Accessible toilets in this map:

- Queen Victoria Women’s Centre: Ground Floor L7
- GV Centre: Little Lonsdale Street L6
- Rialto Towers: Rialto Lane C11
- RMIT 4th and 13th Floors: Tivoli Building, 239 Bourke Street L9
- RMIT City Campus Building B2, 384-374 Swanston Street (enter building via ramp from Swanston Street adjacent to bank) K5
- Savoy Plaza: Ground Floor, 636 Little Collins Street A9
- Spencer Street Station: Basement level, corner Bourke and Spencer Streets A9
- 234 Collins Street 2nd Floor: Food Court (accessible by lift) K10
- State Library of Victoria: Ground Floor, 179 La Trobe Street L6
- Swanston Street (between Lonsdale & Lt Lonsdale Sts) K7
- TAC House (Transport and Accident Commission): Ground floor, 222 Exhibition Street P8
- Telstra Building: Ground floor, 246 Exhibition Street P7
- Transport House: Ground floor, 699 Collins Street B11
- Travellers Aid Society 2nd floor: 169 Swanston Street (disability access service, adult change table, personal care and assistance available) K9

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 PO Box 1603 Melbourne 3001
- Telephone 9658 9658, Fax 9650 1112
- Email accessmelbourne@melbourne.vic.gov.au

Access Melbourne internet site - Mobility Map on the net

Access Melbourne features an interactive version of the Mobility Map, plus other information on access and facilities in the Melbourne CBD for people with disabilities. Included is City Eating - An Access Guide.

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

CBD Police Station

The City of Melbourne Police are at 238 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 JB. For all information call the City of Melbourne Hotline on 9658 9658.

Arts Access

Arts Access can provide advice about disability access within arts and entertainment venues. Contact Arts Access on 9699 8299 or fax 9699 8868. Email and web details are: artsaccess@melbourne.vic.gov.au and www.artsaccess.com.au

CBD Access

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

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 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, education, medical appointments, shopping, or for those who are visiting for the day (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 9658 9658, fax 9654 4954, or apply for permits via the internet on www.melbourne.com.au/permits

Accessible parking for people with disabilities in Melbourne is high in demand. The City of Melbourne provides on street parking bays for holders of Category 1 disabled persons parking permits. Holders 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 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.
The Melbourne Mobility Centre is a unique service dedicated to improving access in the heart of Melbourne.

As a dedicated customer service centre for people with disabilities, older people and anyone who needs a little extra help to get around, the Melbourne Mobility Centre provides a range of services and equipment for hire to make any trip to the city both easy and enjoyable.

Features of the service include:

- Equipment for hire, including motorised wheelchairs, manual wheelchairs, scooters, walking frames, spare crutches and canes for the vision impaired;
- Two fully accessible toilets;
- Proximity to available accessible car parking and/or a drop-off point;
- Information for people with mobility and sensory disabilities;
- Information about city attractions, events, facilities;
- TTY telephone and accessible web access;
- Scooter battery re-charge facilities;
- An accessible kitchenette;
- Volunteer-driven companion services, including companion services, transfer services and ‘meet and greet’ services.

To book equipment online or via email, go to our website at: www.melbournemobilitycentre.com.au or contact us on:

FREECALL: 1800 735 266
Phone: 03 9650 6499
TTY: 03 9650 9316
FAX: 03 9650 9491