

ACCESS KEY

A customised accessibility guide



Royal
Botanic
Gardens
Victoria

Birdwood Avenue
South Yarra, Victoria, 3141
Phone 03 9252 2300
rbg.vic.gov.au/visit-melbourne



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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.

Tiffin: Tiffin tins or carriers are a kind of lunch box used widely in Asia for tiffin meals. Tiffin is an Indian/English word for a type of meal. It can refer to the midday luncheon or, in some cases, a between meal snack, or in South Indian usage, a light breakfast. When used in place of the word "lunch", it does not necessarily mean a light meal.



ROYAL BOTANIC GARDENS VICTORIA
MELBOURNE

Guidelines

Thank you for choosing to use an Access Key for Royal Botanic Gardens Victoria, Melbourne. This customised accessibility guide provides convenient information about accessing the gardens. Access Keys are universally designed and suitable for all people, regardless of ability.

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 [22](#).
- Safety information is located on page [23](#).
- Download Access Key in its entirety - 23 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](#).

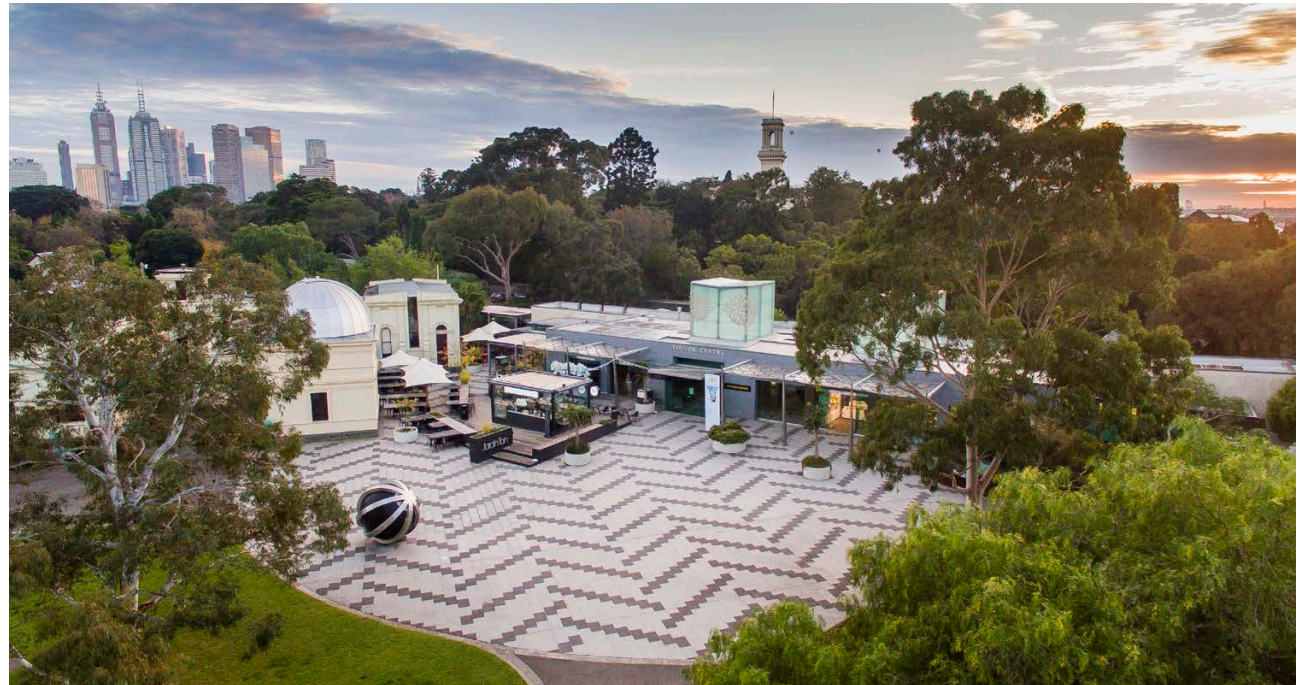
For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [feedback form](#) to help us ensure continuous improvement.

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Visiting the Gardens

- Melbourne Gardens is open daily from 7.30am to 7.30pm, October to March and 7.30am to 5.30pm April to September. Entry is free. Donations are welcome.
- Melbourne Gardens is approximately two kilometres from Melbourne's city centre.
- Melbourne Gardens extends over 38 hectares and displays more than 52,000 individual plants representing approximately 10,000 different species from every part of the globe.
- Non-motorised wheelchairs may be hired. Bookings are recommended. Please phone 03 9252 2429 or visit our [website](#). A credit card deposit is required.
- Help to protect and conserve Melbourne 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 feedback@rbg.vic.gov.au.



Useful Links

[Royal Botanic Gardens Victoria, Melbourne](#)

[What's On](#)

[School Visits](#)

[Melbourne Education Inclusion and Access Guide](#)

[Scheduled Garden Tours](#)

[Function Room Bookings](#)

[RBGV Regulations](#)

[Facebook](#)

[Instagram](#)

Getting There

By Car

Located at Birdwood Avenue, Melbourne Gardens is approximately two kilometres from Melbourne's city centre.

By Public Transport

Bus

Route 605 (Melbourne Observatory/ Birdwood Avenue).

Tram

Routes 3/3a, 5, 6, 16, 64, 67 and 72 (Stop 19 Shrine of Remembrance/St Kilda Rd).

For detailed public transport information, visit [Public Transport Victoria](#).

Taxi

Contact Silver Top Taxis on 131 008 or 13CABS on 13 2227 to arrange transfers. Alternatively, there is a taxi rank located outside Flinders Street Station on Swanston Street.

Cycling

Designated bicycle paths along the Yarra River and Melbourne CBD lead to Melbourne Gardens. Please note that riding of bicycles in the gardens is not permitted. Dedicated bicycle parking is available near Observatory Gate.



By foot from Melbourne CBD

Pathway gradients along Birdwood and Alexandra Avenue would generally allow for independent access for a person with mobility limitations when walking or independently using a manual wheelchair.

Anderson Street and the Kings Domain pathway gradients are not suitable for a person with limited mobility or a manual wheelchair.

Parking

Street metered car parking for up to four hours is generally easy to find close to entry gates. Please note that parking conditions vary according to nearby events.

The City of Melbourne enforces parking restrictions in the area.

Accessible parking bays are marked on the [Gardens Map](#).

There are no allocated drop off points.

For visitors that require wheelchair hire, please enter via the Boom Gate entrance on Birdwood Avenue, opposite the Shrine of Remembrance. It is requested that all wheelchairs be pre-booked. Staff are available to meet visitors at the gate. Please call 03 9252 2429 for bookings and assistance.

Bus parking is located on Birdwood Avenue opposite the education entrance and Anderson Streer, nearest to Bridge Gate (Gate A).

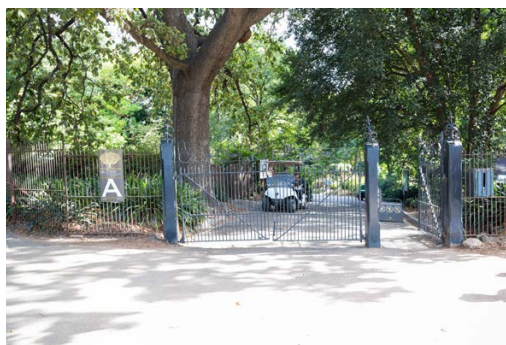


Entry and Exit Points (with Accessible Street Parking)

Melbourne Gardens has ten separate entry/exit points. Gates are open daily from 7.30am to 7.30pm, October to March and 7.30am to 5.30pm April to September.

Accessible street parking is nearby Bridge Gate (Gate A), Domain Road Gate (Gate D), Oak Lawn Gate (Gate F), and Observatory Gate (Gate O).

Bridge Gate (Gate A)



Bridge Gate (Gate A) has a clearance of 1050mm and is located on the corner of Alexandra Avenue and Anderson Street. Accessible street parking is 40 metres from this gate. Garden access pathway has a significant gradient of less than 1:10 and would generally require a person with limited mobility to be assisted. Enter here for The Terrace Cafe and Kiosk and Punt Tours Melbourne.

Domain Road Gate (Gate D)



Domain Road Gate (Gate D) has a clearance of 850mm and is located on Birdwood Avenue. Accessible street parking is 50 metres from this gate. Enter here for Eucalypt Lawn, Guilfoyle's Volcano, Australian Forest Walk and Eastern Lawn.

Oak Lawn Gate (Gate F)



Oak Lawn Gate (Gate F) has a clearance of 950mm and is located on Birdwood Avenue. Accessible street parking is 70 metres from this gate. Enter here for National Herbarium, Oak Lawn, Gardens House, The Explorer bus and Rose Pavilion.

Observatory Gate (Gate O)



Observatory Gate (Gate O) has a clearance of 5 metres and is located within the Gardens next to the Visitor Centre. Accessible street parking is approximately 110-metres from the gate. Enter here for the Visitor Centre, Melbourne Observatory Gift Shop, Jardin Tan and The Explorer bus.

Entry and Exit Points

Eastern Gate (Gate B)



Eastern Gate (Gate B) has a clearance of 1050mm and is located on Anderson Street. Enter here for Species Rose Collection, Tennyson Lawn, Eastern Lawn and Central Lawn.

Tecoma Gate (Gate C)



Tecoma Gate (Gate C) has an 850mm clearance and is located on Anderson Street. Enter here for Guilfoyle's Volcano, Tecoma Pavilion, California Garden and Eastern Lawn.

Southern Gate (Gate E)



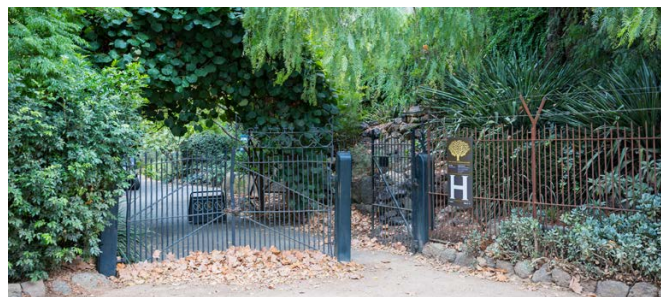
Southern Gate (Gate E) has an 1050mm clearance and is located on Birdwood Avenue. Enter here for Tropical Glasshouse, Nymphaea Lily Lake, Herb Garden and Fern Gully.

City Gate (Gate G)



City Gate (Gate G) has an 850mm clearance and is located on Alexandra Avenue. Enter here for Temple of the Winds, Plant Craft Cottage and Hopetoun Lawn.

Northern Gate (Gate H)



Northern Gate (Gate H) has a clearance of 920mm and is located on Alexandra Avenue. Enter here for Southern China Collection, Plant Craft Cottage, Grey Garden and Dog Flat.

Lych Gate



Lych Gate has a clearance of 930mm and is located at the north end of the Gardens, off Kings Domain Parkland, also near to Gate G. Enter here for Temple of the Winds, Plant Craft Cottage, Grey Garden and Hopetoun Lawn.

Map



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 Observatory Precinct on Birdwood Avenue, the Visitor Centre provides:

- An Information Office
- Tour Bookings
- Wheelchair Hire
- Toilets
- Seating
- Melbourne Observatory Gift Shop
- Jardin Tan

The Visitor Centre is open 9.30am - 5.00pm daily (closed Christmas day, 25th December and New Year's Day, 1st January).

Entry to the Visitor Centre is through glass automated doors.

The Visitor Centre is a comfortable place to rest and retreat and to plan your visit.



Sensory Guide



Feel
Shared personal space
Weather



Sounds
Automated doors
Birds
Echo
Kitchen appliances
People



Sights
Birds
Glare



Smells
Food/Drink
Nature

CHANGING PLACES

There is a dedicated Changing Places. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Location: Observatory - Main Observatory Building, Building M10.

Includes:

- all genders, fully accessible toilet and adult change facility with sensor lighting
- MLAK Key required for access
- automated sliding door. Door clearance of 915 mm. Automated lock 900 - 1200mm AFFL (above finished floor level)
- cubicle space 2795mm x 3885mm
- retractable grab bars on either side of the toilet
- toilet height 460-480mm with
- sink height 800 - 830mm AFFL with single lever tap

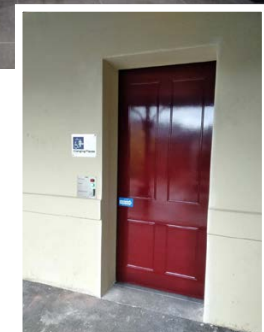
- signage detailing operating instructions for the safe use of the change table and ceiling hoist located on the side wall
- adult change table - electronically height adjustable and manual foldable table with maximum load 180kg
- ceiling hoist with hoist/carry bar with maximum load 204kg.

Users are required to provide their own sling. Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.

Changing Places facilities require a Master Locksmiths Access Key to access. Patrons are encouraged to bring their own MLAK key. If you do not have your own MLAK key, please speak to a staff member at the Visitor Centre.

MLAK can also be ordered from the Master Locksmiths Association of

Australasia Ltd by completing the MLAK Order Form. Click [here](#) for more information.



Sensory Guide



Feel

Change in ground surface



Sounds

Echo
Hand dryer
Toilet flushing
Traffic
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

TOILET SETS: 1 - 3

There are 9 sets of toilets located in separate areas of Melbourne Gardens.

Set 1

Location: Inside Visitor Centre. Hallway entrance to this toilet is narrow. Wider access to an accessible toilet is located outside Visitor Centre.

Includes:

- All genders accessible toilet with artificial lighting
- Manual door opening inward. Door clearance 750mm with easy to operate twist door lock at 1210mm AFFL
- Cubicle space 1840mm x 2150mm
- Grab bars to the left and behind toilet
- Toilet height 460mm AFFL with left-hand transfer
- Sink height 810mm AFFL with lever tap at 930mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Set 2

Location: Outside Visitor Centre.

Includes:

- All genders, accessible toilet with artificial lighting
- Manual door opening inward. Door clearance 770mm with easy to operate twist door lock at 1000mm AFFL
- Cubicle space 1860mm x 2120mm
- Grab bars to the right and behind toilet
- Toilet height 460mm AFFL with right-hand transfer
- Sink height 805mm AFFL with lever tap at 880mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Set 3

Location: Near Jardin Tan's outdoor eating area.

Includes: Separate men/boys and women/girl's toilets.



Sensory Guide



Feel
Shared personal space
Weather



Sounds
Echo
Hand dryers
People
Toilet flushing
Water running



Sights
Mirror/Reflection



Smells
Bathroom smells
Disinfectants

TOILET SETS: 4 - 6

Set 4

Location: Oak Lawn.

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening outward. Door clearance 850mm with easy to operate twist door lock at 1250mm AFFL
- Cubicle space 2290mm x 2200mm
- Grab bars to the right and behind toilet
- Toilet height 450mm AFFL with right-hand transfer
- Sink height 800mm AFFL with lever tap at 930mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet
- Natural lighting in all toilets.



Set 5

Location: Nearest to Tropical Glasshouse

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening outward. Door clearance 850mm with easy to operate twist door lock at 1250mm AFFL
- Cubicle space 2220mm x 2190mm
- Grab bars to the right and behind toilet
- Toilet height 480mm AFFL with right-hand transfer
- Sink height 800mm AFFL with lever tap at 960mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Set 6

Location: Nearest to Eastern Lodge between Eastern Gate (gate B) and Tecoma Gate (Gate C).

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening outward. Door clearance 850mm with easy to operate twist door lock at 1250mm AFFL
- Cubicle space 2220mm x 2280mm
- Grab bars to the right and behind toilet
- Toilet height 465mm AFFL with right-hand transfer
- Sink height 800mm AFFL with lever tap at 930mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Sensory Guide



Feel

Shared personal space
Weather



Sounds

Birds
Echo
Hand dryers
People
Running water
Rustling leaves
Toilets flushing
Traffic
Wind



Sights

Mirror/Reflection



Smells

Bathroom smells
Disinfectants
Timber

TOILET SETS: 7 - 9

Set 7

Location: Nearest to Bridge Gate (Gate A).
There is a 5-metre access pathway with gradient that may require a person with limited mobility to be assisted.

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening outward. Door clearance 850mm with easy to operate twist door lock at 1160mm AFFL
- Cubicle space 2190mm x 2290mm
- Grab bars to the right and behind toilet
- Toilet height 460mm AFFL with right-hand transfer
- Sink height 870mm AFFL with lever tap at 1110mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Set 8

Location: Between the Terrace and William Tell Rest House.

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening outward. Door clearance 850mm with easy to operate twist door lock at 1250mm AFFL
- Cubicle space 2280mm x 2240mm
- Grab bars to the right and behind toilet
- Toilet height 460mm AFFL with right-hand transfer
- Sink height 800mm AFFL with lever tap at 940mm AFFL
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Set 9

Location: Nearest to Dog Flat.

Includes:

- All genders, accessible toilet with natural lighting
- Manual door opening inward. Door clearance 850mm with easy to operate twist door lock at 1170mm AFFL
- Cubicle space 2150mm x 2660mm
- Grab bars to the right and behind toilet
- Toilet height 450mm AFFL with right-hand transfer
- Sink height 800mm AFFL with manual push operated tap at 930mm AFFL.
- Separate men/boys and women/girl's toilets
- Baby change area within the accessible toilet.



Sensory Guide



Feel

Shared personal space
Weather



Sounds

Birds
Echo
Hand dryers
People
Running water
Rustling leaves
Toilets flushing
Traffic
Wind



Sights

Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Shopping / Eating

Melbourne Observatory Gift Shop

The Melbourne Observatory Gift Shop is located inside the Visitor Centre, nearest to the Observatory Gate.

There are two separate entry/exit points. One is via an automated glass door that leads directly into the Gift Shop. The other is through the Visitor Centre via an open entrance to the right of the customer service desk.

The Gift Shop is open 9.30am to 5pm, daily (closed Christmas Day, 25th December and New Year's Day, 1st January).

Enjoy the beautiful range of nature-inspired products ranging from botanic art prints and stationery to Australian native-design decor and accessories to help remember your visit.

Proceeds from every purchase go directly towards supporting the work of Royal Botanic Gardens Victoria. Cash or eftpos is accepted. Phone 03 9252 2341.



Jardin Tan

The café is located beside the Visitor Centre.

This café offers meals as well as coffee, tea, light snacks and enticing Tiffin.

Some dietary requirements may be catered for and the staff are always happy to recommend suitable dishes on the day.

Tables, chairs with backrests and a water station are available inside. Outside seating includes tables, benches and chairs with backrests. Cash or eftpos is accepted.

For all enquiries and opening hours, please refer to [Jardin Tan website](#) or phone 03 9691 3878.



Learning Programs

Learning programs are guided by a Melbourne 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 enter the Gardens through the Education entrance.

Next, groups will meet at the Gathering Lawn located in front of the Observatory House entrance for morning tea. Tarps will be made available for students to sit on.

A teacher will let Gardens staff know your school has arrived. Teachers please ring the doorbell of Observatory House to announce your school has arrived and to report student numbers attending.

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

Then, students will be able to use the toilet prior to starting the program. Toilets are located outside the Visitor Centre. Lunches will be stored.

Programs will vary and may include stories, guided walks, visiting the gardens and/or activities. Throughout guided walks, a Learning Facilitator will remain at the front of the group.

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

Please take rubbish away or use the bins provided.

Programs can be adapted to suit individual class needs.

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

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



Things to See and Do!

Visitors are welcome to enjoy a variety of activities for example;

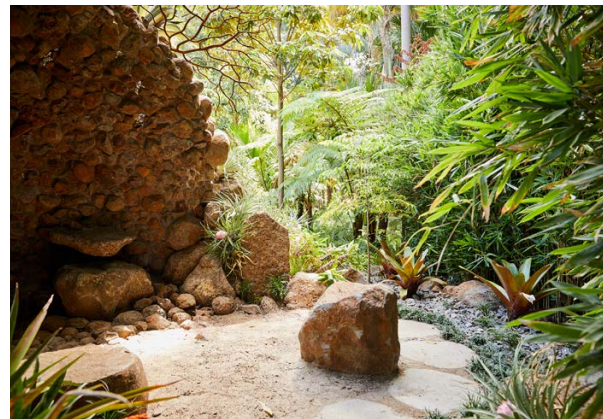
- Walk through the Gardens and our historic site.
- Visit the [Sensory Garden](#).
- Visit [Plant Craft Cottage](#).
- Visit the three meditative Wellbeing Gardens in Fern Gully and discover [The Bird's Nest](#), [The Grotto](#) and [The Moss Garden](#).
- Have lunch at [The Terrace](#) or [Jardin Tan](#).
- Enjoy a [Punt Tour](#) on Ornamental Lake.
- Enjoy some of our undercover pavilions available at various locations throughout the site.
- [Book](#) an exclusive group tour. For visitors with access requirements please phone our Visitor Experience team on 03 9252 2429.



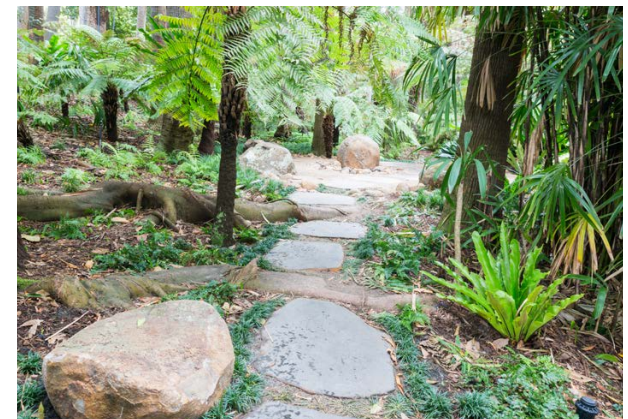
Plant Craft Cottage



The Bird's Nest



The Grotto



The Moss Garden



The Sensory Garden



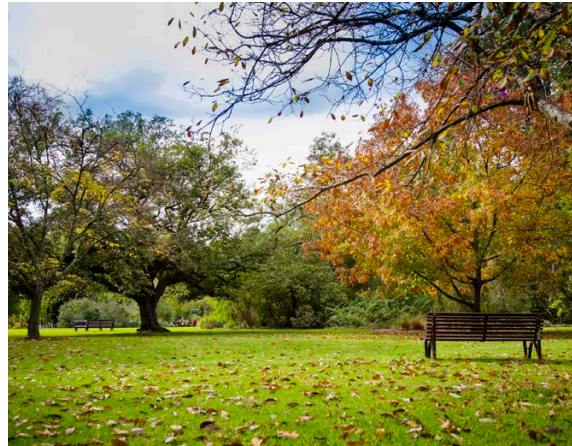
The Terrace



Punt Tour

THE GARDENS

Oak Lawn is a grassy oasis bursting with beautiful plants, mighty oaks and natural wildlife. It is the perfect place to come along for an hour or bring a picnic and spend the day. A favourite for kids in autumn as the colourful leaves fall to the ground. Accessible via Oak Lawn Gate (Gate F).



Oak Lawn

The Herb Garden has many plants with highly fragrant flowers or leaves, which make it a sweetly scented place to visit at any time of the year. It is recommended wheelchair users remain on the wider outer paths. Accessible via Southern Gate (Gate E).



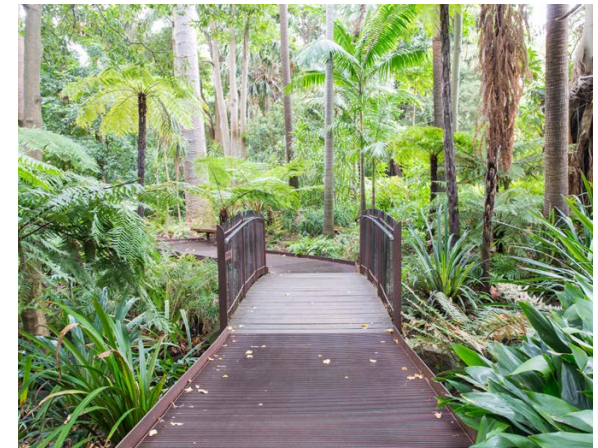
The Herb Garden

Guilfoyle's Volcano is a spectacular water reservoir with views and sounds of the city. Visitors can explore this feature by following the boardwalks and viewing platforms. Boardwalks with gradient may require a person with limited mobility to be assisted. Accessible via Tecoma Gate (Gate C) or Domain Road Gate (Gate D).



Guilfoyle's Volcano

Fern Gully includes winding pathways with varied terrain, wooden bridges, a stream and a canopy of lush tree ferns. Accessible via Domain Road Gate (Gates D) or Southern Gate (Gate E).



Fern Gully

Sensory Guide



Feel
Uneven ground
Weather



Sounds
Birds
People
Rustling leaves
Wind



Sights
Birds
Flying insects
Glare



Smells
Eucalypt
Fertiliser
Flowers
Glass
Pollen

IAN POTTER FOUNDATION CHILDREN'S GARDEN

Located nearest to Observatory Gate, the Ian Potter Foundation Children's Garden offer lots of fun places to explore including a water feature that sprays up out of the ground in summer, a wetland area, a bamboo forest, a plant tunnel, a kitchen garden full of yummy vegetables and a gentle waterway that runs through the Garden.

Entry is via a manual gate opening inward with a 1200 mm clearance.

The Children's Garden is accessible to anybody including wheelchair users, visitors with walking frames and parents with prams.

No dogs are permitted with the exception of assistance animals. This is a glass, alcohol and smoke-free area. No bikes or scooters permitted.

Sun-protective clothing that covers as much skin as possible should remain on within the water play areas.

The fountains do not operate when the forecast is less than 25 degrees.

For groups visiting the Children's Garden for non-booked or out-of-program times, please make prior arrangements with the booking office before entering the Children's Garden on 03 9252 2358.

Please keep groups to small 'family-sized' supervised groupings of no more than 10 children. For further information, regulations and opening hours, please refer to our [website](#).



Sensory Guide



Feel

- Enclosed spaces
- Shared personal space
- Splashing water
- Uneven ground
- Weather



Sounds

- Birds
- Children playing
- Running water
- Rustling leaves
- Wind



Sights

- Birds
- Flying insects
- Glare
- Water features



Smells

- Eucalypt
- Flowers
- Fertiliser
- People
- Pollen
- Sunscreen

THE EXPLORER

The Explorer is an open-air motorised people mover that seats a maximum of 12 people with a step stool available for ease of access.

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

To avoid disappointment, please pre-book tickets prior to visiting. Phone 9252 2429 or book [online](#) at our website. Credit Cards are accepted. Tickets can also be purchased from the Visitor Centre. Cash or eftpos is accepted.

Begin your journey on Oak Lawn as your guide takes you through meandering paths to some of the Gardens' major highlights and most beautiful collections with expert commentary and unbeatable photo opportunities.

The bus tour duration is 30-minutes.

The Explorer bus starting point is in front of the Visitor Centre, near Observatory Gate (Gate O).

Tours are subject to last minute changes, please call the Visitor Centre to confirm days and times 03 9252 2429.

The Explorer tour schedules are available at the Visitor Centre or on our [website](#).



Sensory Guide



Feel

Bumpy surface
Shared personal space
Vibrations
Weather



Sounds

Amplified commentary
Birds
Engine
People
Reverse beeping



Sights

Birds
Glare



Smells

Eucalypt
Flowers
People
Pollen
Sunscreen

Accessibility

- Accessible parking is located a convenient distance from Melbourne Gardens entry/exit.
- Entry/exit points are all clearly signed.
- Protection from weather is available in the Visitor Centre and pavilions throughout.
- Free public Wi-Fi is available at the Visitor Centre, Jardin Tan café, Melbourne Observatory Gift Shop and nearby surroundings.
- There is direct access to accessible toilets with access signs.
- Main pathways offer wide walkways of up to 5 metres.
- Non-motorised wheelchairs are available for hire at the Visitor Centre. They can also be booked [online](#). A credit card deposit is required.
- Storage area for mobility aids is at the Visitor Centre. Please see staff for assistance.
- Areas accessible by walkers and wheelchairs include The Ian Potter Foundation Children's Garden, Guilfoyle's Volcano, all entrance gates, cafe's and the Tropical Glasshouse.
- Due to the historic nature of the buildings and their narrow entrances, the Melbourne Observatory buildings are not suitable for visitors in wheelchairs or visitors that are not able to navigate stairs.
- Some gardens have steps.
- Garden maps are at entry gates.
- An [interactive map](#) is available.
- There are stickers on the path for The Explorer bus that start at the Visitor Centre to bus pick up point.
- Large print signage correlating with visitor map placed throughout.
- [Mobility map](#) available.
- Staff are available to read information to visitors if required.
- A pen and paper for exchanging information is available at Visitor Centre.
- Step stool available for ease of access to The Explorer bus.
- Seating with backrests available in Visitor Centre and throughout the Gardens.
- A recorded phone message about events, services and facilities are available – phone 03 9252 2300.
- Internet and phone booking system is available.
- Sensory and Inclusive programs are available for school groups.
- A wall-mounted public telephone is located outside the Visitor Centre and The Terrace. Telephones do not provide SMS or TTY facilities.
- Companion cards and Australian pension cards are accepted.
- Dogs are permitted but must remain on a leash at all times. Any person in control of a dog in the Gardens must pick up and remove from the Gardens any faeces deposited by the dog.



- Assistance animals welcome but must remain on designated paths and restrained by a harness or leash.
- Use the National Relay Service to contact RBGV Melbourne on 9252 2300. Find the right contact number or access point for your NRS channel of choice at accesshub.gov.au/about-the-nrs. For help using the NRS, contact the NRS helpdesk accesshub.gov.au/about-the-nrs/nrs-helpdesk.

Safety

- Varied terrain including grass, tiles, concrete, asphalt with some steps and boardwalks; and secondary paths with granitic gravel, some rocks, brick pathways and loose surfaces.
- Some surfaces with varied gradient that are susceptible to movement.
- Main garden pathways offering a shoreline.
- Some pathways present with a cross fall.
- Grates in some curbed areas as well as on some pathways.
- Some protrusions present on pathways due to invasive tree roots and overhanging branches.
- Some secondary pathways can be narrow with overhanging branches.
- Varied lawn gradient on Oak Lawn.
- Guilfoyle's Volcano offers 1700mm curved boardwalk pathway with gradient of at 1:20 and a handrail on one side only.
- Wheelchair access to Fern Gully is not recommended due to the uneven path structure and narrow pathways.
- Fern Gully pathways have a shoreline, handrail on one side with some sections offering no handrail.
- Visitor Centre and Observatory Gift Shop doors with contrast band.
- Varied lighting within Visitor Centre and Observatory Gift Shop due to ceiling windows.
- Visitor Centre seating with colour contrast to walls and floors.
- Signage for wet floors may be displayed.
- Minimal use of barriers on bodies of water.
- Azolla weed may cover top of waterways – visitors to be careful not to mistake water for ground surface.
- Pedestrian crossings between Oak Lawn Gate (Gate F) and Observatory Gate (Gate O) to allow for delivery trucks entering.
- Non-fixed colour contrast furniture placed throughout gardens.
- Occasional use of roped barriers.
- Motorised wheelchairs can access lawn areas but care needs to be taken, particularly after wet weather or watering.
- Children must be appropriately supervised at all times.
- All Visitor Experience Officers, Explorer Guides and all of our Voluntary guides and Garden Ambassadors (also volunteers) have Working with Children Checks and all participated in Child Safe Program.
- Drinking fountains available throughout. Please refer to map on [page 9](#) for locations.
- 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 Melbourne Gardens.
- Please take all rubbish home or dispose of in bins provided.
- If first aid is required please see staff throughout the Gardens, at the Visitor Centre or phone 03 9252 2429.



- A defibrillator is located in the Visitor Centre to the right of the customer service desk.
- In the event of being accidentally locked in after sunset, all gates have contact number of security company.
- The emergency phone number is 03 9252 2300 during business hours (9am – 5pm weekdays and 9.30am – 5pm weekends/public holidays). After hours, please call 000.
- During business hours (9am – 5pm weekdays and 9.30am – 5pm weekends/public holidays), staff will help and direct visitors in the event of an emergency. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area. Please note no electronic visual alerts for emergencies is available. After hours, please call 000 in the event of an emergency.