

North Melbourne Station – Supporting Information for Virtual Tours

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North Melbourne Station – Supporting information for virtual tours

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 especially 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 the station or 1800 800 007.

General Information

Lines

North Melbourne Railway Station is on the Craigieburn, Sunbury, Upfield, Werribee and Williamstown lines (and during special events Flemington Racecourse and Showgrounds).

Address

The station is located at Dynon Road / Railway Place West Melbourne

Phone number

You can contact the station on 03 9610 3056 or 9610 3057

Getting to North Melbourne Station

- There is a bus stop to the left of the station entrance.
- There is limited meter parking in nearby streets
- A drop off / pick up area is available near the entrance.

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 Entrance

The only entrance to the station is near the intersection of Adderley Street and Railway Place. There are steps down into the main entrance and when facing the station there is a ramp to the right.

Toilets

There are Accessible toilets and baby change facilities located to the left when you enter the barriers. Staff can provide directions to toilets if required. There are standard male and female toilets provided at the top of the interchange ramps at the northern end of the station.

Interchange

At the far north end of the station there are steep ramps up to brown brick buildings built over the former Dynon Road overpass. This area is used as a platform interchange and contains vending machines and standard male and female toilets. There is no exit to the street from the interchange. There are no lifts or escalators at this end of the platforms.

Moving from the platform 1 end to the platform 6 end of the interchange you will find the following, in order

- Platform 1 ramp to the left. Tactile warning indicators are available. There is a fence and locked gate on the right.
- Ramp to platforms 2 and 3 on the left. Food and drink vending machines on the right.
- Ramp to platforms 4 and 5 on the left. Bench seat on the right. Ahead of the bench seat are bins. When facing the bench seat there is a male toilet on the right.
- Female toilet on the right at the far end of the building.
- Ramp to platform 6 on the left. There is a fence on the right.

Concourse

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 is referred to as the **unpaid** concourse
2. From the myki barriers to the lifts, escalators or stairs to the platforms, is referred to as the **paid** concourse.

On the Unpaid Concourses features and services include:

Customer Service window

The Customer Service window is available to the right of the barriers when approaching the station. Metro staff at Customer Service windows assist passengers with

- myki sales and top up
- Metro service enquiries
- Lost property enquiries
- Directions and direct assistance for passengers with accessibility needs

- Feedback

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](#)

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 barrier

On approach to the station the **wide barrier** is located on the far left end of the barriers. There are tactile warning indicators to identify this barrier. Wide barriers accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. Wide barriers are often attended by staff who can answer questions and provide directions and assistance.

Wayfinding signage

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

On the Paid Concourse features and services include:

Customer Service window

The Customer Service window continues onto the paid concourse when entering the station on the far right of the barriers.

V/Line bookings can be made at the Customer Service window.

Kiosk

A kiosk is available on the left when you enter the wide barrier.

Accessible toilets

Accessible toilets and baby change facilities are located to the left when you enter the station, past the kiosk. Staff can provide directions to toilets if required.

Protective Services Officers

Protective Services Officers patrol trains and stations nightly. They may be found on the concourse 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.

Layout and access to platforms

The paid concourse is long and rectangular in shape. After entering the station and passing the Customer Service window to the right and the kiosk and accessible toilets to the left, as you continue along the paid concourse you will find the following

- Directional tactile indicators running perpendicular that lead to the lift on the left, or to escalators on the right, down to platform 1.
- Directional tactile indicators running perpendicular that lead to the lift on the left, or to escalators on the right, down to platforms 2 and 3.
- Directional tactile indicators running perpendicular that lead to the lift on the left, or to escalators on the right, down to platforms 4 and 5.
- Directional tactile indicators running perpendicular that lead to the lift on the left, or to escalators on the right, down to platform 6.

There is stair access between the concourse to platforms 1 and 6 only. They are located behind the lifts on the concourse, and behind the lifts on the city ends of platforms 1 and 6. There are tactile warning indicators at the top and bottom of the stairs.

About Platforms at North Melbourne Station

Number of platforms at this station: 6

Platform types at this station:

- Platforms 1 and 6 are **side facing platforms**. A side facing platform is one with a platform edge on one side only.
- Platforms 2 and 3, and platforms 4 and 5 are located on **island platforms**. Island platforms have platform edges and tracks on both sides. This allows two platforms to be located on each island platform. In this case platforms 2 and 3 are on an island platform, and platforms 4 and 5 are on an island platform.

All platforms feature:

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.

Tactile warning indicators

Tactile warning indicators are available at the top and bottom of ramps to the platform interchange.

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

Lift access

Lifts are available between the concourse and all platforms.

Escalators access

Escalators are available between the concourse and all platforms.

Priority seating

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

Vending machines

Drink and snack vending machines are available on all platforms.

Platform1 – side facing platform

Arriving on platform 1

- When exiting the lift doors the platform edge is on the left. The lift is situated near the city end of the platform but you are facing the northern end.
- When descending the escalator you are facing the northern end of the platform and you are positioned approximately a third of the way down the platform, closer to the city end. The platform edge will be on the left.
- When descending the ramp on the northern end of the platform you are facing the city end. The platform edge will be to the right.

On the platform

Accessible Boarding Point

The Accessible Boarding Point can be found at the city end of the platform, beside the lift. 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 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 at the base of the escalators and between the platform and the lift.

Customer Help Point

A Customer Help Point is available on this platform opposite the escalators at the end of a bench seat. At the north end of the platform an additional Customer Help Point is located close to the base of the interchange ramp on the brick wall. 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. North Melbourne station is staffed from the first until the last train every day.



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 1 the hearing loops are available close to the Customer Help Points at both ends of the platform.



Shelter

There is shelter at both ends of the platform.

Platform 2

Platforms 2 and 3 are located on an **island platform**

Arriving on platform 2

- When exiting the lift platform 2 is on the right and platform 3 is on the left. You are located at the city end of the platform, but facing the northern end of the station.
- When reaching the base of the escalators at platform level, platform 2 is on the right and platform 3 is on the left. When stepping off the escalators you are facing the north end of the station. You are located approximately a third of the way down the platform, closer to the city end.
- If descending the ramp onto platform 2 from the northern end of the station, platform 2 is on the left and platform 3 is on the right. You are facing the city end of the platform.

On the platform

Platform edge warning tactiles

Platform edge tactiles are available on the platform to increase safety for people who are blind or have low vision.

Accessible Boarding Point

An Accessible Boarding Point is located at the northern end of the 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 opposite the base of the escalators, located on the end of a bench seat. There is an additional Customer Help Point at the northern end of the platform on the brick building facing the ramp. This Customer Help Point is on platform 3 but also services platform 2.

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. North Melbourne is staffed from the first until the last train every day.



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. The hearing loop on platform 2 is available near the escalators.



Platform 3

Platforms 2 and 3 are located on an **island platform**

Arriving on platform 3

- When exiting the lift at platform level, platform 2 is on the right and platform 3 is on the left. As you exit the lift you are facing the northern end of the platform but positioned at the city end.
- When reaching the base of the escalators platform 2 is on the right and platform 3 is on the left. You are facing the northern end of the platform. The escalators are approximately a third of the way down the platform, closer to the city end.
- When descending the ramp onto the platform from the northern end, platform 2 is on the left and platform 3 is on the right. You are facing the city end of the platform.
- Platform edge tactiles are available.

On the platform

Accessible Boarding Point

An Accessible Boarding Point is available at the city end 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 opposite the base of the escalators, at the end of a bench seat. An additional Customer Help Point is located at the northern end of the platform on the brick building facing the ramp. 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. North Melbourne Station is staffed from the first until the last train every day.



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. The hearing loop on platform 3 is available near the escalators.



Platform 4

Platforms 4 and 5 are located on an **island platform**

Arriving on platform 4

- When exiting the lift at platform level you are facing the northern end but located at the city end of the platform. Platform 4 is on the right and platform 5 is on the left.
- When arriving onto the platform by escalator, you are facing the northern end of the platform and located approximately a third of the way down the platform, closer to the city end. Platform 4 is on the right and platform 5 is on the left.
- When arriving onto the platform from the ramp at the northern end, you are facing the city end. Platform 4 is on the left and platform 5 is on the right.

On the platform

Accessible Boarding Point

The Accessible Boarding Point can be found at the northern end of the 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.

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 base of the escalator and at the lift.

Customer Help Point

A Customer Help Point is available on this platform opposite the escalators, located at the end of a bench seat. An additional Customer Help Point can be found at the northern end of the platform, facing the ramp, on a brick building. It is situated on platform 5 but services both platforms. 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. North Melbourne station is staffed from the first until the last train every day.



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 loop is available closer to the escalator.



Platform 5

Platforms 4 and 5 are located on an **island platform**

Arriving on platform 5

- When arriving in the lift at platform level platform 5 is on the left and platform 4 is on the right. You are facing the northern end of the platform but located at the city end.
- When arriving by escalator onto the platform you are facing the northern end of the platform. Platform 5 is on the left and platform 4 is on the right. You are located approximately a third of the way down the platform, closer to the city end.
- When accessing the platform via the ramp from the northern end you are facing the city end of the platform. Platform 4 is on the left and platform 5 is on the right.

On the platform

Accessible Boarding Point

An Accessible Boarding Point can be found at the city end of the platform behind the lift. 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 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 at the base of the escalator and at the lift.

Customer Help Point

A Customer Help Point is available on this platform opposite the base of the escalators on the end of a bench seat. An additional Customer Help Point is located at the northern end opposite the base of the ramp on the end of a brick building.

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. North Melbourne station is staffed from the first until the last train every day.



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 5 the hearing loop is available closer to the escalators.



Platform 6 - side facing platform

Arriving on the platform

- When exiting the lift onto the platform you are facing the northern end, but are located at the city end of the platform. The platform edge is to the right.
- When arriving onto the platform on the escalators you are facing the northern end of the platform and you are located approximately a third of the way down the platform, closer to the city end. The platform edge is on the right.
- When arriving onto the platform via the ramp at the northern end you are facing the city end of the platform. The platform edge is to the left.

On the platform

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 are available to assist people who are blind or have low vision to find their way around this station. They are located at the base of the escalator and outside the lift.

Accessible Boarding Point

An Accessible Boarding Point can be found at the northern end of the 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 opposite the base of the escalators at the end of a bench seat. There are several obstacles nearby including columns and bins. An additional Customer Help Point is available at the northern end on a brick wall facing platform 5. There are obstacles nearby.

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. North Melbourne station is staffed from the first until the last train every day.



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 6 the hearing loop is available closer to the customer help point near the escalators.

