

# Accessibility Information for Residents and Visitors

## Hidden Disabilities Sunflower Program

The City of Ballarat is a proud member of the Hidden Disabilities Sunflower Program. To find Sunflower friendly locations throughout the City of Ballarat, please visit the [Sunflower Map](#). The accessibility information for each location is detailed in the listings on this map.

Green lanyards are available and free for community members with hidden disabilities to take at a range of venues including:

- ✓ Ballarat Library
- ✓ City of Ballarat Customer Service Centre, The Phoenix Building
- ✓ Ballarat Aquatic and Lifestyle Centre
- ✓ Sebastopol Library
- ✓ Parent Place
- ✓ Ballarat Visitor Information Centre

## Accessible Travel and Accommodation:

For more information about accessible tourism, see the Visit Ballarat website:

- Accessible travel: [Accessible travel - Visit Ballarat](#)
- Accessible accommodation: [Places to stay - Visit Ballarat](#)

## Public Toilets

### National Public Toilet Map

Visit the National Public Toilet Map to navigate the public toilet network in the City of Ballarat:

[National Public Toilet Map](#)

### Changing Places and Adult Change Facilities

- At the back of the Ballarat Town Hall (Bath Lane – ACF)

- At North Gardens beside the Botanical Gardens (Zoo Drive Lake Wendouree – CP)
- At the Victoria Park Inclusive Play Space (Off Russell or Gillies St South Newington – CP)
- At Selkirk Stadium (989 Norman St Wendouree – CP)
- Ballarat Aquatic and Lifestyle Centre (off Gillies St Wendouree – ACF)
- Stockland Wendouree Shopping Centre (Gillies St Wendouree – CP)
- Mars Stadium (725 Creswick Rd Wendouree – CP for events only)

### **Master Locksmith Access Key (MLAK)**

Master Locksmith Access Keys employ a universal lock and key mechanism, enabling individuals with high support needs to access dedicated public facilities at any time they need. The City of Ballarat has several MLAK keys for temporary use of Changing Places. These are located at:

- Ballarat Visitor Information Centre – Town Hall
- Ballarat Central Library
- Ballarat Aquatic and Lifestyle Centre

### **Accessible Parking Permits**

In the City of Ballarat, the following Australian Disability Parking Permits allow:

#### **Category 1 Permit:**

If you hold a Category 1 Australian Disability Parking (ADP) Permit for individuals (blue, purple in colour) you can:

- Use accessible parking bays: park for the time displayed on the sign.
- Extend time in restricted parking areas: park for twice the time shown on the parking sign in time restricted areas.
- Unlimited meter parking: park in metered bays for as long as you need without paying or registering your car at the meter.

#### **Category 2 Permit:**

If you hold a Double Time (DT) Permit for individuals (green in colour), you are not eligible to park in accessible parking bays. However, You can:

- Park for double the time in time-restricted parking bays: you can stay for twice the time shown on the parking sign in time-restricted bays.
- Park for double the time purchased in paid metered parking bays: you can park for double the time you have paid for at metered parking bays. You must register or pay at the parking meter or via the parking app. The first hour of parking is free

## **Public Transport**

### **Access to Ballarat Train Station - Lydiard Street North, Ballarat**

- The train station has easy access from the bus exchange (vline services) and from the drop off points.
- The bus exchange (vline services) has full TGSIs (tactile ground surface indicators) leading to the main platform and into the ticket office.
- The ticket and information windows are equipped with hearing loops and communication cards.
- The accessible toilet has been recently upgraded to new standards.
- The existing toilet height, handrails and basin are compliant.
- The access to the second platform is via the pedestrian crossing over the rail tracks in Lydiard St or using dedicated crossings over the tracks.
- For people travelling by train, Traveller's Aid can provide assistance weekdays from 7:30am – 3:30pm.
- Traveller's Aid connection assistance information - <https://www.travellersaid.org.au/our-services/connection-assistance/>
- More information: V/Line accessibility - [vline.com.au/Fares-general-info/Accessibility](http://vline.com.au/Fares-general-info/Accessibility)

### **Access Travel Pass:**

You can travel with an Access Travel Pass if you have a permanent physical disability, cognitive condition or mental illness that prevents you from using myki, for more information visit: [Access Travel Pass - Public Transport Victoria](#).

### **Companion Card**

With a Companion Card, your carer or companion can travel free on trains, trams and buses when they travel with you, for more information visit: [Companion Card - Public Transport Victoria](#)

### **Scooter or Wheelchair**

You can travel with a Scooter and Wheelchair Travel Pass if you use a scooter or wheelchair when travelling: [Scooter and Wheelchair Travel Pass - Public Transport Victoria](#).

### **Multipurpose Taxi Program:**

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with accessibility and mobility needs by offering subsidised CPV fares to members: [MPTP Members | Safe Transport Victoria](#)

### **Assistance Animals**

Assistance or guide dogs (and seeing eye dogs) have the right to accompany their owners almost anywhere including planes, public transport, theatres, shops, hotels and more. These access rights aren't just for fully trained guide dogs but also for guide dogs in training and even guide dog puppies older than 7 weeks.

### **How to register your assistance dog**

Assistance dogs are now exempt from local council registration fees following legislative changes. To be eligible for the registration fee exemption, the assistance dog's owner or carer must apply to the City of Ballarat and demonstrate that their assistance dog meets the requirements. Submissions should be emailed to [info@ballarat.vic.gov.au](mailto:info@ballarat.vic.gov.au). For information on eligibility visit: [Don't forget to register your pet | City of Ballarat](#)

For further information visit: [Guide dogs, seeing eye dogs and assistance dogs | Dogs | Animal Welfare Victoria | Livestock and animals | Agriculture Victoria](#)

### **Ballarat Assistance Dog Relief Area**

**Location:** Doveton St South (on the greenspace adjoining the multi storey carpark – left hand side, nearest Target)

City of Ballarat residents and visitors with assistance dogs have access to a dedicated relief area in Ballarat's CBD. Funded by the City of Ballarat and the State Government's Living Local Regional Grants Program, the project was pioneered by the City of Ballarat Disability Advisory Committee.

The relief area comprises a shelter with seating, some fencing (though not fully enclosed), a path, and other nearby amenities such as a drinking fountain (donated by Central Highlands Water) and a rubbish bin.

Accessible parking bays are located on Armstrong Street South, Sturt Street and Doveton Street South.

### **Reporting Accessibility Issues in the City of Ballarat**

To report accessibility issues throughout the City of Ballarat, report via the Snap Send Solve website or app: [Report Local Issues to Councils | Snap Send Solve](#). The Snap Send Solve App is the fastest way to report these issues.

### **City of Ballarat Website**

You can visit the City of Ballarat website for further Council information, programs, events, and services available: <https://www.ballarat.vic.gov.au/>

### **UserWay App**

The City of Ballarat has partnered with [UserWay](#) to ensure accessible webpage to the City of Ballarat website content. To access this app, click on the '**Accessibility Menu**' in the bottom right corner of the webpage.

## **Accessibility of Key Information Centres**

### **City of Ballarat Customer Service Centre**

#### **Entrance**

- Automatic doors with sensor at entrance
- Level access to entry

#### **Access throughout**

- Lift access to second floor
- Plenty of circulation room
- A variety of counter heights available
- Seating is available
- Even lighting throughout the Centre

- Assistance animals are welcome, including an assistance dog within the meaning of section 4(1) of the Equal Opportunity Act 2010 (Vic).

### **Parking**

- There are metered car parks out the front of and at the side of the Town Hall. Other parking is available on the streets near the Town Hall or at the multi storey carpark at Central Square.
- There are designated accessible parking spaces nearby:
  - In front of the Phoenix Building on Armstrong Street South (opposite the entrance to Central Square) – parallel park
  - On Armstrong Street South beside the Town Hall car park (near Bath Lane) – drive in parallel park
  - Near the loading bay for Myer on Armstrong Street South - angled park
  - Near Office Choice on Armstrong Street South (and on the opposite side of the road) – angled parks

### **Closest Accessible Toilets**

- Accessible toilet and Adult Change Facility at rear of Town Hall (Bath Lane)
- Accessible toilet on first floor of Town Hall
- Baby feeding and changing room down stairs East wing in Town Hall
- Accessible toilet and male and female toilets in Town Hall

### **Communication aids**

- Communication boards are available at the Customer Service Centre
- Call using the **National Relay Service** if you are deaf/hard of hearing or speech difficulties

## **Ballarat Town Hall and Ballarat Visitor Information Centre**

### **Entrance/Building Access**

- Accessible entrance, including access to the lift available via Bath Lane at rear of Town Hall
- Ramp access to rear lift
- Carpet and stone flooring throughout the first and second floor of the Town Hall
- Doorways wide enough for scooter and wheelchair access
- Signage to enter the Visitor Information Centre

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### **Other**

- Trench Room, Committee Room 1 and Committee Room 2 all have hearing loop access
- Assistance animals are welcome, including an assistance dog within the meaning of section 4(1) of the Equal Opportunity Act 2010 (Vic).