 – ACCESSIBLE TOILETS

There are a number of accessible toilets in Melbourne. However, in this guide we have only listed toilets we believe provide the best access, as not all toilets meet current Australian Standards (AS-1428).

Toilets in office buildings are usually only available during business hours. We have only listed office buildings that allow public access, however you may still have to pass through a security check. Policy reviews are constantly being undertaken and building management reserves the right to allow access to authorised personnel only. Some toilets may be locked in the evenings.

The information in this chapter refers to accessible unisex toilets, except where indicated as male or female.

The following descriptions have been used in the text:

- narrow door, means a door less than 740mm wide;
- small cubical, means cubical circulation space is restricted and may be difficult for a motorised wheelchair;
- high counter, lift buttons etc means higher than 1250mm;
- Exeloo refers to a fully automated, unisex facility on street.

For detailed location information, refer to the Melbourne Mobility Map (visit www.melbourne.vic.gov.au/mobilitymap).

Baby Change Facilities

Although these facilities are limited, you will find baby change facilities in most shopping centres such as Melbourne Central, Myer, Federation Square and the Mobility Centre. Travellers Aid Society (Swanston Street) also provides this facility.

PRECINCTS

La Trobe Street

Corner of La Trobe and Swanston Streets, Melbourne Central Station, lower ground.

La Trobe Street, Melbourne Central shopping complex (La Trobe Street building) lower ground, ground, level 1, level 2, and two toilets on level 3 (Hoyts Cinema complex).

383 La Trobe Street, Australian Federal Police, located on level five of car park, accessible from street level located in passage way to the car park, difficult turning space.

414 La Trobe Street, Customs House, north side of La Trobe Street. Ask at security desk as you will need to leave bags. Toilet is in a secure area.

Corner of La Trobe and William Streets, Commonwealth Law Courts. Public access available by passing through security. Excellent facilities at ground level.

Flagstaff Station, Unisex toilet with lift access down, available until midnight (305 William Street).

485 La Trobe Street, Commercial Union Centre, graded access from the corner of the building. Key is available at security desk, approx. 50 metres from front door. Unisex toilet, by the lifts for the tower building.

555 La Trobe Street, William Angliss Institute of TAFE, Building A, ground and upper level access, see foyer notice board. Level entry via side gates and automatic doors.

Lonsdale Street

43 Lonsdale Street, Gordon Towers ground level, near reception.

150 Lonsdale Street, ground level.

210 Lonsdale Street, Queen Victoria Women's Centre.

300 Lonsdale Street, Melbourne Central shopping complex, graded access at ground level, easy access electronic sliding doors. Regularly maintained, central location.

399 Lonsdale Street, Taylors College, situated in foyer near lifts. Ask security for key, always kept locked.

436 Lonsdale Street, Supreme Courts, well signed.

509 Lonsdale Street, The County Court of Victoria, a secure building. You have to pass through security. Facilities at ground level and level 3.

550 Lonsdale Street, at the rear of the foyer, no handle on door.

555 Lonsdale Street, Sedgwick House off the foyer, past lifts. Toilet door opens inwards limiting the usefulness of the space.

565 Lonsdale Street, Ground level access, facilities situated past the lifts. Small cubicles but the door opens out. This is a secure public building.

Corner of Lonsdale and King Streets, Exeloo.

Little Bourke Street

22 Cohen Place, off Little Bourke Street, Chinese Museum, first floor, narrow turning space.

265 Little Bourke Street, All Seasons Welcome Hotel, near business centre. Toilet is kept locked, key available at reception desk.

471 Little Bourke Street, Pacific International Flag Inn, past reception.

600 Little Bourke Street, IBIS Hotel, past reception.

Bourke Street

128 Bourke Street, Welcome Stranger Pokies, easy graded access. Accessible toilet in rear left hand corner of gaming room. Small cubicle, with inward swinging door.

239 Bourke Street, RMIT Faculty of Business, accessible toilets available on levels 3, 4 and 10. Lift access from main foyer.

314 Bourke Street, Myer level 1 and lower ground in the Lonsdale Street building. Easy access from all entry points to the store, excellent spacious lift access, with audio.

David Jones, lower ground and level 2. See store directory for directions. All three stores have accessible facilities.

Walk Arcade, on the left hand side as you enter from the Bourke Street Mall. The accessible toilet is locked but the key is available from the take away shop next door.

385 Bourke Street, Galleria Shopping Plaza, enter via Bourke Street at street level. Ramp access to facilities up two ramps (about 1:10). Narrow access into a limited area outside toilet. Limited space to open from the inside.

470 Bourke Street, The Law Institute. Lift access to toilet level. Accessible toilet available in lecture theatre, provided there is no lecture on. Ask at reception for assistance.

565 Bourke Street, OCBC House, past the lifts at street level.

570 Bourke Street, Marland House. Toilet Facilities are past the Cafe.

575 Bourke Street, CIC Insurance. Male and female facilities past the lifts. Heavy door opens inwards to very small cubicles. Accessibility is limited.

600 Bourke Street, Bourke Place. Access via King Street provides the best option. Facilities available at ground level, also on levels 3, 5, 24, 40 and basement car park. Twenty-four hour security.

628 Bourke Street, Citipower House. Unisex facilities in passage way through hinged door towards rear of the building. Access from Little Bourke Street.

Little Collins Street

111 Little Collins Street, Stamford Plaza Melbourne, on first floor.

130 Little Collins Street, Uniting Church Synod offices and meeting rooms. Also houses Carers Association of Victoria and Victorian Carers Resource Centre.

525 Little Collins Street, The Menzies Tavern, located through a door before entry to the male toilets. No separate female toilet.

630 Little Collins Street, Savoy Park Plaza, ground and first floor.

Collins Street

30 Collins Street, Monash Conference Centre, level 7. Lift access has audio. Unisex toilet is down hallway to the left. Well signed.

45 Collins Street, Collins Place, through hinged door on entry level and on level one near Sofitel Hotel conference facilities. Polished metal door knobs.

Corner Collins and Exhibition Streets, Exeloo

80 Collins Street Nauru House on level 3 (down the lift from the security desk). You must obtain the key from security. Another publicly accessible toilet is available on level 29.

101 Collins Street. Facilities available at level 5 accessible from Flinders Lane toilets are unlocked, unisex and accessible.

123 Collins Street, Grand Hyatt. Male and female off the food court as well as at reception to the Hotel.

188 Collins Street, Athenaeum Theatre, at rear past box office. Limited access to these facilities during the day.

191 Collins Street, Regent Theatre. Access to theatre via lift in adjoining restaurant. Limited access during the day.

257 Collins Street, Retail Arcade. Lift access to level 1, toilets to the left of the lift, well signed.

260 Collins Street, Australia on Collins, lower ground food court. Toilets locked, access via key from cleaning or security staff. Similarly on level 5, key is available from centre management.

270 Collins Street, Novotel Hotel. Unisex Toilets available on level 6 in the Cafe. Available 24 hours a day.

333 Collins Street, male and female toilets. Must ask security to unlock.

Corner Collins and Market Streets, Exeloo.

459 Collins Street, male and female toilets are located past the cafe.

485 Collins Street, Rialto Hotel, ground level near conference rooms, and lower level access from Flinders Lane. Facilities are closed by hotel staff in the evening. Ask for assistance.

525 Collins Street, Rialto Towers. In the towers see security. Observation Deck ticket office and Observation Deck level.

Flinders Lane

247-251 Flinders Lane, Ross House on each floor.

Melbourne CAE Flinders Lane, lift access from street level. Facilities in library area, one unisex toilet. Degrares Street building, accessible facilities available on levels 1, 5 and 6.

Flinders Street

Corner Flinders and Swanston Streets, Federation Square. Three well signed public accessible toilets, as well as many other facilities available for business patrons (e.g. Transport Hotel).

Flinders Street Railway Station, male and female toilets on the concourse. For access to this area, you must have a valid ticket.

256 Flinders Street Council for Adult Education. Levels 1, 2A, and 5 with a baby change facility on the first floor.

300 Flinders Street, Victoria University of Technology. Public facilities available on level 9. Accessible toilet opposite lift, poorly signed.

300 Flinders Street, secure parking. Male and female accessible facilities, not clearly signed.

Corner of Flinders and Market Streets, green public toilet with accessible facilities.

400 Flinders Street, Immigration Museum located off the rear entry/ exit ramp (awkward threshold ramp). Also off the Long Room.

452 Flinders Street, These facilities are publicly accessible. Ask security for access.

Spencer Street

Southern Cross Station, being renovated at time of publication, but will have accessible facilities.

King Street

Corner King and Flinders Streets, south east corner.

55 King Street, Exchange Square. Located in the passage past lifts. Small cubicle but sliding door.

99 King Street, Civic House, male toilet in passage before lifts. The female toilet is past the lifts. These facilities may be locked.

Corner King and Lonsdale Streets, Exeloo.

William Street

91 William Street, Australian Eagle House, see security for access.

99 William Street, HSBC Bank, secure, level 1.

192 William Street, Supreme Court, male and female near Court 8. Access from courtyard at rear of building from Little Bourke Street.

223 William Street, Melbourne Magistrates Court; see security for information and directions.

255 William Street, Adult Multicultural Education Service, off the foyer but kept locked. Key at reception desk.

Swanston Street

90 Swanston Street, Melbourne Town Hall, corner of Swanston and Collins Streets. See security.

164 Swanston Street, Midtown Plaza Building, Nike store, lift to level 1.

169 Swanston Street, Travellers Aid Society, level 2. One of the best accessible toilets in Melbourne. Attendant care assistance is available. Also near Medicare, on level 1.

195 Swanston Street, All Seasons Premier Swanston, first floor.

304 Swanston Street, State Library of Victoria; ask at information desk.

339 Swanston Street, Uni Lodge, ground level.

Exhibition Street

181-183 Exhibition Street, Paramount Centre;
on lower level; key available from security.

186 Exhibition Street, Rydges Hotel, ground level.

242 Exhibition Street, Telstra Head Office.
Facilities available in passageway, just past food court.

245 Exhibition Street, Regency Hotel, ground level access.

Corner Exhibition and Lonsdale Streets. Exeloo.

321 Exhibition Street, Australia Post House
(enter via La Trobe Street), ground floor.

Spring Street

103 Spring Street, The Windsor Hotel, four steps off
Spring Street. The hotel has a portable ramp (very steep).
Staff will provide assistance to enter the building.

163 Spring Street, Princess Theatre, good access
in the evening. Check times.

235 Spring Street, Casselden House, rear ground level
but poorly signed.

Parliament Railway Station, access at street level.

Crown Entertainment Precinct

Provides 20 publicly accessible toilets, located in various locations on six different levels. Many are located within businesses in the complex. They are well signed and very accessible.

Southbank Dining, Arts and Leisure Precinct

Provides four publicly accessible toilets, located in various locations. Many are located within businesses in the complex. All are well signed and very accessible.

Federation Square

Provides three, publicly accessible toilets. Others are located within businesses in the complex. All are well signed and very accessible.

The Docklands

Melbourne's newest development, Docklands offers many accessible toilet facilities. Refer to 'Eating in the City' section.

CHAPTER 4 – PARKING

The CBD Mobility Map identifies dedicated, on-street accessible parking spaces and some commercial car parks offering dedicated access spaces.

This guide focuses on those commercial car parks providing better access.

At the time of researching this guide, some car park operators were merging. For example, Kings Parking has merged with Secure Parking, however not all signage has changed. Some car parks have reduced the number of accessible car spaces available due to their lack of use during business hours. Some accessible car spaces are used by regular visitors, although are not reserved. These spaces are usually only available weekends.

The two main commercial car park operators are:

- Secure/Kings Parking: www.secureparking.com.au
- Wilson Car parking: www.wilsonparking.com.au

Please contact each operator for their costs and fees.

Some smaller car parks offer limited or no accessible car spaces. The best options for accessible car parking are within the precincts listed below. Many of these car parks also offer accessible toilets.

Commercial Car Parks (by precinct)

Queen Victoria Market (Secure Parking)

Franklin and Queen Streets
Phone 9620 5551

Two accessible parks, accessible toilets nearby.

Queen Victoria Market open air car park

Entry off Queen and Peel Streets.

Eight accessible car spots available.

Attractions:

- Queen Victoria Market

Melbourne Central (Wilson)

Enter via Lonsdale or La Trobe Streets

Phone 9224 0301

Two accessible spaces available on each level situated near lift. Accessible toilets available on all levels of Melbourne Central Shopping Complex.

Attractions:

- Melbourne Central Station;
- Retail shopping;
- Food court and cafes;
- Hoyts Cinemas;
- State Library of Victoria; and
- RMIT University and Gallery.

120 Spencer Street (Secure Parking)

Phone 9613 0000

Direct 9614 8630

One accessible space available on ground level, ramp access. Accessible toilets available at Southern Cross Station.

Attractions:

- King Street nightclubs and bars;
- Docklands;
- Telstra Dome; and
- Southern Cross Station.

Galleria Car Park (Wilson Parking)

385 Bourke Street

Phone 9224 0301

Four accessible spaces available, two on each level, situated near lift. Accessible toilets available at food court, Bourke Street level.

Attractions:

- Bourke Street Mall.

Rydges Hotel Car Park (Wilson Parking)

186 Exhibition Street

Phone 9224 0301

Underground parking, two levels. Accessible spaces available on both levels, situated near lift.

Attractions:

- Comedy Theatre;
- Her Majesty's Theatre;
- China Town restaurants;
- Chinese Australia History Museum; and
- Government offices.

32 Flinders Street (Wilson Parking)

Entry via Flinders Lane and Flinders Street

Phone 9224 0301

Eight accessible spaces available, one on each level situated near the lift. Unisex accessible toilet available at ground level. Exit to Flinders Lane via level 3.

Attractions:

- Parliament and government offices;
- Treasury Gardens;
- Flagstaff Gardens;
- Collins Place; and
- Melbourne Park.

Federation Square (Kings Parking)

Federation Square – entry via Russell Street

Phone 9613 0000

Direct 9655 1995

Six accessible spaces available, four on the rooftop level, and two spaces on level 3, situated near the lift. Accessible toilet facilities also available at Federation Square.

Melbourne Mobility Centre on level one by the lift. Drop off point, meet and greet service. Mobility equipment hire; information; battery re-charge; accessible male and female toilets; accessible tea/coffee and water facility; computer facilities; TTY phone.

Attractions:

- Federation Square;
- Flinders Street Station;
- Birrarung Marr;
- Melbourne Park;
- Racing Museum; and
- Ian Potter Gallery.

Victoria University (Kings Parking)

300 Flinders Street

Phone 9613 0000

Direct 9629 8941

One accessible car space available on level 4.

Male and female accessible toilets available at ground level.

Attractions:

- Flinders Street Station;
- Immigration Museum;
- Shopping precinct; and
- Melbourne Aquarium.

Melbourne Convention Centre (Wilson Parking)

Corner Flinders and Siddeley Streets
Phone 9621 2604

Four accessible car spaces available on level 6. Male and female accessible toilets are situated on the ground level.

Attractions:

- Exhibition Centre;
- Crown Entertainment Complex; and
- Polly Woodside.

Crown Entertainment Complex Multi Level (Wilson Parking)

8 Whiteman Street, Southbank
Phone 9292 7543

The most accessible commercial car park in Melbourne, with approximately 20 accessible spaces in a number of different car parks. Accessible spaces on all levels.

Attractions:

- National Gallery Victoria
- Southgate Dining, Arts and Leisure Precinct;
- Crown Entertainment Precinct;
- Melbourne Exhibition Centre; and
- Melbourne Aquarium.

On Street Parking

Spaces identified on the Melbourne Mobility Map. The map can be downloaded from www.melbourne.vic.gov.au. Melway Publishing also includes the Mobility Map within its street directory of Melbourne.

The following list includes the addresses and telephone numbers of other commercial car park operators, and lists how many dedicated accessible car spaces they have, if any. In each case, operators welcome contact in advance to provide them with the opportunity to assist.

Commercial Car Parks

Address	Phone	Spaces
La Trobe Street		
Melbourne Central	9224 0301	6
Lonsdale Street		
150 Lonsdale Street	9662 1419	Nil
312 Lonsdale Street	9639 2930	2 (level 1)
Lonsdale/La Trobe Streets	9922 1222	Many available
59 Lonsdale Street	9663 4060	2 (ground, lower)
Little Bourke Street		
518 Little Bourke Street	9642 3864	Nil
179 Little Bourke Street	9663 5763	Nil
Bourke Street		
527 Bourke Street	9622 6631	Nil
570 Bourke Street	9670 2498	2 (level 2)
Little Collins Street		
34-60 Little Collins Street	9650 5748	2 (ground level)
181 Little Collins Street	9629 1055	Nil provision ground floor
200 Little Collins Street	9650 5803	2 (off Royal Lane)
613 Little Collins Street	9614 8630	Nil

Address	Phone	Spaces
Collins Street		
55 Collins Street	9629 1055	2
120 Collins Street	9654 4944	Nil
161 Collins Street	9654 6750	3 (level B1)
233 Collins Street	9654 4361	Nil
333 Collins Street	9204 4890	
367 Collins Street	9614 3576	Nil
500 Collins Street	9629 7231	Nil
Flinders Lane		
111 Flinders Lane	9650 1029	Nil
416 Flinders Lane	9629 3020	Nil
522 Flinders Lane	9614 3168	3 (ground level)
Flinders Street		
32 Flinders (see Precinct above)		
111 Flinders Lane	9650 1029	Nil
172 Flinders Street	9650 2105	1 (ground level)
376 Flinders	9629 3536	Nil
300 Flinders (see Precinct above)		
452 Flinders Street	9649 7100	2 (lower level)

Address	Phone	Spaces
William Street		
140 William Street	9600 4036	Nil
Market Street		
60 Market Street	9614 4155	Nil
Queen Street		
200 Queen Street	9670 0329	Nil
350 Queen Street	9329 3900	Nil
Russell Street		
180 Russell Street	9639 2480	Nil
Russell/Lonsdale Street	9639 4890	Nil
Exhibition Street		
11 Exhibition Street	9650 1185	Nil
163 Exhibition Street	9251 5522	Nil
186 Exhibition Street	9662 0511	Nil
333 Exhibition Street	9650 4053	Nil
Spencer Street		
237-251 Spencer Street	9629 1592	Nil
Franklin Street		
151-165 Franklin Street	9326 6592	Nil

CHAPTER 5 – SPECIALIST INFORMATION

This section lists contact details for key organisations in Melbourne offering information, support and advocacy based on the type of disability. The list is not inclusive and more organisations are listed in the Yellow Pages, under Disability Services and Support Organisations, at www.yellowpages.com.au

Information and Support

Melbourne Mobility Centre at Federation Square

First Floor, Federation Square Car Park

Phone 9650 6499

Freecall 1800 735 266

TTY 9650 9316

The Melbourne Mobility Centre is located on the 1st floor of the Federation Square Car Park (ground level adjacent to the ArtPlay playground).

This service was developed by the City of Melbourne in partnership with the Department for Victorian Communities (Community Support Fund) and the Office of Commonwealth Games Coordination.

The centre enables easier access to central Melbourne and 2006 Commonwealth Games venues for people with disabilities, older persons, and those with temporary disabilities.

Features of the service include:

- equipment for hire including motorised wheelchairs, manual wheelchairs, children's manual wheelchairs, scooters, walking frames, crutches and canes;
- two fully accessible toilets;
- information for people with mobility and sensory disabilities;
- TTY telephone and accessible web access;
- wheelchair battery re-charge facilities;
- an accessible tea, coffee and water facility; and
- volunteer-driven commissionaire services including companion services, transfer services and 'meet and greet' services.

Disability Online

www.disability.vic.gov.au

Email: disability.online@dhs.vic.gov.au

Directory containing more than 36,000 disability supports and services, news and events as well as articles about disability and health issues. The website is screen readable.

Infoxchange

www.infoxchange.net.au

Website with information based on community services, disability and youth issues.

National Relay Service (NRS)

www.aceinfo.net.au/

Teletypewriter 133 677 (TTY)

Speech to Speech: 1300 555 727

Calling Australia from Overseas: 61 7 3815 8000

Emergency Relay Service Calls: 106

The National Relay Service (NRS) is an Australia-wide telephone access service available to everyone at no extra cost. If you are deaf, or have a hearing or speech impairment, and you use a TTY or a computer with a modem, you can access anyone in the wider telephone network through the NRS.

Trained Relay Officers (RO) assist callers. You can type your conversation entirely via a TTY or a computer with a modem. The RO relays the message to the recipient. Conversations can be relayed in a variety of ways: from text to voice; voice to text; or even use your own voice to converse and read back the return conversation on the screen (this is called VCO or Voice Carry Over). Strict confidentiality of all calls is guaranteed.

Hotels generally don't provide TTY facilities. However, a list is published as part of the Melbourne Mobility Map.

Travellers Aid Disability Access Service (TADAS)

(See entry under Getting Around)

Telephone: 9654 2600

Email: tadas@travellers-aid.com.au

www.vicnet.au/~tadas/

The service can offer meal assistance, toileting with electric hoist and change table, free internet, referral services, information services, speech relay, telephone assistance and manual wheelchair hire.

Yooralla Society Of Victoria

Phone 9916 5800

Fax 9916 5900

TTY 9916 5899

Email: ooralla@ooralla.com.au

www.yooralla.com.au

Yooralla provides a wide range of disability services in areas of therapy, specialised accommodation, respite, assistance in and out of the home, adaptive aids and equipment, training and employment and recreation. This includes children and adults born with disabilities, as well as those who have acquired them due to accidents, health problems and age.

Yooralla's Holiday and Travel Service

244 Flinders Street

Phone 9916 5806

Fax 9916 5900

TTY 9916 5899

Email: vilmas@ooralla.com.au

www.yooralla.com.au

The Holiday and Travel service offers advice and support in the area of travel and wheelchair access. Although the service is funded to work with Victorians who have a disability, it welcomes contact from others that may need access information.

Due to the service's limited resources, it is best to call ahead when seeking information or support. The service can assist with information on accessible holiday accommodation within the state, interstate and overseas. It can also support with planning and other information such as hire of attendant care, hire of equipment and transport.

Headway Victoria

86-88 Herbert Street, Northcote 3070

Freecall 1800 817 964

Phone 9482 2955

Fax 9482 5855

www.headwayvictoria.org.au

Headway works to improve services to people with acquired brain injury and provides information, referrals, advocacy, training, research and resources throughout Victoria.

Arthritis and Osteoporosis Victoria

263 Kooyong Road, Elsternwick 3185

Freecall 1800 011 141

Phone 8531 8000

www.arthritisvic.org.au

Provides information, advocacy, education and advice on physical activity and exercise.

Victorian Deaf Society

Level 4, 340 Albert Street

East Melbourne, 3002

Phone 9473 1111

Fax 9473 1122

TTY 9473 1199

Email: info@vicdeaf.com.au

www.vicdeaf.com.au/

Provides specialised welfare and communication services to deaf people in Victoria.

Vision Australia Foundation (VAF)

7 Mair Street, Brighton 3186

Phone 9599 5000

Fax 9598 4240

Email: info@visionaustralia.org.au

www.visionaustralia.org.au

Vision Australia (formerly known as the Association for the Blind) provides a range of services for people with vision impairment. It advocates for the rights of people with disabilities and provides consultancy services to improve access and safety in the community.

ParaQuad Victoria

208 Wellington Street, Collingwood 3066

Freecall 1800 805 384

Phone 9415 1200

Fax 9415 1222

Email: theteam@paraquad.asn.au

www.paraquad.asn.au

ParaQuad provides community based services to enable people with a spinal cord injury and poliomyelitis to achieve their desired quality of life. The organisation also provides services to people with other physical disabilities. Services include: accommodation; advocacy; attendant care; training unit; information resource centre; Polio Network Victoria; psychology and counselling services; respite care; sales – equipment and products (MediQuip); and the Spinal Injury Prevention Program.

MS Australia (VIC)

The Nerve Centre
54 Railway Road, Blackburn 3130
Freecall 1800 CURE MS (1800 287 367)
Phone 9845 2700
Fax 9845 2777
Email: infoline@msociety.com.au
www.msaustralia.org.au/nswvic/

Ensures people with multiple sclerosis, their families, carers, and community service providers, receive the best available information, support and specialist assistance.

Arts Access and EASE – Entertainment Access Service (see Entertainment for further details)

24 Eastern Road, South Melbourne 3205
Phone 9699 8497
Fax 9699 8868
TTY 9699 7636
Email: ease@artsaccess.com.au
www.artsaccess/attend/

Advocacy

Disability Discrimination Legal Service (DDLS)

Ross House
Level 2/247 Flinders Lane, Melbourne 3000
Freecall 1300 882 872
Phone 9654 8644
TTY 03 9654 6817
www.communitylaw.org.au/ddls/

The DDLS is a free community organisation committed to eliminating discrimination based on disability. It is able to assist with any discrimination issues related to the Disability Discrimination Act.

Victorian Network on Recreation and Disability (VICNORD)

179 High Street, Northcote 3070

Phone 9489 2999

Fax 9489 2988

www.advocacyhouse.org

VICNORD is funded by Sport and Recreation Victoria as a statewide information and advocacy network for people with disabilities, carers and advocacy groups in relation to recreation, sport, physical activity, tourism and the arts.

Seniors Victoria

247 Flinders Lane

Phone 1300 135 090, Seniors Information Victoria

www.seniors.vic.gov.au

The Office of Senior Victorians (OSV) coordinates Government policy and action enhancing the quality of life for older Victorians. The website provides information about the Seniors Card and events.

Specialised Tour Operators

Leisure Options

PO Box 142, Ocean Grove 3226

Phone 1300 363 713 or 5256 3344

Fax 5256 3444

Email: mail@leisureoptions.com.au

www.leisureoptions.com.au

Leisure Options is a fully licensed travel agency and accredited tour operator providing holidays and tours for individuals or groups who require support. The agency is also able to offer holiday planning support.

Ozmates Travel

Phone 9343 5744

Fax 9434 5725

Email: ozmates@ozmates.com.au

www.ozmates.com.au

Operates tours for adults with mild to moderate intellectual disabilities.

Aquability

Phone 9580 1067

Fax 9580 1067

Email: info@aquability.com.au

www.aquability.com.au

Aquability's primary focus is facilitating involvement in outdoor activities not normally available as a result of physical disability, or other limiting conditions. Aquability's emphasis is towards water-based activities such as snorkeling, scuba diving, sailing and snow activities.

PART 2 – EVENTS AND ATTRACTIONS

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CHAPTER 6 – EVENTS AND ATTRACTIONS

Cultural and Sporting Events

Melbourne is a city where people are passionate about arts, culture and sport. In many ways it is Australia's cultural capital. Melbourne hosts about 300 events and festivals each year so there is always something to see and do. Some of the major events in Melbourne include:

- Australian Open;
- Fosters Australian Grand Prix;
- Moomba Waterfest;
- Melbourne Food and Wine Festival;
- Melbourne International Comedy Festival;
- Melbourne International Flower and Garden Show;
- Melbourne International Arts Festival; and
- Melbourne Cup Carnival.

Internet sites with up-to-date 'what's on' information include:

- www.thatsmelbourne.com.au
- www.visitvictoria.com

Internet sites where tickets can be purchased online are:

- www.ticketmaster.com.au
- www.ticketek.com

Arts Access

Phone 9699 8299

Fax 9699 8868

TTY 9699 7636

Email: info@artsaccess.com.au

www.artsaccess.com.au

Being aware of the barriers that limit the ability of people with disabilities to attend arts and entertainment events, Arts Access is an organisation that promotes access to the arts.

Part of Arts Access is the **Ease** ticket service which offers practical information, personal service and affordable ticket prices, to encourage greater participation.

All visitors should consider becoming a member of Arts Access (\$25) and obtaining a copy of the Vic Venue Guide. This guide is an illustrated guide to over 75 arts, entertainment and sporting venues such as the MCG and Victorian Arts Centre. The guide addresses issues such as accessible parking, hearing assistance and seating plans. The Vic Venue Guide costs \$10.

The Melbourne Cup

Phone 1300 727 575
www.vrc.net.au



The Melbourne Cup, commonly referred to as 'the race that stops a nation', is one of the most famous horse races in the world. It is a 3200 metre handicap race for horses of at least three years of age, and is held annually on the first Tuesday in November.

The Cup is a public holiday in Melbourne and one of the city's major social events, drawing crowds of almost 100,000 people dressed in high fashion, outrageous fancy dress and wonderful hats.

The Melbourne Cup is held at Flemington Racecourse about four kilometres north west of the CBD. Situated on 127 hectares, Flemington Racecourse was originally known as Saltwater Flats and saw its first race meeting in 1840. The first Cup was held in 1861 over two miles, and was won by a horse named Archer. The most famous Cup winner is Phar Lap (meaning lightning in Thai), and a statue of him stands proudly outside the members entrance.

On Cup Day, trains run from Flinders Street Station to a station at the racecourse. Access for wheelchairs is approximately 50 metres up the hill from the station, to the rear of the Prince of Wales Stand.

Download the Disability Access Flemington Map from www.vrc.net.au/cpa/htm/htm_flemington_home.asp.

Melbourne International Arts Festival

Phone 9662 4242

TTY Arts Access 9699 7636

Email: auslan@melbournefestival.com.au.

www.melbournefestival.com.au



The Melbourne International Arts Festival is one of Australia's leading international arts festivals held over 17 days in October each year. The festival is renowned for presenting unique international and Australian events in dance, theatre, music, visual arts, multimedia.

Free and outdoor events also feature as part of the program.

Upcoming festival dates include:

- 12 to 28 October, 2006
- 11 to 27 October, 2007

The festival is held in venues across Melbourne and access is a major consideration. Contact the organisers regarding specific requirements, but wheelchair access is generally available and guide dogs are welcomed. A hearing loop is available at the Arts Centre and Auslan interpreters can be provided.

Contact Arts Access for TTY facilities.

Melbourne International Comedy Festival

Phone 9417 7711

www.comedyfestival.com.au



This festival was launched in Melbourne in 1987 by Barry Humphries and Peter Cook. Created to showcase Melbourne's local comic talent, and to provide a platform for local audiences to access contemporary comedy from Australia and around the world, the festival now has wide popular appeal.

Staged annually for a month in autumn, the festival takes place in venues around Melbourne. Contact the organisers in advance to confirm your access needs can be met.

The main venue, the Melbourne Town Hall, does offer access.

Highlights of the Comedy Festival include The Gala, a spectacular opening night attraction and The Annual Great Debate, where well known comedians team up and 'debate' an issue. Free events include a Short Film Festival, which screens nightly, and The Big Laugh Out.

Melbourne International Flower & Garden Show

www.melbflowershow.com.au



Held in early April each year at the Royal Exhibition Building in Carlton Gardens, the Flower & Garden Show features gardens and outdoor exhibits designed by Australia's leading landscape designers. Water features, retreat areas, the Great Hall of Flowers, plus new releases and garden products make the show incredibly popular.

Wheelchairs and scooters are available for hire on site and accessible unisex toilets are situated in Melbourne Museum, the Royal Exhibition Building and Imax theatre. The best car parking is in the underground Museum car park.

Moomba Waterfest

www.melbourne.vic.gov.au



Moomba is Australia's largest community festival. Held over the four-day Labour Day weekend in March each year, Moomba Waterfest is based on the Yarra River and parklands – Alexandra Gardens and Birrarung Marr (see Parks and Gardens). The festival comprises a program of free family fun, including a fire show, carnival, waterskiing, music, children's activities and the famous Moomba Parade.

Moomba Fest 2006 will be a scaled down version of the usual event as Melbourne is hosting the Commonwealth Games in the same month.

Melbourne Food and Wine Festival

Phone 9823 6100

www.melbournefoodandwine.com.au

The Melbourne Food and Wine Festival started in 1993 to promote the quality produce, talent and lifestyle of Melbourne and Victoria. Usually held over a 13 day period, from 11 to 23 March, in 2006 it will coincide with the Volvo Ocean Race, and will be held over three weekends:

- Tastes of the Sea, 21-22 January;
- Spice Market, 5-7 February; and
- Wine at Waterfront, 11-12 February.

Federation Square

Phone 9655 1900

www.federationsquare.com.au

Email: info@fedsquare.com

Federation Square is an eye catching public space. Its architectural style contrasts with Flinders Street Station and St Paul's Cathedral which are on opposite corners of the Flinders Street and Swanston Street intersection. Built over railyards, Federation Square is a large, open space bounded by separate buildings comprising the Melbourne Visitors Centre, Ian Potter Centre, Australian Centre for the Moving Image, Champions Australian Racing Museum and Hall of Fame and Artplay. In addition to these attractions there is a pub and several cafes and restaurants (see Eating in the City).

The Square rises from street level at a significant gradient and is paved with small uneven cobblestones of variegated, coloured Kimberley sandstone. This surface is difficult to navigate and doesn't offer any visual contrast at changes of level. An access map is under development and will be downloadable from www.melbourne.vic.gov.au

Collect a copy of the Federation Square map from the Melbourne Visitors Centre. Accessible car spaces are provided in the car park with lift access to the square.

Melbourne Mobility Centre at Federation Square

First Floor, Federation Square Car Park

Phone 9650 6499

Freecall 1800 735 266

TTY 9650 9316

The Melbourne Mobility Centre is located on the 1st floor of the Federation Square Car Park (ground level adjacent to the ArtPlay playground).

This service was developed by the City of Melbourne in partnership with the Department for Victorian Communities (Community Support Fund) and the Office of Commonwealth Games Coordination.

The centre enables easier access to central Melbourne and 2006 Commonwealth Games venues for people with disabilities, older persons, and those with temporary disabilities.

Features of the service include:

- equipment for hire including motorised wheelchairs, manual wheelchairs, children's manual wheelchairs, scooters, walking frames, crutches and canes;
- two fully accessible toilets;
- information for people with mobility and sensory disabilities;
- TTY telephone and accessible web access;
- wheelchair battery re-charge facilities;
- an accessible tea, coffee and water facility; and
- volunteer-driven commissionaire services including companion services, transfer services and 'meet and greet' services.

The Ian Potter Centre – NGV Australia

Phone 8662 1555

www.ngv.vic.gov.au

Open Tuesday – Sunday 10am-5pm

Free admission.

The Ian Potter Centre is part of the National Gallery of Victoria (NGV) and is dedicated exclusively to Australian art. It comprises over 20 galleries, presenting the history of Australian art including Aboriginal, Colonial and contemporary work. The centre houses various media from photography, prints and drawings, to fashion and textiles.

Grab a copy of *What's on at NGV* which contains a good map of the galleries and identifies the location of the accessible toilets, cafe and shop. Access is provided by Hearing Loop in the Auditorium and Theatre, Signage includes Braille and Seeing Eye Dogs are welcome. Audio tours and personalised tours, including Auslan interpreters, can be arranged.

Australian Centre for the Moving Image (ACMI)

Phone 8663 2200

www.acmi.net.au

Open Monday – Friday 10am-5pm, Saturday and Sunday 10am-6pm

Free admission, although charges apply for certain screenings.

ACMI is dedicated to the moving image in all its forms – film to digital. It is a facility for the preservation, exhibition and promotion of screen content. It includes an education centre and library with two cinemas, screen gallery and production areas.

Lifts convey patrons to the cinemas and wheelchair seating has been provided. Accessible toilets are available. Hearing Loops have been installed in each cinema.

Champions Australian Racing Museum and Hall of Fame

Phone 1300 139 407

www.racingmuseum.com.au

Open Monday – Sunday 10am-6pm

Admission fees apply.



Champions Australian Racing Museum and Hall of Fame are a celebration of Australia's passion for racing. There is level entry from Federation Square.

National Design Centre

Phone 9654 6335

www.nationaldesigncentre.com

Open Monday – Sunday 10am-5pm

Free admission.

The National Design Centre is a showcase for Australian design. It is a resource centre, gallery space and retail outlet.

Artplay

Phone 9664 7900

www.artplay.com.au

Weekend and holiday workshops

Fees apply.



Artplay is located on the edge of Birrarung Marr and can be accessed from Swanston Street, or by lift to the car park where there is a level pathway to Artplay.

Artplay is a specially designed centre where children, primary school groups and families can be creative. It is a space for family fun on weekends and holidays for children up to 12 years. Children of all abilities are able to access the programs. A wheelchair accessible swing, the key for which is located at the office in Artplay, is available at the outdoor play space adjacent to the centre.

AFL Hall of Fame and Sensation

Phone 8660 5555

www.aflhalloffame.com.au

Open daily 9am-6pm

Admission fees apply.



Located at the QV Centre at 292 Swanston Street, an accessible entry is situated 20 metres along Red Cape Lane, off Swanston Street.

The AFL Hall of Fame and Sensation celebrates this unique sport and the heroes that have made the game so popular. Visitors should allow at least one and a half hours to experience the attraction. An accessible toilet is available.

The Melbourne Cricket Ground (MCG)

Phone 9657 8867

www.mcg.org.au



Cricket has been played in Melbourne for more than 120 years and the first game of Australian Rules Football was played in the immediate vicinity of the MCG. Known fondly as the 'G', the ground holds nearly 100,000 people and was the main venue for the 1956 Olympic Games. Games glory will return to the MCG for the 2006 Commonwealth Games in March 2006.

Access to the 'G' is available from the city, with car parking in Yarra Park on game and match days. Accessible parking is made available relatively close to the ground. The paths are bitumen and well sealed with red brick paved spoon drains which can be difficult to cross where the slope meets the pathway. Pedestrian access is available from Swan Street via elevated walkways above Brunton Avenue. There are two railway stations nearby. Take care as path gradients can be steep, easily exceeding (1:14).

The ground is also accessed since January 2006 by the new William Barak pedestrian bridge connecting Birrarung Marr park to the MCG area. Renovation of the ground will be completed prior to the Commonwealth Games, with expanded wheelchair seating and more accessible unisex toilets.

MCG tours run seven days per week (not event days) commencing at 10am and departing every half hour through till 3pm. The tour duration is one hour and fifteen minutes.

Bookings can be made on 9657 8858 or by email to mcg_tours@mcc.org.au

Australian Gallery of Sport and Olympic Museum

The Australian Gallery of Sport and Olympic Museum

are located at the city end of the MCG, off Jolimont Terrace. Level entry is available, as is an accessible toilet.

Melbourne Aquarium

Phone 1300 882 392

www.melbourneaquarium.com.au

Open from 9.30am until 6pm daily.

Admission fees apply.



Melbourne Aquarium is located on the corner of Queenswharf Road and King Street on the Yarra River, opposite Crown Entertainment Complex. Access into the aquarium is a gentle ramp and there is access throughout the attraction. However, people using wheelchairs won't be able to access the glass bottom boat. The aquarium has accommodated many requests for divers with disabilities to dive with the sharks. The requests are judged on a case by case basis.

While swimming with sharks may not be your idea of fun, you can watch them being fed so check for feeding times. An unsigned accessible toilet is available and a valid Met ticket can give you a discount on the entry fee.

The Old Melbourne Gaol

Phone 9663 7228

Open daily 9.30am-4.30pm

Admission fees apply.



Located at 367 Russell Street, the Old Melbourne Gaol is Victoria's oldest surviving penal establishment and one of the state's most distinctive groups of bluestone buildings. The gaol was erected in stages between 1841 and 1864. The oldest remaining section now serves as a Museum and consists of a long block (1851-53) with three rows of cells terminating in the central hall. Of the many criminals imprisoned, executed and buried here was the notable bushranger, Ned Kelly, who was hanged in 1880. The old scaffold still survives.

The Old Melbourne Gaol was completed in 1846. It was designed to house 59 men and nine women, accommodating minor offenders, short-term prisoners, those on remand and those awaiting execution. The gaol closed in 1923, but not before 135 offenders were hung from the gallows. You will see death masks, a lashing triangle and a cat o' nine tails. Ned Kelly's armour (complete with dents made by police bullets) and his pistols are also on display.

Access to the Old Melbourne Gaol is via the main door and souvenir shop. There are no steps or ramps and the area is under cover. The original flagstones on the floor are large and quite smooth to move over but there are no accessible toilets. There is no wheelchair access to the two upper levels. A large print explanatory booklet and audio-guide headsets are available.

The Ian Potter Museum of Art

Phone 8344 5148

www.art-museum.unimelb.edu.au

Open Tuesday – Friday 10am-5pm, Saturday and Sunday 12-5pm

Free admission.

The Ian Potter Museum of Art is located in Swanston Street, Carlton (just north of the CBD) and is part of Melbourne University. Access is direct from Swanston Street through an automatic door and then a heavy hinged door. There is an accessible toilet and a lift conveys visitors to all three levels.

RMIT Gallery

Phone 9925 1717

Open Monday – Friday, 11am-5pm and Saturday 2-5pm

Free admission.

RMIT Gallery is located on Swanston Street just north of La Trobe Street. Wheelchair access is via lifts through glass doors, just north of the gallery's green doors which face Swanston Street. There is an accessible toilet in Storey Hall.

The Golden Mile Heritage Trail

The Golden Mile Heritage Trail leads through the streets of Melbourne to many of the city's most significant architectural features, including heritage precincts, wide city streets and enchanting arcades.

The trail is about four kilometres in length, starting from the Immigration Museum in Flinders Street, and taking you to the Melbourne Museum in Carlton Gardens. The attractions below are highlights along the way.

Immigration Museum

Phone. 9927 2700

Open daily 10am-5pm

www.immigration.museum.vic.gov.au



Admission fees apply, although entry is free for Concession Card holders and children under 16 years.

Located in the Old Customs House at 400 Flinders Street, the museum has dedicated accessible parking spaces on Market Street that slope up towards Flinders Lane.

Wheelchair access is provided from a gate off Market Street. It leads through iron gates to a path and the main entry. Care should be taken at the top of the ramp as you will be close to the top of the main steps. A short grade (1:10) leads through automatic opening doors into a large foyer. An accessible unisex toilet is located on the ground floor. A **Tribute Garden** is located up a ramp (1:14) off the rear courtyard where the family names of immigrant families form a water sculpture symbolising their journey over water.

The museum occupies the renovated **Old Customs House** building, probably one of the most important buildings in Victoria's history. Building commenced in 1855 but was stopped due to lack of funds. It was redesigned and completed in 1876 in Italian Renaissance style.

Of particular interest is the huge white walled and ceramic tiled Long Room with its large columns. The Long Room was the focus of revenue collection for the government. Duties accounted for approximately 80 per cent of State revenue until 1915.

Access to the ground floor is free of charge. The Long Room houses a display reflecting the experience of sea travel to Australia over the last 200 years. The museum covers all of the first floor, with the **Hellenic Antiquities Museum** on the second floor.

Wool Exchange Building

485 Collins Street

Erected in the English Queen Anne style in 1891, the **Winfield Building** was formerly the **Wool Exchange Building** containing Melbourne's first Wool Exchange and headquarters to stock and station agents.

The Gothic facade replicates Venetian mercantile buildings from the great trading city. On the lower level you can see and move across the original bluestone cobbled laneway, but take care as horse and cart traffic has worn grooves in the lane making it difficult to cross. An accessible toilet is on ground level and the lower level.

Olderfleet Buildings

477 Collins Street

Erected in 1889-90, the Olderfleet buildings are regarded as a masterpiece by architect William Pitt, and the finest commercial Gothic Revival buildings in Melbourne. The red brick facade is flamboyantly rendered, with a tiled surface, Gothic arches, half columns and pinnacles, and crowned by a unique clock tower. The original iron gateway is still in place.

Rialto Observation Deck

Phone 9629 8222

www.melbournedeck.com.au

Open daily, 10am until late

Admission fees apply.



Located at 525 Collins Street, the Observation Deck was opened to the public on 20 July 1994. There are 1,254 stairs to the Deck which soars 253 metres above the street and is the tallest office building in the southern hemisphere. Fortunately there is a lift which takes visitors up the 55 levels.

The view is spectacular and there is a set of wheelchair accessible binoculars. You can even get outside into the wire enclosed balcony teetering above the city. The view is breathtaking by day and stunning by night. There is also an accessible unisex toilet and Cafe 55.

ANZ Bank Building and Banking Museum

384 Collins Street

The banking chamber of the ANZ Bank Building and Banking Museum is described as 'richly ornate Venetian Gothic'.

Unfortunately, access to the banking museum is via steps down from Collins Street. However, by heading to 100 Queen Street, there is access to the ANZ branch through big, green, iron gates which open to a paved laneway (grade 1:16) and then heavy glass doors to an area next to the branch. The building has been magnificently refurbished.

Melbourne's Law Courts

192-228 William Street

Melbourne's Law Courts comprise **The Supreme Court** building, which fronts William Street, and the **Supreme Court of Appeal**, which fronts Lonsdale Street.

These buildings exude the solemn atmosphere associated with the law. The classical facades of the Law Courts form a significant streetscape and the Dome became an early Melbourne landmark.

Construction of the **Supreme Court** took place between 1874 and 1884. It is considered one of the most finely designed and executed buildings in Australia with Doric pilasters, a statue of justice and dark cedar fittings. The Dome above the Library was modelled on the Dome of the Four Courts in Dublin.

The Crown Law Offices, now **Supreme Court of Appeal**, were built in 1892-93.

On a designated weekend each year the public can tour parts of the Supreme Court building and listen to the Chief Justice speak to visitors.

General Post Office

188-218 Elizabeth Street

The General Post Office is one of the most important buildings in Victoria. It reflects the role played by the postal service in the development of the colony, especially during the gold rush and land boom of the mid to late 19th century.

The building is described as 'Victorian Free Classical' in style and is constructed of Mt Gambier limestone. The GPO is now a shopping centre. An access ramp is on Elizabeth Street near the corner of Little Bourke Street. There is a lift to all levels and accessible toilets in the basement and level two.

The Melbourne Town Hall

90-130 Swanston Street

The Melbourne Town Hall was first constructed between 1851-54. However, a new building was soon planned to replace it, with the foundation stone laid in 1867 by Prince Alfred. Construction took five years between 1867-72, including the main hall (with its chandeliers, murals and organ), administrative offices, Lord Mayor's room and Council Chamber. The portico was completed in 1887-8 and the Administration Building, adjoining the town hall to the north, was completed in 1908-10.

The Melbourne Town Hall has been highly significant to Melburnians as the city's civic centre since 1867. It is considered to be Victorian Classical in architectural style, even though a fire in 1925 destroyed the interior and organ. The new organ is considered a scarce example of 1920s British organ-building craftsmanship. Access to the Town Hall Council Offices is flat from Swanston Street via automatic doors. The reception area has a wheelchair friendly counter.

Access to the Town Hall from Swanston Street is via a grade up (approx. 1:20) adjacent to the portico, then down once inside to flat access to the lifts. An accessible unisex toilet is available past the lift.

State Library of Victoria

304-328 Swanston Street

Phone 8664 7000

TTY 9639 7706

Disability Services 8664 7005

Open Monday – Thursday 10am-9pm, Friday – Sunday 10am-6pm

www.slv.vic.gov.au/

In 1854, architect Joseph Reed (Melbourne Town Hall) won a competition to design the library. It is famous for its domed reading room which was opened in 1913. The design was based on two great libraries of the time: the British Museum Library in London; and the Library of Congress in Washington, USA. The room is octagonal with four reading levels. The dome was originally a skylight but was covered over with copper due to water leakage. It has been restored to former glory and glass blocks again form parts of the dome ceiling.

Outside the library on the footpath is the sculpture Architectural Fragment, which looks as though a chunk of the State Library has fallen from the building (Petrus Spronk, 1993).

There are three disabled persons car parks on La Trobe Street, and a gently ramped (approx. 1:24) entry to the portico which overlooks a forecourt with sculptures of Sir Redmund Barry (Chair of the Board of Trustees which funded the library, unveiled 1887), Jeanne D'Arc (1907) and St George and the Dragon (1888).

The Information Centre provides a range of adaptive and assistive technology including:

- closed circuit television;
- braille printer;
- tracking ball;
- book rests;
- scanner which converts text to voice; and
- large screen monitors with adaptive software.

The Library Heritage Tour is a free, one-hour tour of the domed La Trobe Reading Room, the Cowen Gallery and the new Dome Gallery. Several exhibitions are on display and change regularly. You can also do an on-line tour.

The QV Centre

Phone 9663 8799
210 Lonsdale Street

This site was the location of Melbourne's first public hospital in 1846. In 1910 the Melbourne Hospital was built on the site and in 1944 it relocated to Parkville (it was then called the Royal Melbourne Hospital).

The Queen Victoria Hospital was operated as a hospital run by women for women for over 40 years. The former Queen Victoria Hospital occupied the whole block. The five story red brick Edwardian building was considered the most advanced hospital of its time, the largest Edwardian hospital in Victoria and built along 'pavilion' principles with wide open balconies and decorative exterior. Today it is a retail centre and supermarket that includes the AFL Hall of Fame and QV Strike, (9656 7171) a bowling/night club.

Gold Treasury Museum

Phone 96512233

www.oldtreasurymuseum.org.au

Open Monday – Friday 9am-5pm,

Saturday and Sunday 10am-4pm.

Admission fees apply.

Located in Spring Street, the Old Treasury Building was built in a Renaissance Revival style from Bacchus Marsh freestone. The building is considered the finest conservative Classical building in Australia. Built to house Victoria's gold reserves, it has served as the Government Printers Office and as State Government Offices.

The Gold Treasury Museum reflects Melbourne's golden past with several permanent exhibitions, such as Melbourne: A City Built on Gold.

Best access is from Treasury Place at the rear. There are no steps, but a grade (approx. 1:9) to a rear door. A lift takes visitors to the ground floor. There is an accessible toilet on the ground level and a small lift provides access to the upper levels.

Parliament House

Phone 9651 8911

Tour bookings 9651 8568

www.parliament.vic.gov.au

Open for free tours 10am, 11am, 12pm, 2pm, 3pm and 3.45pm, when Parliament is not sitting.

At the junction of Bourke and Spring Streets, Parliament House is an historic gem. The building was erected in stages: the two houses between 1856-7; the library between 1858-60; Queen's Hall and vestibule between 1878-9; west frontage between 1885-90; and the refreshment rooms were completed in 1930. Built from Stawell freestone on a bluestone plinth, the building has never been completed.

The Parliament Building is historically significant as the home of the Victorian Government since the mid 19th century. It was the home of the Commonwealth Parliament in the period between Federation and the establishment of the Provisional Parliament House in Canberra in 1927. Described as Greek Revival in style, the building evokes considerable splendour and embodies the highest ideals of 19th century civic architecture.

The construction coincided with the height of the gold rush in Victoria, which explains the lavish use of 23 carat gold throughout the building. It is worth taking a tour of Parliament not just for its historical importance but for its sheer grandeur and beauty.

When Parliament is not sitting, tours commence from the front vestibule. Wheelchair access is gained by the security station, off Macarthur Place, and there is an accessible unisex toilet just off the corridor.

The Museum of Chinese Australian History

Phone 9662 2888

Open daily 10am-5pm

Admission fees apply.

Located at 22 Cohen Place, in the middle of China Town, there is a graded entry (1:14) to wide doors that open onto the ground level, which has a small gift shop. The museum consists of five levels reached by lift (accessible call buttons) and an accessible unisex toilet is on the first floor, off a corridor adjacent to the lift.

The museum is a fascinating display of Chinese history in Victoria which predates the Gold Rush. It houses Dai Loong, a ceremonial dragon displayed on a curved, sloping ramp (steep grade approaching 1:5) to the basement. The museum offers audio-visual presentations, heritage tours of China Town and public seminars.

The Post Master Gallery

Phone 9204 7743

www.auspost.com.au/gallery

Open daily Saturday – Monday 12-5pm,

Tuesday – Friday 10am-5pm

Free admission.

Located at 321 La Trobe Street, the best entry is off La Trobe Street, via a slight grade and through automatic doors into a brightly lit foyer. An accessible but small unisex toilet is located past the lifts.

The gallery is dedicated to Australia's most significant collection of philatelic heritage and artwork. It is located up a long, two stage carpeted ramp (approx. 1:12) and through heavy glass doors. A security guard will assist if necessary.

Melbourne Museum

Phone 13 11 02 (within Victoria)

Bookings 1300 130 152

Australia-wide 03 8341 7777

www.melbourne.museum.vic.gov.au

Open 10am-5pm daily

Admission fees apply, but entry is free to Concession Card holders and children under 16 years.

Situated in Carlton Gardens and next to the historic Royal Exhibition Building, Melbourne Museum is an exciting attraction with a fresh approach. It includes permanent displays and dynamic events.

Accessible parking spaces are available in the basement car park and lift access is provided throughout. An access map can be downloaded from the museum's website and tours can be arranged for those with a vision impairment.



The Museum consists of a number of galleries including a Children's Museum designed for three to eight year olds and three large spaces: the exhibition gallery **Big Box**; **The Learning Environment**; and the **Children's Garden**.

One important gallery is **Bunjilaka**, the Aboriginal Centre. It was developed to support Aboriginal people to interpret their own cultural heritage.

The Royal Exhibition Building

Phone 8341 7777 or 13 11 02

Fee charged.

<http://www.museum.vic.gov.au/reb/>

Tours are available daily at 2-3pm, but book ahead.



Located in Carlton Gardens, next to the Museum, The Royal Exhibition Building was once the largest building in Australia and is a significant symbol of the confidence and optimism of the 19th century industrial age. In 2005 the building was the first structure in Australia to achieve World Heritage listing.

It began as the site of Melbourne's International Exposition of 1880-81. It also housed the International Exhibition in 1888. It was used as Australia's first Parliament in 1891 and has also been used for Victoria's State Parliament, a hospital, war memorial and since 1945, as Victoria's premier exhibition venue. The building is constructed from limestone, which was quarried by David Mitchell, father of Dame Nellie Melba, who also built Scots' Church.

Access into the Royal Exhibition Building is flat through huge double doors, with a small lip, opening into a hall with polished timber floorboards and high ceilings that let in a large amount of natural light. The walls, timber supports and ceiling are heavily and ornately decorated with floating figures from the period. The building is in the shape of a cross, the centre piece being an exquisitely decorated dome. Two large accessible unisex toilets are located in the main hall on the left hand side towards Rathdowne Street.

The Royal Melbourne Zoological Gardens

Phone 9285 9300

www.zoo.org.au

Open daily 9am-5pm

Admission fees apply.



Located about four kilometres north of the city on Elliott Avenue, the Royal Melbourne Zoo is accessible by train from Flinders Street Station (or tram from the city) arriving at the north west Rail Gate. Access from the station is difficult as you must cross the railway, tram tracks and a road before negotiating a paved path that slopes down through the car park and up a rise to the entry. A better option is by vehicle to the front entry where there are five dedicated spaces near a crossover to a hard packed gravel path leading to the entry. A drop off point is provided outside the main entry.

The zoo is a botanic garden set on a planned English layout featuring a statue of Peter Pan, a Golden Elephant located in the centre garden circle and sweeping lawns for picnics and barbecues. The zoo slopes away from the main entry.

Free tours (Booking 9285 9493) of the zoo are conducted daily and can include Auslan interpreters. The zoo hosts a range of special activities and, during the summer months, holds twilight jazz evenings. Pushers and wheelchairs are available from the information desk inside the main entry and can be hired free of charge. Photographic identification is required and it is best to book ahead.

Friends of the Zoo's volunteer guides operate a GuideMobile between 10am-3pm daily to aid the movement of older visitors and some visitors with disabilities. Several touch and feel statues provide visitors with an opportunity to feel the size and shape of a number of animals, including the Australian platypus.

Main paths are bitumen and lined by shallow 'spoon' drains which can be awkward to cross, but other paths are hard packed gravel. Five toilets are designated accessible, but three of these (near the main entry, by the Butterfly House and towards the Rail Gate) are the most accessible options. The toilets by the bistro and near the central gardens are in narrow rooms.

Food outlets are located near the Butterfly House and Lakeside Bistro. You can also bring a picnic.

Melbourne and Olympic Parks

Phone 9286 1600

Disability bookings 9286 1208

www.mopt.com.au



South east from the city and adjacent to the MCG is the Melbourne and Olympic Parks complex. A number of sporting venues have been brought together:

- Rod Laver Arena;
- Vodafone Arena;
- Margaret Court Arena;
- Olympic Park Stadium;
- The Oval; and
- Lexus Centre.

A number of key sporting and entertainment events occur within the precinct, including the Australian Open tennis tournament and major musical events. All venues offer access, but it is best to contact management in advance to discuss your needs (9286 1208, Monday – Friday 9am-5pm, or via email to enhancedseating@mopt.vic.gov.au). There is on-street parking (or it can be arranged) and seating is available throughout the precinct for patrons who:

- use wheelchairs;
- are vision impaired;
- have limited mobility;
- require the use of a hearing loop (not available at Olympic Park Stadium);
- require shade due to a medical condition; or
- have other special needs.

Tours of Rod Laver Arena give the visitor an insight into the running of a Grand Slam tournament. Tours last for about an hour and a half and occur daily.

South of the Yarra River

The Southgate Arts, Casino Entertainment and Exhibition Centre precinct forms the southern bank of the Yarra River directly south of the CBD, extending from Princes Bridge to the Polly Woodside Museum. Opened in 1992, the Southgate complex was the first of the Yarra River developments to replace a series of old and decaying warehouses on the south bank of the river.

Southgate Dining, Arts and Leisure Precinct

Phone 9699 4311

www.southgate-melbourne.com.au

Southgate provides access to the river with stunning views across to the city and Flinders Street Station, particularly at night. One of Southgate's highlights is the array of sculptures dotting the promenade and its four shopping levels (look for the rowboat and water sculpture near the office buildings and the huge fish above the central staircase).

Southgate is alive with street theatre, music and dance. On New Years Eve, fireworks light up the river. It boasts a range of cafes and restaurants (see Eating in the City) with specialty stores, plus a magnificent **Riverside Food Court**.

Access to Southgate is very easy. There are two dedicated car parks in Southgate Avenue. You can park under the complex, where many well signed spaces are available.

To access Southgate from Flinders Street, cross Princes Bridge to River Walk Terrace which connects to Southgate's Upper Level. Alternatively a pedestrian bridge crosses the river from Flinders Walk, and a promenade along the north bank is accessed from Federation Square and runs under Princes Bridge.

Other entries are at the western end through automatic doors or the centre entry (flat) past '**Ophelia**', a marvellous sculpture that has become a Melbourne icon. Accessible unisex toilets are located on the ground and middle levels, which are connected by easily accessed and operated lifts.

Southgate hosts a variety of free public entertainment on Sundays, including a Sunday Market. Refer to the website for details.

National Gallery Victoria – International

Phone 8620 2222

Open Sunday to Monday 10am-5pm, closed Tuesday

www.ngv.vic.gov.au/ngvinternational

Free admission to the collection, fees may apply to exhibitions.

Located at 180 St Kilda Road, next to the Victorian Arts Centre, is a building dedicated to magnificent international artworks.

Several dedicated car spaces are located on the street and spaces are available in the Arts Centre car park next door.

The entry is level and accessible toilets are available.

Crown Entertainment Complex

Phone 9292 8888

www.crownltd.com.au

The Crown Entertainment Complex extends the eating and shopping possibilities along the south bank of the Yarra River and includes gambling venues, cafes and restaurants, night clubs, bars and movie theatres (for access details refer to Entertainment and Eating in the City).

The complex is west of Southgate and occupies the river frontage between Queen Street and Spencer Street. If you're travelling by car, park in the basement car park, which has entry ramps at Queens Bridge or Kings Bridge, and from Whiteman Street. Additional parking is also available in the multi-deck car park across Whiteman Street, with pedestrian access via a footbridge. Pedestrian access is available from Southgate and footbridges crossing Queens Bridge, Kings Bridge and Spencer Street Bridge.

Crown is an accessible venue and is continually upgrading its access capacity. Accessible toilets are plentiful and well signed, public telephones include an accessible phone and TTY phones are available opposite Planet Hollywood and near the Champagne Bar. Gambling tables have been made more accessible by lowering them and people with a disability are given priority access to those tables.

The two brochures worth collecting from the information counters located throughout the complex are:

- the **Crown Entertainment Guide**, which includes excellent maps of the complex; and
- **Crown Disabled Access**, which describes the facilities available.

Crown is also an attraction in its own right. A five storey marble **Atrium** features a 90 minute continuous light and sound show with water fountains and billowing clouds symbolising Melbourne's changeable weather. Laser technology fires light beams across marble columns and lights up thousands of fibre optics across the ceiling.

On **Yarra Promenade**, a giant water feature shoots columns of water into the air. Tall rectangular water sculptures stand silent until dark when, on the hour, they become fire sculptures with a burst of fireballs up to seven meters wide.

Melbourne Exhibition Centre

While the Melbourne Exhibition Centre lacks the elegant charm of the Royal Exhibition Buildings, it has the advantage of being close to the city and showcases a variety of interesting expos.

The formal entry is from the Spencer Street Bridge, where grey concrete paving leads to concrete steps and automatic sliding doors. The steps are difficult to see if you have a vision impairment. A wheelchair drop off area is provided at the eastern end of the centre, but there is no crossover near the base of the access ramp. You must go up the hill to the pedestrian crossing, cross over, and then come back down the hill to the ramp. The ramp has several stages and varies in grade from (1:20) to (1:14). A ramp at the western end varies between (1:25) and (1:15).

The basement car park includes several excellent parking bays and lift access to the exhibition level. Accessible toilets are provided at the rear of display areas.

The Polly Woodside

Phone 9699 9760

Open daily 10am-4pm

Admission fees apply.



Built in Belfast in 1885, the Polly Woodside is one of the few remaining 19th century deepwater sailing Barques still 'afloat'. It is located on the city fringe, directly in front of the Melbourne Exhibition Centre, in Lorimer Street, Southbank.

The Polly Woodside was re-named RONA when she was sold to New Zealand owners in 1904. In 1968 she was given back her original name when she was acquired by the National Trust and lovingly restored by volunteers. During her working life, Polly Woodside transported coal and nitrate between Europe and South America.

There is a tram which passes nearby, and parking is available close to the entry, but there are no dedicated parking bays. Pedestrian access from the city is available by crossing the bridge at Spencer Street, or from the Crown Casino Entertainment Complex. A flat paved path along the river bank leads to the museum's gently ramped entry and glass hinged doors.

The museum on the bank of the Yarra River contains many interesting items of nautical history including displays, models, paintings and a theatrette. All attractions are on one level and have been made accessible through extensive use of gently sloping ramps. There is also an accessible toilet. Access to the Polly Woodside is limited as steps lead visitors onboard, however a flat viewing area provides a great view of the vessel with the city as a backdrop.

Albert Park

Only a few kilometres south of the city is the picturesque Albert Park, site of the **Australian Grand Prix**. It also features the **Melbourne Sports and Aquatic Centre**, a golf course, fantastic children's playground and **Albert Park Lake** with a walking track around its perimeter. The **Point Restaurant** is easily accessible with an accessible toilet.

The Australian Grand Prix

Phone 9258 7109

www.grandprix.com.au

Fees apply.

In March each year, Albert Park becomes home to the Grand Prix racing circuit for the first race of the international Grand Prix season. Vehicles and parking are restricted in the immediate area, as Melbourne's whole transport system focuses on shifting the vast number of spectators to and from Albert Park, free of charge. Access to the Grand Prix is well catered for with transport, seating in stands and toilets provided for people with disabilities. Download the access map from their website.

The Melbourne Sports and Aquatic Centre (MSAC)

Phone 9926 1555

www.msac.com.au

Open daily

Admission fees apply.

MSAC, located in Aughtie Drive, Albert Park, provides ample accessible parking. This state-of-the-art centre includes a 75-metre competition pool, a diving tower, leisure pools, wave pool, water slide, spa bath, gymnasium, squash, badminton, volleyball and basketball courts, and table tennis tables. All pools are accessible via a portable hydraulic lift. Staff will relocate the lift but are not permitted to help you in/out of the lift or the pool. Two accessible bathrooms are in close proximity to the pools.

Docklands

www.docklands.com

Docklands is Melbourne's newest precinct. This waterfront area offers stunning views of the harbour and hosts 28 restaurants, cafes and bars, unique urban art, grand promenades, historical wharves, new marinas and parklands.

Download a map from the website or collect one from the Melbourne Visitors Centre. Parking is available at Telstra Dome, Docklands Drive, New Quay and Bourke Street, Victoria Harbour. The Collins Street tram is being extended into the Docklands, but this is some time off completion. Alternatively, catch a train to Southern Cross Station where lifts convey you to the concourse level that offers a path of accessible travel to the Docklands precinct.

The Yarra River Shuttle is another potential accessible transport option, with ramps leading down to a floating pontoon wharf or landing at the following stops:

- Southgate;
- Crown Entertainment Complex;
- Yarra's Edge; and
- NewQuay.

The shuttle runs from 1 November – 31 March. For more information, contact Parks Victoria on 8627 4699 or 131 963, or visit their website at www.parkweb.vic.gov.au

Docklands Stadium – Telstra Dome

Phone 8625 7700

www.telstradome.com.au/

This stadium is a state-of-the art venue, seating 55,000 patrons. The stands are also moveable to alter the shape of the playing surface and provide patrons with great views of the action. The stadium also has a retractable roof.

Patrons are encouraged to use public transport and existing city car parks, and then stroll to the ground. Pedestrian access from Spencer Street is via a walkway from Southern Cross Station above the railway tracks and directly into the ground.

Access to the walkway is by ramp at the Bourke Street end, or lifts from Spencer Street platforms. Stadium lighting is bright. Signage for lifts and toilets (four accessible unisex toilets with baby change facility on each level) is white on blue. A total of 600 wheelchairs and carer seating positions are provided (approximately one wheelchair two accompanying).

Tours depart at 11am, 1pm and 3pm, Monday to Friday (except match days) and take approximately one hour. Call the tour hotline on 8625 7277 or email tours@telstradome for more information.

Yarra River Cruises

Several cruise companies operate scenic, barbeque, lunch and dinner cruises on the Yarra River. Cruises depart from the wharf at Southbank, where floating pontoon wharves are available. Access to the pontoons is across a lip of about 3cm, at the very edge of the wharf.

The river's tidal variation is about two metres. Parks Victoria (the responsible authority) has spent a significant amount of money upgrading facilities so floating pontoons are now available at:

- Southgate Berths 8 and 9;
- Crown Melbourne;
- Melbourne Exhibition Centre;
- Livebait Restaurant, New Quay, Docklands, and
- Banana Alley (north side of the Yarra River opposite William Street).

Shared berths also are also available at Swan Street, Caroline Street and Exhibition Street.

Some vessels are accessed via steps, but there are now many vessels with flat or level decks. Williamstown Ferries operate a shuttle service from November through to March, and will make stops on request at Southgate, Crown Casino, Melbourne Aquarium, Melbourne Exhibition Centre/Crown, South Wharf/Polly Woodside, Yarra Edge and Scienceworks at Williamstown. There are no accessible toilets on any of the vessels. Speak with the operator and discuss your needs to arrange assistance.

The following companies will assist in any way to help visitors access their service. It is wise to call ahead to book and discuss your access needs.

Florence on the River Yarra

Phone 9876 9688

Email: bookings@florence.com.au

www.florence.com.au

Berth 8, Southbank Promenade (next to Princes Bridge, St Kilda Road)

This service is wheelchair accessible. It is a flat pontoon style of vessel, but access is restricted to the lower deck. There are toilets, but they are not accessible. The theme is a restaurant cruise, however it is possible to simply take a cruise, without the meal.

Melbourne River Cruises

Phone 8610 2600

Email: info@melbcruises.com.au

Berths 5 and 6, Southbank lower promenade

Office administration: Vault 11, Banana Alley, Flinders Street.

www.melbcruises.com.au

Williamstown Ferry

Phone 9682 9555

www.williamstownferries.com.au

Berths 7 and 8, Southbank Promenade

This shuttle service operates from November through to March. The most accessible vessel in the fleet is the 'Seeker' and staff will assist where possible.

Churches and Cathedrals

Wesley Central Church/Mission

Phone 9663 2935
148 Lonsdale Street

The Wesleyans (Methodists) were amongst the earliest settlers in the colony of Port Phillip (as the Melbourne area was originally known), holding their first service in 1836. Early places of worship were on the corner of Swanston Street and Flinders Lane, and the corner of Queen and Collins Streets.

In 1853, the bluestone British Gothic church was completed in Lonsdale Street. It was designed by architect Joseph Reed, who also designed the Scots and Independent churches. With a spire standing 175 feet tall, it was visible from Hobsons Bay and soon became a well known landmark. You can tour the church, which has a flat entry from the forecourt past the statue of John Wesley, the founder of the Wesleyans. Pick up a copy of the church guide (but please leave a donation). The guide describes each of the colourful stained glass windows and the history of the first pipe organ in the colony. Of special note are two huge pictures by early Australian artist Rupert Bunny.

In 1893, the Wesley Central Mission was created to help meet social needs in times of hardship and unemployment.

An office block to the side of the church is the administrative headquarters for Wesley Central Mission. A wheelchair accessible ramp at the front of the church provides great access, with wide aisles and plenty of space available for wheelchairs.

St Francis' Church

Phone 9663 2495
344 Lonsdale Street

St Francis' Church is Victoria's oldest Catholic Church, and the oldest church in Melbourne remaining on its original site. It is reported to serve the largest weekly congregation in Australia. The first St Francis' Church was a simple timber structure erected in 1839.

The foundation stone for the present brick and stucco Gothic building was laid in 1841 by Father Geoghegan, Melbourne's first Roman Catholic priest. The church was completed in 1845 with a cedar paneled ceiling installed in 1850. The Lady Chapel was added in 1856 and the new Sanctuary in 1879. A flat accessible entry is available from Elizabeth Street, and space is provided for wheelchairs in the church. Accessible toilets are available in the church grounds.

The Uniting Church Synod Office

Phone 9251 5200
130 Little Collins Street

The meeting rooms and hall are entered via a short ramp, past the book shop. A lift conveys visitors to upper levels and an accessible unisex toilet is on the ground floor. A public TTY telephone is available.

St Michael's Uniting Church

Phone 9654 5120
122-136 Collins Street

Melbourne's first permanent church, the Independent Chapel was erected on the site in 1839. It was demolished in 1866 to make way for the present structure which was completed in 1867. The interior and exterior are considered architecturally significant. The exterior, dominated by the distinctive campanile tower, is superbly composed and the finest example of brick polychrome decoration in Australia. The amphitheatre interior is an unusual design, with curved gallery and arcade distinctive features.

Access to St Michael's is gained from St Michael's walkway which slopes in two sections from Collins Street, the first around (1:25), and the second about (1:11). A ramp leads into the rear of the church, but it is best to call ahead when attending, particularly if you would like to sit near the altar. An accessible toilet is available during church functions. Access is also available to the Garden Plaza Cafe which overlooks a peaceful grassy area with a soothing fountain.

The Scots' Church

Phone 9650 9903
140-154 Collins Street

Victoria's first Presbyterian church, Scots' Church was founded in 1838 and the original church built in 1841. The current Protestant Gothic Revival building is made from Barrabool freestone, with cream Kakanul stone from New Zealand for the dressings. While the interior is austere decorated, important features include the basalt aisle columns, rich timber fittings and stained glass. Dame Nellie Melba is reported to have sung in the church choir.

Wheelchair access is available via a ramp, which can be accessed from an entry point half way down the Russell Street side of the church. There are wide aisles and space is provided for wheelchairs.

St Paul's Anglican Cathedral

Phone 9650 3791
Corner Swanston and Flinders Streets

St Paul's Anglican Cathedral dominates the corner of Flinders Street and Swanston Street. The site was used as a market until a small parish church was built in 1848. In 1880 the foundation stone for St Paul's was laid and the cathedral was consecrated in 1891.

It is considered architecturally significant as a masterpiece of the Gothic Revival style, but was not completed until 1931 when the spires, constructed in Pyrmont (Sydney) sandstone, were added. The tallest spire tops 96 metres. The exterior is Victorian Barrabool sandstone but it is the interior columns that are remarkable. Made from a creamy Waurin Ponds limestone, they are banded with Malmsbury bluestone, giving a ringed 'candy' effect.

The cathedral houses the largest and best surviving example of an English Romantic pipe organ designed by T. C. Lewis, one of the greatest organ builders of the 19th century. Installed in 1891, the organ is particularly significant as its tonal characteristics remain substantially intact and its case is constructed from superb Tasmanian Blackwood.

Ramped access is available at the main entrance to the cathedral, with wide aisles and space provided for wheelchairs. Two accessible car parking spaces are allocated. Automatic sliding doors lead to St Paul's office and then through to the cathedral. Information sheets are available and tours are conducted on request.

St Patrick's Cathedral

Phone 9662 2233

1 Cathedral Place, East Melbourne

Regarded as a grand Gothic Revival church, construction of St Patrick's Cathedral commenced in 1858, with the nave and aisles opened in 1869 and the remainder of the church and sacristy completed in 1897. The spires and confessional were added and west door rebuilt in 1936-40.

The cathedral is said to be architect William Wardell's masterpiece. Its graceful spires are a prominent city landmark. The spacious interior lacks the intended wall mosaics and paintings, but has many fine works of art, and culminates in the high altar and timber ceiling.

Access is available from Albert Street, on the north side of the cathedral, and ramp access is available from the south side entrance. The cathedral is open from 7am-5pm Monday – Friday with mass daily at 1pm. Free tours are available to visitors.

CHAPTER 7 – PARKS AND GARDENS

It is a testament to good planning that Melbourne is surrounded by a number of beautiful, tranquil parklands. Nearly all CBD workers are within easy access to a park and the opportunity to relax during their lunch break. The city's residents are increasingly drawn to the lush parklands, as are inhabitants from suburban Melbourne, not to mention wildlife such as possums, fruit bats, bellbirds, lorikeets, cockatoos and the occasional parrot. The parks consist of vast, open, grassed areas dotted with large mature trees (providing plenty of shade) and magnificent garden beds displaying a range of colourful planting. All parks provide wheelchair accessible paths but these vary in terms of gradient and pathway surface. Some parks also offer accessible toilets.

Melbourne's parks are also the stage for Melbourne's Open Air Sculpture Museum.

Please note that the access maps of Melbourne's parks provided below are only a guide to the conditions existing in the parks. Paths have been 'enlarged' (and are not to scale) to indicate the general gradient. Path surfaces are bitumen unless stated otherwise. Most paths are 'crowned' to provide water run off and several have a crossfall which can make moving along them difficult.

The Royal Botanic Gardens

Phone 9252 2300

Open daily 7.30am-dusk

Visitors Centre phone 9252 2429

Open Monday – Friday 9am-5pm, weekends 9.30am-5pm

Observatory cafe phone 9650 5600

Open 7am-5pm daily

Gardens Shop phone 9252 2341

Open daily 9.30am-5pm

Download an Access Map from www.rbg.vic.gov.au

The Royal Botanic Gardens are about 1.5 kilometres south east of the CBD comprising 36.4 hectares of manicured lawns, formal garden beds, displays of exotic plants and stunning vistas of the city.

Observatory Gate is the formal entry to the gardens, where you'll find the Observatory cafe, Shop and Visitors Centre. Tours include garden highlights, special interest, audioguide or Aboriginal heritage walk. View a series of botanical displays or hire a wheelchair (deposit may be required). There is an accessible unisex toilet inside the visitors centre and another beside the building, off the pathway leading into the gardens.

The site for the gardens was reserved in 1846, six years after the foundation of Melbourne, by Superintendent of the Port Phillip District, Charles La Trobe. Many curators have influenced the development of the gardens over time, but probably the most influential was William Guilfoyle (1873-1909) who reorganised the gardens by establishing sweeping lawns, laid wide, curving paths and transformed the valley swamp into an ornamental lake. He also achieved his aim of maintaining a balance between science and the expectations for a popular garden, with scenic views resembling landscape paintings.

The gardens serve as a place of science, a focal point for socialising and recreation and a botanic reference library. There are 51,000 plants representing 262 families and about 12,000 species in the gardens. A major tourist attraction in Melbourne, about 1.5 million people visit the gardens each year.

Dedicated access parking spaces are provided at Gates A, D and F, and adjacent to the Observatory Gate. Accessible toilets are located in the Visitors Centre, National Herbarium (access via ramp from the pathway leading from Gate F), and in the Botanic Gardens cafe, which overlooks the Ornamental Lake. Access through the gardens is via wide sweeping bitumen paths, however there are significant gradients in some places.

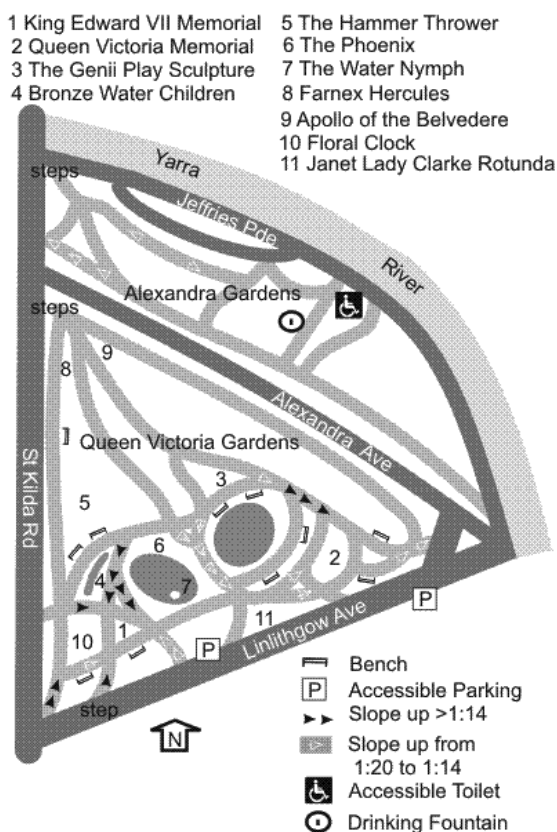
The Royal Botanic Gardens is not just home to plants and trees, but also many animals such as cockatoos, grey headed flying foxes in the Fern Gully, black swans and pacific black ducks and, if you look closely at the Ornamental Lake, eels. Also, in the evening, possums and the occasional fox come out. Feeding of birds and wildlife is strictly prohibited.

Alexandra Gardens

The Alexandra Gardens are a strip of land alongside the Yarra River with Alexandra Avenue forming the south boundary. Alexandra Gardens are the location of much activity during Melbourne's Moomba celebration, held in early March annually.

Access to Alexandra Gardens from St Kilda Road is down a short steep grade, which levels out on entering the park and via a pedestrian crossing from Queen Victoria Gardens. You can also access the gardens from the Southbank precinct, under Princes Bridge, to Boathouse Drive (note there is a small step into the park). Boathouse Drive is open to traffic, but there are no dedicated parking spaces.

Alexandra and Queen Victoria Gardens



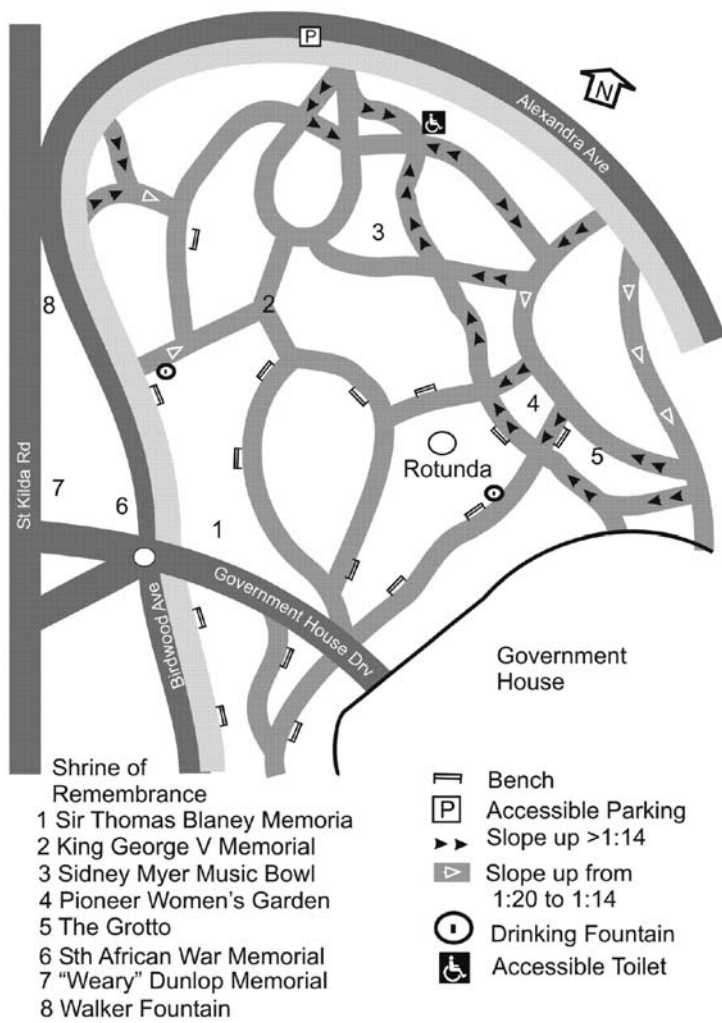
Queen Victoria Gardens

A peaceful triangular paradise hemmed in by St Kilda Road, Alexandra Avenue and Linlithgow Avenue, the Queen Victoria Gardens host a number of interesting features, including: a large rotunda in honour of Lady Janet Clarke; a memorial to King Edward VII on horse back; a large memorial to Queen Victoria, who casts her regal gaze across rose gardens; ornamental lakes; and sweeping lawns with vistas to the Victorian Arts Centre spire and the city. There are also several wonderful sculptures, including: the Genie Play Structure; the Hammer Thrower, showing the strain of an Olympic event in incredible detail; the Phoenix, rising from the shores of a small pond; and the Bronze Water Children.

Access points for the gardens are from St Kilda Road (flat), Alexandra Avenue and Linlithgow Avenue. Two, two-hour dedicated parking spaces are provided in Linlithgow Avenue and four, four-hour spaces are across the road. There is no footpath and small brick edging along the nearest pathway into the QVG, so you must enter the pathways from the road. There are no accessible toilets in QVG.

The nearest toilets are in Kings Domain next to the Myer Music Bowl (unisex toilet up the steep hill), Alexandra Gardens (male and female), across St Kilda Road in the Victorian Arts Centre or in the Southbank precinct.

Kings Domain



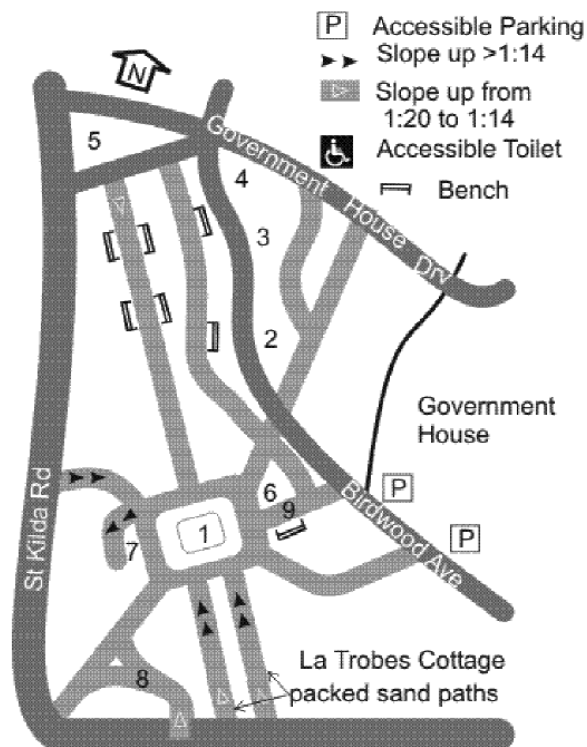
Bounded by Linlithgow Avenue on the north, St Kilda Road to the west and Alexandra Avenue to the east, Kings Domain is a huge parkland that eventually merges with the Royal Botanic Gardens. Key features are the Sidney Myer Music Bowl, King George V Memorial, the Pioneer Women's Garden and wide open grassed spaces. Kings Domain is significant to the history of Melbourne as the location for Governor La Trobe's Cottage (steps in), Government House, The Observatory and the Shrine of Remembrance.

Kings Domain encompasses a hill which rises steeply from the Yarra River, Alexandra Avenue and Linlithgow Avenue and then falls gently to St Kilda Road. There are four, four-hour dedicated parking spaces in Linlithgow Avenue and two, two-hour spaces across the road, with a crossover to the 'tan track', a sand and crushed rock running track which circumnavigates Kings Domain and the Royal Botanic Gardens.

Parking spaces provide closest access to the Myer Music Bowl, otherwise there is poor access to Kings Domain. The grade up to the Bowl is steep and, as the Bowl is fenced off, there is no access to other paths except by crossing a large gutter to a poorly maintained steeply sloping path. The majority of paths in Kings Domain are surfaced with a sand and crushed rock mixture which is stable but can be soft when wet.

An accessible unisex toilet is available in the block adjacent to the Bowl but cannot be accessed from other parts of Kings Domain. The nearest accessible unisex toilet is near the Shrine or in the Observatory Gate Visitors Centre.

Shrine of Remembrance



- 1 Shrine of Remembrance
- 2 Edward George Honey Memorial
- 3 Nurse Edith Cavell Memorial
- 4 General Monash Statue
- 5 Marquis of Linlithgow Memorial
- 6 Simpson & his Donkey
- 7 Vietnam War Memorial
- 8 MacPherson Fountain
- 9 Legacy Gardens of Victoria

Green lush lawns between St Kilda Road and Birdwood Avenue surround the Shrine of Remembrance and contrast starkly with the huge grey monument. Inscribed in large letters high up on the east side are the words:

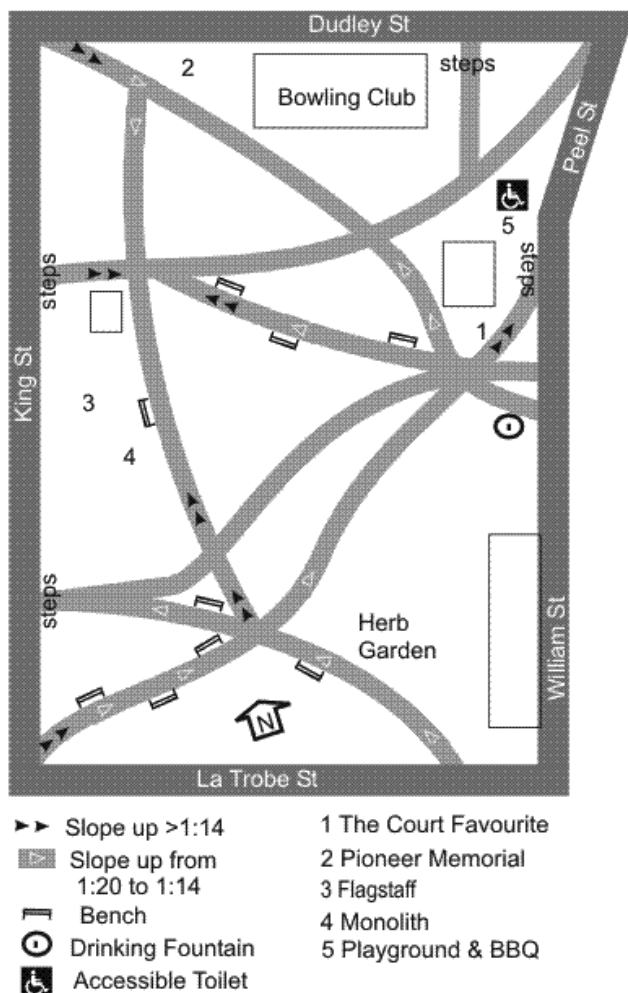
This monument was erected by a grateful people to the honoured memory of the men and women of Victoria who served the empire in the Great War of 1914-18.

The monument consists of the Shrine and forecourt comprising a WWII Memorial, the Eternal Flame, Cenotaph and Flagpoles. On closing each day, the Last Post is played as the flag is lowered.

A Visitors Centre (9654 8415, www.shrine.org.au) is accessed from Birdwood Avenue, where there are accessible toilets and lifts to the Crypt and Sanctuary.

Access to the gardens and lawns is via the packed sandy path off Anzac Avenue. Excellent crossovers are provided at the roundabout in Government House Drive and Birdwood Avenue. The long wide pathway to the Shrine provides dramatic views up St Kilda Road. Memorials dot the gardens, including one to the World War I hero Simpson and His Donkey. The Legacy Garden symbolises the work of Legacy in supporting war widows and the war efforts of Korea, Malaya, Borneo, Kuwait and Vietnam are remembered with on a granite wall with a tranquil pond. The beautiful parklands surrounding these memorials slope away steeply to the south.

Flagstaff Gardens



Bounded by La Trobe, William, King and Dudley Streets, Flagstaff Gardens are the most used by workers in the northern part of the CBD. Flagstaff Gardens was used as a cemetery in the 1830s.

The gardens slope steeply up from King Street and then down towards William and La Trobe Streets. Steps and steep paths form the entry points from King Street with a steep grade greeting the visitor on the corner of King and La Trobe Streets. The best entry point is from William or Dudley Streets.

Fitzroy Gardens and Treasury Gardens

Fitzroy Gardens is one of the most important 19th century landscaped city gardens in Australia. Proclaimed in 1848 as Fitzroy Square, and designed in 1857, the first curator was James Sinclair, from 1857-1881. He naturalised the formal design and created a dense woodland with meandering avenues and a gully of ferns and willows. The great avenues reflect the original plan and the gully also survives. Colourful flower beds and lawns reflected the taste of the time.

The gardens form a wonderful barrier between the city and East Melbourne. The park is full of mature trees and formal colourful gardens. It also plays host to a children's playground, sculptures, Cook's Cottage, The Conservatorium, the Model Tudor Village, the carved Fairies Tree and The Pavilion Restaurant.

Access is gained from Lansdowne Street, Clarendon Street, and Wellington Parade, with best access from the crossover at the intersection of Lansdowne Street and Wellington Parade. Two, two hour dedicated parking spaces are provided in Lansdowne Street and an accessible unisex toilet is available.

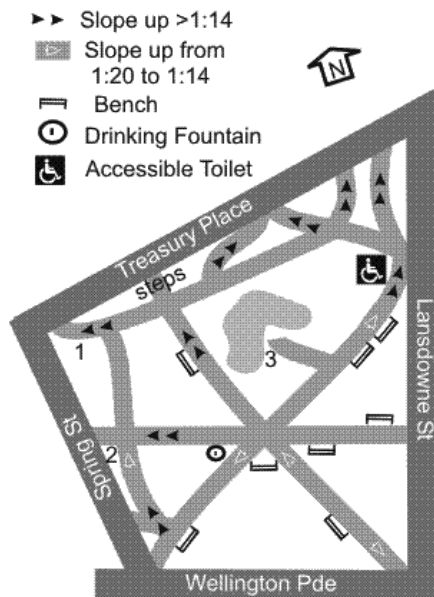
The Pavilion Restaurant is up a driveway where a short grade leads to an outdoor seating area. Note that there is a small step into the restaurant. Access into the conservatorium is flat at the rear past a wonderful waterfall/statue.

The conservatorium is a magnificent place to visit with flowers in bloom throughout the year, particularly in spring. Cook's Cottage (often known as Captain Cook's Cottage) was Captain James Cook's parents' home, purchased in Great Ayton, England, and transported to Victoria in 1933. There is access through a ticket office and into the small, narrow entry. A motorised wheelchair may have difficulty. You can also wander through the small herb garden at the rear.

Treasury Gardens sits between Fitzroy Gardens and Spring Street, the eastern boundary of the CBD. A small but peaceful garden, it is well used by city workers relaxing at lunchtime and is home to a multitude of possums at night.

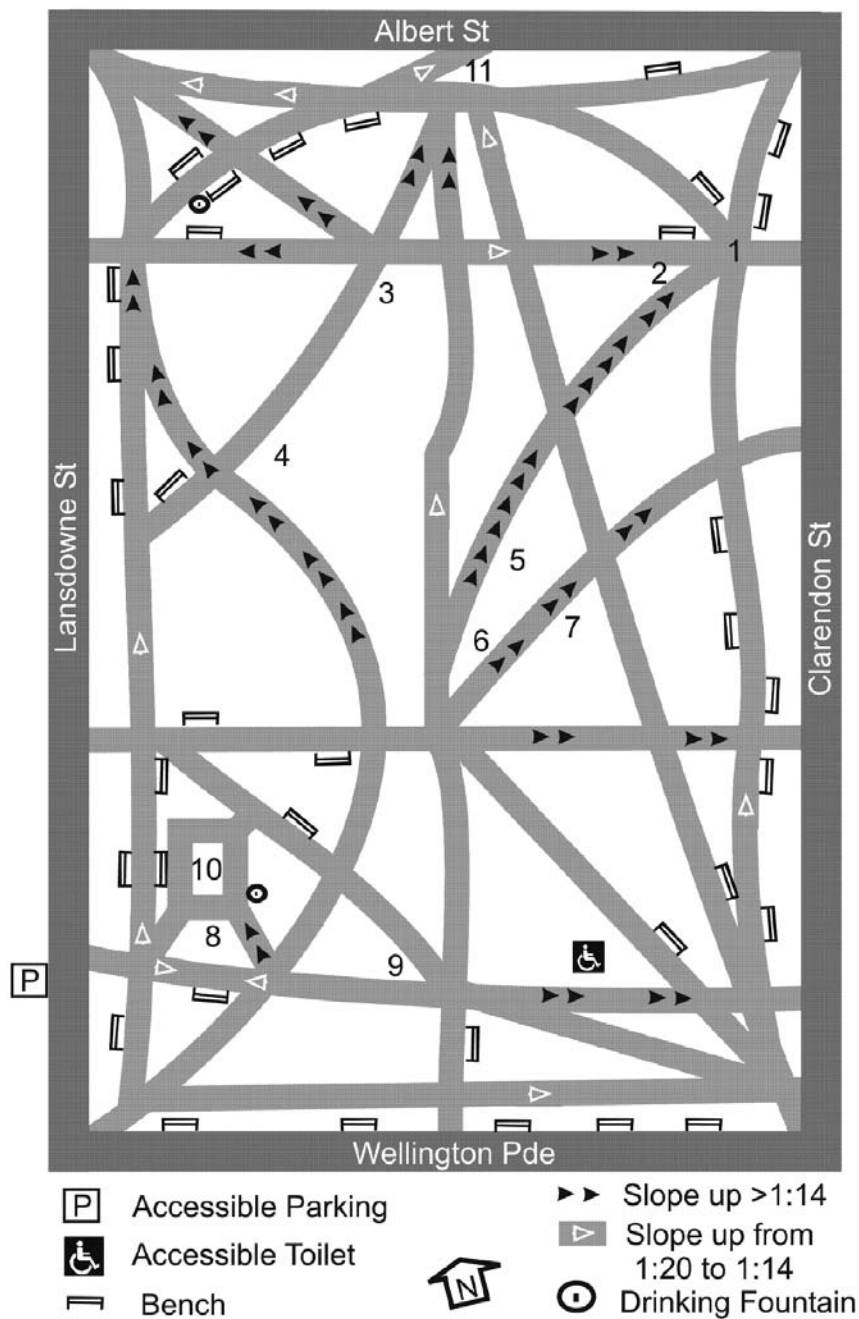
Smooth bitumen paths with brick paved spoon drains are easily traversed, but the ground slopes steeply down from Treasury Place, the north boundary and Spring Street.

Treasury Gardens



- 1 Sir William John Clark Memorial
- 2 Robert Burns Memorial Statue
- 3 President JFK Memorial

Fitzroy Gardens



Fitzroy Gardens Attractions (refer previous map)

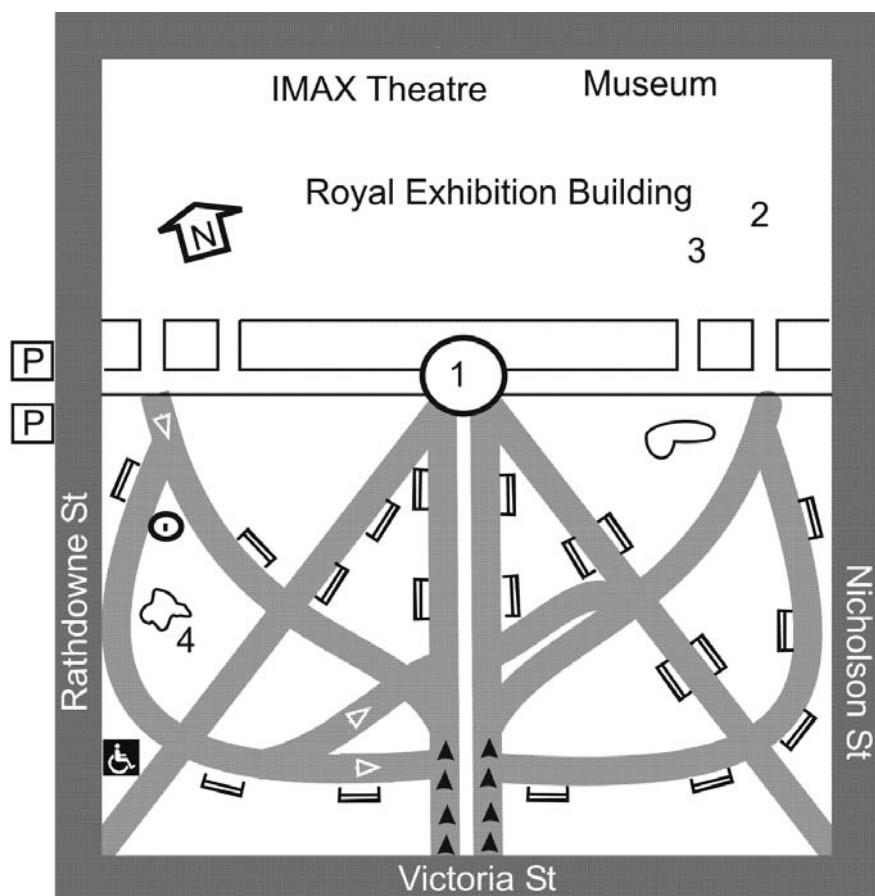
- 1 Exhibition Fountain
- 2 Old Bandstand
- 3 Dolphin Fountain
- 4 Bronze Boy and Urn
- 5 The Pavillion Restaurant
- 6 Motel Tudor Village
- 7 The Fairies Tree
- 8 Diana and The Hounds
- 9 Cook's Cottage
- 10 Conservatory
- 11 River God Fountain

Carlton Gardens

Carlton Gardens are bounded by Nicholson Street (Exhibition Street), Rathdowne Street and Victoria Street, with the main entry from Nicholson Street. Another entry is from Rathdowne Street, where there are two dedicated parking spaces and six dedicated spaces located on the street. An essentially flat, formal entry into the Royal Exhibition Building faces Nicholson Street.

The Carlton Gardens help form part of the 'ring of greenery' around Melbourne. They are compact and shaded, sloping gently from north to south, with an accessible unisex toilet available on the west side (also in the IMAX theatre).

Carlton Gardens



►► Slope up >1:14

◄ Slope up from
1:20 to 1:14

● Drinking Fountain

▮ Bench

P Accessible Parking

♿ Accessible Toilet

1 Exhibition Fountain

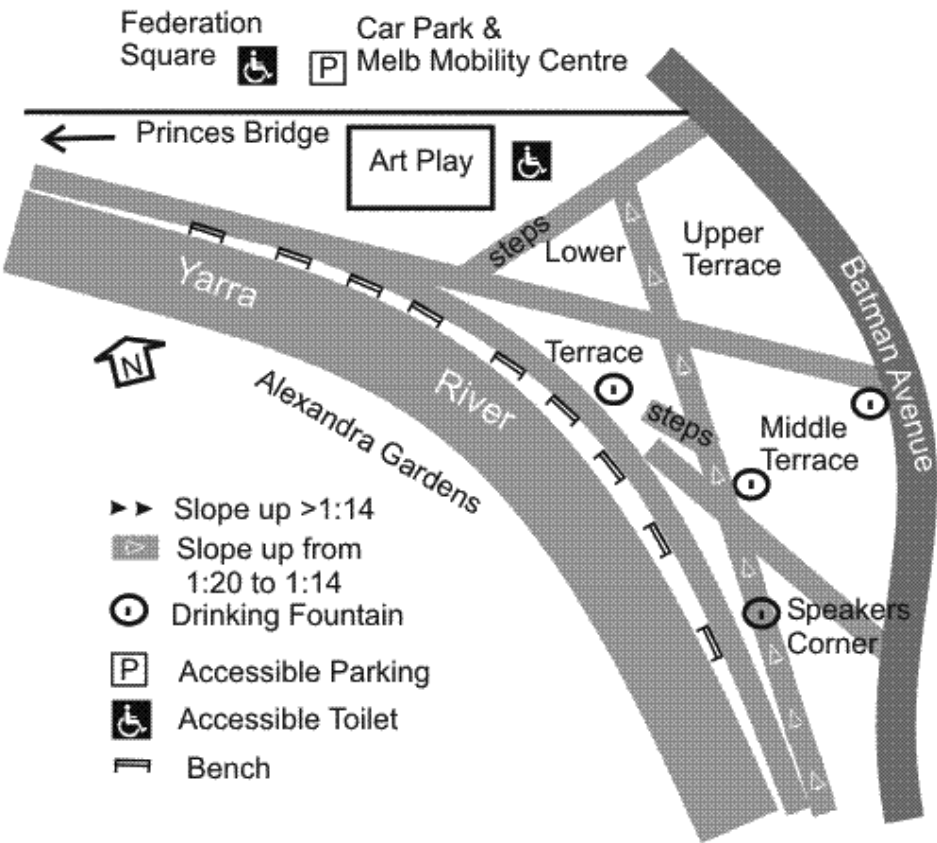
2 French Fountain

3 Protest Pillar

4 Dali Lama Peace Garden

Birrarung Marr

Birrarung Marr was created to consolidate the north side of the Yarra River and Federation Square. Its creation offered an opportunity for a public landscape supporting contemporary demands. Birrarung Marr is designed as an urban space, embracing public activity and accessibility. It was designed to frame the city and provides views to some of Melbourne’s key buildings.



PART 3 – ENTERTAINMENT, EATING AND SHOPPING

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CHAPTER 8 – ENTERTAINMENT

This chapter contains information on theatres, cinemas, bars, clubs and adult venues.

Melbourne has long theatrical tradition and many of its treasured historic theatres have been restored. Access to these theatres is improving with seating arrangements, toilets and hearing induction loops.

Some cinemas provide access and hearing assistance, while Crown Entertainment Complex and Hoyts Melbourne Central offer accessible luxury movie experiences.

Melbourne has a number of historic pubs remaining in roughly original condition but not surprisingly access is often limited. The most accessible options are bars in major hotels where an accessible toilet is generally not too far away.

Arts Access and Hearing Loops

Visitors should consider membership of EASE and Arts Access (see Attractions) for access information, to the arts and order the Vic Venue Guide online at www.artsaccess.com.au

EASE is a ticketing service providing subscribers with low cost tickets and a specialised seating service.

The Better Hearing Australia website contains up-to-date information on venues with hearing loops and can be accessed at www.betterhearing.org.au/loops.htm

Half-tix

Phone 9650 9420

www.half-tixmelbourne.com

Open everyday except Sundays.

Located in the Melbourne Town Hall on Swanston Street, Half-tix sells half price tickets on the day of the performance. Sales are cash only on the day of the performance, except Saturday, when tickets are sold for Sundays. Tickets must be purchased in person. Shows are listed on their website.

Theatres

Historic Rambles

Guided 'theatrical' tours of Melbourne's theatres occur daily between 10am-12pm. Hosted by characters from Melbourne's past, the tours cover a number of theatres including The Regent, Plaza Ballroom and Forum theatres. There is a separate tour for the Princess Theatre. Access is available into all theatres, but not all areas of each theatre. Book on 9820 0239.

Forum Theatre

154 Flinders Street

Phone 9299 9800

www.marrinertheatres.com.au/venues/vForum.htm

The Forum Theatre was originally known as the State Theatre, a 4,000 seat picture palace complete with artificial sky, stars, clouds and statuary for the Union Theatre Chain in 1929.

The exotic exterior and interior were designed to reflect Hollywood's first golden age.

Today the Forum is a music and cabaret venue seating about 800 people, which still retains much of its original detail.

Access: Access from Flinders Street is mostly level near Russell Street. A ramp is available during performances. An accessible unisex toilet is located up a short grade near the Russell Street exit.

Regent Theatre

191 Collins Street

Phone 9299 9800

www.marrinertheatres.com.au/venues/vregent.htm

The Regent was opened in 1929 and was one of Victoria's largest cinemas during the inter-war period. The Regent is regarded as perhaps the best example of the combined Spanish Gothic and French Renaissance revival styles in Melbourne. Lavish and opulent, it was built as two entertainment venues.

The Regent Theatre upstairs catered for 3,500 patrons while the Plaza Ballroom was designed for dining and dancing. However, it was soon converted to a cinema creating Australia's first duplex. Disused since closing in 1969, it was renovated and reopened in 1996.

Access: On arrival you will be welcomed by the venue concierge, and directed to the accessible entrance. Accessible seating is allocated in the stalls where up to eight wheelchair users can be accommodated. An accessible unisex toilet is available in the stalls foyer.

Access to the Plaza Ballroom is from Collins Street via a door which is staffed during functions. A lift is available to the Plaza Ballroom level where ramps lead to the ballroom area. Two accessible toilets are available in the Ballroom.

A 'Word of Mouth' audio system is in place throughout the venue, and operates on a T-switch.

Comedy Theatre

240 Exhibition Street

Phone 9299 9800

www.marrinertheatres.com.au/venues/vcomedy.htm

This site was occupied by Rowe's Circus for two years and its theatrical connections date back to 1854, when a prefabricated iron theatre was imported from England and installed onsite. It became known as the 'Iron Pot'. In the 1890s, the Australian Hippodrome operated on the site. The Comedy Theatre was constructed in 1927-28 for theatrical entrepreneurs JC Williamson Ltd, who dominated the theatre scene during the early 20th century.

The Comedy Theatre belongs both to the early development of Melbourne's entertainment precinct and to the boom period of theatre-going in the 1920s – resulting from the popularity of the American musical and helped to counter some of the effects of cinema which saw the demise of the State and Regent Theatres.

The theatre's design has been described as having a 'Spanish Mission' flavour and a 'Florentine' feel, with its main facade constructed in tapestry brickwork and stucco dressings, including columns, arches and wrought iron balconies.

Access: Access is via a step up from the street, but if you book ahead staff will put out a portable ramp. There are no accessible toilets, but a T switch hearing loop is available and aisle seating is available for wheelchairs. Make sure you advise the theatre in advance of your accessibility requirements.

Princess Theatre

163 Spring Street

Phone 9299 9800

www.marrinertheatres.com.au/venues/vprince.htm.

The Princess Theatre occupies the original site where a corrugated iron shed was called Astley's Amphitheatre was erected in 1853. The theatre itself was designed in 1886 by architect William Pitt for a partnership that included JC Williamsons. It is a decorative and ornate design with boom Classical period features and it even had an opening roof at one stage.

The theatre cafe, Frederici's (phone 9299 9823) is named after the theatre's own ghost who, while playing a part, fell through a trap door and died of a heart attack. The theatre was refurbished and changed character twice up to 1986, when it was brought back to life with a refurbishment to its 1922 grandeur.

Access: Access is available via a small ramp that management makes available two hours before performances. Limited aisle seating is available, but it does allow patrons to sit with their companions. An accessible unisex toilet is available in the lower foyer. There are some audio-described performances, and audio loops are available in the stalls and dress circle. Direct all access enquires to the theatre.

Athenaeum Theatre

188 Collins Street

Phone 9650 1500

Commenced in 1842 and occupied in 1843, the Athenaeum was originally a two-storey rendered brick structure behind a cast iron fence, with a Doric porticoed entrance. It contained a library, reading room and a hall, in which the Municipal Council met.

Two single-storey wings were added by 1857 and, in 1872, a new hall was opened by the Governor. In 1924 the hall was converted into a theatre. The Athenaeum was the first Australian theatre to screen talking films in 1929. Today it is a three storey brick building with a Classical stucco facade in 'boom' style architecture.

It also houses Melbourne's only subscription library on the first floor, access via the lift.

Access: Access from Collins Street is almost flat as the street rises heading east. From the foyer, entry to the dedicated seating at the rear of the stalls is flat. An accessible toilet is behind the box office between the male and female toilets; you may need to ask for directions. An old lift provides access to the Art Gallery level and Theatre 2.

Her Majesty's Theatre

219 Exhibition Street

Phone 9663 3211

www.hermajestystheatre.com.au

Her Majesty's Theatre is often described as 'the most important theatre still standing in terms of its contribution to Australian theatre'. Architecturally, it is an amalgam of English and French influences. It opened in 1886 as the Alexandra Theatre, in honour of the Princess of Wales. The name changed to Her Majesty's in 1900 when taken over by theatre group, JC Williamson's.

A fire in 1929 destroyed the auditorium, but the theatre reopened in 1934 as a modern, technologically advanced theatre. An acoustic consultant was even engaged – a first in Australia.

Over its life, Her Majesty's stage has been graced with internationally renowned performers: Dame Nelly Melba (1911), Anna Pavlova (1926) and Dame Joan Sutherland (1965).

Access: The best entry is the central one off Exhibition Street, near the bar, where the step is small. There is no accessible toilet. Wheelchair visitors are positioned at the ends of Rows C and W.

The Victorian Arts Centre

100 St Kilda Road
The Arts Centre
Phone 9281 8000
TTY 9281 8441
www.theartscentre.net.au



The Victorian Arts Centre is located just over Princes Bridge from the city and consists of the circular Melbourne Concert Hall and a separate building housing the State Theatre, Playhouse Theatre and George Fairfax Studio. The theatre building was constructed with only five of its ten levels above ground. The Concert Hall was completed in 1982, and the State Theatre was finished in 1984 from a design based on Australia's mineral wealth, by architect Sir Roy Grounds. The theatres provide a fascinating and accessible tour. A major feature is the wire spire, a Melbourne landmark inspired by a ballerina's tutu.

Guided tours depart Monday – Saturday 12pm and 2.30pm and there is a backstage tour at on Sunday 2.15pm.

Access: Two disabled car parking spaces are available on St Kilda Road. Alternatively park in the basement car park where there are many dedicated spaces on the upper car park level. This becomes level five in the centre.

Access to performances is available in all theatres. There are several seating options. Unisex accessible toilets are also available. Two huge lifts have grab rails, braille buttons at an accessible height, a floor directory (showing accessible toilets) and an electronic floor display.

A hearing system is available in all Arts Centre venues except Black Box and ANZ Pavilion. An FM system covers all seats via headphones or neckloops and are available from the venue ushers. This system is also used during guided tours.

The Vision Australia Foundation offers a free audio description service for Melbourne Theatre Company performances.

Contact them for more information (Phone 9864 9222, TTY 9281 8441).

Cinemas

Greater Union Cinema

131 Russell Street

Phone 9654 8133

www.greaterunion.com.au

Access: Access to the ticket office is available where the gradient on the street eliminates the steps. Cinemas 2 and 3 are accessed via the laneway at the side of the theatre by entering through fire access doors. You need to telephone ahead and arrange for staff to assist. Cinema 2 has graded isles, but Cinema 3 is stepped so you may have to sit at the front, near the screen.

Village Centre

206 Bourke Street

Phone 9667 6565

www.villagecinemas.com.au/cinema/cinema_1152.htm

Access: Booking in advance is requested. A grade of (1:10) leads to Village Boulevard, an arcade filled with shops and two restaurants: Puccini's (phone 9663 1722) and Dragon Boat (phone 9662 2733). The arcade extends to Chinatown, but there are only steps down to Little Bourke Street. An accessible unisex toilet is available in the arcade, located behind the escalators. The toilet is behind an unmarked door near the entry and the key is held by Puccini's Restaurant.

Hearing induction loops have been installed and access to all four theatres is available. People with disabilities are encouraged to attend with a carer, who is admitted at no cost. Village Centre Cinemas are accessed via automatic doors from the arcade. The booking office will show you to a lift up to the next level where you will be met by an usher. There is a bar and accessible unisex toilet on this level. The usher will escort you by lift to the appropriate theatre and remove a seat to accommodate a wheelchair. Seating is at the rear and on the flat, while access to theatre number four is via stairlift. Open captioning is available to selected films.

Hoyts

Melbourne Central, Level 3
Phone 8662 3555
www.hoyts.ninemsn.com.au

This is a new cinema complex consisting of 11 cinemas plus new movie watching concepts: Directors Suite, thehalfpipe and Lounge 9.

Access: All cinemas offer wheelchair seating, hearing loops and lift access. Accessible toilets are available throughout Melbourne Central.

Dendy Kino Cinema

45 Collins Street, Collins Place
Phone 9650 2100
www.dendy.com.au/kino.html

This cinema is well regarded for screening arthouse and alternative movies.

Access: Access from Collins Street is via the driveway for the hotel and down the lift to the lower ground. The Kino ticket office is then down a long, steep ramp (approximately 1:6), to a cafe/bar area, then another ramp (approximately 1:7) to the cinema and booking office.

Village Cinemas, Crown

Crown Entertainment Complex
Phone 1300 555 400
www.crowncasino.com.au

As well as hosting Melbourne's casino, the Crown Entertainment Complex also includes a Village Cinema complex, which includes 14 boutique cinemas and two Gold Class cinemas.

Access: The Village booking office is located on level 2 with lift access up a level to the theatre. All theatres provide accessible seating with induction hearing loops. The Gold Class cinemas are accessed via a stair lift and a hearing induction covers the whole cinema. Gold Class is a luxury cinema with large comfortable seating, and the option of ordering food and drinks from your seat.

IMAX© Theatre

Rathdowne Street, Carlton

Phone 9663 5454

www.imax.com.au/theatres.asp?c=melbourne



The IMAX© screen is about ten times the size of a conventional cinema screen. Movies screen on the hour from 10am-10pm and are shown in two and three dimensions (2D and 3D), complete with a high wattage sound and light system. The IMAX© theatre forms part of the Melbourne Museum development at Carlton Gardens.

Access: The main theatre entry is via escalators, however a lift (with electronic voice cue) is located past the entry and takes you directly to the main foyer.

Off the foyer is a gift shop and ticket office, both with appropriate height counters. There is an accessible toilet (past the escalators) and a licensed bistro, called Cafe IMAX©.

Access to the theatre is easy through wide opening doors. Up to 12 seats can be removed from two sections of the rear row, making way for wheelchairs. This row has the best view in the house.

Pubs and Clubs

Melbourne precincts such as Docklands, Southbank and Federation Square offer the more accessible pub and club options. However, scattered throughout the city are a number of other pubs and clubs with great atmosphere.

One website worth visiting is www.barfinder.com.au as it contains a search option for wheelchair access. However, some venues which claim to provide access may not, so be sure by calling ahead.

Melbourne Central Lion

Melbourne Central, La Trobe Street Building, Level 3
Phone 9663 5977

This venue offers level access and an accessible toilet. It is an English styled pub that offers a range of meals, both day and night. The interior is 'decadent English' with memorabilia laden walls, old English cornices, dark wood interiors, colourful Victorian settings, fireplaces and chandeliers. It also provides entertainment with live bands, DJs and sporting events, as they happen, live on cinema quality plasma screens.

Transport Hotel

Federation Square
Phone 9654 8808
www.transporthotel.com.au

There is level access from the square into the pub. Entertainment is provided and an accessible unisex toilet is on the first level, via the lift by the entry door.

Duke of Kent Hotel

293 La Trobe Street
Phone 9670 0128

The saloon bar entry off La Trobe Street, is a small step then hard turn right through a hinged door, where there is easy access to a large bistro area. There is an accessible toilet. The hotel is close to Melbourne Central Station and accessible car parking.

Imperial Hotel

2-8 Bourke Street
Phone 9662 1007

The hotel has a lipped entry on the corner of Spring and Bourke Streets, and another from Spring Street. The hotel has good meals but no accessible toilet.

The Menzies Tavern

525 Little Collins Street
Phone 9629 1818
www.batmanhill.com.au

Entry is flat from the corner of McCracken Lane to a large paved courtyard. Hinged glass doors lead to a bar and gaming room full of gaming machines. An accessible toilet is located through a door before the entry leading to the men's. There is no separate accessible toilet for women. This hotel is scheduled for relocation.

Mitre Tavern

5-9 Bank Place
Phone 9670 5644

Established as a pub in 1868, parts of the building actually date from 1837, making it officially the oldest building in the city. Over time a number of changes have occurred: outbuildings have been removed; rooms enlarged; and the building refaced and re-roofed. The construction is part brick, stone rubble and mud and was substantially altered around 1900-1910 when English Queen Anne style additions were constructed using 'Marseille pattern' terra cotta tiles. Despite the architectural changes over its life, the tavern remains a popular watering hole for CBD workers, particularly on Friday nights and has been in favour with the city's business and arts community since the mid 19th century.

Young and Jackson's

210 Flinders Street
Phone 9650 3884
www.youngandjackson.com.au

This is Melbourne's most famous pub. The original 1853 bluestone building was designed as a three-storey residence, with a butchers shop on the ground floor. It was extended by incorporating a shop to the north in Swanston Street and two early stone stores to the west on Flinders Street.

They have been rendered and painted to match but the original stone corner building can be readily identified. In 1860, it became known as the Princes Bridge Hotel. Then, in 1875, HF Young and T Jackson took over the license. In 1908, HF Young purchased and displayed in the saloon bar, a painting of a nude female, 'Chloe' by the Frenchman Jules Lefebre. Shipped to Melbourne for the 1880-81 International Exhibition it was purchased by noted Melbourne physician, Dr Thomas Fitzgerald, who loaned it to the National Gallery in 1882. Chloe aroused the ire of certain Melburnians who objected to its public display, especially on Sundays. Young's action was intended to promote his hotel, but the presence of the painting at Young and Jackson's, came to symbolise popular resistance to narrow-minded Victorian values.

An accessible toilet is available at ground level. A graded step access from Swanston Street provides the best access. The hotel has a wheelchair accessible lift to take you to the first level saloon bar where Chloe still hangs today.

Metropolitan Hotel/Cafe

Corner of William and Little Lonsdale Streets
Phone 9607 1385

This cafe/bar has an accessible entry on the corner. The door however is not always opened and you must signal staff to assist.

P. J. O'Briens

Southgate Arts and Leisure Complex, Southbank
Phone 9686 5011
www.pjobriens.com.au

Access is via level entry through a double door. Some of the dining areas are raised one step at the entry. An accessible toilet is available on the mid ground and ground level of the complex. Parking is available in the basement car park.

The Pub

Crown Entertainment Complex, Southbank
Phone 9292 4001
www.thepubatcrown.com.au

Access is via a level entry through double doors, with two steps to the lounge area. A large print version of the menu is provided on the website. Accessible toilets are available within Crown. Parking is available in the basement car park.

Watermark Bar

800 Bourke Street, Docklands
Phone 9642 1880
www.watermarkbar.com.au

The pub offers three eating and drinking areas, easy access, plus an accessible toilet.

Windsor Hotel

103-137 Spring Street
Phone 9663 6000

The Windsor was originally known as the Grand Hotel and, later, as the Grand Hotel Coffee Palace. Regarded as the grandest of Australia's great 19th century hotels, its features include a majestic facade, restaurant, staircase, lifts and wide corridors. Erected in two stages in 1880 and 1883-1884 it epitomises the architect Charles Webb's Boom Classical style. Four steps lead up from Spring Street. Although a portable ramp is available, and the staff are helpful, the grade is steep and dangerous. Once on the ground level you can enter the restaurant or go through to the **Hard Rock Cafe** (9650 4755), down a short grade and up a small lip. An accessible toilet is available in the cafe. The cafe entry from Bourke Street has six steps and the restaurant eating area is up two steps.

Crown Casino Entertainment Complex

Phone 9292 8888

www.crownltd.com.au

The Crown complex includes many bars, nightclubs and Village Cinemas. An accessible unisex toilet is next to the male and female toilets behind the bar.

The Palms at Crown

Crown Entertainment Complex

Phone 9292 5103

The Palms is a multi-layered auditorium seating 800 people. It offers cabaret-style tables by the stage, crescent-shaped booths and balcony tables.

The Mercury Lounge

Crown Entertainment Complex

Phone 9292 5480

www.mercurylounge.com.au

This is a live music venue with level entry and viewing, while stairs lead up to a mezzanine viewing area.

Club Odeon

Crown Entertainment Complex

Phone 9682 1888

This is an intimate club with several bars and a unisex accessible toilet.

The Next Blue

Ground floor, Whiteman Street, Crown Entertainment Complex

Phone 9694 1234

www.nextblue.com.au

Open Wednesday – Saturday, this is a contemporary bar with ramped entry and flat on ground floor. It has a unisex accessible toilet.

Sports Bar

Ground level, Gaming floor, Crown Entertainment Complex
Phone 9292 6910

With the latest sporting action and loads of memorabilia to look at, this bar includes ramped entry and lifts.

Manchester Lane

234 Flinders Lane
Phone 9663 0630

This jazz club includes a cafe and bar. It has flat access from Flinders Lane into the cafe and flat entry from Manchester Lane into the bar. There is no accessible toilet.

Hi Far Bar

125 Swanston Street
Phone 9654 7617

Access is via a lift from the Century building. Call ahead on 9654 0991 to insure lifts are left unlocked. The upper bar has steps and there is no accessible toilet.

Word

14 Goldie Place
Phone 9606 0611
www.wordevent.com.au

Word is located in Melbourne's Hardware Lane precinct, in a 1920s warehouse. Access is via a small step, and a ramp is available on request. An accessible toilet is located inside. The venue has ornate decor and period features, open fire place, antique bar, cosy leather chesterfields and an open air garden. By day, it is a restaurant and by night, a lounge/bar. The website has photos and a floor plan indicating the accessible toilet.

Adult Entertainment

The Men's Gallery

601 Lonsdale Street
Phone 9670 0331
www.mensgallery.com.au

There are eight steps at the front entry but bouncers will direct you to a side entry where there is a lift into the club. Wheelchair access is to the lower level where there is table top dancing and a bar. Call ahead first.

Goldfingers Men's Club

584 Lonsdale Street
Phone 9670 9457
www.goldfingers.com.au

Goldfingers is bar and restaurant with two steps off Lonsdale Street which is open during the daytime. The nightclub has a one step entry off Lonsdale Street. There is a restaurant on the lower level and an accessible toilet available. A staircase leads to the entertainment level. Bouncers may assist you upstairs if necessary (not wheelchairs).

Shaft Cinema

264 Swanston Street
Phone 9663 3729
www.shaft.com.au

Shaft screens sex movies and shows. Access is from Swanston Street Walk via two short grades. The cinema is easily accessible and an area has been set aside for wheelchair seating. All entertainment on the lower level is accessible, except for the bookstore which is upstairs.

Club X Adult Centres

221 Russell Street

Phone 9663 4509

www.clubx.com.au

A video and bookshop with level access, wide aisles, low shelving and video booths that are wheelchair accessible.

Bliss For Women

Level 1, 245 Lonsdale Street

Phone 9639 1522

www.bliss4women.com

Adultshop.Com Limited

Phone 1800 064 600

www.adultshop.com

Free adult toy, movie and magazine website.

CHAPTER 9 – EATING IN THE CITY

Melbourne's cafes, food courts and restaurants provide a staggering array of dining options for the city worker, shopper and visitor. Many cafes are grouped together in distinct precincts, which are vibrant and busy during business hours, but are quieter when the afternoon coffee crowds disperse. Many eating venues offer an accessible culinary experience. Chinatown, which offers a taste of Asia, comes to life in the evening, when its decorative lights illuminate Little Bourke Street.

Visitors seeking more choice should obtain a copy of the City of Melbourne's *City Eating Guide* which lists 100 eateries with detailed access information. Copies are available at the Melbourne Visitor's Centre, Melbourne Town Hall and can also be downloaded in PDF and Word formats at www.melbourne.vic.gov.au

This chapter does provide some information about the availability of accessible toilets, but please refer to Chapter 3 for further access details.

Recent developments in Melbourne have been focused on the Yarra River with newer precincts including Southgate, Crown Casino and more recently Docklands. Federation Square continues this trend, but don't be locked into just the popular tourist precincts as there are plenty of treasures on offer to those that choose to explore.

Food courts are popular in Melbourne. You can also find great, cheap food tucked away in Melbourne's laneways. Suburbs bordering the CBD offer also fantastic food. Go to St Kilda for seafood, Lygon Street, Carlton for Italian food, Brunswick Street, Fitzroy for an eclectic mix of cuisines and Victoria Street, Richmond for Vietnamese.

We have tried to list the most accessible cafes and restaurants in central Melbourne but given the sheer number of eating options we have no doubt missed some.

Food Courts

Collins Place

45 Collins Street

A shopping and cafe precinct, the atrium space is accessed via the driveway from Collins Street. Two steep (about 1:6) long ramps lead down to the lower cafe/bar area. An accessible toilet is near the entry and on The Hotel Sofitel conference facility on level 1.

The Grand Hyatt Hotel

123 Collins Street

Enter from Collins Street (1:20), and take the lift down one level to a sunken bar surrounded by a range of food outlets. Male and female accessible toilets are poorly signed. An alternative entry is off Russell Street, near the hotel's formal driveway. The entry to the Grand Hyatt Hotel is from Collins Street, opening through two wide glass doors and up a gradient of (1:20) to shops and two short ramps about (1:10) to the foyer. Off the foyer is a restaurant and bar, but up a grade of (about 1:10). Accessible male and female toilets and telephones are located behind reception.

The Galleria Food Court

385 Bourke Street

Best accessed from Elizabeth Street, this venue includes a collection of cafes. There is also another cafe on the Bourke Street level, with a unisex toilet through a nearby door. As all public facilities are located at the end of this door, it is a very high traffic area.

Paramount Centre

Ground level, 108 Bourke Street

There is level access from Bourke Street and Little Bourke Street. A lift is available from the Bourke Street entrance. An accessible toilet is adjacent to the baby change facility and the key is held by security.

Telstra Food Court

242 Exhibition Street

Easily accessed from Little Lonsdale Street, where a grade (1:20) leads through automatic doors to a small food court area. Several excellent Chinatown restaurants have outlets here. An accessible unisex toilet is located off the passageway towards Lonsdale Street.

MidTown Plaza (Target Centre)

236 Bourke Street

Access is via level entry through auto-opening glass doors to a variety of quick eateries. There is no accessible toilet.

Australia on Collins

Lower level, 260 Collins Street

Access is level through auto-opening doors. A lift provides access to the food court. An accessible toilet is available but the key is held by security. Accessible toilets are also on level 5. The key to this toilet is available from centre management and shop five on weekends.

Myer Food Hall

314-336 Bourke Street

Myer Food Hall is located on the ground floor of the Lonsdale Street Building between Little Bourke Street and Lonsdale Street. Access is via a ramp down from the Lonsdale Street entry, the Little Bourke Street entry, or from the Mall through the Bourke Street Building. Inside the hall is a gourmet grocery and gourmet fast food outlet serving high quality treats. A cafe, Le Cordon Bleu and Patisserie, provides sit down meals. Accessible toilets are located on the first and lower ground floors. Myer also has a cafe situated on level 3, Lonsdale Building. The lift provides an internal audio cue announcing floor number.

David Jones Food Hall

Bourke Street

Located on the lower ground floor of the store, between Little Collins Street and the Bourke Street Mall, David Jones Food Hall contains a gourmet grocery and deli, selling an array of gourmet foods and delicacies. No seating is available but there is a coffee bar at one end and an accessible unisex toilet nearby. Another toilet is on the second floor. Access is available from the Mall and lift access is available as you enter the building from Little Collins Street.

Bourke Place

600 Bourke Street, accessed via a security door.

Bourke Place is a large food court with an accessible unisex toilet located in the lower level. Easy level access to the area is via King Street. There are double glass sliding doors at the entrance with an intercom if you require assistance. Much of the furniture is fixed, however moveable seating is available.

Melbourne Central

Between Latrobe and Lonsdale Streets.

Melbourne Central Food Court is on the lower ground level. It is easily accessible and situated right next to Melbourne Central Station. Facilities in this complex are first rate, with accessible toilets in excellent locations. The lower ground food court has fixed seating only, but tables are low and accessible. There is good signage throughout although the angles are a bit confusing at times. Lift access is also good throughout the complex. On level 2 is another, larger food court area. Moveable seating options are available here.

McPhersons Food Emporium

546-566 Collins Street, lower level

Access is via two separate entries; one ramped, the other a step. Some of the eating is located at entry level but most is on the lower level, accessed by ramps. An accessible toilet is located along a narrow corridor near separate male and female toilets.

The QV Centre

Bounded by Swanston, Lonsdale and Russell Streets

Street level access is from various laneways off Swanston and Lonsdale Streets. The food court is located on the first level. The area has many large communal tables and only a few individual tables for small groups. There are two accessible toilets, however they are not well signposted.

Crown Food Court

Crown Entertainment Complex

There is a food court on ground level towards the western end of the complex. There are a range of cuisines available but counters are high for wheelchairs, although some serving staff will assist. Accessible toilets are nearby.

Riverside Food Court

Southgate Dining, Arts and Leisure Precinct

Access is available from the Promenade by the river and an accessible toilet is available at the eastern end.

Queen Victoria Market Food Court

Corner of Victoria and Elizabeth Streets

The food court is accessed via sliding doors from Queen Street. There are a range of different cuisines and short ramp bridges with the two internal steps. Male and female toilets are nearby.

Melbourne's City Eating Precincts

Federation Square

Accessible parking is available in the car park accessed from Russell Street and accessible unisex toilets are well signposted. There are many great dining places to choose from.

Transport Hotel

See the entry under Pubs.

Arintji

Phone 9663 9900

Cuisine: Cafe.

Location: Yarra Building, off the square.

Bokchoy Tang

Phone 9650 8666

www.bokchoytang.com.au

Cuisine: Contemporary Northern Chinese.

Location: Level three, The Crossbar.

Cafe Chinotto

Phone 9650 8666

Cuisine: Mediterranean style pizza, pasta and salads.

Location: In the centre of the square.

Chocolate Buddha

Phone 9654 5688

www.chocolatebuddha.com.au

Cuisine: Japanese.

Location: Off the square.

Feddish

Phone 9654 5855
www.feddish.com.au

Cuisine: Contemporary Australian.

Location: Yarra Building facing the Yarra River.

Funkfish Cafe

Phone 9650 7011
www.funkfish.com.au

Cuisine: Seafood.

Location: Yarra Building, facing the Yarra River.

Jolimont Pleasure Garden

Phone 9654 9533
Cuisine: Cafe and espresso bar.
Location: In the Atrium.

Time Out Cafe

Phone 9671 3855
Cuisine: Mediterranean/international.
Location: St Paul's Court, corner Swanston and Flinders Streets.

Taxi Dining Room

Phone 9654 8808
www.transporthotel.com.au
Cuisine: Contemporary Japanese and Australian.
Location: Level two of Transport Hotel. Access is via a lift, with an accessible toilet on level one.

Southgate Arts and Leisure Complex

Accessible parking bays are available in the basement car park. Lifts convey you to ground and upper levels. Accessible unisex toilets are available on the eastern end of mid ground and ground levels.

The River Seafood Grill

Phone 9690 4699

www.riverseafoodgrill.com

Cuisine: Seafood Bar and Grill.

Location: Shop 6 mid level west. An accessible toilet located within the restaurant. Jazz on Friday evenings.

Blue Train Cafe

Phone 9696 0111

www.bluetrain.com.au

Cuisine: International.

Location: Mid level west. Blue Train Cafe opens early for breakfast. The emphasis is on great value meals, unique staff, and quick fire service. The balcony views of the city are sensational.

The Deck

Phone 9699 9544

www.thedekrestaurant.com.au

Cuisine: Modern European, mid level east.

P. J. O'Briens

Phone 9686 5011

www.pjobriens.com.au

Cuisine: Pub.

Location: Ground level, see entry under Pubs.

Bear Brass

Phone 9682 3799

www.bearbrass.com.au

Cuisine: Mediterranean Tapas.

Location: Lower level. Access is level from the side entrance.

Riverside Food Court

Location: Lower level, see entry under Food Courts.

River Walk Cafe

Phone 9686 0110

Cuisine: Coffee and cake.

Location: Ground level.

An accessible toilet is located in building three, near the female toilets. There is no ramp access from the front of the building, however graded access is available from the rear.

Othellos

Phone 9699 5600

Cuisine: Greek, Meze Cafe Bar.

Location: 6 Riverside Quay, South Bank Boulevard. An accessible toilet is provided within the Riverside Quay building to the rear. There is no ramp access from the front of the building, however graded access is available from the rear.

Crown Entertainment Complex

Accessible parking bays are available in the basement car park. Lifts provide access to ground and upper levels. Accessible unisex toilets are located throughout the complex. Restaurants facing the Yarra River can only be accessed from inside the complex as ramps from the promenade are blocked off.

Cecconi's

Phone 9686 8648
www.cecconis.com

Cuisine: Modern Italian.

Location: Level access at ground level. The restaurant has an accessible toilet.

Breezes

Phone 9292 6896
www.breezesatcrown.com.au

Cuisine: European/International.

Location: Level 3, Crown Towers, opposite the Crown Spa. Access to level 3 is via a lift. The restaurant has an accessible toilet.

Koko

Phone 9292 6886
www.kokos.com.au

Cuisine: Japanese, authentic teppanyaki.

Location: Level 3, Crown Towers. The restaurant can be accessed via the lift.

Silks

Phone 9292 6888
www.silksatcrown.com.au

Cuisine: Chinese/Cantonese.

Location: Level 1, Crown Towers. The dining area has a split-level floor but a portable ramp is available. Ask staff for assistance.

JJ's Bar and Grill

Phone 9292 6891

www.crowncasino.com.au

Cuisine: Premium a la carte.

Location: Level 1, Crown Towers. Live entertainment Wednesday to Saturday nights. An accessible toilet is available in the restaurant.

The Conservatory

Phone 9292 6895

www.theconservatory.com.au

Cuisine: International.

Location: Level 1, Crown Towers. An accessible toilet is available in the restaurant.

Number 8 Restaurant and Wine Bar

Phone 9292 7899

www.number8atcrown.com.au

Cuisine: European/Wine Bar.

Location: Riverside at Crown.

Mesh

Phone 9292 8289

Cuisine: Western.

Location: Crown Promenade Hotel. The entry is level with several internal ramps between split-level floors.

Santè

Phone 9292 5132

Cuisine: International Buffet.

Location: Riverside at Crown.

Mings

Phone 9292 6989

Cuisine: Malaysian.

Location: Main gaming floor, casino.

Chopsticks

Phone 9292 6988

Cuisine: Malaysian.

Location: Main gaming floor, casino.

Margo's Brasserie and Grill

Phone 9292 7406

Cuisine: Brasserie and grill.

Location: Main gaming floor, casino.

The Pub

Cuisine: Pub.

Location: 8 Whiteman Street, Southbank, see entry under Pubs.

Docklands

www.docklands.com

Docklands is a spectacular harbour offering stunning views, unique urban art, and 28 restaurants, cafes and bars. For transport and access information see the Attractions section of this guide.

Achelya

Phone 9602 2234

www.achelya.com.au

Cuisine: Mediterranean.

Location: 23 Aquitania Way. Level access, with an accessible toilet in the restaurant.

Bhoj

Phone 9600 0884

www.bhoj.com.au

Cuisine: Indian.

Location: 54 NewQuay Promenade. Level access, with an accessible toilet behind the restaurant.

BlueFire

Phone 9670 8008

www.bluefiregrill.com.au

Cuisine: Brazillian.

Location: 66 NewQuay Promenade. Level access, with an accessible toilet in the restaurant.

Brot

Phone 9670 3235

Cuisine: Bakery.

Location: 28 Saint Mangos Lane. Level access.

Eurasia

Phone 9642 8089

Cuisine: Mixed Asian.

Location: 62 NewQuay Promenade. Level access, with an accessible toilet behind the restaurant.

Fish Bar

Phone 9670 5410

Cuisine: Fish and Chips.

Location: 25 NewQuay Promenade. Level access.

Limonetto

Location: 35 NewQuay Promenade. Level access.

Liquid

Phone 9642 5410

www.liquidbar.com.au

Cuisine: Breakfast Bar.

Location: 50 NewQuay Promenade.

Livebait

Phone 9642 1500

www.livebait.com.au

Cuisine: Seafood.

Location: 55 NewQuay Promenade. Lift access and an accessible toilet in the restaurant.

The Lounge Room

Phone 9600 0565

www.theloungeroom.com.au

Cuisine: Modern Australian.

Location: 28 NewQuay Promenade. Level access, with an accessible toilet in the restaurant.

Man Mo

Phone 9642 1997

www.manmo.com.au

Cuisine: Modern Asian.

Location: 42 NewQuay Promenade. Level access, with an accessible toilet in the restaurant.

Mecca Bah

Phone 9642 1300

www.meccabah.com

Cuisine: Middle Eastern.

Location: 55a NewQuay Promenade. Level access, an accessible toilet is available in the restaurant.

Medici

Phone 9600 4160

www.medici.net.au

Cuisine: Pizza and traditional Italian.

Location: 36 NewQuay Promenade. Level access, with an accessible toilet in the restaurant.

Rejuice

Phone 9600 0337

www.rejuice.com.au

Cuisine: Juice Bar.

Location: Shop 17-19, Mangos Lane South, NewQuay.

Renzo's Bar Cafe Italiano

Phone 9640 0550

www.renzosbar.com

Cuisine: Italian.

Location: 36 NewQuay Promenade. Level access, with an accessible toilet near the restaurant.

Vic Harbour Kitchen and Bar

Phone 9670 5550

www.vicharbour.net

Cuisine: Modern Bistro.

Location: 70 NewQuay Promenade. Level access, with an accessible toilet near the restaurant.

Essence Cafe and Bar

Phone 9606 0077

Cuisine: Modern Australian.

Location: Shop 7, 800 Bourke Street. Level access, with an accessible toilet near the restaurant.

Harbour Noodles

Phone 9600 0268

Cuisine: Chinese and Japanese.

Location: 800 Bourke Street. Level access.

Watermark Bar

Phone 9642 1880

www.watermarkbar.com.au

Cuisine: Modern Traditional.

Location: 800 Bourke Street. Level access, with an accessible toilet available in the bar.

Banc

Phone 9670 4484

Cuisine: Cafe.

Location: 800 Bourke Street, National Australia Building, Victoria Harbour. Level access and spacious open plan eating area, close to parking and accessible toilets.

The Harbour Kitchen

Phone 9670 6612

Cuisine: Cafe/Bar.

Location: 800 Bourke Street, National Australia Building, Victoria Harbour. An accessible toilet is located in an outside corridor.

Broadcast Cafe

Phone 9697 7663

Cuisine: Modern.

Location: 160 Harbour Esplanade.

Iku Izakaya

Phone 9646 2400

www.iku-izakaya.com.au

Cuisine: Japanese.

Location: 64A River Esplanade, Yarra's Edge.

Ramped access, with an accessible toilet nearby.

Chinatown

www.melbournechinatown.com.au

Little Bourke Street, between Spring and Swanston Streets, is Melbourne's bustling Chinatown. Although a source of wonderful, cheap eating, it doesn't offer much in the way of easy access. The simplest way to access Chinatown is via Swanston Street or the Target Arcade and Village Boulevard. Little Bourke Street then slopes gradually up towards Spring Street, but the street and footpaths are narrow and can be rough. Most restaurants have at least one step in and others have more. We have identified the easiest ones to access, plus those with one or two steps. Despite the access limitations Chinatown is still a great spot to visit.

Shanghai Village

Cuisine: Chinese.

Location: 112-114 Little Bourke Street. One step at entry.

Golden Orchids Malaysian

Phone 9663 1101

Cuisine: Malaysian.

Location: 126 Little Bourke Street. One large step.

Chine on Paramount

Phone 9663 6556

Cuisine: Cantonese. Location: Paramount Centre,
101 Little Bourke Street.

Mask of China

Phone 9662 2116

Cuisine: Chinese/Chiu Chow.

Location: 115-117 Little Bourke Street.

Empress of China

Phone 9663 1883

Cuisine: Chinese.

Location: 120 Little Bourke Street.

Orchids Garden Licensed Restaurant

Phone 9662 3591

Cuisine: Chinese/Cantonese.

Location: 119-121 Little Bourke Street.

Access is via a step through a hinged door.

Shark Fin House

Phone 9663 1555

Cuisine: Chinese.

Location: 131 Little Bourke Street. Level entry.

Idea Fine Food and Wine

Phone 9663 8829

Cuisine: Contemporary Chinese/Asian.

Location: 146-148 Little Bourke Street.

There is an accessible toilet located off from a corridor.

Westlake Restaurant

Phone 9662 2048

Cuisine: Chinese/Cantonese.

Location: 189 Little Bourke Street.

Banana Palm Curry House

Phone 9639 2680

Cuisine: Malaysian.

Location: 195 Little Bourke Street. Threshold grade.

Spicy Fish Restaurant

Phone 9639 1885

Cuisine: Traditional Szechuan and Shanghai.

Location: Target Arcade. Level entry from Little Bourke Street.

Ling Nan Chinese Restaurant

Phone 9663 2347

Cuisine: Chinese.

Location: 204 Little Bourke Street. One step at entry.

The Greek Quarter

Stalactites

Phone 9663 3316

Cuisine: Greek.

Location: 177-183 Lonsdale Street (corner Russell Street).
Enter via a step and through a hinged swing door, which is 850mm wide or greater when open.

International Cakes

Phone 9663 2092

Cuisine: Cakes, coffee, pastries and sandwiches.

Location: 185 Lonsdale Street. Footpath eating, with a step at the entry and table service.

Kra Ta Ron

Phone 9663 0360

Cuisine: Thai Restaurant and BBQ Cafe Bar.

Location: 195 Lonsdale Street. Access is via a small step.

Tsindos

Phone 9663 3194

Cuisine: Greek.

Location: 197 Lonsdale Street. Level entry and footpath dining.

Dion Greek Restaurant & Taverna

Phone 9650 4050

Cuisine: Greek.

Location: 205-207 Lonsdale Street. Level entry.

Medallion Cakes & Coffee Lounge

Phone 9663 4228

Cuisine: Greek.

Location: 209 Lonsdale Street. Automatic door, level entry.

CHAPTER 10 – SHOPPING IN MELBOURNE

Melbourne offers an impressive array of shopping opportunities. The central city focuses on pedestrian friendly Bourke Street Mall with major department stores and individual shops. Many buildings offer good access. We have identified those within the central area.

The **Bourke Street Mall** is Melbourne's first pedestrian mall and is closed to vehicular traffic between Swanston and Elizabeth Streets. However, watch out for trams and cruising police cars. The mall is alive with buskers, street theatre and many specialty shops. At the junction with Swanston Street is the sculpture: *Three men who brought their own lunch: Batman, Swanston and Hoddle*, a clever twist on three important and historic figures in Melbourne's development. This is possibly Melbourne's most photographed sculpture.

The grand **General Post Office** (GPO) building is a retail shopping complex on the Mall with ramped access from Elizabeth Street near the corner of Little Bourke Street. Lifts provide access to all levels and accessible toilets are in the basement and on level 2.

Several historic arcades lead off Bourke Street Mall.

The Walk Arcade

A fully carpeted arcade sloping down (grade approximately 1:12 at the entry) and (approximately 1:12 at the exit) to Little Collins Street. There are several boutiques and cafes, all easily accessed, and a well signed, accessible unisex toilet (door knob) located at the base of the slope on the left hand side.

The Royal Arcade

Erected in 1869, this is the oldest arcade in Melbourne and despite many alterations maintains its elegant and unique appearance. Glass roofed, light and spacious, it connects the mall to Little Collins Street with a gradient down at the exit (1:20) becoming steeper (approximately 1:7) at the crossover.

The arcade is guarded by **Gog and Magog**, figures which date from 1870, and are modelled on the mythical giants of the Guildhall in London. They symbolise the conflict between ancient Christians and Trojan invaders, known as Cronies and Gogmagog, who were captured in battle by the Trojans and enslaved in an ancient palace, thought to be on the site of the Guildhall. Royal Arcade is also notable for its black and white tiled flooring, installed in 1937, and its many shops and cafes.

Department Stores

Myer

Bourke Street Mall
Phone 9661 111

On the north side of the mall is this large department store, incorporating several buildings. A gentle gradient leads from the mall to the ground floor of the Bourke Street Building. Myer extends to Lonsdale Street with bridges connecting the two buildings at levels 1, 2 and 3. Bridges also span Lonsdale Street, connecting to Melbourne Central at levels 2 and 3.

Information boards at entry points from the mall and Lonsdale Street reveal store layouts, including accessible toilets. The information counter (and parcel hold service) near the Lonsdale Street entry (ramped from the street), is where you can borrow a wheelchair or pusher. Lifts are located in each building on the east side.

The Lonsdale Street lift is fully accessible with reachable call buttons and voice overs announcing floor arrival. Access is available around the store as ramps connect buildings and departments. The length of ramps and their gradients reflect the lack of available space and many are quite steep. Bridges connecting Bourke Street to Lonsdale Street stores vary from (1:20) to (about 1:7) while internal ramps can be steep (about 1:7) (2nd floor), (1:12) (2nd floor) and (about 1:7) (3rd floor). While the ramps may be steep Myer staff are very helpful and happy to assist. Accessible toilets are located on level 1 and lower ground in the Lonsdale Street Building.

David Jones

Bourke Street Mall
Phone 9643 2222

While fronting the Bourke Street Mall, David Jones also extends from Little Collins Street to Lonsdale Street and encompasses three buildings which are sensibly delineated as follows: Men's Store (south side of the Mall); Women's Store (north side of the Mall); and Home Store (Little Bourke Street to Lonsdale Street). Access is available from street level and there is a lift (high internal call buttons) in each building. Accessible toilets are located in the Men's Store on the lower ground and second floor.

The walkway to Little Bourke is carpeted with a grade up to about 1:11, while a steep grade (about 1:8) connects the store with the **Accor Welcome Hotel** with its cafes and accessible toilet (key with reception).

Target

236 Bourke Street
Phone 9639 3566

Heading east along Bourke Street is Target, a huge city store with a grade of about 1:15 at the entry to the **Target Centre Arcade**. The Target lift (located next to register 10) provides access to all three levels. An accessible unisex toilet, with baby change facility is, on the first floor near reception. There is a ramp down (1:20) to the **Midtown Plaza** food court. Counters are high so you will need to catch the eye of serving staff. On the street footpath, tactile ground surface indicators lead from the entry to a tram stop in Bourke Street.

The **Midtown Plaza** has accessible toilets located in the food court, but they can only be accessed with assistance from a cleaner or security guard who has the key. The basement level is accessible via a lift, but security will need to escort you.

The **Village Centre Arcade** runs through to Little Bourke Street, but there are steps down to street level on this side. It includes a range of shops and several cafes including **Dragon Boat Chinese Restaurant** (phone 9662 2733) and **Puccini's Bar and Bistro** (phone 9663 1722). A key to the accessible toilet is held at Puccini's.

Shopping Centres

The Paramount Centre

181 Bourke Street

Phone 1800 065 200 or 9251 5555

This centre incorporates a supermarket, shops, cafe, food court and serviced apartments. It stretches between Bourke and Little Bourke Streets and has a basement car park. The entry to Bourke Street level is graded at approx. (1:20) with an internal grade averaging (1:20), up to a shopping level. Entry from Little Bourke Street includes steps. However, a lift provides access to the Little Bourke Street level, where the supermarket is situated down a ramp at (1:18). The food court is up another grade of (1:20). A baby change facility and accessible unisex toilet are located through two heavy doors. Although well signed, the toilet is locked with the key held by security.

Melbourne Central

300 Lonsdale Street

Phone 9922 1100

www.melbournecentral.com.au

This is a huge shopping and office complex occupying the major portion of two city blocks in two buildings and linked by an elevated walkway. Melbourne Central consists of a basement car park, approximately 300 specialty shops, restaurants and cafes, movie theatres and glass cone sheltering the century old **Coop's Shot Tower**. It is serviced by Melbourne Central train station which forms part of the City Loop.

The complex is bright, open and friendly with information booths located at the Lonsdale Street and La Trobe Street entries. Pick up a copy of the store directory, but be aware that the print is small.

Wheelchair entry is available from the La Trobe Street car park via a walkway to level one; and from the basement car park (entries from La Trobe and Lonsdale Streets) via a lift into the centre. A number of disabled parking spaces are well signed and conveniently located by the lifts.

Entry to the **Melbourne Central Station**, on the corner of Swanston Street Walk and La Trobe Street, is ramped with a yellow contrasting tactile pathway at the foot of the steps leading to the lift. Hand rails are provided.

There is level entry from La Trobe Street at the Elizabeth Street corner, from Little Lonsdale Street and also from Lonsdale Street. Access is available from Myer, above Lonsdale Street, via a bridge connecting at levels 2 and 3.

Accessible toilets are located in the La Trobe Building, lower ground and levels 1, 2 and 3. In the Lonsdale Building, they are available on lower ground and level 3. Accessible telephones are located in the La Trobe Building levels 1, 2 and 3. The walkway above Little Lonsdale Street has a grade of (8:1). Levels 1 and 2 are flat.

QV Centre

210 Lonsdale Street
Phone 9658 0100

QV Centre provides an accessible basement car park with lift access to all levels. The centre comprises a supermarket, retail shops, food court, cafes, bowling alley, AFL Hall of Fame (see Attractions) and a health club. Wheelchairs are also available.

Best access into the building is from street level via laneways leading off from Swanston, Russell and Lonsdale Streets. Accessible toilets are located on level 1 which is the food court level. Level 2 comprises some cafes.

Collins Place

45 Collins Street

Collins Place has a basement car park with several accessible spaces. Collins Place consists of the **Hotel Sofitel**, the atrium shops and cafes, which are accessed via the driveway off Collins Street, and the two office towers which are accessed from Collins Street. The accessible unisex toilet is near the hotel entry door at street level. Collins Place is the location of the Kino Cinemas (see Entertainment).

Collins Two3Four Centre

234 Collins Street
Phone 9650 4373

A fashion lover's paradise, with a huge book store in the basement. Level access is from the street to a lift.

Australia on Collins

260 Collins Street

Encompasses a range of shopping options and the **Novotel Hotel**. There is a gentle grade from Collins Street to a large central atrium. The atrium is flanked by three staged ramps (approx. 1:20) leading down to a lift, then down another ramp to the cafe level. The lifts provide access to all floors. Accessible toilets are located on level 5 (the key is with centre management and Shop 502) and the food court (key is held by security and cleaning staff). Telephones are located on level 5 (next to lift) and in the food court near the accessible toilet.

Swanston Street, between Flinders Street and La Trobe Street, is a pedestrian thoroughfare lined with many small shops, cafes and bars. Take your time to wander along this wide, tree-lined footpath and absorb the sights and sounds of Melbourne. Swanston Street is an accessible promenade popular with pedestrians, street artists and buskers. There are a few steps into shops, but many have a small lip to negotiate.

Opposite Melbourne Town Hall is the City Square, an open meeting place with cafes and bars.

Queen Victoria Market

Phone 9320 5822
www.qvm.com.au

Queen Victoria Market is one of the largest markets in the southern hemisphere, featuring 1000-plus stalls, ranging from fresh fruit and vegetables, meat and fish, clothing, craft and shoes, to fabric, leather goods and knick-knacks. The market is an absolute must if you're after a bargain, but be prepared for the crowds on the weekends.

Market days: Tuesday 6am-2pm, Thursday 6am-2pm, Friday 6am-6pm, Saturday 6am-3pm and Sunday 9am-4pm. Located north of the CBD at the top end of Elizabeth Street. **Tours** run at 10am Tuesday, Thursday, Friday and Saturday and take visitors through the food markets with tastings along the way. Try the Foodies Tour or the Heritage Tour.

Events: are often held at Queen Victoria Market with the Gaslight Markets and Hawkers Market two regulars.

The Queen Victoria Market was officially opened in 1878 and many of its buildings date back to the last century, including: the Meat Hall (1866, 1884); Sheds A to F (1878); two storey shops on Victoria Street (1887); and single storey shops on Victoria Street (1884, 1890).

The site covers approximately two city blocks and slopes steadily down from west to east, towards Elizabeth Street. The site is bitumen paved and quite even, so moving around is not difficult. The original sheds facing Elizabeth Street still have the original ground slope.

Accessible parking is provided in a commercial car park, with entries off Franklin Street and Queen Street (four spaces at each location). Three spaces are provided at each of the dedicated locations on Therry Street and Queen Street.

Accessible toilets are provided at the food court (includes baby change facility, male and female toilets), next to the Meat and Fish market (male and female, grade into the male toilet which has an extended grab rail limiting sideways access to the toilet). There is an excellent unisex facility in Queen Street, near the vehicle entry to the car park, with a baby change facility and some ATMs.

Supermarkets

With the inner Melbourne's population of residents rapidly increasing, several supermarkets and a few gourmet delicatessens have recently appeared in the CBD.

Coles Express, Elizabeth Street

2-26 Elizabeth Street
Phone 9654 3830

Access is via a grade down of about (1:12) into the store through automatic doors. The store has widened aisles, lowered fridges, mirrored shelves, deli counter at 1.37 metres and lower checkout counters.

Coles Express, Melbourne Central

Lower ground level, La Trobe Street, Melbourne Central
Phone 9663 5245

Access is through automatic doors, where there are widened aisles and lowered checkout counters. A range of fine food shops are available including a bakery, fish shop and fine food deli.

Safeway Supermarket and Big W

QV Centre, Swanston Street

Located on the Under Croft, this supermarket is one of the largest in the city. Access is easy using huge lifts with braille, audio and low grab rails. There are wide aisles and an extra wide checkout lane.

The Paramount Centre Supermarket

181-183 Exhibition Street
Phone 9251 5588

Access is from a lift on Little Bourke Street, then a ramp (about 1:16) down to the supermarket.

The Great Eastern Food Centre

185 Russell Street
Phone 9663 3716

This is a small Asian grocery, with one small step at the entry.

Priceline

235 Bourke Street Mall
Phone 9654 7538

This store is located on level one in the Centrepont building, which was being renovated at the time of publication. Lift access is from the ground level foyer. The store sells budget toiletries and cosmetics. It is split level, with eight steps, accessible by using a stair lift (staff will provide assistance).

Myer Gourmet Grocery

Ground floor, Lonsdale Street Building
Phone 9661 1111

Located between Little Bourke and Lonsdale Streets, access is via a ramp down from the Lonsdale Street entry. A wide range of gourmet food is available. The counters are high, however there is good access between counters. Accessible toilets are located on the lower ground and first floors.

David Jones Gourmet Grocery

Lower ground floor, Bourke Street Mall building

Access from Little Collins Street is via a lift before a set of steps. There is level access from the mall. Accessible toilets are located on the lower ground level. A wide range of gourmet foods is available. Although counters are high and seating is fixed, there is plenty of room between counters.

IGA Express Supermarket, Spencer Street

90-96 Spencer Street

Phone 9620 0900

Located opposite Southern Cross Station, this supermarket has level access at street level, with low counters and narrow aisles. There is a liquor store at one end of the supermarket.

IGA Express Supermarket, Lonsdale Street

35-40 Lonsdale Street

Phone 9639 1050

Located opposite the Tax Office in Lonsdale Street, there is level street access, small accessible aisles and wide check-out lanes.

PART 4 – ACCOMMODATION

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CHAPTER 11 – ACCOMMODATION

The City of Melbourne has many four-and-a-half and five star hotels and several serviced apartments providing self catering facilities.

The standard of accessible accommodation varies from hotel to hotel, while the number of accessible rooms per establishment is often limited. Although there has been an increase in the number of hotels in Melbourne and the number of accessible rooms, this has largely occurred in existing buildings where the overall room and bathroom sizes have permitted the developer to meet current Australian Standards for access.

Information for this guide was gathered by speaking to hotel managers, inspecting hotels, recording key measurements and taking digital photographs.

A diagram or floor plan of the bathroom layout, together with key room measurements, are provided. Photographs are published in the downloadable version of the guide at www.melbourne.vic.gov.au.

We have not included pricing information because prices change frequently. The hotel star rating is often a good price guide and website addresses allow readers to check out prices online.

Always discuss any access needs you may have with management in advance.

Hotels

Atlantis Hotel

300 Spencer Street

Two accessible rooms, 4 stars

Reservations: Freecall 1800 720 011, Phone 9600 2900

Fax 9600 2700

Email: sales@atlantishotel.com.au

www.atlantishotel.com.au

Transport and Path of Travel: Situated between La Trobe and Little Lonsdale Streets, which is 200 metres from Southern Cross Station. Trams run along Spencer Street and a taxi drop off area is available.

Parking: Valet parking and on site parking are available, with three accessible spaces on each level near lift.

Main Entry and Foyer: Good access from street level. Reception desk high, tiled floor surface.

Signage, Accessible Toilets and Telephones: Good signage and accessible male and female toilets are available.

Lifts: Call button height is 1m. No tactile or Braille buttons, but an audio arrival signal. Internal height of buttons range from 850mm and above.

Corridors: Corridor width >1470mm and carpeted. Location of accessible rooms is approximately 20m from lifts.

Other Features: Tour desk, coffee shop and breakfast room (Level 4), restaurants.

Key Measurements:

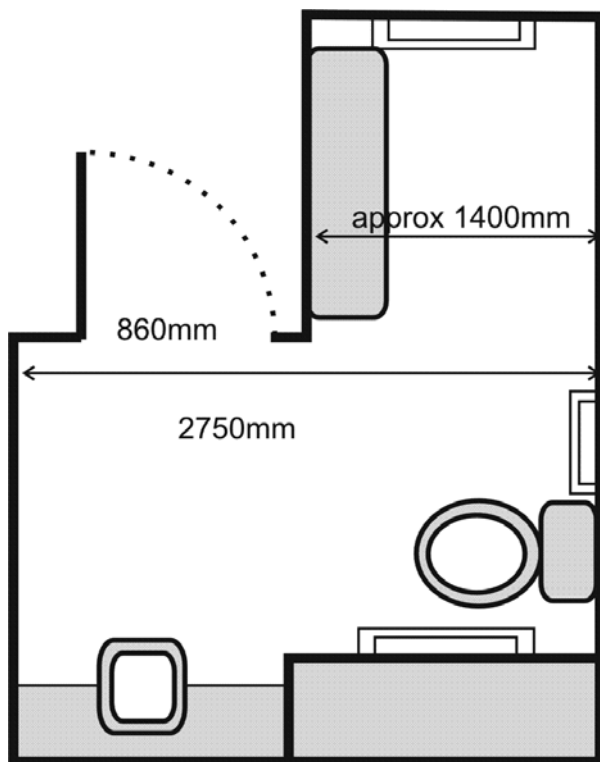
Room: 3.8m x 3.15m size.

Door: Width 820mm, lever handles 1m, magnetic card entry.

Beds: Rooms have one double and one single bed. Bed heights 570mm. Distance between beds 740mm and distance from double bed to window 580mm. Single bed up against the wall.

Other: Lights can be operated from bed and TV has remote control.
Air-conditioning controls 1.5m.

Bathroom: 2.75m x 3.5m size.



Door: Width 860mm, lever handles and door opening out.

Shower: Wheel-in-shower with hand-held shower rose, lever taps 1000mm, shower grab rail height 800mm. Fold down shower seat 500mm high and dimensions 390mm x 1450mm.

Toilet: Height (top of pan) 440mm. Front of bowl to back wall 810mm. Centreline of bowl to side wall 470mm. Grab rail height 850mm.

Basin: Height 820mm, with lever taps.

Other: Light switch height 1110mm.

Batman's Hill, Quality Inn

623 Collins Street

Four accessible rooms, 4 stars

Reservations: Freecall 1800 335 308, Phone 9641 6344

Fax 9614 1189

Email: res@batmanshill.com.au

www.batmanshill.com.au

Location and Environment: Located on the corner of Collins Street and Spencer Street. Close to Crown Entertainment Complex, Southern Cross Station and Docklands.

Transport and Path of Travel: Trams run along Spencer and Collins Streets, including the 109 Low Floor Tram. A super stop is on the corner. Southern Cross Station is 100 metres away.

Parking: Hotel parking is available, with one dedicated accessible space.

Main Entry and Foyer: Accessible entry is on the left hand side of the hotel (entry for hotel car park). A ramp leads you to the restaurant area and you must take a lift to the first floor for reception. The reception desk is high and the area is carpeted.

Signage, Accessible Toilets and Telephones: Reception is well lit, however signage is limited. An accessible toilet is next to the restaurant.

Lifts: Call button 1.1m. Braille buttons and audio arrival signal. Internal height of buttons start at 1m. Lifts are not very big; 1.1m wide x 1.5m deep.

Corridors: Corridors are 1.8m wide, carpeted.

Other Features: Founders Restaurant, Vault cafe and Platform 66 public bar.

Key Measurements:

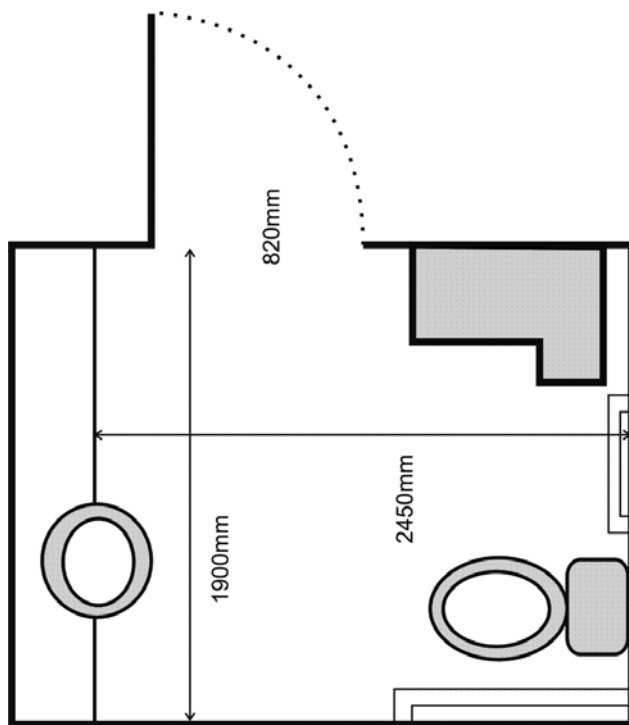
Room: 3.35m x 4.5m.

Door: Width 840mm, lever handles 1060mm high, magnetic card entry. Automatic door return.

Beds: Rooms have queen size bed or twins. Bed height 550mm and limited space underneath. Distance from the foot of the bed to the furniture or wall is 670mm at narrowest. Space either side of the bed; 1.1m and 1.2m.

Other: Lights, telephone and TV (remote) can be operated from bed.

Bathroom:



Door: Width 870mm, lever handles, door opening into bedroom.

Shower: Wheel-in-shower, hand-held shower rose. Shower grab rails, 810mm high, capstans taps. Fold down shower seat 520mm high, 840mm x 510mm.

Toilet: Height (top of pan) 470mm high. Front of bowl to back wall, 820mm. Centreline of bowl to side wall, 460mm. Grab rails height, 810mm.

Basin: Height 810mm, capstan taps.

Other: Light switch height 1m.

Crown Promenade Hotel

8 Whiteman Street

Eight accessible rooms, 4.5 stars

Reservations: Freecall 1800 776 612, Phone 9292 6688

Fax 9292 6677

Email: reservations@crownpromenade.com.au

www.crownpromenade.com.au

There are also three vision and hearing access rooms which offer the following features:

- raised external room numbers;
- electric operation of curtains and blinds;
- light above bed flashes when door bell is pressed; and
- Use of TTY telephones on request.

Location and Environment: Located in the Southbank Entertainment Precinct and linked with Crown Entertainment Complex.

Transport and Path of Travel: Commercial parking is available off Whiteman Street and valet parking is available. Pedestrian access is by air bridge above Whiteman Street.

Signage, Accessible Toilets and Telephones: Well lit, clear signage to accessible toilet, telephones near reception.

Parking: Valet parking and commercial parking off Whiteman Street.

Lifts: Call button height: 1080mm with tactile/Braille buttons and audio arrival signal. Internal buttons range from 900mm to 1320mm and are tactile/Braille. There is audio voice over within the lift.

Corridors: Corridor width of 900mm, carpet flooring but no hand rails. Accessible rooms are located near the lift.

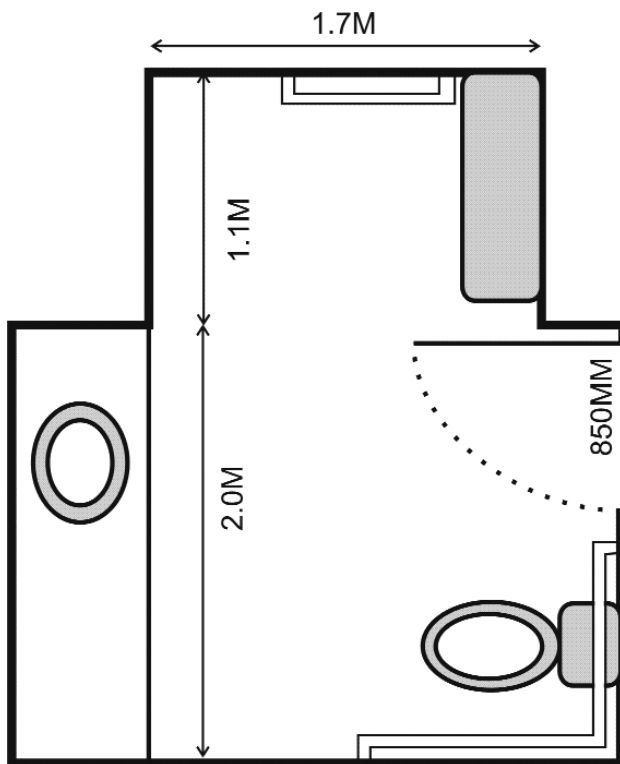
Key Measurements:

Door width: 920mm, lever handles height 1000mm and magnetic card entry. Automatic door return to an internal corridor width of 1500mm.

Beds: One bed at a height of 600mm. Distance from the foot of the bed to the furniture or wall is 1500mm, either side of the bed to wall/ bed 700mm and 950mm.

Other: Lights, telephone TV (remote) can be operated from the bed. The TV does not have Teletext.

Bathroom:



Door: Width 850mm, lever handle.

Shower: Wheel-in shower, hand-held shower rose, shower grab rails height 800mm, lever taps at a height of 1000mm. Fold down shower seat 470mm high and 940mm x 340mm.

Toilet: Height (top of pan) 460mm. Front of bowl to back wall, 820mm. Centreline of bowl to side wall, 440mm. Grab rails height, 800mm.

Basin: Height 800mm with lever taps.

Other: Light switch height 1000mm.

Crown Towers

8 Whiteman Street, Southbank

Three accessible rooms, 5 stars

Reservations: Freecall 1800 811 653, Phone 9292 6868

Email: hotelreservations@crownltd.com.au

www.crowntowers.com.au

Location and Environment: Crown Towers is part of the Southbank Entertainment Precinct, with wide promenades by the Yarra River and views to the city.

Transport and Path of Travel: Accessible from both Spencer and Flinders Street Stations. Tram and pedestrian access is available on Spencer Street, King and Queens Street Bridges. Taxis.

Parking: Valet parking and commercial parking off Whiteman Street.

Main Entry and Foyer: The main entry is accessed from Yarra Promenade and the pedestrian crossing off Queensbridge Street. Entry doors are double hinged (>850mm) with heavy returns. Doors are not automatic – porters and concierge staff open doors for guests. The entry opens directly to a huge foyer. The reception desk is 1150mm high and the floor is polished marble.

Signage, Accessible Toilets and Telephones: Naturally lit from floor to ceiling windows. Exit signage is clear, but other is signage limited. Toilets and telephones are located behind the staircase. There is an accessible phone card telephone (key pad 1150mm). The accessible toilet has three doors to negotiate before the cubicle (1.6m x 2m). Toilet height is 420mm, but there are no grab rails. Accessible toilets are plentiful in the Crown Entertainment complex.

Lifts: Lifts are easily identified, the call buttons are easily pressed (not tactile), and there is an audible arrival signal. Doors have a clear open width (>880mm) and internal buttons extend outside the range 700-1250mm and are not tactile.

Corridors: Corridors are >1500mm wide, with carpet and no hand rails. Accessible rooms are located near the lifts.

Other Features: There is easy access to the Crown Entertainment Complex, including the casino. There is access to restaurants (Breezes is difficult via several ramps) and the gymnasium, with pool, has a wide graded entry.

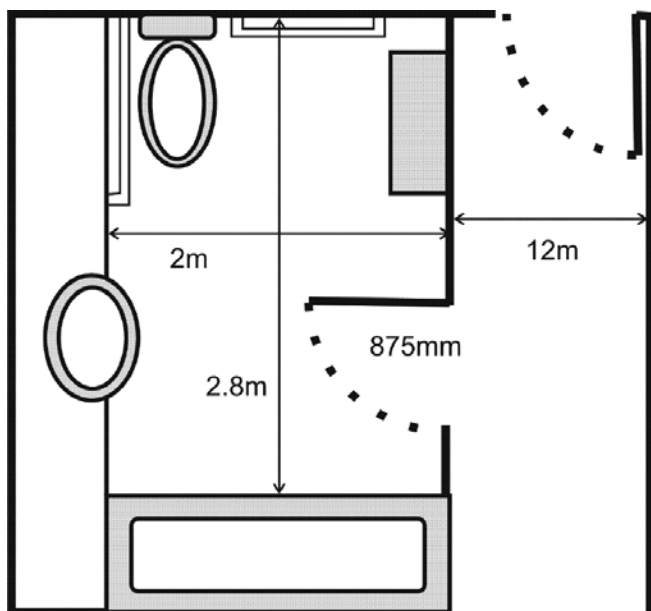
Key Measurements:

Door: Width 775mm with lever handles 1100mm high, magnetic card entry. Automatic door return is heavy and access space is limited when opening the door from inside.

Beds: Two double beds 590mm high.

Other: Lights, telephone TV (remote) can be operated from bed. TV does not have Teletext.

Bathroom:



Door: Width 875mm, lever handles.

Shower: Wheel-in shower, hand-held shower rose. Grab rails 790mm. Lever taps 1m. Fold down shower seat 500mm high, 960mm x 350mm wide.

Toilet: 470mm high, 690mm front to back, 450mm centreline to side wall, grab rails slope from 750mm to 880mm.

Basin: 900mm high, lever taps and access for knees.

Other: Light switch 1m high. The shaver switch/hair dryer are conveniently located for the mirror.

Duxton Hotel

328 Flinders Street

Three accessible rooms, 4 stars

Reservations: Freecall 1800 060 786, Phone 9250 1888

Fax 9250 1877

Email: enquires@melbourne.duxton.com.au

www.duxton.com

Location and Environment: Located on the south side of the CBD, the Duxton is across from Flinders Street Station and close to the city centre and Southgate/Casino.

Transport and Path of Travel: Trams and buses run along Flinders Street and taxis drop off at the main entry. Flinders Street Station is about 300m away, with a gently rising gradient from the hotel.

Parking: Valet parking; vehicles are parked in a nearby car park. A lift takes you directly to reception.

Main Entry and Foyer: A staircase leads up to a large open foyer. A well signed call button is located on a side wall at the foot of the stairs. A concierge will meet you, unlock the door to a lift with access to reception. The reception counter is high. A threshold ramp leads up to the restored original foyer and to the lifts. Go down one level to the restaurant and bar. A unisex accessible toilet is available.

Signage, Accessible Toilets and Telephones: The lifts are clearly visible and an accessible unisex toilet is available. Another toilet is by the restaurant. Public telephones are located in the foyer.

Lifts: Easily identified with reachable call buttons but no audible arrival signal. Internal call buttons are at a useable height and there is a grab rail.

Corridors: Carpeted and wide.

Other Features: An historic 1913 commercial travellers' club building with a restored original foyer, complete with Australian gumleaf motifs, leadlight glass work, ceramic tiled floor and huge feature light.

Key Measurements:

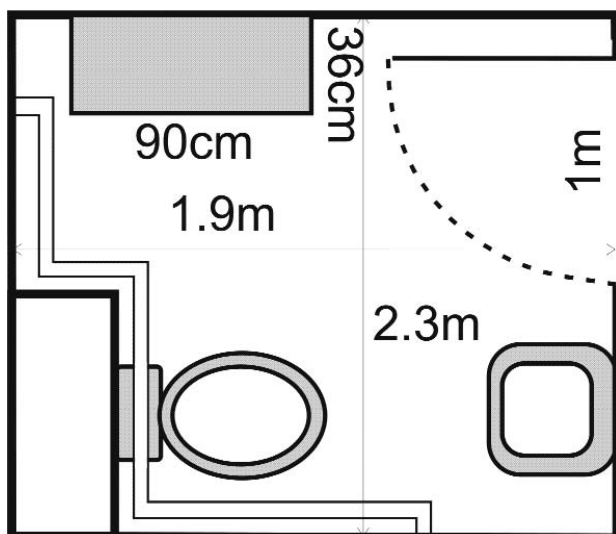
Room: Rooms have plenty of circulation space, approximately 4.25m x 6m.

Door: Width 1m, magnetic card key with lever handle 1m high. Door opens into the room with space to open the door from the inside. The door return is not too heavy.

Beds: Twin beds or a queen size and single are available. Beds are 500mm high but with limited space underneath.

Other: TV, lights and telephone are operable from the bed. Air conditioner control is out of reach.

Bathroom:



Door: Width, 1m, with polished metal knob at 1m. Bathroom has good circulation space measuring 2.3m x 1.9m.

Shower: Shower seat 450mm high, 900mm x 360mm, lever taps 1m, grab rails 820mm.

Toilet: 450mm high, 800mm front to back wall and 460mm centreline to side wall. Grab rails at 800mm.

Basin: 800mm high, with lever tap, can get knees underneath.

Other: Light switch, shaver socket and hair dryer all within reach.

Explorers Inn Melbourne

16 Spencer Street

Three accessible rooms, 3.5 stars

Reservations: Freecall 1800 816 168 Phone 9621 3333

Fax 9621 1922

Email: admin@explorersinn.com.au

www.explorersinn.com.au

Location and Environment: Close to the corner of Flinders Street and Spencer Street. Close to Crown, Docklands and Southern Cross Station.

Transport and Path of Travel: Southern Cross Station is 200m away and there is a super stop on the corner of Spencer and Collins Streets for the 109 accessible tram. Other trams also travel along Spencer Street and taxis are also available.

Parking: Commercial parking located around the corner.

Main Entry and Foyer: Small slope into main entry. Automatic double doors. Foyer is long and reception is at one end. Foyer floor is tiles that have a textured surface. Reception desk 1.1m high.

Signage, Accessible Toilets and Telephones: Reception and other facilities are well signed. An accessible male and female toilet is available to the left of reception.

Lifts: Call button height is 1.1m. No Braille buttons. Internal height of buttons at a reachable level for wheelchair users.

Corridors: Corridor widths are approximately 1.3m wide and are carpeted. Accessible rooms are located close to reception.

Other Features: Restaurant/cafe is available at front of the hotel, however a small step must be negotiated. The bar has level entry.

Key Measurements:

Room: Accessible rooms comprise one twin room and two doubles. Key measurements are consistent between rooms.

Door: Width 830mm, lever handles 1m, magnetic card entry. Automatic door return is a little awkward.

Beds: Heights are 560mm.

Other: T.V with remote, fridge, tea and coffee.

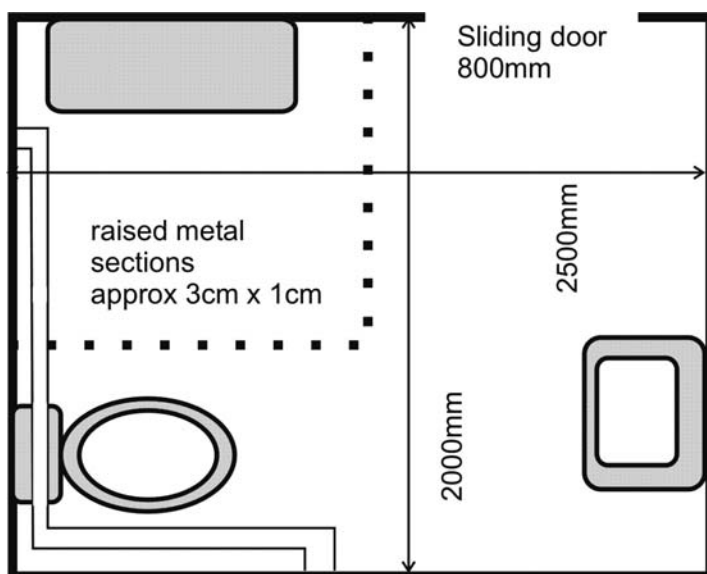
Twin Room

Room Size: 3.7m x 3.1m. Limited space between the two beds and one bed is very close to a wall. Side distance for bed closest to bathroom: 800mm. Beds can move. End of bed 1.2m to wall furniture.

Double Room

Room Size: 2.9m x 3.6m. Side distance from bed to wall 650mm. Bed can be moved to create more space. Space at foot > 1.2m.

Bathroom:



Door: Sliding door width 800mm.

Shower: Raised metal strip around shower. Hand-held shower rose with vertical rail, shower grab rails height 790mm, lever taps at 1m high. Fold down shower seat is 960mm x 350mm, 480mm high.

Toilet: Height (top of pan) 480mm high. Front of bowl to back wall 830mm, centreline of bowl to side wall 430mm, grab rails height 790mm.

Basin: Height 790mm with lever tap.

Other: Hair dryer and power point within reach.

Hilton on the Park – Melbourne

192 Wellington Parade

Two accessible rooms, 5 stars

Switch/Reservations: Freecall 1800 222 255, Phone 9419 2000

Fax 9419 2001

Email: reservations.melbourne@hilton.com

www.melbourne.hilton.com

Location and Environment: Adjacent to the beautiful Fitzroy Gardens and opposite the Melbourne Cricket Ground (MCG).

Transport and Path of Travel: There is a tram stop across from the hotel on Wellington Parade, and trains are accessible from Jolimont Station, opposite the hotel (although not easy to access). Taxis are available at the front door of the hotel.

Parking: Valet or self-car parking is available in the underground car park, where there is a disabled parking space next to a short ramp. There is an elevator to reception.

Main Entry and Foyer: The main entry on Wellington Parade curves for the benefit of taxis to drop off, but a footpath provides unimpeded access up the gentle grade. The entry doors are revolving with two heavy hinged doors and staff are on hand to assist. The foyer is well lit with polished marble floors. The reception desk is high.

Signage, Accessible Toilets and Telephones: Signage for facilities is visible in the lobby. Accessible telephones are available by reception. Disabled guest toilets are accessible on level 1 of the hotel, via the lift.

Lifts: The lifts are easily identified with a reachable call button, high internal buttons and audible arrival signal. Accessible rooms are on level 3 and the elevator button for this level is within reach.

Corridors: Wide and carpeted. Separate doors, hinged and not heavy, open from the elevator foyer to corridors.

Other Features: Gym, whirlpool spa, sauna and steam room are on level 2 (in the Hilton Day Spa) and are accessed via the elevator. The Gallery Restaurant and Park Lounge bar are accessed from reception by a short ramp. Treasure Cove entertainment venue, located underneath the hotel, has stairs for entry; however it can also be accessed via the car park – ask reception staff for assistance and directions.

Key Measurements: Rooms are large with plenty of circulation space apart from the narrow entry corridor.

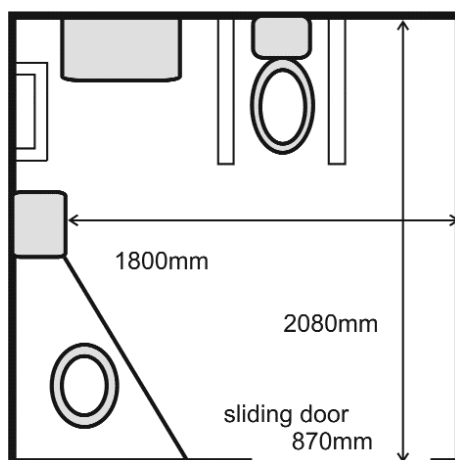
Room: Slightly narrow on one side of the bed (510mm), but the bed can be moved.

Door: Width 890mm, magnetic card key with lever handle 1100mm high. Entry corridor is 940mm wide and narrows to 790mm with door open on an angle. There is no door return, so opening the door from the inside is not too difficult.

Bed: Queen size bed at 560mm high with limited space underneath.

Other: TV, lights and telephone are operable from the bed. Air conditioner control is out of reach and coffee making facilities are difficult to reach. WiFi (high-speed wireless broadband Internet) is available through the entire hotel.

Bathroom:



Door: Sliding door 870mm.

Shower: Shower seat 500mm high, 600mm x 310mm, lever taps, grab rail 800mm high.

Toilet: 400mm high, 560mm front to back wall and 740mm to sidewall. Grab rails fold out from the wall either side of the toilet at 790mm. There is limited room between shower seat and toilet (360mm).

Basin: 650mm high with lever taps.

Other: Light switch and shaver reachable, but hair dryer is high.

Holiday Inn on Flinders

575 Flinders Lane

Two accessible rooms, 4.5 stars

Reservations: Freecall 1300 363 300, Phone 9629 4111

Fax 9629 4300

Email: reservations@holidayinnflinders.com.au

www.holidayinn.com.au

Location and Environment: Situated on the corner of Spencer and Flinders Lane, the main entry is off Flinders Lane. The gradient south in Spencer Street is quite steep.

Transport and Path of Travel: Trams run along Spencer, Collins and Flinders Streets. Southern Cross Station is just north, across Spencer Street, while taxis drop off at the main entry.

Parking: Valet parking only. Commercial parking nearby.

Main Entry and Foyer: Main entry is up steps from Flinders Lane. Flat entry is available via a side door from the car park driveway/drop off point. The side glass door is heavy, with a D handle. Staff are quick to assist. The reception counter is high and in view of the door. There is an internet and business centre just off the foyer.

Signage, Accessible Toilets and Telephones: Accessible toilet accessed from the foyer past reception. A telephone is available, but a little high. Exit signage is clear.

Lifts: Right of reception. Lifts have audible signal but no Braille. Lift buttons inside are a little high.

Other Features: Restaurant overlooks Spencer Street. Manual wheelchairs are available for guests and hotel staff can arrange for equipment hire. The pool is on the same level as wheelchair accessible rooms, with flat entry to the outdoor area and pool, but steps into the pool. Broadband is in all rooms and there is a healthy room service menu. Food arrives within 15 minutes or it is free. Rooms on lower levels have double glazed windows.

Key Measurements: Both accessible rooms are adjacent to the lift lobby. One room has a king size bed with an interconnecting room that has two double beds. The second room has a double bed, with no interconnecting room.

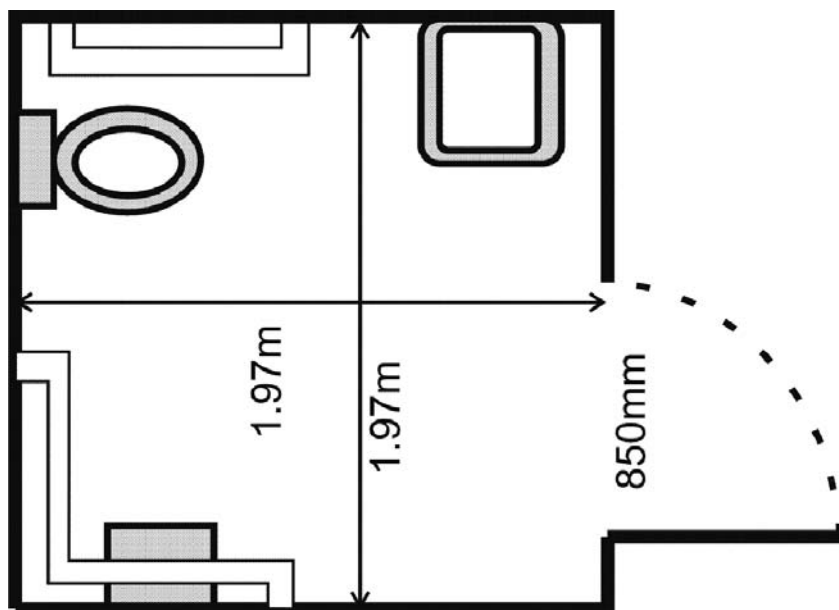
Room: Ample circulation space, with 1370mm from bed end to cupboard. More room is needed to enter bed from right hand side, however furniture is moveable.

Door: 880mm wide, lever handle, opens in against heavy door return. Hotel will disconnect return on request. Internal corridor width of 1400mm allows space to open the door.

Bed: King size bed 600mm high, but limited space underneath (130mm).

Other: Lights, telephone and TV (remote) can be operated from bed. Air conditioning controls are high at 1460mm. There are lowered hangers.

Bathroom:



Door: 890mm wide, swings out, round knob.

Shower: Wheel-in-shower, shower seat 460 high, 320mm x 270mm, hand held rose, lever taps 1m, grab rails 820mm.

Toilet: 500mm high, front to back wall 630mm, centreline to side wall 480mm, side grab rail 820mm.

Basin: 750mm high, can get knees under, lever taps.

Holiday Inn Melbourne

1-5 Spencer Street

Four accessible rooms (smoking levels), 4 stars

Reservations: Freecall 1300 363 300, Phone 9648 2777

Fax 9629 5624

Email: reservations@holidayinnmelbourne.com.au

www.holidayinn.com.au

Location and Environment: The hotel forms part of the Melbourne Convention Centre, overlooking the Yarra River. It is accessed via a steep driveway from Spencer Street and is adjacent to the Exhibition Centre and Crown Entertainment precinct.

Transport and Path of Travel: Taxis drop off at the main entry, trams run along Spencer Street and Southern Cross Station is approximately 500m away.

Parking: Valet parking and self parking.

Main Entry and Foyer: Main entry is via a steep driveway to an undercover drop off area. A short but steep ramped crossover follows to a gently sloping tiled area that leads to automatic glass doors. Lifts, that take you just the outside the foyer area, are also available at street level. The foyer is large and open, with a porter desk just inside the entry. The reception desk is next, and both counters are high. Floors are highly polished granite. Accessible toilets are in foyer area. The lobby bar is just off the foyer area, and has flat entry.

Signage, Accessible Toilets and Telephones: Exit signage is clear, but there are no accessible telephones. An accessible toilet is near the lift on the lower level (down one level from reception).

Lifts: Opposite reception. Lift call buttons about 1m high. Swipe cards used for security.

Corridors: Wide and carpeted.

Other Features: Several good restaurants overlooking the Yarra River are located on level one. There are also conference rooms, a business centre, remote dial up from bedrooms and lots of lounge areas around the hotel. There is flat entry into the pool area, but steps into the pool. Holiday Inns also offer a healthy menu called 'Food in a Flash', ready in 15 minutes or free.

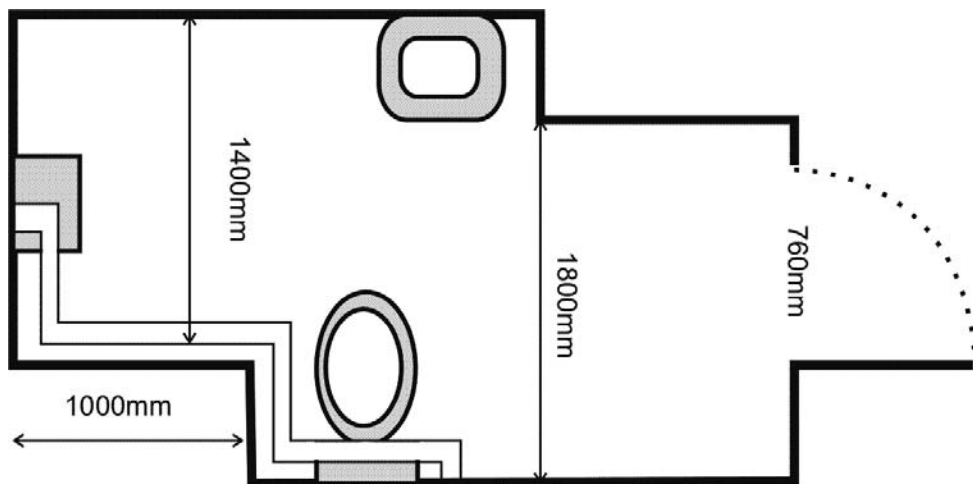
Key Measurements:

Door: 760mm wide, magnetic card, lever handle 1.1m high, no door return (good) but polished metal ball knob on the inside.

Bed: King size bed 580mm high with 120mm space under bed. There is 1.2m space either side of bed. Plenty of room at end of bed.

Other: Lights can be operated from bed.

Bathroom: Plenty of turning space to enter the bathroom.



Door: 760mm wide, lever handle 1.1m high.

Shower: Small shower seat 350mm x 270mm, 500mm high, hand held shower, grab rails 940mm.

Toilet: front to rear wall is 590mm, side bowl to wall 210mm, grab rails 940mm.

Basin: 770mm high, clearance underneath, taps capstan (smaller than regular capstan taps).

Hotel Ibis Little Bourke Street

600 Little Bourke Street

Three accessible rooms (one smoking and two non smoking),
3.5 stars

Reservations: Freecall 1300 88 44 00, Phone 9672 0000

Fax 9672 0123

Email: H303-REO1@accor.com.au

www.ibishotels.com.au

Location and Environment: Just off King Street, Little Bourke Street slopes down gently west, to Spencer Street.

Transport and Path of Travel: Trams run along Bourke, Lonsdale and Spencer Streets and Southern Cross Station is a block away. Taxis drop off on the street. There is no crossover, but access to the driveway next to the hotel provides a rough crossover. The footpaths are narrow and rough, particularly at the hotel entry. Vehicular access in Little Bourke Street is one way from King Street.

Parking: The hotel utilises a nearby commercial car park.

Main Entry and Foyer: There is a gradient at the entry with automatic doors to a small foyer that has a polished timber floor. The reception counter is in full view of the entry, but high. A short steep grade leads to the cafe.

Signage, Accessible Toilets and Telephones: Exit and toilet signage is good. An accessible telephone is available in the foyer past reception.

Lifts: Located up a slight gradient and around the corner from reception. The call button and internal buttons within are 700-1250mm high. No audible signals or Braille buttons.

Corridors: Width 1080mm and carpeted.

Other Features: Cafe located on the first floor.

Key Measurements: Entry to the room from the external corridor is via a tight turning circle (through door of 820mm, into corridor of 990mm). The entry corridor is 'L shaped' and measures 970mm at the short leg of the 'L'. There is a heavy door return, but it opens electronically from the inside.

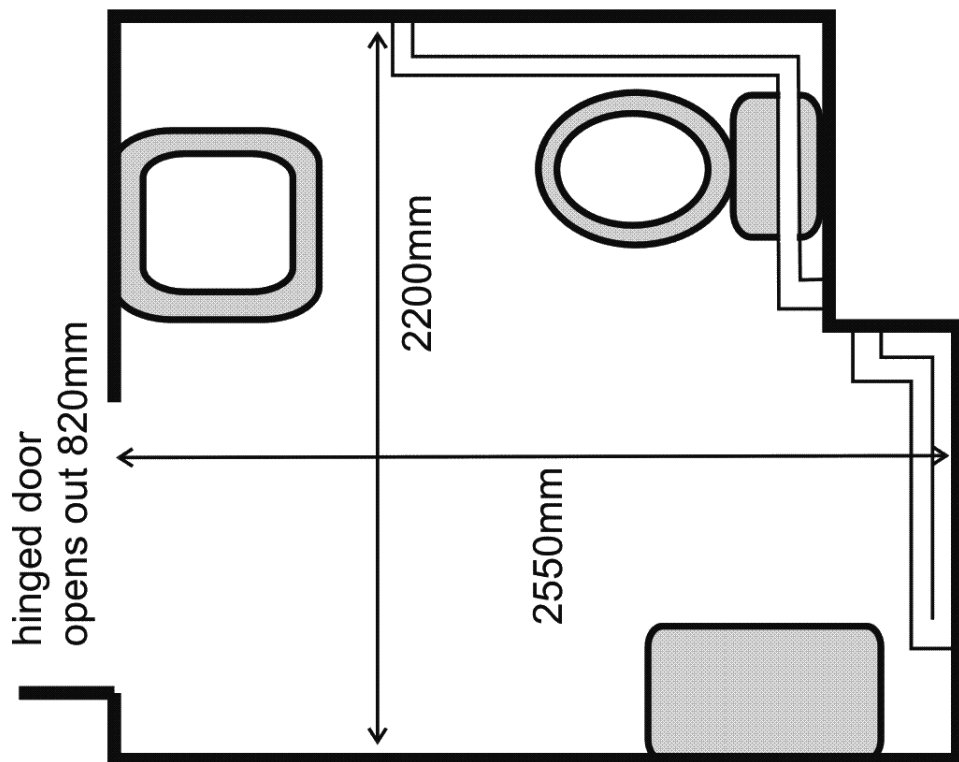
Room: Small room, no space to move between the end of the bed and a cupboard to get to the bed's far side. Access to one side only, however bed can be moved.

Door: Opens automatically once pushed, card, lever handle opening.

Beds: King size or twin, height 560mm and clearance under 90mm.

Other: Lights and TV (remote) can be operated from the bed.

Bathroom:



Door: Width 820mm, pull light door.

Shower: Wheel-in shower, hand-held shower rose, lever taps 1m high, shower seat 900mm x 400mm, grab rail 1m high.

Toilet: 460mm high, front to back wall 840mm, centreline to side wall 430mm, grab rails 810mm high.

Basin: 760mm high, clearance underneath, lever taps.

Hotel Lindrum

26 Flinders Street

Two accessible rooms

Reservations: Phone 9668 1111, Fax 9668 1199

Email: reservations@hotellindrum.com.au

www.hotellindrum.com.au

Location and Environment: Located at the south-east end of the city, near Spring Street.

Parking: Many commercial car parks are located close by. The hotel has a special deal with Wilson car park next door.

Main Entry and Foyer: Accessible entry into motel is via a stair lift (225 kilograms maximum) and staff prefer to assist with the lift. The main door is a huge wooden door. The reception desk is high (1250mm).

Signage, Accessible Toilets and Telephones: Lighting in the foyer is dim. Toilets are towards the back of hotel through a narrow passage way, but the accessible toilet is good. Lifts are just past reception.

Lifts: Call button height 1m with hand rail. No audio signals or Braille.

Corridors: The corridor width is >1400mm and carpeted. Accessible rooms are close to lift.

Other Features: There is a restaurant at the front of the hotel. A pool table and lounge/coffee bar are available on the ground level and have flat access.

Key Measurements:

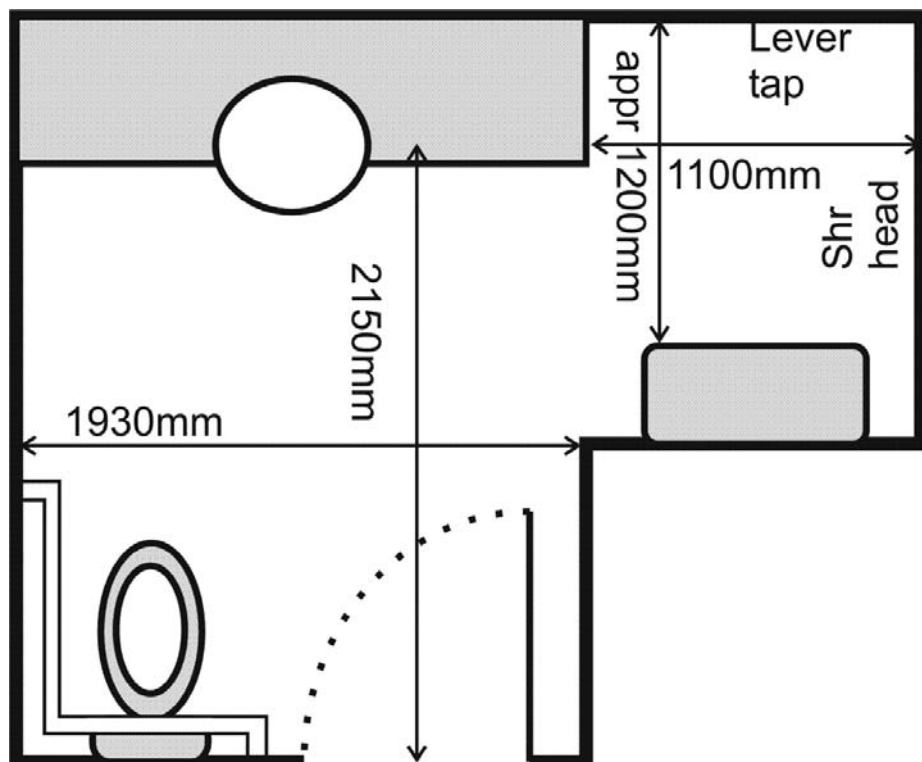
Room: Size 5m x 4.3m. Rooms are considered superior, but standard rates apply if access is required.

Door: Width 820mm, lever handles 1m high, magnetic card entry. Automatic door return.

Beds: Rooms have a king size bed; 560mm high, with limited space underneath. At the end of the bed is a sofa which is very heavy to move. The right hand side of the bed has limited space, although there is more room on the left hand side.

Other: Lights can be operated from bedside and the TV has a remote. The phone is on a lowered desk away from the bed. A roll-away bed can be requested.

Bathroom:



Door: Width is 760mm, lever handle.

Shower: Wheel-in-shower with hand held shower rose. Vertical rail only. Grab rail height starts at 1m. Lever tap for shower is on wall furthest away from shower. Fold down shower seat 960mm x 360mm; 450mm high.

Toilet: Height (top of pan) 450mm, front of bowl to back wall 630mm, centreline of bowl to side wall 450mm, grab rail height 790mm.

Basin: Height 850mm, lever tap and partial access under basin.

Other: Light switch height 1m.

Mercure Grand Hotel on Swanston

195 Swanston Street

Three accessible rooms, 4.5 stars

Reservations: Freecall 1300 650 315, Phone 9663 4711

Fax 9663 7447

Email: stay@mercuregrandonswanston.com.au

www.mercuregrandonswanston.com.au

Location and Environment: Located on Swanston Street, access is generally flat with wide footpaths. The Mercure Grand shares a reception with the Mercure Welcome at street level.

Transport and Path of Travel: Trams run along Swanston Street. Melbourne Central and Flinders Street Stations are two blocks north and south respectively, and taxis drop off in Little Bourke Street (one way from Swanston Street).

Parking: Steps lead into the hotel from the drop off point. There are a couple of commercial car parks in the vicinity.

Main Entry and Foyer: The main entry is flat from Swanston Street through automatic sliding doors. The foyer is carpeted and the reception desk is high.

Signage, Accessible Toilets and Telephones:

Exit signage and lifts are visible. There is no accessible telephone. An accessible toilet is on first floor, with a sliding door 760mm wide (room 1660mm x 1630mm).

Lifts: Opposite reception desk. Call buttons are high, audible arrival signal. No internal audio voice over.

Corridors: Carpeted, no hand rails.

Other Features: There is a pool area (access with swipe card is very high), a restaurant, which can be accessed by a lift to level 15. Gaming machines and a bar are also accessible via a short ramp.

Key Measurements:

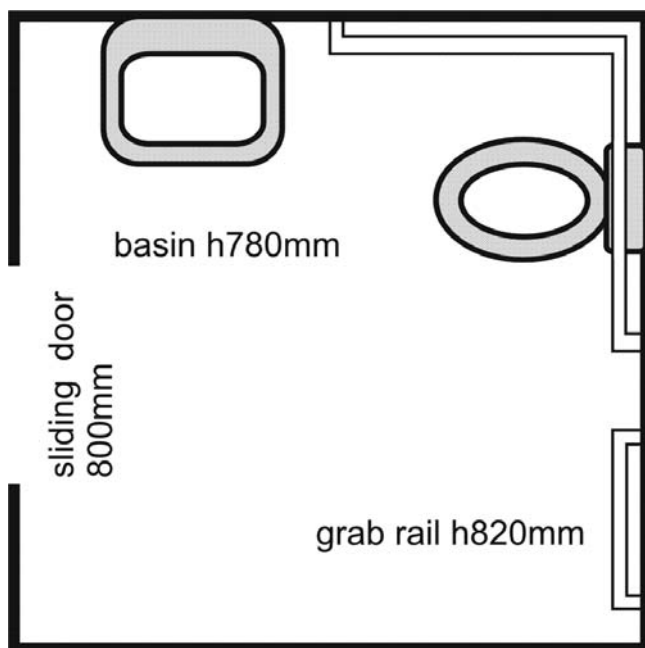
Room: Circulation space is 800mm at the foot of the bed to the cupboard, 1500mm and 1200mm bed side access.

Door: 800mm wide, lever handle 1m, magnetic card entry, heavy automatic closer. There is limited internal space to open the door with the corridor 1130mm wide.

Bed: Compact room, queen size bed 625mm high, limited space underneath.

Other: Lights, telephone and TV (remote) are operable from the bed.

Bathroom:



Door: Sliding door 800mm wide.

Shower: Wheel-in shower, hand-held shower rose, plastic shower chair, grab rails 820mm high. **Toilet:** 480mm high, front to back wall 670mm, centreline to side wall 460mm, grab rails 820mm high.

Basin: Height 780mm, can get knees under.

Other: Switches at useable height.

Mercure Hotel Welcome Melbourne

265-281 Little Bourke Street

Two accessible rooms, 3.5 stars

Reservations: Freecall 1300 654 966, Phone 9639 0555

Fax 9663 7447

Email: stay@mercurewelcome.com.au

www.mercurewelcome.com.au

Location and Environment: Located in Little Bourke Street, just around the corner from Swanston Street, the area is level. Chinatown is only metres away. The Welcome connects with the Mercure Grand at street level and David Jones department store on level 1.

Transport and Path of Travel: Trams run along Swanston Street and trains are available at Melbourne Central and Flinders Street Stations (two blocks north and south respectively). Taxis drop off in Little Bourke Street.

Parking: Valet parking can be arranged on request. There are a couple of commercial car parks in the vicinity. There is a drop off area in Loudon Place, but this leads to steps into the hotel.

Main Entry and Foyer: Level entry is through automatic doors to the porter's desk. The counter is high.

Signage, Accessible Toilets and Telephones: Exit signage is clear. An accessible unisex toilet is through doors to the business centre, but the toilet door is kept locked. The key is held at reception. Sliding door 720mm wide, basin has capstan taps. A coin-operated telephone is accessible by the business centre.

Lifts: Compact lifts with audible signal and tactile buttons located between 700-1250mm high. No internal audio voice over.

Corridors: Carpeted, 1100mm wide.

Other Features: There is level entry to the Seasons Restaurant on level 1. A ramped walkway (quite steep, gradient >1:14) connects to David Jones department store (locked when the store is closed).

Key Measurements: Entry into the room is via a right hand turn from a narrow corridor.

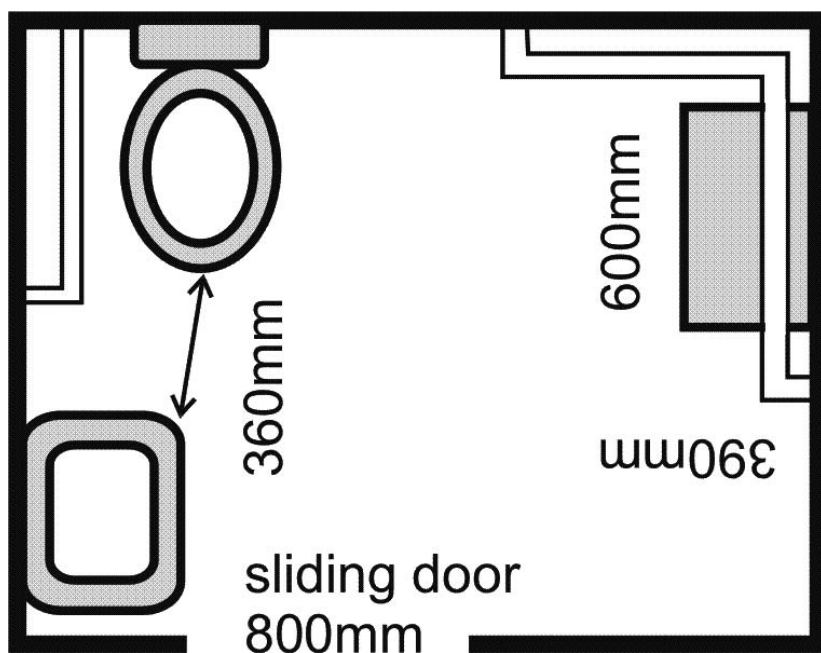
Room: It is a spacious room, but there is limited space either side of the bed. It includes a desk, microwave and two chairs.

Door: 760mm wide, magnetic card entry, lever handle.
The room has an automatic door return, but is not heavy.

Bed: Two singles or king size bed 625mm wide, limited space underneath. Space >2m from bed end to desk. Accessible side of the bed is approximately 900mm wide.

Other: Lights, TV remote and telephone can be reached from the bed.

Bathroom:



Door: Sliding door 800mm wide.

Shower: Wheel-in shower, hand-held shower rose, capstan taps 1.26m, shower seat 500mm wide, 600mm x 390mm, grab rails 880mm high.

Toilet: 440mm wide, front to back wall 570mm, centreline to side wall 390mm, grab rails 800mm high.

Basin: Height 800mm, can get knees under, capstan taps.

Novotel Melbourne On Collins

270 Collins Street

Four accessible rooms (non smoking), 4.5 stars

Switch/Reservations: Phone 9667 5800, Fax 9667 5805

Email: h1587@accor.com

www.novotel.com.au

Location and Environment: The hotel forms part of the Australia on Collins retail development, comprising shops and restaurants. Collins Street slopes gently from east to west.

Transport and Path of Travel: Trams run along Collins and Swanston Streets. Flinders Street Station is a block away. Taxis drop off at the entry. The 109 tram runs along Collins Street. It is accessible and a super stop is not far from the hotel.

Parking: Valet parking and many commercial car parks are close by.

Main Entry and Foyer: There is a short, graded entry to porter's desk on Collins Street. Take the lift to reception on level 6. Lift buttons on this lift are high.

Signage, Accessible Toilets and Telephones: Exit signage is clear. There is an accessible coin operated telephone near reception. An accessible unisex toilet is located by the bar.

Lifts: Easily identified and with an audible signal. Call buttons are within useable height range.

Corridors: Wide carpeted corridors.

Other Features: The restaurant is accessible and the accessible toilet (2m x 1.45m) is behind the bar area. Fold up change table are also available. Access to the pool and gym is via three steps.

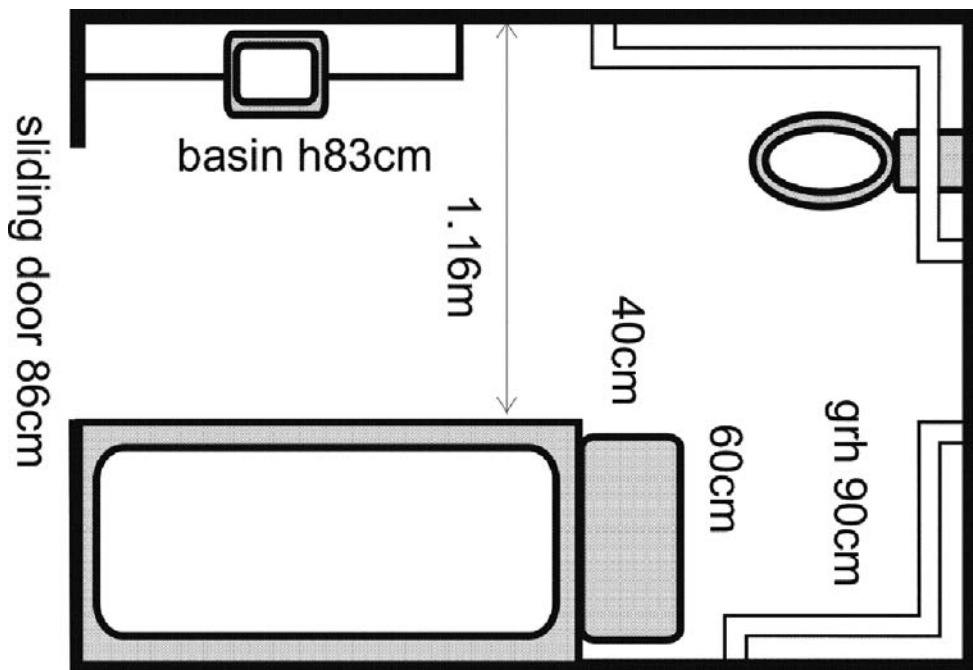
Key Measurements: The rooms are large with very good circulation space. Wheelchair accessible rooms are actually deluxe rooms, however, if you have a disability and book this room, you are only charged the standard room rate. One of the accessible rooms has an interconnecting room. Rooms have a sofa bed and a small table.

Door: 900mm wide, lever handle 1m, magnetic key card, door return, plenty of space to open door from inside.

Bed: Queen size bed 540mm high, under-bed clearance 130mm.

Other: Lights, telephone and TV (remote) are operable from the bed.

Bathroom:



Door: Sliding door 860mm wide.

Shower: Wheel-in shower, hand-held rose, lever taps 1m, grab rails 900mm high, shower seat 400mm high, 600mm x 300mm. Standard bath with grab rail also available.

Toilet: 460mm high, front to back wall 600mm, centre line to side wall 450mm, angled grab rail 700-1200mm.

Basin: Height 830mm, can get knees under, lever taps.

Radisson on Flagstaff Gardens Melbourne

380 William Street

Three accessible rooms, 4.5 stars

Reservations: Freecall 1800 333 333, Phone 9322 8000

Fax 9322 8888

Email: resmelb@radisson.com

www.radisson.com/melbourneau

Location and Environment: Located to the north west of central Melbourne, the Radisson overlooks Flagstaff Gardens and is close to Queen Victoria Market.

Transport and Path of Travel: Trams run along William and La Trobe Streets. Taxis drop off at the main entry, however there is no crossover. Flagstaff Station is less than 500m away.

Parking: Valet parking is in the hotel's basement car park. A lift takes you directly to reception. There are no disabled spaces.

Main Entry and Foyer: A gentle ramp leads from street level through automatic doors to a large open foyer and reception area but with a high counter. The foyer is well lit with a dark polished granite floor. There is a large comfortable lounge area available.

Signage, Accessible Toilets and Telephones: Exit signage is clear, the lifts are clearly visible and an accessible toilet is available just right of reception. A public telephone is provided, but is high for wheelchair users.

Lifts: Easily identified with reachable call buttons, but no audible arrival signal. Internal call buttons are reachable and Braille on ground floor 'G' call button. An audio signal notifies guests they have arrived at ground floor.

Corridors: Carpeted and about 1.5m wide.

Other Features: Guest internet desk is available in lounge area just off foyer. Restaurant is located at the front of hotel, with flat entry. There is a free ironing service for guests Monday to Thursday only. Access to the gym/pool is via stairs.

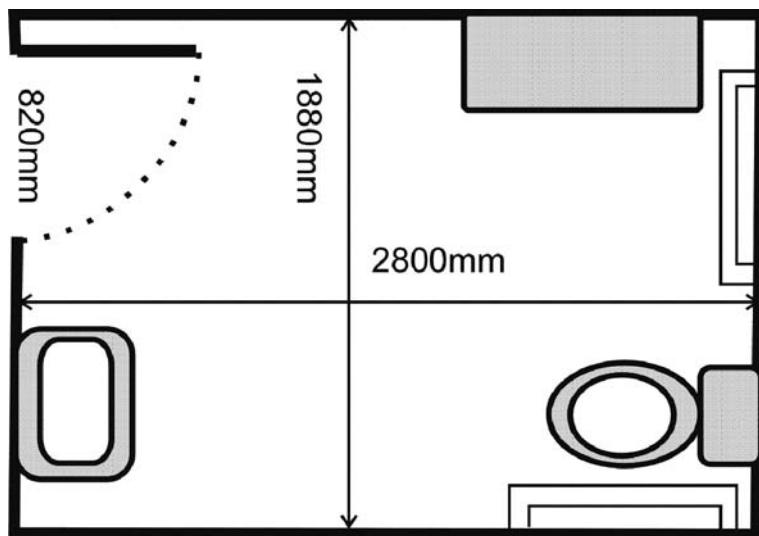
Key Measurements: Entry corridor is 1450mm wide with direct entry into room.

Room: Rooms are large with plenty of circulation space. Rooms were refurbished in July 2005. Door 820mm wide, magnetic card key with lever handle 1200mm. Door return is not too heavy.

Bed: Room has a king size bed or it can be divided into two single beds. Bed height is 580mm and there is limited space underneath. Space on left hand side of bed to wall: 550mm, however plenty of room on right hand side of bed. Bedside tables and bed can be moved.

Other: TV, lights and telephone are operable from the bed. Air conditioner control is out of reach.

Bathroom:



Door: 800mm wide with lever handle at a height of 1200mm. Slight grade/metal strip into bathroom with plenty of circulation space.

Shower: Shower seat 480mm high, 900mm x 360mm, lever taps 1m high, grab rails 850mm high.

Toilet: 460mm high, 840mm front to back wall and 450mm centreline to side wall. Grab rails at 820mm.

Basin: 760mm high, with lever taps.

Other: Light switch and shaver are all within reach. Hair dryer is stored in the wardrobe.

Rialto Hotel on Collins

495 Collins Street

Two accessible rooms, 5 stars

Reservations: Freecall 1800 221 335, Phone 9620 9111

Fax 9614 1219

Email: reservations@rialtohotel.com.au

www.rialtohotel.com.au

Location and Environment: The Rialto Hotel is situated in an historic precinct of Collins Street, next to the Rialto Towers and Observation Deck.

Transport and Path of Travel: Trams run along Collins Street and taxis drop off at the main entry, however there is no crossover. There is a general downward gradient west along Collins Street towards William Street.

Parking: Valet parking is available. A commercial car park is located in the basement of the Rialto Towers, off Flinders Lane.

Main Entry and Foyer: A flat path of travel leads from the drop off point to the main entry (>850mm). There are no automatic doors but there is a doorman and the porter's desk is close to the main door.

Signage, Accessible Toilets and Telephones: Exit signage is clear, the main entry floor is marble and the foyer is well lit. There are no accessible telephones. An accessible toilet is located in the corridor leading to the conference rooms.

Lifts: Located close to the reception desk. Call button is easily located, but is not Braille. There is an audible signal on lift arrival.

Corridors: Corridors (>1500mm wide) are carpeted and the accessible rooms are located towards Flinders Lane, a long way from the lifts.

Other Features: A restaurant is located on the lower level reached by the lift. Access to the restaurant is awkward, as you must cross part of an old bluestone laneway (all enclosed within the building) to a 5cm lip up to a walkway which takes you to a small ramp up to the restaurant. Unisex toilet access is available but you must follow the bluestone laneway, which becomes very uneven where historic horse and cart traffic has worn grooves in the surface. The toilet is a small cubicle with sliding door, grab rails and limited circulation space.

Key Measurements:

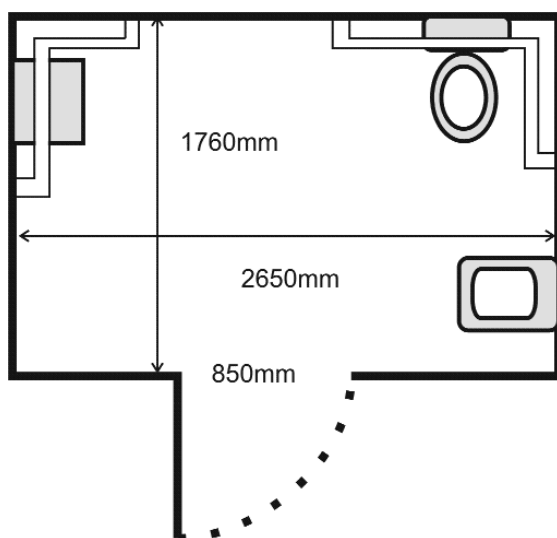
Room: The room measures 4.2m x 6m with plenty of circulation space.

Door: 860mm wide, with lever handles 1100mm, magnetic card entry. The door does not close automatically and there is plenty of space on the inside to open the door.

Bed: Queen size bed is 520mm high, but space underneath is limited.

Other: TV (remote), lights and telephone can be operated from the bed. Air conditioning is automatic.

Bathroom:



Door: Width 850mm, with lever handles but there is an automatic door return and a slight graded lip up into the bathroom.

Shower: Wheel-in-shower, hand-held shower rose, grab rails at 920mm high, capstan taps 1.2m high, small fold down shower seat 500mm high, 310mm x 350mm.

Toilet: 500mm high, 620mm front to back, 420mm centreline to side wall, grab rails 810mm.

Basin: 860mm high at front, capstan taps and access for knees.

Other: Light switches 1.3m high, shaver/hair dryer are convenient for the mirror.

Saville Park Suites Melbourne

333 Exhibition Street

Two accessible rooms, self catering, 4 to 4.5 stars

Reservation: Freecall 1300 780 280, Phone 9668 2500

Fax 9668 2599

Email: melbourne.info@shg.com.au

www.savillesuites.com

Location and Environment: Situated north of La Trobe Street and adjacent to Carlton Gardens and the historic Royal Exhibition Buildings. The gradient slopes towards La Trobe Street.

Transport and Path of Travel: Trams run along La Trobe Street and taxis drop off at the entry, but there are no crossovers.

Parking: Basement car parks are available, but there are no disabled spaces so book in advance. On street metered parking is available on the opposite side of the street.

Main Entry and Foyer: The gradient is quite severe, but the pavement is wide and paved. There is a flat entry and automatic doors. The reception desk is high.

Signage, Accessible Toilets and Telephones: Exit signage is clear and the foyer has a granite polished floor. There are no accessible telephones. Toilets are located on the lower floor adjacent to the restaurant entry. However, while a cubicle in the male and female toilets is available, the doors are narrow and circulation space is tight.

Lifts: Easily identifiable near reception. Call buttons are reachable on the outside but a little high on the inside. There is an audio signal, but no Braille buttons. Door width is 870mm.

Corridors: Carpeted, 1180mm wide.

Other Features: Access to the restaurant and car park is via the lift. There are balconies in the rooms, but they have a step over and down 15cm.

Key Measurements:

Room: Rooms are self catering with a small kitchenette that has

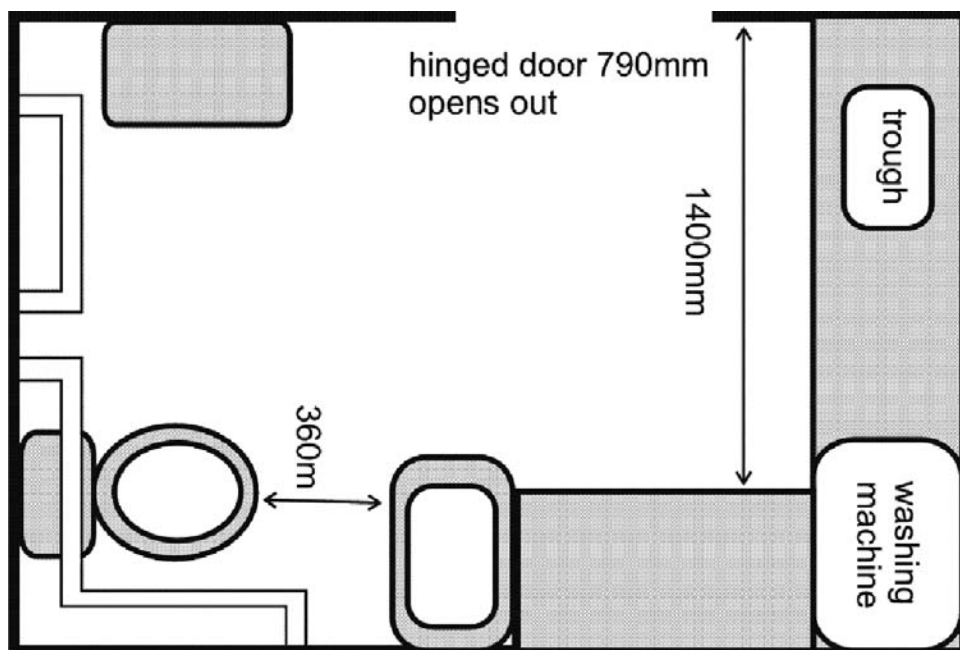
limited access. There is a lounge area leading to a small bedroom with ensuite bathroom.

Door: 800mm wide with lever handle opens to very limited circulation space.

Bed: Height is 580mm, but has limited space underneath. No wheelchair access past the end of the bed to the far side. The bed also prevents full access into bathroom for a wheelchair. All furniture is moveable.

Other: Air conditioning control is 1.5m high.

Bathroom: Contains laundry facilities, trough and washing machine. There is circulation space but shower has a fixed rose.



Door: 790mm wide with lever handle 950mm high.

Shower: Shower seat 510mm high, 600mm x 350mm, lever taps, grab rails 910mm.

Toilet: 460mm high, 770mm front to back wall and 450mm centreline to side wall. Grab rails at 810mm.

Basin: 790mm high with lever taps.

Saville On Russell

222 Russell Street

Three accessible rooms, 4.5 to 5 stars

Reservations: Freecall 1300 139 323, Phone 9915 2500

Fax 9915 2599

Email: russell.info@shg.com.au

www.savillesuites.com

Location and Environment: Close to Chinatown and many shopping precincts.

Transport and Path of Travel: Trams run along Bourke Street and buses along Lonsdale Street. Melbourne Central and Parliament Station are about a block and a half away. Taxi drop off and pick up occurs at the entry. There is a small gradient towards the street.

Parking: Commercial parking is available next door with an access door leading into the side of the foyer. Two accessible parking spaces are provided.

Main Entry and Foyer: Large glass sliding doors lead to a well lit foyer with shiny tiled/marble flooring. The reception desk is high.

Signage, Accessible Toilets and Telephones: Signs are prominent throughout the hotel. Guests are able to use the concierge phone or reception phone. An accessible toilet is located on the first floor.

Lifts: Lifts are easily identifiable. Call button height is 1m and the lift has hand rails. However, there are no Braille buttons or audio voice cues.

Corridors: Corridors are wide and carpeted.

Other Features: Bar and restaurants are available on the first floor, and are accessible by lift.

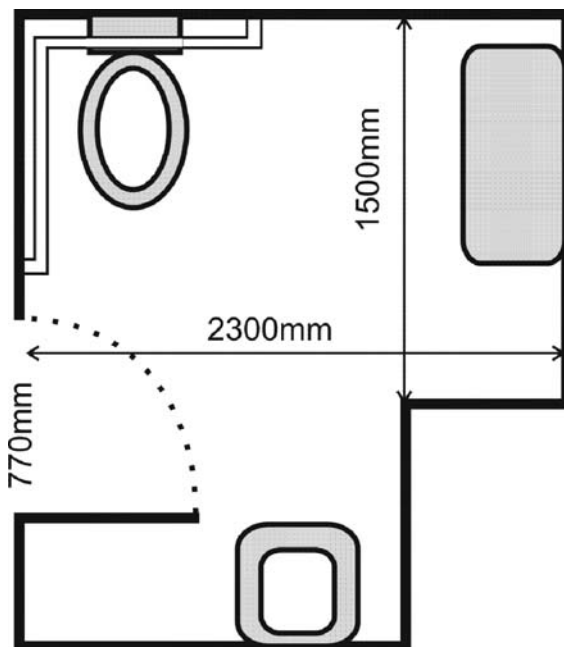
Key Measurements:

Door: Wide door with lever handles and magnetic card entry.

Bed: King size bed or two singles. Bed height 590mm, limited space under bed. Plenty of circulation space either side of the bed and at the foot of the bed.

Other: TV (remote). Lights are near bed but switches are high.

Bathroom:



Door: Width 770mm with lever handles.

Shower: Wheel-in-shower with hand held shower rose, but no vertical adjustment pole. No shower grab rail. Capstan taps. Pull down seat.

Toilet: Height (top of pan) 450mm high, front of bowl to back wall 800mm, centreline of bowl to side wall 430mm, grab rail height 840mm.

Basin: Height 760mm and lever taps.

Other: Light switch height 1m.

Sofitel Melbourne

25 Collins Street

Four accessible rooms, 5 stars

Switch/Reservations: Phone 9653 0000, Fax 9650 4261

Email: H1902-res@accor-hotels.com

www.sofitelmelbourne.com.au

Location and Environment: At the east or 'top end' of Collins Street (part of Collins Place).

Transport and Path of Travel: Trams travel along Collins and Spring Streets. The low floor 109 tram travels along Collins Street with a super stop at Spring Street. Parliament Station is around the corner. Taxis drop off/pick up along Collins Street and from the road way leading off Collins Street. Collins Street slopes gently towards Exhibition Street.

Parking: Valet parking and a commercial basement car park are available. Lifts to reception are located through glass doors to the right of the main entry area.

Main Entry and Foyer: The foyer is on the upper level. An accessible entrance is off Collins Street. The reception desk is high.

Signage, Accessible Toilets and Telephones: The main foyer is mainly carpeted. Exit signage is clear. There are no accessible telephones. An accessible toilet, with metal ball door knobs, is located off the corridor for the function rooms.

Lifts: Easily identifiable at reception. Call button easily located and Braille, audible and audio signals.

Other Features: Cafe La is on level 35 and has stunning views of the city. Access is via the level 34 service lift through the kitchen. Ask staff to take you through. The Atrium Bar is not accessible. Accessible toilets on level 35 floor are provided in male and female but the doors have heavy returns and metal ball door knobs.

Key Measurements:

Room: Accessible rooms are located at building corners with spectacular views, but there is an awkward corridor with a right angle turn inside the room and limited space to open the door

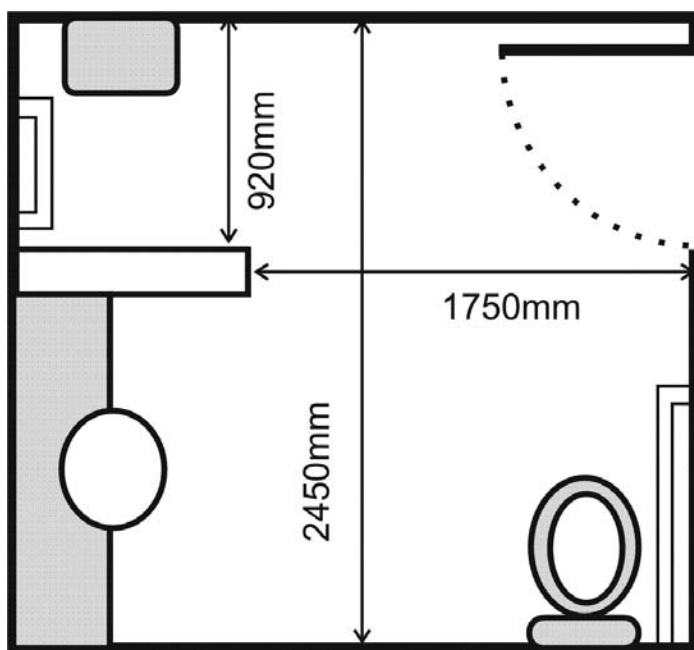
from the inside. The internal corridor is 1.6m wide and opens to a room 4.8m wide and 2.7m from the end of the bed to the window.

Door: Polished metal door knobs.

Bed: King size or twin beds. Bed at 550mm high, limited space underneath but ample side access.

Other: Lights, telephone and TV (remote) air-conditioning can be operated from a touch pad located beside the bed.

Bathroom:



Door: 780mm high with knob.

Shower: Wheel-in-shower, hand-held rose, capstan taps, small shower seat 500mm high, 450mm x 300mm, grab rail 800mm.

Toilet: Height 520mm, front to back wall 560mm, centerline to side wall 430mm, side grab rail 820mm.

Basin: Height 800mm with clearance underneath, capstan taps, and shaver convenient for mirror.

Other: Light switches 1150mm high.

Self Catering

Best Western Riverside Apartments

474 Flinders Street (corner Flinders Street and Highlander Lane)

Reservations: Freecall 1800 032 265, Phone 9619 9199

Fax 9629 7582

Email: rside.apts@bigpond.com

www.riversideaprts.com.au

Location and Environment: Located between Queen and Kings Streets. The apartments are central to Melbourne Convention Centre, Crown Casino, Immigration Museum and the Aquarium.

Transport and Path of Travel: Trams run along Flinders Street. Southern Cross Station is about two blocks away.

Parking: Parking is included in the tariff. The hotel has reserved spaces with the commercial car park next door. Hi-ace buses are too high for the car park entry. Call the hotel for options.

Main Entry and Foyer: Formal entry from Highlander Lane has steps. Accessible entry is via the commercial car park next door. A small ramp starts in front of the manned pay booth and leads up to a door which connects with the hotel.

Signage, Toilets and Telephones: No accessible toilets or telephones in foyer.

Lifts: Right hand side of foyer. Call buttons are reachable and have Braille. The lifts also has audible arrival signal. Lift doors are 890mm wide.

Corridors: Corridors are carpeted and approximately 1.1m wide. Rooms are located a small distance from the lifts.

Other Features: The hotel has bed raisers if the bed is required to be raised for a hoist, or because bed is too low.

Key Measurements:

Room: The apartment has a kitchen and two bedrooms.

Door: Width 830mm, knob handle with keyed entry. Door opens into a very large dining and lounge area.

Kitchen: No space under benches.

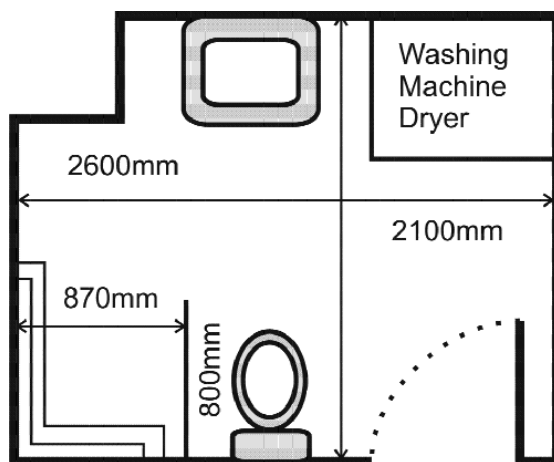
Bedrooms: Off a hall way (870mm wide). Limited circulation space into bedrooms. Both bedrooms have a queen size bed. Doors are both 860mm wide. Bedside tables are fixed to bed head, so unable to move.

Other: TV in lounge area.

Bedroom 1: Bed height 490mm. Distance either side of the bed to wall 560mm right side, 620mm left side, 650mm end of bed.

Bedroom 2: Bed height 550mm. Door does not fully open due to fixed bed head. However there is still enough room to get through. Distance either side of the bed to wall 620mm right side, more room on left hand side once door is closed. End of bed is spacious.

Bathroom:



Door: Width 720mm, knob handle.

Shower: Wheel-in-shower with fixed glass screen 860mm in length. Hand-held shower rose, lever tap, grab rail 770mm high. No fold down shower seat but portable free standing commode.

Toilet: Height (top of pan) 420mm high, front of bowl to back wall 690mm centreline of bowl to side wall 400mm. Grab rail height 770mm.

Basin: Height 790mm, with lever taps but no space under basin.

Other: Light switch height 1100mm, hair dryer reachable. Washing machine and dryer located in bathroom.

Pacific International Suites – Melbourne

471 Little Bourke Street

Three accessible rooms, 4 stars

Reservations: Freecall 1800 682 004, Phone 9607 3000

Fax 9642 3822

Email: suites.melbourne@pacificinthotel.com

www.pacificinthotels.com

Location and Environment: Located in Little Bourke Street near Melbourne's historic courts, the Pacific is central to the business district, shopping and night clubs.

Transport and Path of Travel: Trams run along William and Bourke Streets and taxis drop off at the main entry. Little Bourke Street is one way east to west.

Parking: Valet parking and commercial car parks nearby.

Main Entry and Foyer: Hinged doors (not too heavy), lead past concierge desk into the foyer which is well lit with polished granite flooring. Reception counter is >1250mm high.

Signage, Accessible Toilets and Telephones: Lifts are clearly visible and an accessible toilet is located past the two telephones.

Lifts: Easily identifiable with call buttons on outside of lift a little high at 1300mm. Internal call buttons are at a useable height and there is a grab rail. No Braille or audible arrive signal.

Corridors: Carpeted and wide.

Other Features: A restaurant is off the foyer. Internet access is available from a desk (normal height) to the side of the foyer.

Key Measurements:

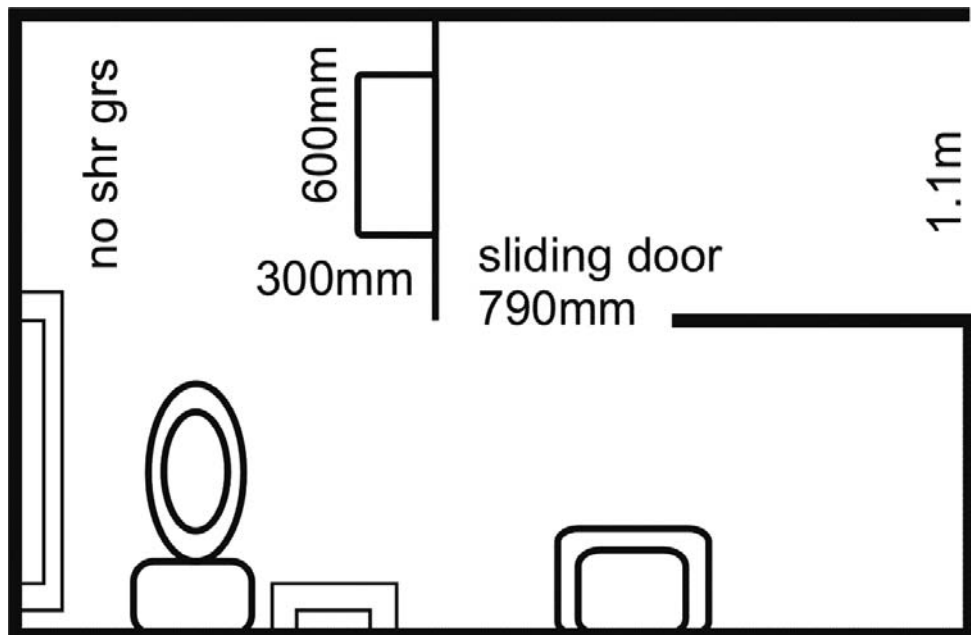
Door: Opens into the room with spacious lounge area. The door return is heavy.

Living spaces: A long living room with table, chairs, sofa and TV (with remote). The kitchen has a fridge, hotplate, oven and sink (lever tap). The bench height is 800mm with timber angled facing under the sink to protect from hot water pipe and allow closer access. Crockery is in the cupboard above the bench.

Bedroom: Has two queen size beds 550mm high; space wall to bed one is 800mm, between beds one and two 900mm, and bed two to wall is 900mm. Limited space, 120mm, underneath beds.

Other: Lights and phone can be operated from the bed.
Beds are not fixed, so they can be moved.

Bathroom: Bathroom is approx. 3.2 x 1.7m.



Door: Sliding door 790mm wide.

Shower: Shower seat 480mm high, 600mm x 310mm, lever taps 1.2m high, no grab rails, except for vertical rail which holds shower rose.

Toilet: 470mm high, 810mm front to back wall and 440mm centreline to side wall (no obstructions).

Basin: Lever tap, with clearance underneath.

Other: Light switch, shaver socket and hair dryer all within reach.
Reachable hanging space is available in the wardrobe.

Grand Hotel Melbourne

33 Spencer Street

Two accessible rooms, self catering, non smoking, 5 stars

Reservations: Freecall 1300 361455, Phone 9611 4567

Fax 9611 4655

Email: H3029@accor-hotels.com

www.grandhotelsofite.com.au

Location and Environment: Situated on the corner of Spencer and Flinders Streets is the historic Old Railways Headquarters building. Spencer Street rises away from Flinders Street and there is a cross gradient to be wary of.

Transport and Path of Travel: Trams run along Flinders and Spencer Streets, taxis drop off at the main entry and Southern Cross Station is 200m away.

Parking: Valet parking is available. An off-street drop off/parking area has several parking spaces, but none dedicated.

Main Entry and Foyer: A gentle gradient slopes towards the entry from the drop off area. The main entry is flat with circular (>850mm wide) automatic doors. The porter's desk and reception desk are high but visible and close to the main entry.

Signage, Accessible Toilets and Telephones: Exit signage is clear. The main entry floor is carpeted and the foyer is well lit. Telephones and an accessible toilet (door width of 920mm, while the corridor is 1m) are located in a corridor past reception. The telephone is coin operated with key pad 1250mm high. A baby change table is also available.

Lifts: Easily identifiable near reception desk. Call button is easily located but is not Braille. There is an audible arrival signal. On exiting the lift you must pass through a set of glass doors (heavy returns) to access the corridor. However these can be left open during your stay.

Corridors: Corridors (>1500mm wide) are carpeted and the rooms are located at the far end of the building, a long way from the lifts. However, another set of lifts are available outside your room, which makes getting around a little easier; although further from reception.

Other Features: A restaurant and small library are located on the same level as reception. The pool area has level entry, but the pool has steps. Access rooms have balconies, however there are steps, preventing access to them. Rooms have lovely large, double glazed windows.

Key Measurements:

Room: There are two accessible rooms but one is a little smaller with access to the kitchen not as good.

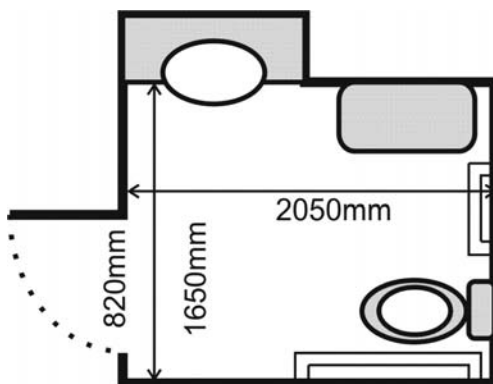
Door: width 900mm with lever handles 800mm high, magnetic card entry. The door closer is heavy with limited space on the inside, 1200mm to open the door.

Living spaces: The room is large offering a kitchenette (1550mm x 1600mm) with knee space of 750mm under the bench and depth of 660mm, lever tap and electro-magnetic cook top (much safer than a naked flame). A TV stand is centrally located forming a room divider and limiting space at the foot of the bed. This can be relocated.

Bedrooms: Have either a king or queen size bed, but a roll-away can be requested. Bed height is 570mm with 100mm underneath.

Other: Lights, telephone and TV (remote) can be operated from the bed. Air conditioning is at a height of 1470mm. Lowered wardrobe space.

Bathroom:



Door: Width is 820mm, lever handles 1m high.

Shower: Wheel-in-shower, hand-held shower rose, grab rails at 840mm high, lever taps 980mm high on same wall as shower seat. Fold down shower seat 460mm high and 800mm x 400mm.

Toilet: 460mm high, 600mm front to back, 390mm centreline to side wall, grab rails 800mm high on the side only.

Basin: 800mm high at front, but no access for knees.

Other: Light switch height is 1150mm and the shaver switch/hair dryer are conveniently located.

Stamford Plaza Melbourne

111 Little Collins Street

Three accessible rooms, 4.5 stars

Switch/Reservations: Freecall 1300 301 391, Phone 9659 1000

Fax 9659 0999

Email: reservations@spm.stamford.com.au

www.stamford.com.au/spm

Location and Environment: Located in Little Collins Street, between Nauru House and Russell Street, the hotel occupies two buildings straddling Alfred Place, connected with footbridges at levels 1 and 2.

Transport and path of travel: Taxis drop off in Little Collins Street, which slopes down towards Russell Street. The footpaths are narrow and awkward where driveways cross. Nearest transport is Collins Street trams.

Parking: Valet parking, commercial car parks are nearby.

Main Entry and Foyer: A short ramped entry through glass doors. Porters are on duty to open doors and the reception counter is in full view, but high. The area is brightly lit, and the floor is a polished granite surface which is reflective.

Signage, Accessible Toilets and Telephones: There is clear exit signage, but no accessible telephone. An accessible toilet is located on level 1.

Lifts: Easily identifiable, no audible signal, internal call buttons within reach, no tactile buttons.

Corridors: 1.2m wide, carpeted.

Other Features: Built as serviced apartments, the rooms are large with plenty of circulation space and equipped with kitchenettes. However, there are no knee room under the sink or cooker. A restaurant and bar are located on the ground level of the 'west building', but there are six steps up to the restaurant and one step to the bar.

Key Measurements:

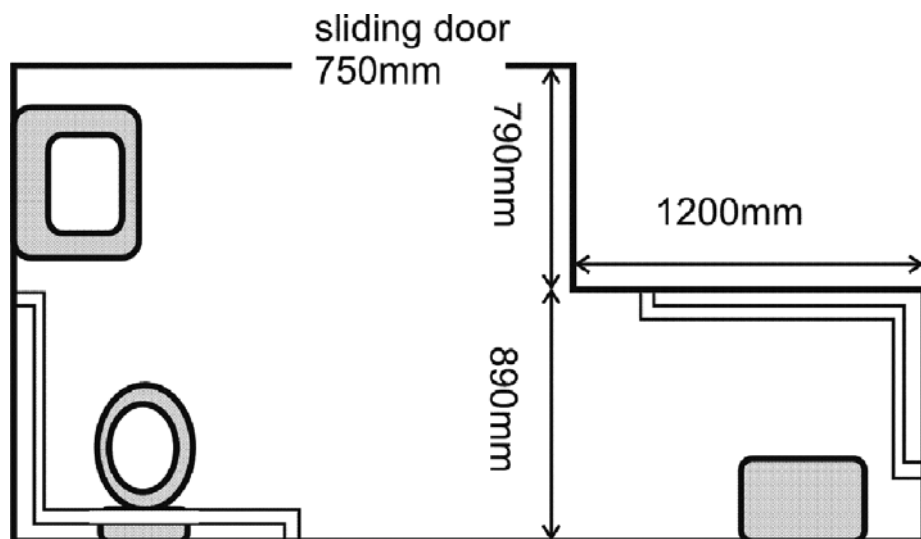
Room: Large main room and living room, 4.2m across, 2.1m between cupboards and the end of the bed. Circulation space is limited and the foot of the bed to the wall is 600mm – this is the access to the bathroom.

Door: Width 830mm, key and lever 960mm. Door return but there is plenty of space next to the door.

Bed: Queen size bed 540mm, limited space underneath.

Other: Lights, telephone, TV (remote) are operable from the bed.

Bathroom:



Door: Sliding door width 750mm.

Shower: Wheel-in-shower, hand held shower rose, shower seat 350mm x 310mm, grab rails 910mm, capstan taps.

Toilet: 500mm high, front to back wall 560mm, centreline to rear wall 450mm, grab rail 810mm high.

Basin: Taps opposite seat 1100mm high.

Hotel Ibis Melbourne

15-21 Therry Street

Four accessible rooms, non smoking rooms only, 3.5 stars

Switch/Reception: Phone 9666 0000 Fax 9666 0050

Email: H1564-RE03@accor-hotels.com

www.ibishotels.com.au

Location and Environment: Therry Street is just north of the CBD, very close to the Queen Victoria Market and Melbourne Baths.

Transport and Path of Travel: Trams run up Swanston and Elizabeth Streets and Melbourne Central Station is four blocks away. Taxis drop off at the main entry. The footpath for Therry Street is rough and bumpy.

Parking: No hotel parking. A commercial car park is located two doors down on Therry Street.

Main Entry and Foyer: A long ramp of three 10m stages lead up to automatic doors. The Foyer is carpeted with a high reception desk.

Signage, Toilets and Telephones: Exit signage is clear. There are no accessible telephones. Accessible toilets are on the lower level, near the restaurant. There is male and female, 800mm wide door, cubicle 1740mm x 1500mm.

Lifts: Easily identifiable, call buttons easily reached, audible arrival signal.

Corridors: Carpeted.

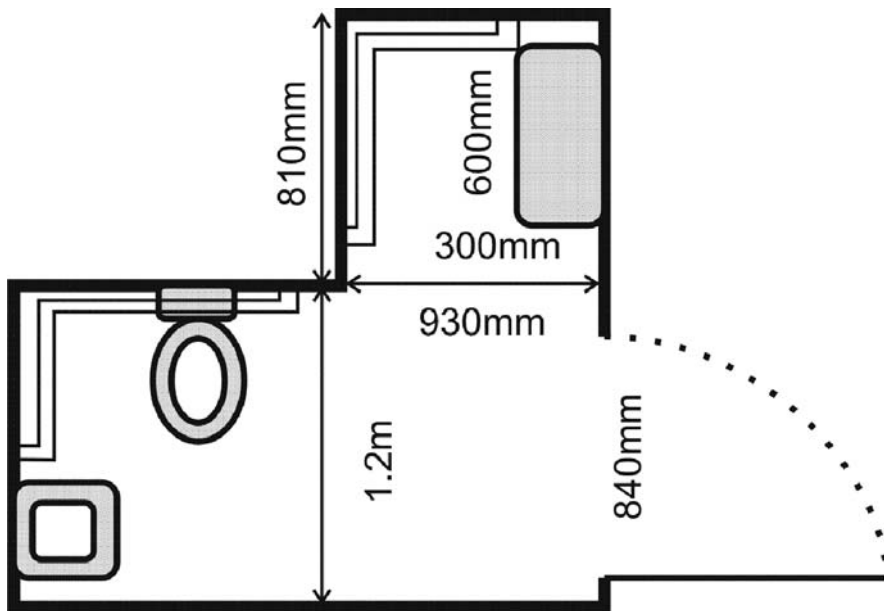
Other Features: Self catering apartments (limited to fridge, kettle, microwave, toaster, cutlery and crockery). Separate bedroom with lounge area and open kitchen but no clearance for knees under benches.

Key Measurements:

Door: Width 810mm, knob height 1m, door return, space inside door.

Bedroom: Separate, tight spaces, queen size bed 600mm high, limited space underneath, space of 750mm from end of bed to cupboard, accessible side of bed 950mm wide, 620mm on other side.

Bathroom:



Door: Opens out to adjoining room and partially blocks access to exit door. Door width 840mm.

Shower: Wheel-in-shower, handheld shower rose, capstan taps, shower seat 450mm high, 600mm x 300mm, grab rails 900mm.

Toilet: 480mm high, front to rear wall 745mm, centreline to side wall 600mm, grab rails 800mm high.

Basin: Height 870mm.

Budget

The Friendly Backpacker

On the corner of King and Little Bourke

Reservations: Phone 9670 1111, Fax 9670 9911

Email: friendly@friendlygroup.com.au

www.friendlygroup.com.au

Transport and Path of Travel: It is one block from Southern Cross Station. Little Bourke Street is a one way street and direction of travel is west

Parking: Commercial parking is available close by.

Main Entry and Foyer: Main entrance (Little Bourke Street) has a flight of steps down. The accessible entrance is located to the left of the building, where a stair lift is available. Once you book in, a key will be given to visitors to open this door that leads to the stair lift. The lift can be operated by visitors. The door leading to the lift is a hinged glass door. The hotel is staffed 24 hours a day. The reception desk is not too high.

Signage, Accessible Toilets and Telephones: Limited signage and no accessible toilets or phones.

Lifts: Stairlift access only.

Corridors: In open areas there is not a lot of room. Floor surfaces are vinyl. The location of accessible bathrooms is at the far end of the building in relation to the room. Guests must go past the kitchen and lounge area to access bathroom.

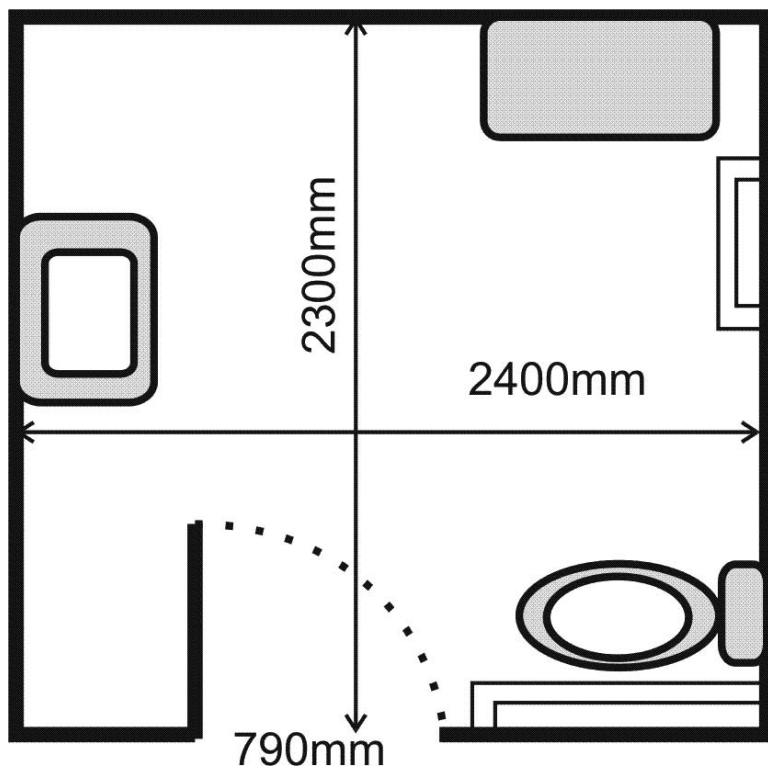
Other Features: Communal kitchen, lounge, internet.

Key Measurements:

Room: Six dormitory rooms close to reception.

Bed: Three bunk beds with limited room and limited turning space, but there is sufficient to place a wheelchair next to the bunk bed furthest from the entry. The bottom bunk height is 360mm, with transfer space between upper and lower bunks.

Bathroom: 2.35m x 2.43m.



Door: Width 790mm, hinged.

Shower: Wheel-in-shower, shower seat 480mm height, 960mm x 360mm, hand held shower rose, lever taps 1010mm high, grab rails on one side 790mm high.

Toilet: 460mm high, 900mm front to rear wall, 450mm centreline to side wall.

Other: Shaver and light switch height 980mm.

Greenhouse Backpackers

228 Flinders Lane

Three accessible rooms on level 5; separate ensuite

Reservations: Freecall 1800 249 207, Phone 9639 6400

Fax 9639 6900

Email: greenhouse@friendlygroup.com.au

www.friendlygroup.com.au

Lifts: There is level entry through the police station next door. The call buttons have Braille and are 1110mm high, with audio arrival signal. The internal height of buttons ranges from 1000mm-1300mm, with Braille buttons.

Signage, Accessible Toilets and Telephones:

Accessible bathrooms are located on levels 4 and 5.

Corridors: Corridor width 1200mm and carpeted.

Communal Facilities: The TV, games room, kitchen, dining area and laundry room are all accessible, however benches in the kitchen and laundry are 900mm high. Seating in the dining area is fixed, however there is moveable seating at the end of dining tables.

Key Measurements:

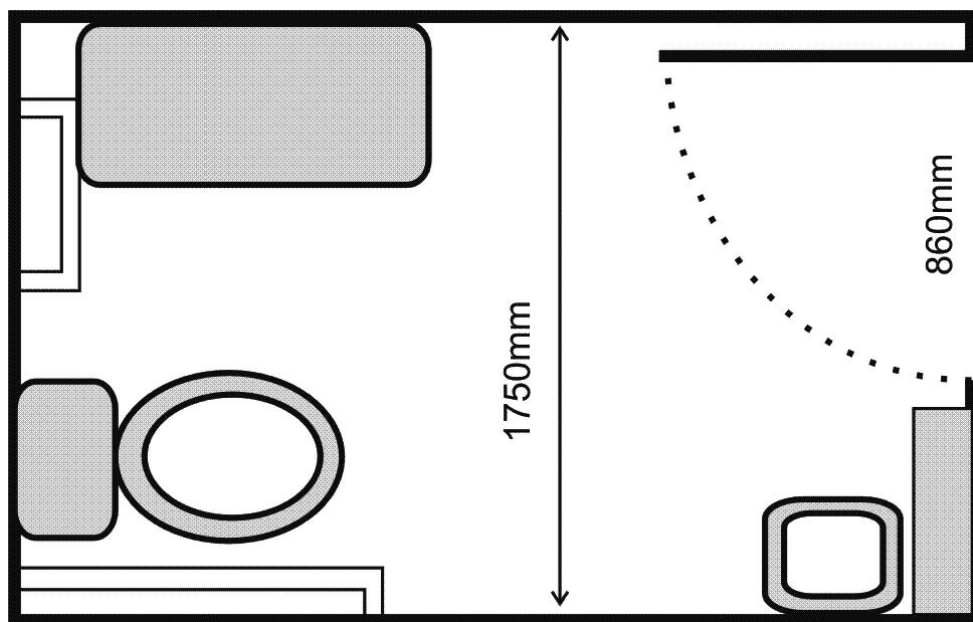
Room: The accessible bathroom is on level 5, while there are accessible toilets on levels 4 and 5.

Door: Room door width is 870mm, lever handle, height 1000mm, magnetic card and automatic door return.

Beds: Bunk beds height 410-480mm. All beds placed against walls, the centre of the room is open.

Other: Lights can be operated from bed.

Bathroom: 2.75m x 1.75m



Door: Width 860mm, lever handles, inward swinging doors limit space upon entry. Wheel-in-shower with hand-held shower rose and grab rail height 850mm. Capstan taps, 1220mm high. Fold down shower seat, 480mm high, dimensions; 390 x 980mm.

Toilet: Height (top of pan) 430mm high, centreline of bowl to side wall 440mm and front of bowl to back wall 830mm. Grab rail 820mm high.

Basin: Height 850mm with lever taps.

Other: Light switch height 1150mm.

University City Apartments

408 Lonsdale Street

Two accessible self contained rooms. Self rating of 2.5 stars.

Phone 9600 1855, Fax 9600 3977

Email: info@unicityapartments.com.au

www.unicityapartments.com.au

Transport and Path of Travel: Located between Queen and Elizabeth Streets. There is a small slope up towards the western end (Queen Street) of town. A tram runs along Bourke Street. Melbourne Central station is a block and half away and buses travel along Lonsdale Street.

Parking: Commercial parking close by.

Main Entry and Foyer: The building is indicated by a big red arrow pointing towards it. There are large sliding glass doors at main entry. Reception is in a small room located to the right as you enter. The reception desk is high and the floor surface is tiled. There is 24-hour access with swipe cards.

Signage, Accessible Toilets and Telephones: There is limited signage and no toilets or telephones available at the entry. Lifts are further along building and are not well sign posted.

Lifts: Call buttons are at an accessible height there is a hand rail in the lift. No Braille buttons.

Corridors: Corridor width >1500mm and carpeted.

Other Features: The recreation lounge on level two is accessible by lift. There is a small lounge area and a kitchen which is not accessible. The TV has a (remote) available.

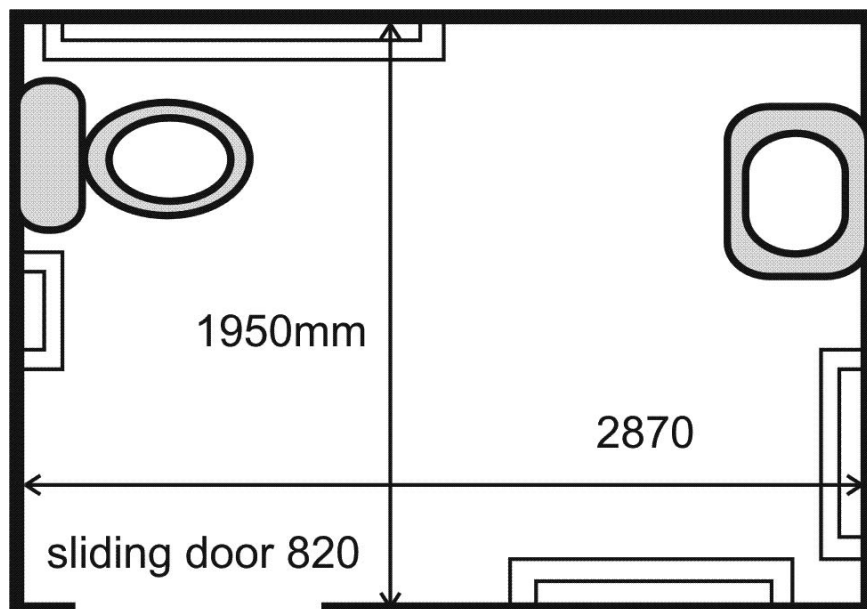
Key Measurements:

Room: The room is long, but not very wide, making turning very difficult. Entry into room is via a hallway that consists of a table and chairs. This can be moved on request so more space is available.

Door: Width 800mm, lever handles and magnetic card for entry. The entry door has a door closer which can make the door a little heavy.

Beds: The room comprises a double bed and a single bed. There is limited room for side transfers, unless the single bed is moved to far wall.

Bathroom:



Door: Width 820mm, sliding door.

Shower: Wheel-in shower, hand held shower rose, pull down seat 510mm high, shower grab rails height 800mm, capstan taps in shower at 820mm.

Toilet: Height (top of pan) 440mm high, Grab rails height 800mm.

Basin: Height 890mm and capstan taps.

Other Accommodation Options

The following options were not available for inspection.
They are outside the CBD or under construction.

Langham Hotel Melbourne

1 Southgate Avenue, Southbank
Two accessible rooms, 5 stars.
Freecall 1800 858 662, Phone 8696 8888
Fax 9690 5889
Email: mel.resv@langhamhotels.com
www.langhamhotels.com

The Grand Hyatt

123 Collins Street
Six accessible rooms, 5 stars.
Phone 9653 4444

Vibe Savoy Park Plaza

630 Little Collins Street
One accessible room, 4.5 stars.
Phone 03 9622 8888, Fax 03 9622 8818
Email: vhsn@vibehotels.com.au
www.vibehotels.com.au

Rydges Hotel

186 Exhibition Street
Freecall 1300 857 922, Phone 9662 0511
www.rydges.com/1/cat/RVMELB//hotel/5.htm

The Windsor

103 Spring Street
Phone 9633 6000
Email: reservations@thewindsor.com.au
www.thewindsor.com.au

Medina Grand

189 Queen Street

Serviced apartments

Reservations: 1300 300 232, Phone 9934 0000

Fax 9602 1187

Email: mgmq@medinaapartments.com.au

www.medinaapartments.com.au/

Park Hyatt

1 Parliament Square, off Parliament Place

Three accessible rooms, 5 stars.

Phone 9224 1234, Fax 9224 1200

Email: phmelbourne@hyatt.com.au

www.melbourne.park.hyatt.com

Carlton Crest Hotel Melbourne

65 Queens Road

Phone 9529 4300, Fax 9526 7479

Email: sales@carltoncrest-melbourne.com.au

www.carltonhotels.com.au

Punt Hill Apartment Hotels and Serviced Apartments

267 Flinders Lane

Freecall 1300731299, Phone 9650 1299

Fax 9650 4409

Email: info@punthill.com.au

www.punthill.com.au

Saville City Suites East Melbourne

133 Jolimont Road, East Melbourne

Freecall 1300 734 782, Phone 9663 4321

Fax 9650 1833

Email: eastmelbourne.info@shg.com.au

www.savillesuites.com

St Kilda Road Parkview Hotel

562 St Kilda Road, Melbourne
Freecall 1300 785 453, Phone 9529 8888
Fax 9525 1242
Email: hotel.pv@viewhotels.com.au
www.viewhotels.com.au

Royce Hotel

379 St Kilda Road, Melbourne
Phone 9677 9900, Fax 9677 9922
www.roycehotels.com.au

Pacific International Apartments Southbank

31 City Road, Southbank
Freecall 1800 888 626, Phone 8696 7222
Fax 9696 6747
Email: apartments.southbank@pacificint.com.au
www.pacificinhotels.com.au

Melbourne Metro YHA Hostel

78 Howard Street, North Melbourne
Phone 9329 8599, Fax 9326 8427
Email: melbmetro@yhavic.org.au
www.yha.com.au

Hotel Causeway

275 Little Collins Street, Melbourne
Freecall 1800 660 188, Phone 9660 8888
Fax 9660 8877
Email: reservations@causeway.com.au
www.causeway.com.au

Ramada Melbourne

270 Flinders Street, Melbourne

Phone 9654 6888

Fax 9654 0368

Email: res@ramadamelbourne.com.au

www.ramadamelbourne.com.au

Under Construction (November 2005)

Golden Tulip Melbourne

60 Market Street, Melbourne

Freecall 1800 221 176, Phone 9602 3476

Fax 9642 0311

Email: info@goldentulipmelbourne.com

www.goldentulipmelbourne.com

Hotel Y

489 Elizabeth Street, Melbourne

Freecall 1800 468 359, Phone 8327 2777

Fax 9329 1469

Email: stay@hotely.com.au

www.hotely.com.au

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

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9280 0721	國語
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9280 0724	Türkçe
9280 0725	Việt Ngữ
9280 0726	All other languages
9280 0727	English



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This is a publication of Melbourne City Council.

Accessing Melbourne

An access guide to the City of Melbourne for visitors with mobility impairments.