

# ACCESS KEY



ROYAL BOTANIC GARDENS VICTORIA

CRANBOURNE

Cnr Ballarto Road and Botanic Drive  
Cranbourne, Victoria, 3977  
Phone 03 5990 2200  
[rbg.vic.gov.au/visit-cranbourne](http://rbg.vic.gov.au/visit-cranbourne)

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## Glossary

AFFL: Above Finished Floor Level

RBGV: Royal Botanic Gardens Victoria

TGSI: Tactile Ground Surface Indicator. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.



ROYAL BOTANIC GARDENS VICTORIA  
CRANBOURNE

# Guidelines

Thank you for choosing to use an Access Key for Royal Botanic Gardens Victoria, Cranbourne.

For your Access Key to be successful, we recommend you follow these guidelines:

- Access Keys preferably to be obtained two weeks in advance of your visit.
- Access Keys should be read calmly and confidently in an environment free of distractions.
- An adult/carer to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key.
- An adult/carer should help the participant comprehend the key points of the Access Key, consistently monitoring for level of understanding.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page 19.
- Safety information is located on page 20.
- Download Access Key in its entirety - 20 pages in total.



**Access  
Ability  
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to [AAA Library](#).  
For Access Keys in Braille or audio, please [Contact Us](#).  
Please complete our short [survey](#) to help us ensure continuous improvement.

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## Visiting the Gardens

- Cranbourne Gardens is open 9am - 5pm, daily offering free entry (closed Christmas Day). Donations are welcome.
- Cranbourne Gardens extends over 363 hectares and displays more than 170,000 plants from 1700 plant varieties.
- As the Cranbourne Gardens is natural bushland, this space is shared with a variety of wildlife. Please be mindful while driving in order to keep the wildlife safe.
- Non-motorised wheelchairs may be hired from the Visitor Centre upon payment of a \$50 refundable deposit. To hire a wheelchair, contact 03 5990 2200.
- Visitors can book an electric scooter through the Visitor Centre. The Visitor Centre requires a credit card as a security deposit on arrival and a small fee of \$8 for 2 hours applies.
- Help to protect and conserve Cranbourne Gardens. Take care by not stepping on the garden beds, climbing trees, damaging or removing plants, playing ball games, cycling, feeding the wildlife or starting fires or BBQs.
- To provide feedback please email [rbgc@rbg.vic.gov.au](mailto:rbgc@rbg.vic.gov.au).



### Useful Links

[Royal Botanic Gardens, Victoria, Cranbourne](#)

[What's On](#)

[School Visits](#)

[Cranbourne Education Inclusion and Access Guide](#)

[Scheduled Garden Tours](#)

[Function Room Bookings](#)

[RBGV Regulations](#)

[Facebook](#)

[Instagram](#)

## Getting There

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### By Car

When driving from Melbourne, you can get to the Cranbourne Gardens via the Monash Freeway (M1) and the South Gippsland Freeway (M420).

The front entry is at the corner of Ballarto Road and Botanic Drive, Cranbourne, 500 metres from the South Gippsland Highway. The carpark is approximately 2.5 kilometres from the main entrance.

This trip will take approximately 50 minutes from the Melbourne CBD.

### By Public Transport

The closest train station is Cranbourne. From there, either take a taxi or catch the Route 795 bus\* and get off at the South Gippsland Highway/Ballarto Road stop. There is a 30 to 40-minute walk from the bus stop.

\*Note: The 795 bus only runs limited times. Please check Public Transport Victoria's [website](#).



## Parking

There is one main car park available. It is located at the end of Philip Moors Drive. The speed limit on Philip Moors Drive is 25km per hour.

### Visitor Centre

The primary entrance to the Australian Garden is at the Visitor Centre. The Visitor Centre carpark is located to the left of the entry shelter.

The speed limit in the carpark is 10km per hour. There is general parking and six accessible parking bays. Accessible parking is located approximately 50 metres from the pathway to the Visitor Centre.

The entry shelter provides shade/shelter and is located at the bottom of the Visitor Centre pathway. For visitors that require wheelchair hire, please park in the carpark nearest to the entry shelter. Staff can meet visitors at the shelter. Please call 03 5990 2200 for assistance.

### Ian Potter Lakeside Precinct

The Australian Garden can also be entered via the Ian Potter Lakeside Precinct. Parking for the Ian Potter Lakeside Precinct is located at the northern end of the carpark. After turning in, continue left to the far end of the carpark to locate the Ian Potter Lakeside Precinct entrance.

There is general parking and six accessible parking bays. Accessible parking to this precinct is located approximately 25 metres from the entry gate.

### Drop Off Points

There are two accessible drop off points.

One is located behind the Visitor Centre Garden Shop for visitors who are unable to navigate the gentle slope of the Visitor Centre pathway.

First, follow the sign to the Garden's carpark. Next, follow the sign to deliveries. Then, once arrived at the rear of the Visitor Centre, visitors can briefly stop to drop-off passengers.

Access is a gate with a 1200mm clearance.

The second drop off point is for event accessibility and is located on Philip Moors Drive, nearest to the Ian Potter Lakeside Precinct.

Please park all vehicles in the carpark after visitors have been dropped off.

### Bus Parking

Continue along Philip Moors Drive, past the main entrance to the carpark.

Bus parking is signed to the left.



## Welcome

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Access into the Visitor Centre is via a gentle sloped, sealed pathway. There are rest areas at the halfway point, on the left.



















This 90-metre-long pathway is 5 metres wide offering a clear path of travel at a 1:22 gradient from the carpark to the Visitor Centre.

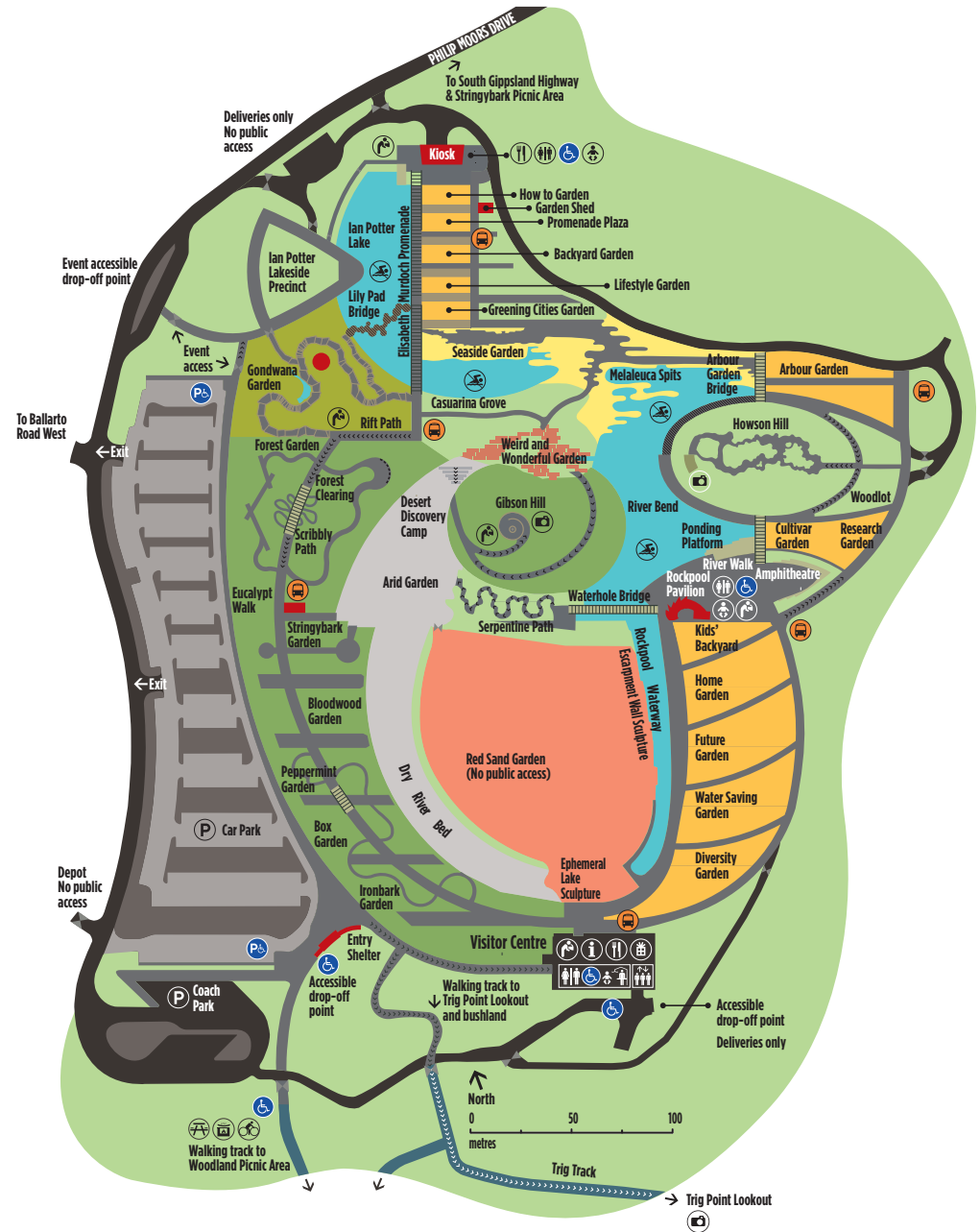
To access the Australian Garden at the Ian Potter Lakeside Precinct, entry is through a gate and then a gentle sloped, sealed pathway. This 15-metre-long pathway is 4 metres wide offering a clear path of travel at a gradient of 1:20.

To open the gate, slide the latch to the right. The gate opens outward. Please ensure to close the gate after entering to prevent wildlife accessing the Australian Garden.



# Australian Garden Map

-  Information
-  Toilets
-  Baby change
-  Hoist and adult change table
-  Drinking water
-  Parking
-  Accessible parking
-  Accessible toilet
-  Garden Explorer stop
-  Gift shop
-  Café
-  Barbecue
-  Picnic tables
-  Shelter
-  Gates
-  Path on hill, arrows point uphill
-  Metal grate path
-  Wooden path





## Staff

All staff wear a RBGV uniform.

Uniforms vary in colour and style depending upon weather conditions.

Every uniform features a RBGV logo of a gold tree with the words 'Royal Botanic Gardens Victoria'.

Volunteers wear red with RBGV logo.



# VISITOR CENTRE

Located at the entrance to the Australian Garden, the Visitor Centre provides:

- An Information Office
- Tour Bookings
- Umbrella Hire
- Wheelchair and Electric Scooter Hire
- Toilets
- The Garden Shop
- Boon Wurrung Café

The Visitor Centre is open 9.00am to 4.30pm, daily (closed Christmas Day, 25th December).

The Australian Garden can be accessed through the Visitor Centre Information Office.

1. Enter the Information Office through a glass automated door.
2. Exit the Information Office through another glass automated door, located on the right.
3. Descend a set of stairs or access ramp, both with handrails.

A lift is available if required. Please see staff for assistance at the Information Office.

Please remain on designated tracks and enjoy the colours of the Australian Garden.

Upon return, for visitors that require the lift, press the bell that is located on the right-hand side of the lift on ground level for assistance.



## Sensory Guide



Feel  
Shared personal space  
Weather



Sounds  
Automated doors  
Birds  
Computers  
Echo



Sights  
Glare  
Shadows



Smells  
Nature  
Timber

# ACCESSIBLE TOILET WITH ADULT CHANGE FACILITY

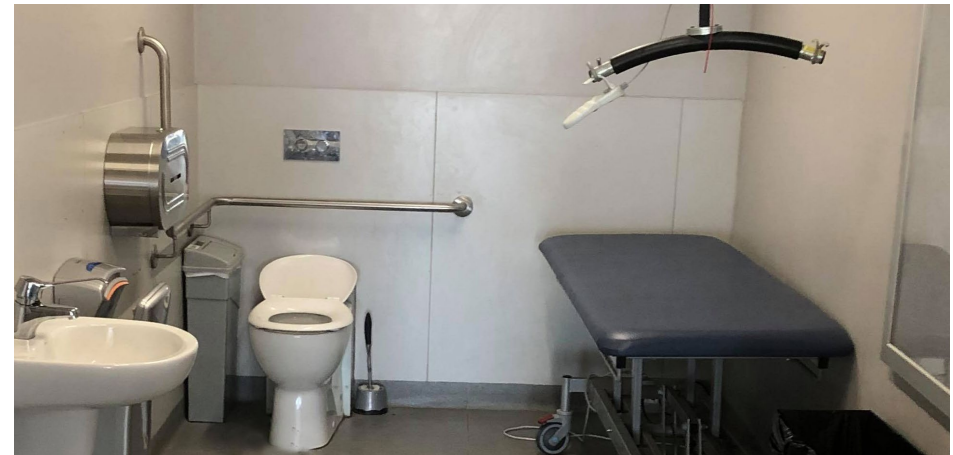
A fully accessible adult change facility is available providing extra features and more space to meet the needs of people with severe and profound disabilities. This facility is complete with a hoist, adult change table, shower and seat, toilet rails and a lowered sink.

Location: Enter through the Visitor Centre Information Office, down to Garden level, turn to the right, and proceed to Explorer bus stop one. Proceed up an access ramp with handrail. This ramp is approximately 13 metres in length at an average gradient of 1:14 with one turning point.

The adult change facility Includes:

- A fully accessible adult change room with combined unisex toilet
- Manual door opening outward. Door clearance 880mm with easy-to-operate internal door lock at 900mm AFFL
- Cubicle space 2000mm x 4400mm
- Grab bars on wall to the right and beside toilet
- Toilet seat height 460mm AFFL with right-hand transfer
- Sink height 800mm AFFL with lever tap at 920mm AFFL
- Waverley Glen C450 ceiling hoist with Standard Yoke that is designed for use with 1" webbing loops
- Ceiling hoist with a maximum lift capacity of 204kg
- Change table with a weighting load capacity of 130kg
- Baby change area

Please remember to bring your own sling and ensure it is compatible with hoist. If there is any uncertainty, please do not use hoist.



## Sensory Guide



Feel

Change in ground surfaces



Sounds

Echo  
Hand dryer  
Toilet flushing  
Water running  
Wildlife



Sights

Mirror/Reflection



Smells

Bathroom smells  
Disinfectants

# VISITOR CENTRE TOILETS

There are 2 sets of toilets located within the Visitor Centre.

## Set 1

Location: Opposite the Visitor Centre Information Office.

Includes:

- Unisex, accessible toilet
- Manual door opening inward. Door clearance 880mm with easy-to-operate internal door lock at 860mm AFFL
- Cubicle space 2190mm x 3340mm
- Grab bars to the left and behind toilet
- Toilet seat height 450mm AFFL with left-hand transfer
- Sink height 450mm AFFL with lever tap at 570mm AFFL
- Separate male and female toilets
- Baby change area (within the accessible toilet)

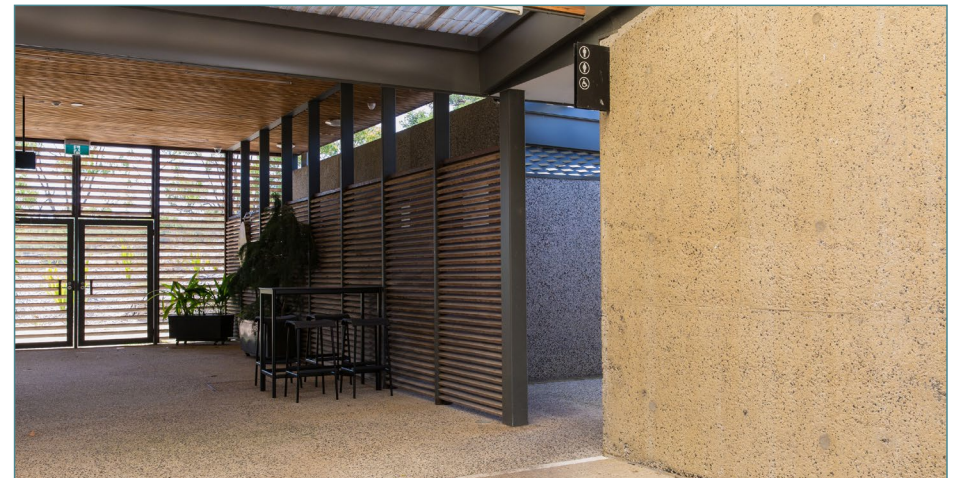


## Set 2

Location: Past the Garden Shop/at the Visitor Centre drop off point.

Includes:

- Unisex, accessible toilet
- Manual door opening inward. Door clearance 800mm with easy-to-operate internal door lock at 850mm AFFL
- Cubicle space 2190mm x 3530mm
- Grab bars to the left and behind toilet
- Toilet seat height 440mm AFFL with left-hand transfer
- Sink height 790mm AFFL with lever tap height at 910mm AFFL.
- Separate male and female toilets
- Baby change area (within the accessible toilet)



## Sensory Guide



### Feel

Change in ground surfaces  
Shared personal space



### Sounds

Echo  
Hand dryers  
Toilet flushing  
Water running  
Wildlife



### Sights

Mirror/Reflection



### Smells

Bathroom smells  
Disinfectants

# GARDEN TOILETS

There are 2 sets of toilets located within separate areas of the Australian Gardens.

## Rockpool Pavilion Toilets

Location: Past Rockpool Waterway and Kids' Backyard, on the right-hand side of the pathway.

Includes:

- Unisex, accessible toilet
- Manual door opening inward. Door clearance 800mm with easy-to-operate internal door lock at 850mm AFFL
- Cubicle space 2060mm x 3050mm
- Grab bars on wall to the right and behind toilet
- Toilet with seat height 470mm AFFL with right-hand transfer
- Sink height 780mm AFFL with lever tap at 900mm AFFL
- Separate male and female toilets
- Baby change area (within the accessible toilet)

## Kiosk Toilets

Location: At the Kiosk at the northern end of the Australian Garden adjacent to the Ian Potter Lakeside Precinct.

Includes:

- Unisex, accessible toilet
- Manual door opening inward. Door clearance 850mm with easy-to-operate internal door lock at 960mm AFFL
- Cubicle space 2510mm x 3070mm
- Grab bars on wall to the left and behind toilet
- Toilet seat height 440mm AFFL with left-hand transfer
- Sink height 810mm AFFL with lever tap at 930mm AFFL
- Separate male and female toilets
- A baby change area (within the accessible toilet)



## Sensory Guide



### Feel

Change in ground surface  
Shared personal space



### Sounds

Echo  
Hand dryers  
Toilet flushing  
Water running  
Wildlife



### Sights

Mirror/Reflection



### Smells

Bathroom smells  
Disinfectants

## Shopping / Eating

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### Garden Shop

The Garden Shop is located in the Visitor Centre. It is past the Information Office, on the right. Entry is via an open glass door.

It is open 9.30am to 4.45pm, daily (closed Christmas Day, 25th December).

Enjoy the beautiful range of botanic-inspired gifts and treasures to help remember your visit. Proceeds from every purchase go directly towards supporting the work of Royal Botanic Gardens Victoria.

Merchandise and displays are also available throughout the Visitor Centre foyer.

Cash or eftpos is accepted.

Phone 03 5990 2246.



### Boon Wurrung Café

The Boon Wurrung Café is located in the Visitor Centre. It is past the Information Office, on the left. Entry is via a glass automated door.

It is open 10.00am to 4.00pm, Monday to Friday and 9.00am to 4.45pm, weekends, school holidays (closed on Christmas Day) and public holidays.

The café offers meals as well as coffee, tea and light snacks and enticing views.

Tables, chairs with backrests and a water station are available inside. Outside seating includes tables and chairs with backrests.

Please note, no BYO food or drinks is permitted. Cash or eftpos is accepted. Functions can be booked. Please enquire [online](#).



### Kiosk

The Kiosk is located at the northern end of the Gardens and offers light meals, coffee and snacks.

It is open weekends, public and school holidays, 11am to 3pm, weather permitting (closed on Christmas Day).

Outside seating includes tables and chairs with backrests.

A water fountain is also available.



## Learning Programs

Learning programs are guided by a Cranbourne Garden's Learning Facilitator. Programs are 1 hour 30 minutes.

### What to wear

Students need to be dressed appropriately for outdoor activities with comfortable shoes. Sun hats and sunscreen during warm weather and wet weather clothing are also needed.

Students should bring a waste free packed snack/lunch in stored sealed containers and a water bottle. Birds may take/eat food that is not stored securely.

On arrival, students will disembark the bus and gather at the entry shelter located at the bottom of the Australian Garden pathway.

Next, groups will be met by the Garden's Learning Facilitator who will speak about the program.

Students will be able to use the toilet prior to starting the program. Toilets are located at the top of the pathway, at the Visitor Centre. Snacks/lunches will be stored.

Then, groups will move to Kids' Backyard to enjoy a snack.

Programs will vary and may include stories, guided walks and/or activities.

Throughout guided walks, a Learning Facilitator will remain at the front of the group.

It is important to remember the Cranbourne Gardens are home to several species of snakes.

If you see a snake:

- Do not approach it.
- Wait for the snake to move off the path.

Remember, snakes are protected animals.

There is adequate area within each learning space should a student require a supervised calming break.

Please take rubbish away or use the compost bucket provided for worm food.

Programs can be adapted to suit individual class needs.

Please help to protect the Gardens by observing the [RBGV Regulations](#).

For further information, please refer to our schools' pre-visit information [online](#).



# ROCKPOOL WATERWAY

Rockpool Waterway is located 95 metres from the Visitor Centre.

1. Enter through the Visitor Centre and go to the ground level.
2. Follow the gravel pathway to the right. This pathway has a slight decline.
3. The Rockpool Waterway is on the left-hand side.

Rockpool Waterway is a calm and scenic space to enjoy the cool running water and the variety of plants.

Stone wall seating and non-fixed chairs are available.

Visitors are welcome to bring picnics, towels, rugs, sunscreen, hats or personal umbrellas.

Children are to be supervised at all times.

There are toilets located at Rockpool Pavilion, on the right-hand side of the pathway, past 'Kids' Backyard'.



## Sensory Guide



**Feel**  
Cool water  
Unstable/Uneven  
ground  
Weather



**Sounds**  
People  
Running water  
Wildlife



**Sights**  
Dust  
Glare



**Smells**  
Dust  
Eucalypt/Flowers/Pollen  
Sunscreen  
Tanbark



# KIDS' BACKYARD

Kids' Backyard is located 150 metres from the Visitor Centre.

1. Enter through the Visitor Centre and go to the ground level.
2. Follow the gravel pathway to the right. This pathway has a slight decline.
3. The Kids' Backyard is on the right-hand side.

Access is via a wooden bridge with a slight incline/decline or alternate entry is under the eucalypt trees, across the tanbark.

In this shady space, families can enjoy blackboards with chalk provided, a sandpit and climbing equipment.

Visitors are welcome to bring picnics, rugs, sunscreen, hats or personal umbrellas or enjoy the shade of the bench seats with backrests.

Children are to be supervised at all times.

There are toilets located on the right-hand side of the pathway, past Kids' Backyard entrance.



## Sensory Guide



### Feel

Unstable/Uneven ground  
Variable ground surfaces  
Weather



### Sounds

People  
Running water  
Wildlife



### Sights

Dust  
Glare



### Smells

Dust  
Eucalypt/Flowers/Pollen  
Sunscreen  
Tanbark

# THE EXPLORER

The Explorer is an open-air motorised people mover that seats 23 people and has room for one wheelchair (with on ramp).

It is the most convenient way to navigate the Australian Garden led by an expert guide. There is a fee for this service. Companion cards are accepted.

Explorer tickets are available at the Visitor Centre Information Office. Cash or eftpos is accepted. Tickets are also available from the bus driver. Bus drivers accept card only.

The Explorer circulates around the Australian Garden on a set schedule taking visitors through meandering paths to some of the Garden's major highlights and most beautiful collections, providing unbeatable photo opportunities.

The Explorer's starting point is Bus Stop One at the Visitor Centre, ground level.

There are six bus stops with seating nearby (see Visitor Map on [page 8](#)).



Tours are subject to last minute changes, please call the Visitor Centre to confirm dates and times 03 5990 2200.

Explorer tour schedules are available. Please visit Bus Stop One, the Visitor Centre Information Office or the Garden Shop. Alternatively, download from our [website](#).

## Sensory Guide



### Feel

Bumpy surface  
Shared personal space  
Vibrations  
Weather



### Sounds

Amplified Commentary  
Engine  
People  
Rattling mirrors  
Running water  
Wheel movement  
Wildlife



### Sights

Dust  
Glare



### Smells

Dust  
Eucalypt/Flowers/Pollen  
Sunscreen

## Accessibility

- Accessible parking and drop off points are located a convenient distance from Australian Garden entry/exits.
- Primary entrance to the Visitor Centre is clearly signed.
- Australian Garden mobility maps are available at the Visitor Centre information office.
- The Visitor Centre offers protection from the weather.
- There is direct access to toilets with access signs.
- Main pathways accessible with widths of over 1.8 metres.
- All paths are either sealed or granitic gravel.
- Non-motorised wheelchairs and electric scooters are available for hire at the Visitor Centre Information Office.
- Storage area for mobility aids is available at the Visitor Centre Information Office.
- The Garden Shop, Boon Wurrung Café and the Visitor Centre are all accessible. (Due to layout of space, the Garden Shop has limited accessibility).
- Australian Garden can be easily accessed from the Visitor Centre via steps or a 40 metre access ramp with handrails. Alternatively, a lift operated by trained staff is available.
- The access ramp from the Visitor Centre to Australian Garden has multiple turning points.
- For a large print map, please see staff at the Visitor Centre Information Office.
- Staff are available to read information to visitors if required.
- A pen and paper for exchanging information is available at the Visitor Centre Information Office.
- There is seating at various locations throughout.
- Some Garden areas have steps.
- Staff and volunteers have been trained by Vision Australia to deliver Audio Descriptor Tours. Tours can be booked at the Visitor Centre or on 5990 2200.
- Wheelchair, scooter and pram parking is available at the Explorer Bus Stop One, located at the Visitor Centre.
- Accessible queuing system for Explorer bus includes seating with backrests.
- Explorer Bus has an access ramp, steps, handrails and anchored wheelchair space.
- Café and Kiosk have accessible height counters.
- Café has large print table numbers displayed.
- Café has large print and Braille menus available.
- Café can cater for some dietary requirements. To enquire phone 03 5990 2247.
- Internet and telephone booking system is available.
- Sensory and inclusive programs are available for school groups.
- Companion cards and Australian pension cards are accepted. Children under 5 free.
- No dogs are allowed. Assistance animals welcome but must remain on designated paths and restrained by a harness or leash.
- The Cranbourne Gardens is Relay Service Friendly. Go to National Relay Service and give the number 03 5990 2200 you want to call.



## Safety

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- Varied terrain throughout – sealed or granitic gravel, tanbark, concrete, wooden and metal boardwalks, and paving stones. Some surfaces have varied gradient.
- Some loose surfacing, such as granitic gravel and tanbark.
- No shoreline curb on pathway from main carpark to primary entrance.
- No contrast safety markings on Visitor Centre Information Office doors or café doors.
- Visitor Centre steps with handrails.
- Visitor Centre access ramp with handrail.
- Visitor Centre access ramp may become slippery when wet.
- Visitor Centre access ramp and steps have TGSi.
- Lighting in toilets may vary according to weather conditions.
- Café seating has colour contrast to walls and floors.
- Signage for wet floors may be displayed.
- It is requested that all visitors keep to the pathways.
- No shoreline curbs on pathways within.
- Some pathways have overhead branches and protruding objects including drainage grates, trees and tree edging.
- Colour contrast furniture placed at pathway edges.
- Limited barriers on all bodies of water. Children must be supervised at all times.
- Water fountains available throughout.
- Swimming in or drinking from Rockpool Waterway is strictly prohibited.
- Stone pavers in Rockpool Waterway may be slippery or move.
- Kids' Backyard terrain includes volcanic rocks, tree stump seats, uneven gravel and tanbark surfaces.
- Children must be appropriately supervised at all times.
- Visitor Experience Officers, Explorer Guides and Garden Ambassadors have Working With Children Checks.
- Cranbourne Gardens is home to several species of snakes. In warm weather, watch for venomous Copperhead and Tiger Snakes.
- If you see a snake, do not approach the snake and wait for it to move off the track.
- When standing or sitting near trees, please be aware of the unpredictable way in which branches may fall and land.
- Please do not gather or consume any mushrooms found in the Cranbourne Gardens.
- If first aid is required, please see staff throughout the Cranbourne Gardens, at the Visitor Centre or call 03 5990 2261 / 03 5990 2200.
- Defibrillator is located in breezeway at the Visitor Centre, opposite the café.



- In the unlikely event of an unplanned wildfire please stay calm, stay on walking tracks, walk away from the fire towards a clear area and if possible, contact the Visitor Centre on 03 5990 2200.
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.