



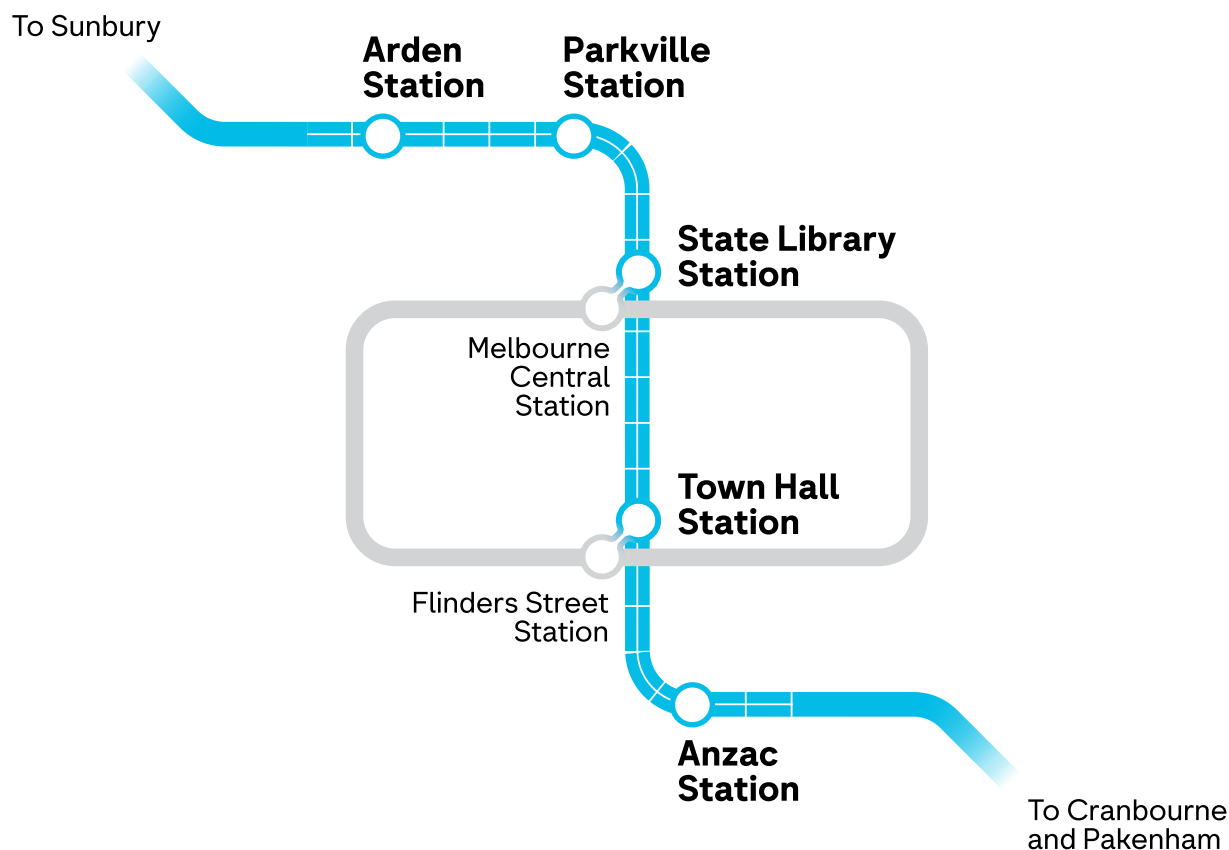
# ***Accessible trips through the Metro Tunnel***



# 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.



# Passenger Journey

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

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## Arrival

- There are **reserved parking bays** near each station.
  - **Large signs** guide you from entry to boarding.
  - **Lifts** at every entrance and platform.
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## On the concourse

- There are **wide accessible myki gates** and **low ticket counters**.
  - **Tactile ground indicators** help guide you to key points.
  - **Changing Places** are toilets for people with high support needs.
  - **All gender accessible** and **ambulant toilets** are also available.
  - **Travellers Aid** is at Parkville Station for extra support to and from Parkville hospitals.
  - **Braille signs, announcements** and **hearing loops** help with navigation.
  - Press the red **Help Point** button to talk to customer service.
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## 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.
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## 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.





## 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](https://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](https://travellersaid.org.au/parkville) or call **03 9661 8000**.

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## Find out more

Visit the Big Build website [bigbuild.vic.gov.au](https://bigbuild.vic.gov.au).

Call us anytime on **1800 105 105**



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

