

# Box Hill Station – Supporting information for virtual tours

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## Disclaimer

The intent of this document is to provide passengers, particularly those who are blind or have low vision, with a descriptive journey planning supplement. Although we have made a concerted effort to ensure the content herein is complete and accurate, this document should not be relied upon as a wayfinding tool. Please take all necessary precautions to ensure your safety, particularly on platforms, stairs, escalators and ramps.

We encourage you to seek the assistance of Metro staff if you are unfamiliar with this station or if you require more information, by calling the station ahead of travel and by talking to staff at the station.

Works occur frequently across Metro Trains stations that impact or improve accessibility. This document may not always accurately reflect recent changes. For all up to date information please call 1800 800 007.

## General Information

### Lines

Box Hill Railway Station is on the Belgrave and Lilydale lines.

### Address

The station is accessed via the Box Hill Shopping Centre, Carrington Road, Box Hill. There is also an entrance at the corner of Market Street and Main Street.

### Phone number

03 9610 8953

### Getting to Box Hill Station

- There is a tram stop approximately 200m away on Whitehorse Road.
- The closest taxi stand is on Carrington Road.
- Access to the station from the bus interchange on the shopping centre rooftop is via lift or escalators into the shopping centre.
- Underground parking is available.

### Assistance

Metro encourages passengers who have accessibility enquiries or need assistance to contact the station before they arrive, or approach staff at barriers or at the Customer Service windows when they arrive.

### Station Entrances:

- The main walkway entrance from Whitehorse Road via Market Street brings you into the shopping centre, with the station on your right.
- Lift or escalator access from the bus interchange into the shopping centre. Note: the passenger lift from the bus interchange is unavailable late at night. Assistance to an alternative lift and entrance into the station can be arranged by calling the station phone number.

- The underground carpark via escalators, travellers or ramp.
- Box Hill Station can be accessed via several different entrances to the shopping centre.
- The station can be accessed outside of shopping hours via the Carrington Street entrance as well as the entrance at the corner of Market and Main Street.

## Toilets

There are no passenger toilet facilities available within this station, however toilets including accessible toilets are provided within and just outside the shopping centre. Staff can provide directions to toilets if required.

## Concourse

The station concourse is a large, open space that features many services and facilities. The myki barriers divide the concourse into two 'sides' and it's important to know services can differ on different sides of the concourse:

1. the space between the station entrance to the myki barriers, within the shopping centre is referred to as the **unpaid** concourse
2. from the myki barriers to the lifts, escalators, ramp or stairs to the platforms, is referred to as the **paid** concourse.

### On the Unpaid Concourse features and services include:

#### Customer Service window

Metro staff at Customer Service windows assist passengers with:

- myki sales and enquiries
- V/Line enquiries
- Metro service enquiries
- Lost property enquiries
- Directions and direct assistance for passengers with accessibility needs
- Feedback

When entering the barriers from the unpaid concourse the Customer Service window is on the far right along the wall.

#### Communication Access

Metro has been accredited with Scope's Communication Access Symbol. This means that:

- Metro Staff have received training to communicate successfully with people with communication difficulties
- Communication tools are available to help people get their message across and understand what people are telling them.
- Learn more about [Communication Access and Metro's Communication Tools](#).

## The V/Line Booking Office

When facing the Customer Service window the booking office is approximately 5 metres to the left, with the entrance along the same wall.

## Wheelchair Mover

- Metro staff can safely assist passengers with manual wheelchairs up and down steep ramps using a Wheelchair Mover. Wheelchair Movers clamp securely onto manual wheelchairs and are compatible with most manual wheelchairs.
- Wheelchair Movers are used at Richmond, Caulfield, South Yarra, Camberwell, Heidelberg and Box Hill.
- Talk to staff or press the red button on the left of the Customer Help Point (on platforms) to learn more about the Wheelchair Mover at this station.



## myki machines

At myki machines passengers can:

- [top up with myki Money](#)
- [top up with myki Pass](#)
- view myki status, balance and expiry date
- check when your 2 hour fare expires
- see your last 10 transactions
- buy a Full Fare myki card.

You can pay with cash, EFTPOS or credit card.

Staff at the Customer Service window can also assist with myki card enquiry, sales and top ups.

## Wide barriers

Wide barriers are located on both ends of the group of barriers. They accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. A wide barrier is often attended by staff who can answer questions and provide directions and assistance. When entering the wide barrier on the right from the unpaid concourse, directional tactiles are available between this barrier and the lift to platforms 2 and 3.

## Wayfinding signage

Signage is available throughout the station and Passenger Information Display screens show departure times and platform numbers for each train line.

## Features on the Paid Concourse

### Directional tactile indicators

Directional tactile indicators are available to assist people who are blind or have low vision to find their way around this station. These are available between the wide barrier and the lift to platforms 2 and 3.

### Protective Services Officers

Protective Services Officers patrol trains and stations nightly. They may be found here or on platforms or trains.

### Network status boards

Network Status boards display the status of the train, tram and bus network. The information on the network status boards is also shown on the PTV website, with more detail for all modes, on the [Disruptions](#) page.

## Access to platforms

### Escalators

Escalators are available between the concourse and platforms 2 and 3. A separate escalator is available between the concourse and platform 4.

### Stair access

There is stair access between the concourse and platforms 2 and 3. There are warning tactiles at the top and bottom of the stairs.

### Steep ramp access

There is ramp access available between the concourse and platform 4. The ramp is steep however a Wheelchair Mover is available at Box Hill Station:

- Metro staff can safely assist passengers with manual wheelchairs up and down steep ramps using a Wheelchair Mover. Wheelchair Movers clamp securely onto manual wheelchairs and are compatible with most manual wheelchairs.
- Wheelchair Movers are used at Richmond, Caulfield, South Yarra, Camberwell, Heidelberg and Box Hill.
- Talk to staff or press the red button on the left of the Customer Help Point (on platforms) to learn more about the Wheelchair Mover at this station.



## General information about platforms at Box Hill

### Number of platforms at this station

- There are four platforms at Box Hill Station, however Platform 1 is not used.

### Platform types at this station

- Platforms 2 and 3 are located on an **island platform**. This means they are located on a single, wide platform with platform edges and tracks on both sides. If you imagine a line drawn lengthwise down the centre of this platform, platform 2 is on one side and platform 3 is on the other side.
- Platform 4 is a **side facing platform**. A side facing platform is one with a platform edge on one side only.  
Please note some sections along platforms may be narrow. Please use caution on platforms.

## Platforms 2 and 3 – features

### Platform edge warning tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

### Directional tactile indicators

Directional tactile indicators to assist people who are blind or have low vision to find their way around this station. They are located between the platforms and lift.

### Passenger Information Display screens

- Showing all stations the next service will stop at
- Minutes to departure
- Time of next departure
- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can hear next train information by pressing the green button on the right of the Customer Help Point, or speak to staff by pressing the red button on the left of the Customer Help Point.

### Announcements

Announcements are made prior to trains arriving on platforms and during delays or disruptions.

### Hearing Loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. On platforms 2 and 3 the hearing loops are available closer to the centre of platforms near the lift and escalators.



### **Priority seating**

Designated seating for passengers with accessibility needs is provided along both platforms including near the Accessible Boarding Points

### **Kiosk**

A Kiosk as well as drink and snack vending machines are located near escalators.

### **Access to platforms 2 and 3**

- A lift to concourse level is shared between platforms 2 and 3.
- Escalators to concourse are shared between platforms 2 and 3.
- Stairs to concourse are shared between platforms 2 and 3.

## **Platform 2 – specific information**

### **Arriving on platform 2**

- When exiting the lift directional tactiles to the right lead to platform 2. As you exit the lift you are facing the Belgrave/Lilydale end of the platform. The lift is situated closer to the City end of the platform.
- When reaching the base of the escalators at platform level, platform 2 is on the right. When stepping off the escalators you are facing the Belgrave/Lilydale end of the platform. The escalators are located about halfway down the platform.
- When reaching platform level via stairs you will be facing the Belgrave/Lilydale end of the platform, and platform 2 is on the right. The stairs are close to the lift, and both are closer to the city end of the platform.

### **Platform 2 features**

#### **Platform edge tactile warning indicators**

Warning tactiles are on platform edges to increase safety for passengers who are blind or have low vision.

#### **Telephone**

A phone box is located on platform 2 near the base of the escalators and the Customer Help Point.



### **Raised Boarding Platform**

A Raised Boarding Platform is available at the city end of this platform. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

### **Accessible Boarding Point**

An Accessible Boarding Point is located on the Raised Boarding platform. The Accessible Boarding Point is marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### **Customer Help Point**

A Customer Help Point is available on this platform near the escalators. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Box Hill Station is staffed from the first until the last train every day.



### **Priority Seating**

Seating for passengers with accessibility needs is provided along the platform.

## **Platform 3 – specific information**

### **Arriving on Platform 3**

- When exiting the lift at platform level, directional tactiles lead to platform 3 on the left. As you exit the lift you will be facing the Belgrave/Lilydale end of the platform. The lift is situated closer to the city end of the platform.
- When reaching the base of the escalators platform 3 is on the left and you will be facing the Belgrave/Lilydale end of the platform. The escalators are approximately halfway down the platform.

- When reaching platform level via stairs you will be facing the Belgrave/Lilydale end of the platform, and platform 3 will be on the left. The stairs are close to the lift, and both are closer to the city end of the platform.

## **Platform 3 features**

### **Platform edge tactile warning indicators**

Platform edge warning tactiles are available on platforms at this station to increase safety for passengers who are blind or have low vision.

### **Raised Boarding Platforms**

Raised Boarding Platforms are available at both ends of this platform. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

### **Accessible Boarding Points**

Accessible Boarding Points are available on Raised Boarding Platforms at both ends of this platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### **Customer Help Point**

A Customer Help Point is available on this platform near the escalators. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Box Hill Station is staffed from the first until the last train every day.



### **Priority Seating**

Seating for passengers with accessibility needs is provided along the platform.

## **Platform 4 – Specific Information**

Steep ramp access is available between the platform and concourse. A **Wheelchair Mover** is available at this station for passengers who use manual wheelchairs.

- Metro staff can safely assist passengers with manual wheelchairs up and down steep ramps using a Wheelchair Mover. Wheelchair Movers clamp securely onto manual wheelchairs and are compatible with most manual wheelchairs.
- Wheelchair Movers are used at Richmond, Caulfield, South Yarra, Camberwell, Heidelberg and Box Hill.
- Talk to staff or press the red button on the left of the Customer Help Point (on platforms) to learn more about the Wheelchair Mover at this station.



### **Arriving on platform 4**

- When you arrive at the base of the ramp at platform level, you are facing the Belgrave - Lilydale end of the platform. Directional tactile indicators lead to platform 4 on the right. You will be located approximately halfway down the platform.
- One escalator is available between the platform and concourse levels which may change directions during the day. When descending the escalator you are facing the city end of the platform and platform 4 is on the left. The escalator is closer to the city end of platform 4.

### **Platform 4 features**

#### **Accessible Boarding Point and Raised Boarding Platform**

One Accessible Boarding Point on a Raised Boarding Platform can be found at the Belgrave/Lilydale end of the platform.

Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### **Platform edge tactile warning indicators**

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

### **Directional tactile indicators**

Directional tactile indicators to assist people who are blind or have low vision to find their way around this station. They are located between the base of the ramp and the platform.

### **Customer Help Point**

A Customer Help Point is available on this platform near the escalators. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Box Hill Station is staffed from the first until the last train every day.



### **Passenger Information Display screens**

- Showing all stations the next service will stop at
- Minutes to departure
- Time of next departure
- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can hear next train information by pressing the green button on the right of the Customer Help Point, or speak to staff by pressing the red button on the left of the Customer Help Point.

### **Announcements**

Announcements are made prior to trains arriving on platforms and during delays or disruptions.

### **Hearing loops**

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. On platform 4 the hearing loops are available closer to the centre of the platform near the ramp.



### **Priority Seating**

Seating for passengers with accessibility needs is provided along the platform including near the entrances to the ramp and escalator