Accessible toilets in this map:

- Australia on Collins, Ground floor (Food Court) and 5th floor (Abrim), 260 Collins Street, accessible by lift J10
- Australia Post House, Ground floor, 311 Exhibition Street (enter via Larobe Street) N5
- AXA Australia, 447 Collins Street E11
- Celsius House, 150 Lonsdale Street M7
- Citypower House, 629 Bourke Street (near Little Bourke Street entrance) B8
- Collins Place, Ground floor, 25 Collins Street (enter from Exhibition Street) Q11
- Council of Adult Education, 1st and 6th floors, 266 Flinders Street (enter via Degrove Street) J12
- Defence Plaza, 1st floor, 795 Collins Street B9
- Department of Sustainability & Environment, 456 Lonsdale Street F7
- Federation Square, Alfred Deakin Building L12
- Parliament Station, Ground floor, 600 Little Bourke Street (near reception) J9
- Parliament Station, Ground floor, 489 Elizabeth Street H3
- Public Transport, Transport House Ground floor, 589 Collins Street B11

Nearby Accessible Toilets:

- People with limited mobility

Using the Mobility Map

The solid black line on the map denotes accessible footpaths which have clearance of at least one metre. Three metres is the standard for main streets. Obstacles, such as steps, are indicated by a break in the line.

Suggestion for improving the map should be directed to:

- Social Planner (Disability) Community Services City of Melbourne
- GPO Box 1603M
- Melbourne 3001
- Telephone: 9658 9658, Fax 9658 1112
- Email: enquiries@melbourne.vic.gov.au

The Social Planner (Disability) can also help you locate information and maps for other areas and facilities.

Access Melbourne internet site - Mobility Map on the net

The Access Melbourne internet site features an interactive version of the Mobility Map, plus other information on access and facilities in the City of Melbourne for people with disabilities.

Included is City Eating - An Access Guide

Site Address: www.accessmelbourne.vic.gov.au

Accessible parking for people with disabilities in Melbourne

The City of Melbourne provides permits to City of Melbourne residents under the Statewide Disabled Persons Parking Scheme. Residents of other municipalities should contact their own local council for the granting of a Disabled Persons Parking Permit.

The City of Melbourne has developed permits with additional benefits that are available for people with disabilities who visit the city. (City Access Permits) on a regular basis for work, educational, medical appointments, shopping, or for those who are visiting for leisure (Daily Permits). These permits are available from the Front Desk at Town Hall K10.

For information and application forms phone the City of Melbourne hotline on 9650 9958, fax 9658 9912, or apply for permits via the internet on www.melbourne.vic.gov.au

On street parking in the City of Melbourne is in high demand. The City of Melbourne provides on street parking bays for holders of Category 1 and 2 permits. People parking in bays of Category 2 permits are not permitted to access these bays. However both Category 1 and Category 2 permit holders can access “Parking Areas” (green signs) for twice the allocated time. City of Melbourne Traffic Officers can assist in directing drivers to the nearest on street accessible (disabled persons parking) bay and parking areas with longer time limits.

CBD Police Station
- The CBD Police are at 226 Flinders Lane K11. Phone: 9650 7077 (24 Hours). For emergency ambulance, police or fire brigade call 000 (24 Hours).

Visitor Services and Information
- The Melbourne Visitor Information Centre is located at Federation Square L12. There is also a Visitor Information Booth at Bourke Street Mall J9. For all information call the City of Melbourne Hotline on 9650 9958.

Arts Access
- Arts Access can provide advice about disability access within arts and entertainment venues. Contact Arts Access on 9699 8299 or fax 9698 8866. Email and web details are: artsaccess@melbourne.vic.gov.au and www.artsaccess.gov.au

CBD Mobility Map 2005

Access & Facilities for people with limited mobility

The City of Melbourne uses the term and facilities for people with limited mobility. Inclusion of the term and facilities for people with disabilities implies compliance with all relevant standards and requirements. The City of Melbourne uses the term and facilities for people with disabilities as defined by the Disability Discrimination Act 1992 (Cth) as people with disabilities means people with disabilities includes people with disabilities. The term and facilities for people with disabilities includes people with disabilities.

CBD Mobility Map 2005

Access & Facilities for people with limited mobility

Commercial car parks which have access and designated parking places for people with disabilities are marked on the map by a red and white parking symbol.

Accessible Transport

TUNNELS, BUSS AND TRAMS

For assistance and enquiries regarding travel in metropolitan Melbourne, phone the Met Information Centre on 13 638 or TTY 9619 2727. All trains and an increasing number of coaches, buses and trams are accessible to wheelchair users in Victoria. Staff will not lift passengers from buses and trams that are not accessible.

For assistance and enquiries regarding Victorian country and interstate travel telephone VLine on 136 196 or TTY 9619 2727.

General Victorian public transport information, including timetables, is also available on the internet at www.vicrail.com.au.

MULTI PURPOSE TAXI SCHEME

Wheelchair accessible taxis can be booked through Silver Top Taxi Service on 8413 7202 or Yellow Cab on 9377 3871. For Victorian Taxi Directory Information visit www.taxi.vic.gov.au.

Useful Services

Australian Hearing Services Melbourne - 9614 1400
Better Hearing Australia Prahran - 9510 1677
Carers Association of Victoria Melbourne - 9650 9066
Deaf Blind Association Carlton - 9483 1155
Orthopaedic Appliances Brunswick - 9093 1621
RACV Wheelchair Breakdowns 13 11 11
Royal Victorian Institute for the Blind Melbourne - 9802 1251
Scopes Kildara - 9357 2611
Victorian College For The Deaf (Voice & TTY) 3000 (03) 9910 1706
Victorian Deaf Society (VGD/DEAP)
East Melbourne 9473 1111
AUSLAN Interpreter Service 9473 1111
Yooralla Independent Living Centre Brookline - 9842 6111

Travelers Aid Disability Access Service (TADAS)

2nd floor (lifts available), 169 Swanston Street K10. TADAS provides personal care (including meal and toilet assistance), information and support to people with disabilities who visit Melbourne. The service includes an adult change table, battery chargers for wheelchairs, a TTY phone and internet access. All welcome - no appointment necessary. Open 7 days. Free of Charge.

Phone and TTY 9654 7690

City of Melbourne Hotline and TTY Access

The City of Melbourne’s Hotline provides information on all Council Services. The Hotline number is 9658 9658. The City of Melbourne’s TTY number is 9658 9461 for all enquiries.