

# Parliament Station – Supporting Information for Virtual Tours

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# **Parliament 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 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**

All lines except for the Frankston and Sandringham lines run through Parliament Railway Station. Frankston and Sandringham trains run direct to Flinders Street Station. Staff at Parliament Station can provide information on how to access these lines.

Parliament Station is one of three underground stations in Melbourne's CBD and is one of five stations in Melbourne's City Loop.

### **Address**

The Station can be found at Spring Street, Melbourne. Parliament Station has a Lonsdale Street concourse as well as a Bourke/Collins Street concourse. Both concourses are accessed via several different stair only entrances. Lift access is only available at the Lonsdale Street concourse.

### **Phone number**

You can contact the station on **03 9610 5860**

### **Hours of operation**

Parliament Station is open from 4:30am from first until last service daily.

### **City Loop**

Parliament Station is one of three underground stations in Melbourne's City Loop. The station concourses are below street level. Platforms 1 and 2 are below the concourses and platforms 3 and 4 are below platforms 1 and 2.

## **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.

## **Wayfinding Beacons**

Beacon technology is available throughout Parliament Station concourse areas. Beacon technology, when used in conjunction with orientation and mobility skills assists people who are blind or have low vision by describing the environment. Beacons can be accessed by downloading the free [BlindSquare Event app](#).

## **Assistance Animal Relief Area**

An Assistance Animal Relief area is available on the left just outside the Nicholson Street exit from the Lonsdale Street concourse. This area is designated for assistance dogs. It is visible to staff and is fenced off with access to appropriate surfacing, water, bags and a bin. Assistance Animal Relief Areas are also available at Footscray, Caulfield, Showgrounds and Flemington Racecourse Stations.

## **Getting to Parliament Station**

### **The Lonsdale Street concourse**

- There are tram stops outside the station on Nicholson Street near the corner of Lonsdale Street.
- There is a taxi stand on Spring Street opposite the station, near the corner of Lonsdale Street, as well as outside the Windsor Hotel on Spring Street. There is a taxi stand near the Collins Street exit. Please ask station staff for more information.
- There are no station parking or drop off areas available.

### **The Bourke / Collins Street concourse**

- There are tram stops on Bourke Street around the corner from the station entrance at the southwest corner of Bourke and Spring Streets.
- There are tram stops on Collins Street near the Spring Street intersection.
- There are City Circle tram stops on Spring Street.
- There are tram stops nearby on Macarthur Street.
- There are no station parking or drop off areas available.

## **Lift access to Parliament Station**

Lift access is only available at the Lonsdale Street entrance. The lift from street level to concourse is located near the southeast corner of Spring Street and Lonsdale Street. A separate lift to platforms is available from the Lonsdale Street concourse.

## **Parliament Station Entrances**

## **Lonsdale Street concourse entrances**

### **Accessible entrance**

The accessible (lift) entrance is near the southeast corner of Lonsdale and Spring Streets. If arriving from the pedestrian road crossing on this corner, follow the directional tactile indicators straight up the hill. As you continue use caution as directional tactiles branch off to the right to a steep stair entrance down to the concourse. Continuing further up the hill directional tactiles branch off to the pedestrian crossing over Lonsdale Street on the left. Continue straight up the hill until tactiles terminate. When facing uphill the path to the lift is to the right. The lift is located in the first entrance to the left of the path.

When exiting the lift at concourse level directional tactiles lead toward the Customer Service desk and directly to the wide barrier.

### **Stairs from Lonsdale Street**

Stair entrance near the southeast corner of Lonsdale Street, near Spring Street. These stairs are steep. There are three flights of stairs down to the station in this location. When you reach the base of the stairs, just ahead there are directional tactiles running perpendicular. To the right they lead directly to a wide barrier and toward the Customer Service window. Following the directional tactiles to the left will lead toward the Nicholson Street stair-only exit where the Assistance Animal Relief area is located in a fenced area on the left as you step outside. The directional tactiles that lead toward this exit also lead directly to the lift to Lonsdale Street.

### **Stairs from Nicholson Street**

Stair access is available on Nicholson Street near Lonsdale Street. There are three steep flights of stairs. At the base of the stairs, slightly ahead and to the right is the Assistance Animal Relief area within a fenced area. Entering the station through the door nearest the Assistance Animal Relief Area, directional tactiles lead to the lift to Lonsdale Street to the right, or ahead toward the Customer Service window and directly through the wide barrier.

## **Bourke / Collins Street concourse entrances**

There are no directional tactiles available at the following entrances, or on this concourse.

### **Stairs from Collins Street**

The "Collins Street" entrance on Spring Street provides stair only access (two flights) to the Bourke/Collins Street concourse. As you reach the base of the stairs, turn left and continue down the long corridor. The large, open concourse is located at the first opening to the right. After turning right into the concourse the Macarthur Street exit (stair only) is straight ahead, the Customer Service window is located to the right along the wall, and opposite the Customer Service window are the barriers.

### **Stairs from Macarthur Street**

There are three flights of stairs down to the Macarthur Street entrance. Upon entering the station in this location the Customer Service window is ahead and to the left along the wall. The barriers are opposite the Customer Service window.

### **Stairs from Bourke / Spring Street**

The Bourke Street entrance, located on Spring Street near the corner of Bourke Street provides stair access to the Bourke/Collins Street concourse. Upon reaching the base of the two flights of stairs down to the concourse, continue ahead until the fenced area on the left ends. As you turn left past a small set of barriers you will find a wide column followed by a larger set of barriers on the left. Keeping the barriers on your left, opposite these barriers is the Customer Service window and the Macarthur Street exit is ahead.

### **Toilets**

There are toilet facilities available on both paid concourses at this station. An accessible toilet is located on the Lonsdale Street paid concourse only.

- On the Bourke/Collins Street paid concourse there is a standard male and female toilet behind the escalators to platforms.
- On the Lonsdale Street paid concourse, behind the escalators to platforms, there is a unisex accessible toilet located next to the male and female toilets. Directional tactiles that lead to the lift to platforms are available for part of the route.

### **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 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 Concourses features and services include:**

#### **Customer Service windows on both concourses**

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

### **Lonsdale Street concourse**

When exiting the lift at concourse level directional tactiles lead toward the Customer Service desk and directly to the wide barrier.

### **Bourke/Collins Street concourse**

The Customer Service window is on the unpaid concourse opposite the large set of barriers.

Staff are often available at barriers to assist with directions.

### **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
- You can pay with cash, EFTPOS or credit card.
- buy a Full Fare myki card.

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

### **Wide barriers**

Wide barriers accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. Wide barriers are available at both concourses and they are often attended by staff who can answer questions and provide directions and assistance.

- **On the Bourke/Collins Street concourse** there are wide barriers on each end of the large set of barriers (opposite the Customer Service window).
- **On the Lonsdale Street concourse** directional tactiles lead to the wide barrier near the Customer Service window.

### **Wayfinding signage**

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

### **Protective Services Officers**

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

### **Vending machines**

Drink and snack vending machines are available on the unpaid Collins / Bourke Street concourse near the myki machines.

- There is a phone box on the wall between the myki machines and the vending machines.

## **On the Paid Concourses features and services include:**

### **Directional tactile indicators**

Directional tactile indicators are available on the Lonsdale Street paid concourse to assist people who are blind or have low vision to find their way between the wide barrier and the lift to platforms.

### **Escalators**

Escalators are available between the paid concourses and all platforms. Some escalators may change directions or be closed off at different times of the day. Staff are available at barriers to assist if needed.

### **Lift access**

Lift access is available at the Lonsdale Street concourse only. There is a lift between street level and the unpaid concourse, and a separate lift between the paid concourse and all platforms.

### **Protective Services Officers**

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

### **Vending machines**

Food and snack vending machines are available on the paid Lonsdale Street concourse near the Customer Service window.

## **About Platforms at Parliament Station**

### **Number of platforms at this station: 4**

### **Layout and references**

Platforms 1 and 2 are on the level below the concourses. Platforms 3 and 4 are on the level below platforms 1 and 2. There are escalators between platform levels and

both concourses, but lift access is only available at the Lonsdale Street end of the station.

This document often refers to the ends of platforms as being either the Lonsdale Street end or the Bourke/Collins Street end.

### **Platform types at this station**

- All platforms at Parliament Station are **side facing platforms** however at certain points along the platform, passengers can access both platforms on the same level. A side facing platform is one with a platform edge on one side only.
- Please note some sections on platforms are narrower than other sections. Please use caution on platforms.

### **Features on all platforms**

#### **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.

#### **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.

#### **Customer Help Points**

Customer Help Points are available on all platforms approximately halfway down the platforms. They are located on the wall and have a distinctive blue and white sign.

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. Parliament 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. Hearing loops are also available where the Customer Help Points are.

- At Parliament Station the hearing loops are available closer to the Lonsdale Street end and extend towards the middle of each platform.



## Priority seating

Seating for passengers with accessibility needs is provided along all platforms.

## Vending machines

Drink and snack vending machines are located near escalators at platform levels.

## Platform 1 - specific information

### Access to Platform 1

#### Lift

Lift access to platform 1 is available from the paid Lonsdale Street concourse. Directional tactiles lead to this lift.

- When exiting the lift at platform level you arrive at the Lonsdale Street end of the platform. Directional tactiles lead directly onto, and parallel with platform 1. These directional tactiles continue to the left, past the escalators to the concourse and platforms 3 and 4, before terminating on platform 2.

## **Escalators**

Escalator access to platform 1 is available from both concourses.

### **From the Lonsdale Street concourse:**

- When arriving at platform level on these escalators, there are directional tactiles ahead leading to platforms. Platform 1 is to the right and platform 2 is to the left.

### **From the Bourke/Collins Street concourse:**

- When arriving at platform level, there are no directional tactiles. Platform 1 is to the left and platform 2 is to the right.

## **Platform 1 features**

### **Platform Edge Tactiles**

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

### **Raised Boarding Platform**

A Raised Boarding Platform is available at the Bourke / Collins Street end. 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 located at both ends of platform 1, and are marked by the International Symbol of Access decal.

Please note 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 2 – specific information**

### **Access to platform 2**

#### **Lift**

Access to platform 2 is via a lift to platform 1 from the Lonsdale Street concourse.

- When exiting the lift at platform level you arrive at the Lonsdale Street end of platform 1. Directional tactiles lead directly onto, and parallel with platform 1. These directional tactiles continue to the left, past the escalators to concourse and platforms 3 and 4, before terminating on platform 2. As you enter platform 2 you will feel a slight rise as you step onto the Raised Boarding Platform.

#### **Escalators**

Escalators to platform 2 are available from both concourses.

**From the Lonsdale Street concourse:**

- When arriving at platform level on these escalators, there are directional tactiles ahead leading to platforms. Platform 1 is to the right and platform 2 is to the left.

**From the Bourke/Collins Street concourse:**

- When arriving at platform level, there are no directional tactiles. Platform 1 is to the left and platform 2 is to the right.

**Platform 2 features****Platform Edge Tactiles**

Tactile warning indicators are on platform edges 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 platform 2. 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 the Raised Boarding Platforms at both ends. These Accessible Boarding Points are marked by the International Symbol of Access decal.

Please note 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 3 – Specific information****Access to platform 3****Lift**

Lift access to platform 3 is via the Lonsdale Street paid concourse.

- When exiting the lift at platform level, you arrive at the Lonsdale Street end of the platform. Directional tactiles lead directly onto, and parallel with platform 3, and continue around to the left and terminate on platform 4.

**Escalators**

Escalator access to platform 3 is available from both concourses.

**From the Lonsdale Street concourse:**

- At the base of the first escalator down to platforms 1 and 2, continue straight ahead to escalators down to platforms 3 and 4.

- When reaching the base of the escalators you will arrive near the Lonsdale Street end of the platform. Platform 3 is ahead and to the right and platform 4 is ahead and to the left. The platform entrance is approximately  $\frac{1}{4}$  of the way down the platform, closer to the Lonsdale Street end of the platform.
- There are no directional tactiles at this level leading to platforms.

**From the Bourke/Collins Street Concourse:**

- At the base of the first escalator down to platforms 1 and 2, continue straight ahead to escalators down to platforms 3 and 4.
- When reaching the base of the escalator platform 3 is ahead and to the left and platform 4 is ahead and to the right. The platform entrance is between the middle of the platform and the Bourke/Collins Street end of the platform.

**Platform 3 features**

**Platform Edge Tactiles**

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

**Accessible Boarding Points and Raised Boarding Platforms**

Accessible Boarding Points on Raised Boarding Platforms can be found at both ends of platform 3. These accessible Boarding Points are marked by the International Symbol of Access decal.

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.

Please note 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 4 – Specific information**

**Access to platform 4**

**Lift access**

Access to this platform 4 is via a lift from the Lonsdale Street concourse to platform 3.

- When exiting the lift at platform level you arrive at the Lonsdale Street end of platform 3. Directional tactiles lead directly onto, and parallel with platform 3. These directional tactiles continue to the left and terminate on platform 4.

## **Escalators**

### **From the Lonsdale Street concourse:**

- At the base of the first escalator down to platforms 1 and 2, continue straight ahead to escalators to platforms 3 and 4.
- When reaching the base of the escalators you will arrive at the Lonsdale Street end of the platform. Platform 3 is ahead and to the right and platform 4 is ahead and to the left. The platform entrance is approximately  $\frac{1}{4}$  of the way down the platform, closer to the Lonsdale Street end of the platform.
- There are no directional tactiles at this level leading to platforms.

### **From the Bourke/Collins Street Concourse:**

- At the base of the first escalator down to platforms 1 and 2, continue straight ahead to escalators to platforms 3 and 4.
- When reaching the base of the escalator platform 3 is ahead and to the left and platform 4 is ahead and to the right. The platform entrance is between the middle of the platform and the Bourke/Collins Street end of the platform.

## **Platform 4 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.

### **Raised Boarding Platforms and Accessible Boarding Points**

Raised Boarding Platforms with Accessible Boarding Point decals are available on both ends of platform 4. 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.

Please note 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 button on the Customer Help Point.