

ACCESS KEY

A customised accessibility guide



Royal
Botanic
Gardens
Victoria

Cnr Ballarto Road and Botanic Drive
Cranbourne, Victoria, 3977
Phone 03 5990 2200
rbg.vic.gov.au/visit-cranbourne



Contents

Guidelines	3
Did You Know?	4
Getting There	5
Parking	6
Welcome	7
Map	8
Staff	9
Visitor Centre	10
Accessible Toilet with Adult Change Facility	11
Visitor Centre Toilets	12
Garden Toilets	13
Shopping / Eating	14
Learning Programs	15
Rockpool Waterway	16
Kids' Backyard	17
The Explorer	18
Accessibility	19
Safety	20

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. 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 [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 [Access Ability Australia](#).

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.

© Access Ability Australia, All Rights Reserved. 2021 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. All necessary care has been taken to design and produce Work(s). All measurements provided are within an approximate range. Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by Access Ability Australia at your own risk and you agree to defend, indemnify, save and hold Access Ability Australia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by Access Ability Australia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. Access Ability Australia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of Access Ability Australia.

Visiting the Gardens

- Cranbourne Gardens is open 9am - 5.00pm, daily offering free entry (closed Christmas Day). Last entry is no later than 4.30pm. 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. They are free of charge with the presentation of photo ID. To book a wheelchair, call 03 5990 2262 or see the www.rbg.vic.gov.au.
- Visitors can book an electric scooter through the Visitor Centre. They are free of charge with the presentation of photo ID. To book a scooter, call 03 5990 2262 or see the www.rbg.vic.gov.au.
- 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 feedback@rbg.vic.gov.au.



Useful Links

[Royal Botanic Gardens, Victoria, Cranbourne](http://www.rbg.vic.gov.au)

[What's On](#)

[School Visits](#)

[Cranbourne Education Inclusion and Access Guide](#)

[Scheduled Garden Tours](#)

[Function Room Bookings](#)

[RBGV Regulations](#)

[Facebook](#)

[Instagram](#)

Getting There

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.

Shuttle Bus

The Cranbourne Gardens Shuttle Bus can be booked for transport between Cranbourne Train Station and Cranbourne Gardens for community members and tourists, including those with mobility challenges. The 8-seater bus is comfortable, wheelchair accessible (x1 chair) and has a fully compliant baby seat (for carers with prams). To book a trip, call 03 5990 2262 or see the www.rbg.vic.gov.au.

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](https://www.ptv.vic.gov.au).



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 30km 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. There are three Seniors car spaces and three for carers with prams.

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 2262 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

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

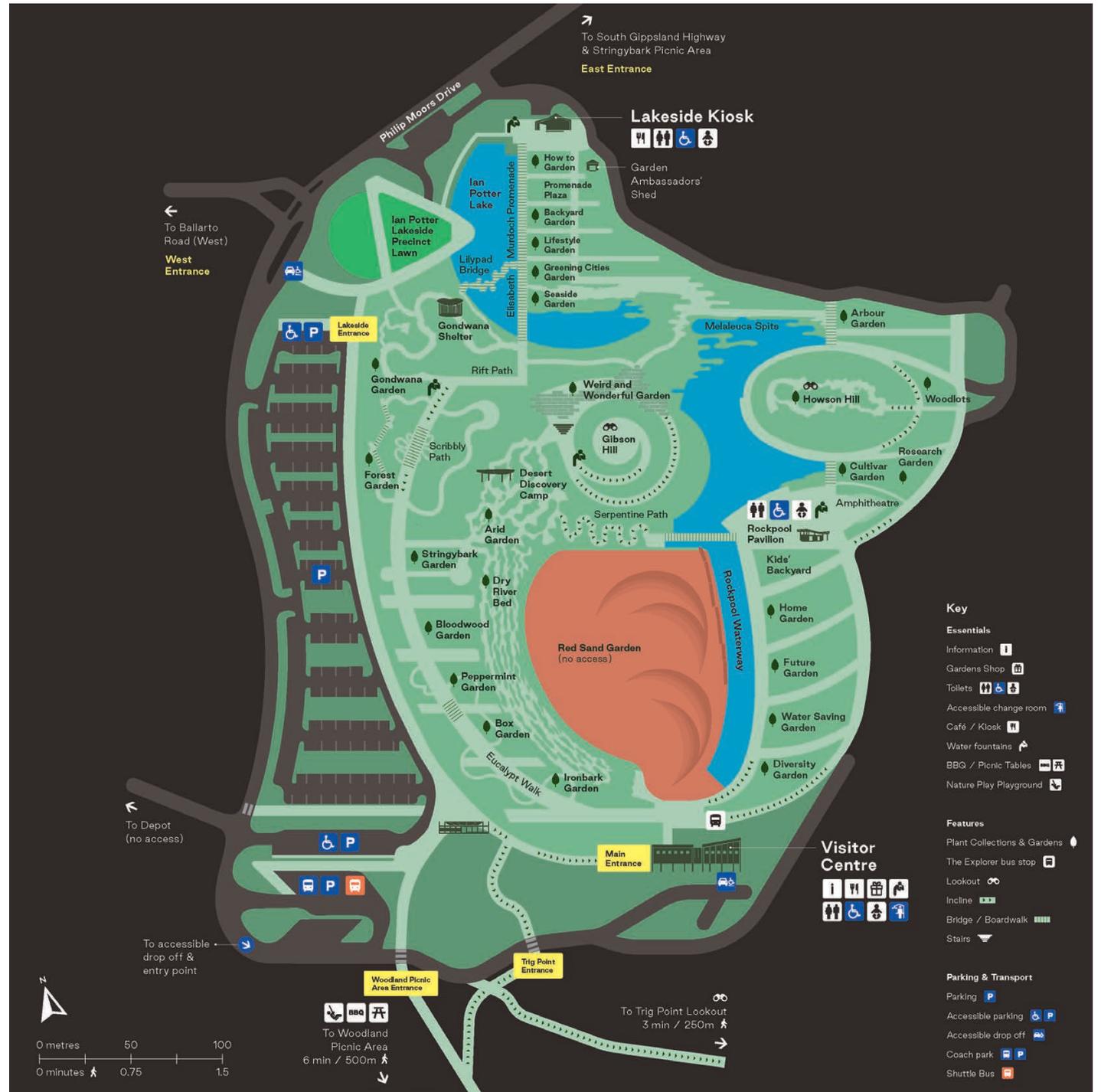
This 90-metre-long pathway is 5 metres wide offering a clear path of travel at a 1:22 gradient from the carpark to the Visitor Centre.

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



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.

All staff and volunteers have completed the Child Safe program.



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 to move between the Visitor Centre level and the lower Australian Garden level.

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



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

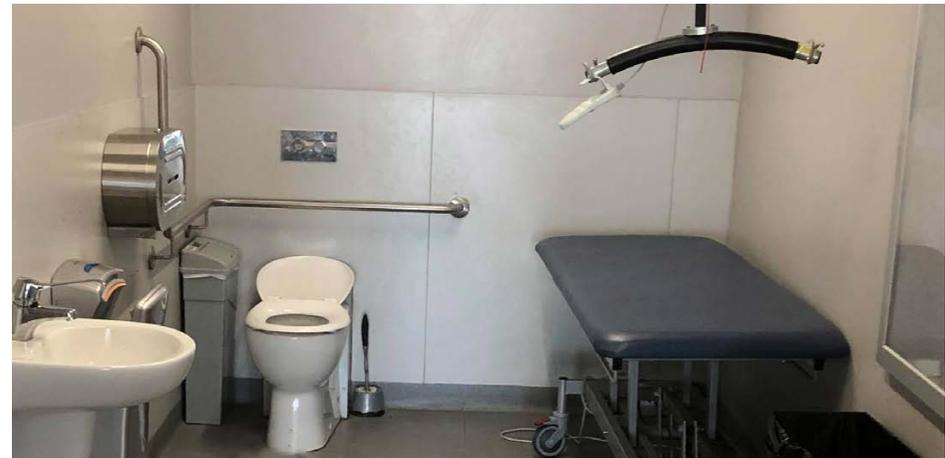
A fully accessible adult change facility is available providing extra features and more space to meet the needs of people with severe and profound disabilities. This facility is complete with a hoist, adult change table, shower and seat, toilet rails and a lowered sink.

Location: Enter through the Visitor Centre Information Office, down to Garden level, turn to the right, and proceed to Explorer bus stop. 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:

- All genders, fully accessible 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 is a set of toilets located within the Visitor Centre.

Set 1

Location: Opposite the Visitor Centre Information Office.

Includes:

- All genders, 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 men/boys and women/girl's toilets
- Baby change area (within the accessible toilet)

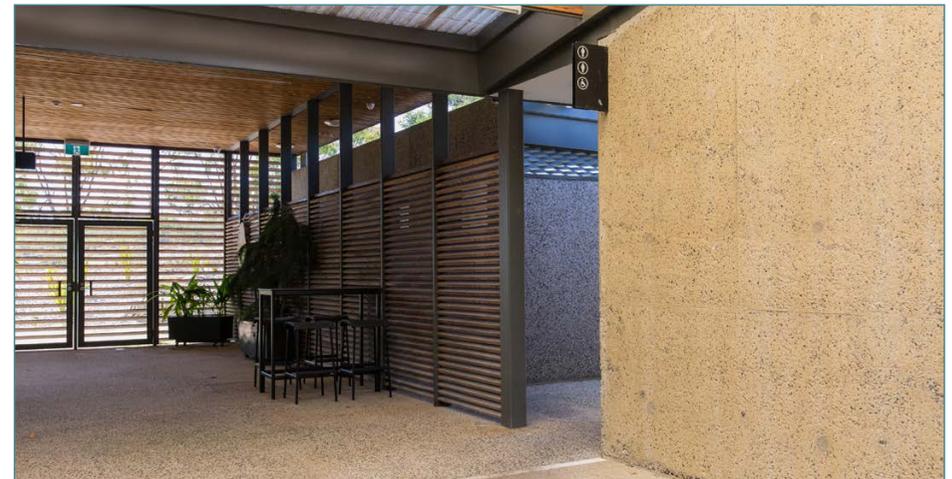


Set 2

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

Includes:

- Separate men/boys and women/girl's toilets.



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:

- All genders, 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 mens/boys and womens/girl's 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:

- All genders, 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 mens/boys and womens/girl's 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

Garden Shop

The Garden Shop is located in the Visitor Centre. It is past the Information Office, on the right. Entry is via an automated 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 daily 9.30am to 4.00pm. The Kitchen is open until 2.30pm weekdays and 3.00pm weekends. Toasted sandwiches available until 3.00pm. Dine-in until 3.15pm. Take away Coffee and cake until 4.00pm.

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.

Opening hours are seasonal, so please check upon arrival.

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 or online at www.rbg.vic.gov.au. Cash or eftpos is accepted.

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 at the Visitor Centre, ground level.

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 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.
- Use the National Relay Service to contact RBGV Cranbourne Gardens on 03 5990 2200. 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 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. All staff have participated in the Child Safety program.
- 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.