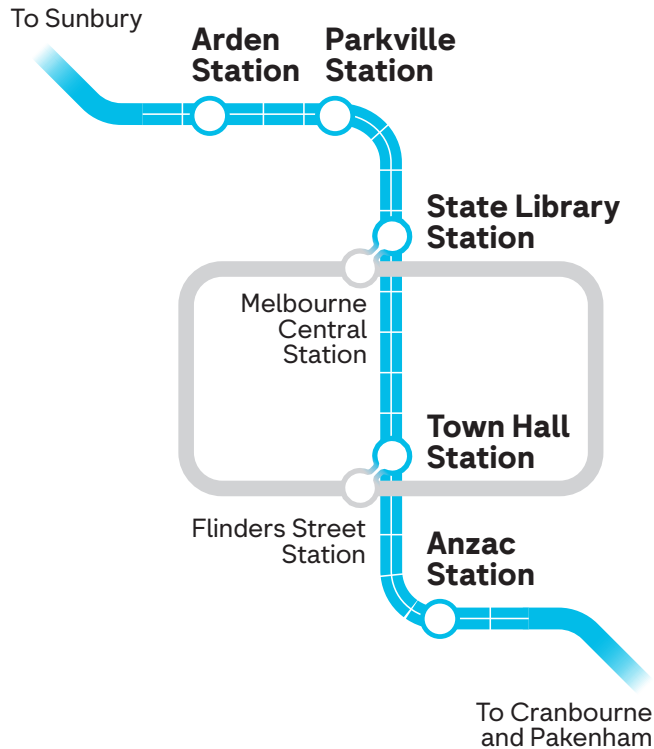


## The Metro Tunnel connects the new Cranbourne, Pakenham and Sunbury Line via five new underground stations

For the first time, Victorians can take the train to Parkville's major hospitals, the University of Melbourne and St Kilda Road's business district and nearby attractions.

Change between the City Loop and Metro Tunnel using new accessible connections at Flinders Street and Melbourne Central stations.



## Changing Places

Changing Places toilets are larger than standard accessible toilets. They are designed for people with high support needs and their carers.

You can arrange a key to access Changing Places at [masterlocksmiths.com.au/mlak](http://masterlocksmiths.com.au/mlak) or call **03 9994 1557**.

## Travellers Aid

You can book Travellers Aid at Parkville Station for support to and from Parkville hospitals.

Support is available Monday to Friday. For operating hours, visit the Travellers Aid website at [travellersaid.org.au/parkville](http://travellersaid.org.au/parkville) or call 03 9661 8000.



Find out more  
[bigbuild.vic.gov.au](http://bigbuild.vic.gov.au)

1800 105 105 (call anytime)



For languages other than English please call (03) 9209 0147

Please contact us if you would like this information in an accessible format. If you need assistance due to a hearing or speech requirement, visit [relayservice.gov.au](http://relayservice.gov.au)



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# Accessible trips through the Metro Tunnel



The new Metro Tunnel stations have accessibility features to support smoother journeys, from arrival at the station through to getting on the train.

## Arrival



There are **reserved parking bays** near each station.

Concourse

**Large signs** guide you from entry to boarding.



**Lifts** at every entrance and platform.

## On the concourse

**Braille signs, announcements and hearing loops** help with navigation.

Press the red **Help Point** button to talk to customer service.

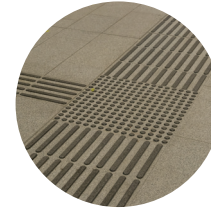
**Travellers Aid** is at Parkville Station for extra support to and from Parkville hospitals.



HERE TO HELP!

**Changing Places** are toilets for people with high support needs.

**All gender accessible and ambulant toilets** are also available.



**Tactile ground indicators** help guide you to key points.

There are **wide accessible myki gates** and **low ticket counters**.



## On the platform

Moving around the platform is easier with **extra wide platforms**.

Station **staff are available seven days a week** and can add a ramp at the first door of the first carriage.

**Platform Screen Doors** include screens, flashing lights and chimes to indicate when doors are opening and closing.

Look for the **accessible symbol on train platforms**. This shows you the best place to board the train.

**Screens above the doors** show live service information and are a bright visual marker to help you find a door.



## Onboard the train

Bigger trains will run on the Cranbourne, Pakenham and Sunbury Line. They have **wide doors and carriages**.

**Priority seats** are throughout the train, near the doors and windows.

**Screens and announcements** tell you the next stop and service updates.

**Onboard hearing loop and clear audio announcements** support passengers with reduced hearing.



1 Town Hall

YOUR NEXT STOP IS...