

Melbourne Central 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 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 about Melbourne Central Station

Lines

Alamein, Belgrave, Craigieburn, Cranbourne, Glen Waverley, Hurstbridge, Lilydale, Mernda, Pakenham, Sunbury, Upfield, Williamstown, Werribee on weekends only.

Station Address

The Station address is La Trobe Street, Melbourne. Melbourne Central Station is accessed via Melbourne Central Shopping Centre.

Phone number

You can contact the station on 03 9610 5850

Access to the Station

- Melbourne Central Station concourses are accessed via escalators or lifts within Melbourne Central shopping centre. Station staff can assist with directions to shopping centre lifts.
- Access within the shopping centre, apart from the approach to Swanston and Elizabeth Street concourses is not discussed in this document. For more information about accessibility within the shopping centre please contact the station.
- Melbourne Central Station can be accessed from first until last service daily.
- The station is one of three underground stations in the City Loop.
- Please note there are two concourses at Melbourne Central Station, the Elizabeth Street concourse and the Swanston Street concourse. The

Swanston Street concourse provides lift access and an accessible toilet. These facilities are not available in the Elizabeth Street concourse. The concourses are accessed from the same level and staff are available at both concourses to provide directions if needed.

Getting to Melbourne Central Station

Tram

- There are tram stops on Swanston Street near the corner of La Trobe Street. There is a bike path between the tram stop and the footpath outside of Melbourne Central. From this entrance the Swanston Street concourse is the closest.
- There are tram stops outside Melbourne Central on La Trobe Street near the corner of Swanston Street and also near the corner of Elizabeth Street. These tram stops are not wheelchair accessible.
- There are tram stops just outside Melbourne Central on Elizabeth Street. From this entrance the Elizabeth Street concourse is the closest.

Bus

There are bus stops on Lonsdale Street near the entrance to Melbourne Central shopping centre.

Taxi

There is a taxi stand near the station on La Trobe Street. Station staff can also help with this information.

At Melbourne Central Station

Staff 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 Melbourne Central 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](#).

Toilets

An accessible toilet is available at the Swanston Street paid concourse. There are other accessible toilet facilities within Melbourne Central shopping centre.

Standard male and female toilets are available at both paid concourses.

Lift access to platforms

Lifts are available from the Swanston Street paid concourse to platform levels.

Concourses

Melbourne Central Station features two large concourses with 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 or stairs to the platforms, is referred to as the **paid** concourse.

Getting to The Swanston Street unpaid concourse

Approaching the station from Swanston Street: when you reach the base of the large set of escalators down to the lower ground level, you will be facing Coles supermarket. A large group of barriers to the Swanston Street concourse will be to the left.

When approaching the Swanston Street concourse from Lonsdale Street end of Melbourne Central (on the same level), you will pass retail and food outlets on both sides. Just before arriving at the station Hungry Jack's will be on the left and straight ahead the floor colour changes from dark to light. At this point the barriers will be to the right and if you continue straight ahead the Customer Service window will also be on the right, just past the barriers, along the wall.

Further on from the Customer Service window (along the same wall) there is a V/Line booking office and a McDonalds at the end. When the booking office is not staffed, Metro can answer V/Line enquiries. For more information about V/Line services and accessibility please call 1800 800 007. V/Line services do not run from Melbourne Central Station.

Getting to the Elizabeth Street unpaid concourse

There are no accessible toilet facilities or lift access to platforms from this concourse.

From Elizabeth Street

From Elizabeth Street when reaching the base of the escalators, the Elizabeth Street concourse and its' large row of barriers is to the left. When approaching the barriers keep fairly close to the wall on the left and you will pass a newsagency to your left. Continuing on there will be a gap where a myki machine is located, and then the Customer Service window. To the right of the Customer Service window there is a gate followed by the wide barrier to the right.

From Swanston or Lonsdale Streets

From the Swanston Street concourse, or Lonsdale or Swanston Streets: you will arrive at the Elizabeth Street concourse via a walkway that joins the two concourses. You will pass takeaway food outlets on both sides of the passageway before the path bends to the left. Woolworths will be on the left and opposite Woolworths on the right side of the passageway are two barriers to the Elizabeth Street concourse.

If you continue where these barriers end (don't enter the barriers) you will pass a myki machine, column and fence all on the right. Following this around to the right there is a larger set of barriers, at the end of which is the Customer Service window.

Features and Services available on both unpaid concourses

A Customer Service window at the Swanston Street concourse

The Customer Service window is available to the left of the smaller set of barriers (with the Elizabeth Street concourse behind you).

A Customer Service window at the Elizabeth Street concourse

The Customer Service window is to the left of the larger set of barriers. Woolworths is to the right. The Customer Service window at this location sits on an angle to the barriers.

Metro staff at Customer Service windows and barriers

Staff can 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 barriers

Wide barriers are located at the Elizabeth and Swanston Street concourses. They 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.

Protective Services Officers

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

Food outlets

A range of food outlets and supermarkets are located near both concourses.

General information - Swanston Street paid concourse

Layout

- This concourse is large and irregular in shape. There are two sets of escalators to platforms provided at both ends of the concourse, and an additional single escalator located between them.
- An accessible toilet and lifts to platforms, located in a short corridor, are provided at the far end of the paid concourse opposite the barrier next to the Customer Service Window. There are several obstacles along the way. If you are unfamiliar with the route to the accessible toilet or lifts we recommend speaking to staff.
- There are obstacles on the concourse including timetable information, vending machines and a telephone box.

A McDonald's is located on the Swanston Street paid concourse. It may be easier to access from the unpaid concourse as it is along the same wall as the Customer Service window, to the far left after the V/Line booking office.

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

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 - Swanston Street concourse

Lifts to platforms

From the barriers next to the Customer Service window **lifts to all platforms** are available at the far end of the Swanston Street paid concourse. There are several obstacles along the way and the lifts are located in a corridor. Warning tactile indicators are located near the lift doors. If you are unfamiliar with the route to the lifts we recommend you seek directions or assistance from station staff.

When arriving at platforms 1 and 2 directional tactiles lead through a short corridor to the platforms. Platform 1 is on the left and platform 2 is on the right. Directional tactiles lead up onto raised boarding platforms, where you will notice a slight gradient. Platform edge tactiles are also available.

When arriving in the lift at platforms 3 and 4, directional tactiles lead through a short corridor to the platforms. Platform 3 is on the left and platform 4 is on the right. Directional tactiles lead up onto raised boarding platforms, where you will notice a slight gradient. Platform edge tactiles are also available.

Escalators to platforms

Please use caution as there are no tactile warning indicators at stairs or escalators on this concourse. Some escalators may change directions at different times of the day, and some may only travel to particular platform levels (not to all platforms). There are no directional tactiles to lifts, stairs or escalators. Please ask staff if you would like assistance or directions to escalators.

The escalators directly to and from platforms 3 and 4 are located opposite the accessible toilet on the Swanston Street concourse. When you arrive at the base of the escalators at platforms 3 and 4, platform 4 is on the left and platform 3 is on the right. You will be located close to the Swanston Street end of the platform but you will be facing the Elizabeth Street end.

General information - Elizabeth Street paid concourse

Layout

- This concourse is large, long and has an irregular shape. Two sets of escalators are provided, one set near each end of the concourse. There is an additional single escalator between the two sets of escalators, which can change directions at different times.
- From the wide barrier next to the Customer Service Window **male and female toilets** are located ahead on the far side of the concourse. They are accessed via stairs and between the two facilities are the escalators to platforms 1 and 2. Female toilets are on the left and male toilets are on the right of these escalators.

- There are obstacles on the concourse including timetable information, vending machines and a telephone box.

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

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 – Elizabeth Street concourse

Please use caution as there are no tactile warning indicators at stairs or escalators on this concourse. Some escalators may change directions at different times of the day, and some may only travel to particular platform levels (not to all platforms). Staff are available to assist passengers if needed.

Escalator access directly to platforms 3 and 4 from the Elizabeth Street concourse

Enter the wide barrier to the right of the Customer Service Window. If you continue straight ahead in a straight line you should approach two escalators on your right.

These escalators can also be accessed from the two barriers opposite Woolworths. By walking straight ahead from the barrier you will end up near the top of the escalators. If you find a low, tiled wall with a handrail, continue carefully to the left to the escalators.

As you reach the bottom of the escalator at platforms 3 and 4 you are positioned closer to the Elizabeth Street end of the platform, but you are facing the Swanston Street end. Platform 3 is on the right and platform 4 is on the left.

Please note these escalators travel directly to platforms 3 and 4. They do not stop at platforms 1 and 2.

Escalator access to platforms 1 and 2

The escalators at the far end of the concourse sit between stairs down to the female toilets on the left, and male toilets on the right. There are no tactile warning indicators available at stairs and escalators. These escalators take passengers down to platforms 1 and 2 level, with platform 2 on the left and platform 1 on the right as you approach the base of the escalator.

Stairs to all platforms

Stairs down to all platforms are located near the escalators to platforms 3 and 4. The stairs run parallel to, and are located on the far side of the escalators. The stair entrance faces the opposite direction to the entrance to these escalators. When arriving at platform 1 and 2 level, you will be on platform 1, a safe distance from, but facing the platform edge tactiles. You will be located at the far Elizabeth Street end of the platform.

To continue down to platforms 3 and 4 use the left handrail to continue to the next flight of stairs. There are tactile warning indicators here. At the base of these stairs you will be on platform 3, a safe distance from but facing the platform edge tactiles. There is a raised boarding platform slightly closer to the platform edge tactiles and you may notice a slight gradient. You will be located at the far Elizabeth Street end of the platform.

Platforms at Melbourne Central Station – General information

Number of platforms at this station

There are four platforms at this station.

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.

This document often refers to the ends of platforms as being either the Swanston Street end or the Elizabeth Street end.

Platform types at this station:

- All platforms at Melbourne Central Station are **island platforms**. Island platforms have platform edges and tracks on both sides. This means two platforms are available along each of the island platforms.
- Please note some sections on platforms are narrower than other sections. Please use caution on platforms.

All platforms include

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.

Directional tactile indicators

Directional tactiles to assist people who are blind or have low vision to find their way between lift and platforms (only at the far Swanston Street end of the platform).

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. At Melbourne Central Station hearing loops are located in a section about halfway down platforms.



Priority seating

Priority seating for passengers with accessibility needs is provided along platforms including near Accessible Boarding Points

Vending machines

Drink and snack vending machines are located on platforms.

Access to platforms

- Two lifts to all platform levels and the Swanston Street concourse are available at the far Swanston Street end of the platform.
- Escalator access is available between platforms and concourses.
- Stair access is available between platforms and the Elizabeth Street concourse.

Platform 1 –specific information

Platform edge tactiles are available.

Raised Boarding Platform

A Raised Boarding Platform is available at the Swanston St 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 on a white column located almost halfway down the platform (but closer to the Swanston Street end) between escalators from the concourse and escalators to platforms 3 and 4.

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



Platform 2 – specific information

Platform edge tactiles are available.

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 on a white column located almost halfway down the platform (but closer to the Swanston Street end) between escalators from the concourse and escalators to platforms 3 and 4.

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



Platform 3 – specific information

Platform edge tactiles are available.

Raised Boarding Platform

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 on a white column located almost halfway down the platform (but closer to the Swanston Street end). It is situated between two bench seats. Nearby are three drink vending machines located side by side. 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. Melbourne Central Station is staffed from the first until the last train every day.



Telephone

A telephone box is located about halfway down the platform.

Platform 4 – specific information

Platform edge tactiles are available.

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 is to the left of the entrance to the platform.

Customer Help Point

A Customer Help Point is available on this platform on a white column located almost halfway down the platform (but closer to the Swanston Street end). It is situated between two bench seats. Nearby are three drink vending machines located side by side.

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

