

# Inner Melbourne Hospital Map and Guide

Transport Connections is a Victorian Government program that helps communities work together on projects to improve local transport.

This map was funded by Transport Connections as a trial initiative to assist regional Victorians travelling to Melbourne to access major metropolitan hospitals.

This map was developed by the Department of Transport, Let's Get Connected, Transport Connections Solutions and Southern Mallee Transport Connections, using the TravelSmart Map design adapted for Transport Connections.

For more information or copies please contact Information Victoria.

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## All directions are from Southern Cross Station.

### Epworth Freemasons

166 Clarendon Street  
East Melbourne VIC 3002  
**Ph: 03 9483 3833**

**Tram** Catch the Box Hill Route 109 tram on Collins Street and get off at Stop 15 on Victoria Parade. Epworth Freemasons is approximately a five minute walk down Clarendon Street.

### Epworth Freemasons

320 Victoria Parade  
East Melbourne VIC 3002  
**Ph: 03 9418 8188**

**Tram** Catch the Box Hill Route 109 tram on Collins Street and get off at Stop 15 on Victoria Parade.

### Epworth Richmond and Epworth Rehabilitation Richmond

89 Bridge Road  
Richmond VIC 3121  
**Ph: 03 9426 6666**

**Tram** Catch the North Balwyn Route 48 tram on Collins Street and get off at Stop 15 on Bridge Road.

**Train** Catch the Epping Line train to West Richmond Station. Epworth Richmond is approximately a 10-15 minute walk from West Richmond Station.

### Melbourne Private Hospital

Royal Parade  
Parkville VIC 3052  
**Ph: 03 8341 3400**

**Tram** Catch any tram along Collins Street and get off at Elizabeth Street. Catch the North Coburg Route 19 tram on Elizabeth Street and get off at Stop 11 on Royal Parade.

### Mercy Private Hospital

159 Grey Street  
East Melbourne VIC 3002  
**Ph: 03 9928 6555**

**Tram** Catch the Box Hill Route 109 tram on Collins Street and get off at Stop 15 on Victoria Parade. Mercy Private Hospital is approximately a 5-10 minute walk down Clarendon Street.

### Peter MacCallum Cancer Centre

St Andrews's Place  
East Melbourne VIC 3002  
**Ph: 03 9656 1111**

**Tram** Catch either the Box Hill Route 109 tram or the West Preston Route 112 tram on Collins Street and get off at Stop 10 on the corner of St Andrews Place / Macarthur Street. Walk along St Andrews Place to Peter Mac. This is a five minute walk.

**Train** Catch the City Loop train to Parliament Station. Use the Collins / Bourke streets and

Macarthur Street exits. Cross Macarthur Street at the pedestrian lights and walk along St Andrews Place. The entrance to Peter Mac is on the left, a little more than half way along St Andrews Place. This is a five minute walk.

### St Vincent's Hospital

41 Victoria Parade  
Fitzroy VIC 3065  
**Ph: 03 9288 2211**

**Tram** Catch either the Bundoora 86 tram or the East Brunswick 96 tram on Bourke Street and get off at Stop 11 on the corner of Nicholson Street and Victoria Parade.

Alternatively:

Catch either the Box Hill Route 109 tram or the West Preston Route 112 tram on Collins Street and get off at Stop 12 on Victoria Parade.

**Train** Catch the City Loop train to Parliament Station. Use the Spring Street exit. Walk up Nicholson Street and turn right into Victoria Parade. The main entrance to St Vincent's Hospital is on Victoria Parade. This is a five minute walk.

### St Vincents Private

59-61 Victoria Parade  
Fitzroy VIC 3065  
**Ph: 03 9411 7111**

**Tram** Catch either the Box Hill Route 109 tram or the West Preston Route 112 tram on Collins Street and get off at Stop 12 on Victoria Parade.

**Train** Catch the City Loop train to Parliament Station. Use the Collins / Bourke streets and Macarthur Street exits. Cross Macarthur Street at the pedestrian lights and walk up Gisborne Street. This is a ten minute walk.

### The Alfred Hospital

55 Commercial Road  
Prahran VIC 3181  
**Ph: 03 9076 2000**

**Tram** Catch any tram along Collins Street and get off at Swanston Street. From here, catch the Camberwell Route 72 tram and get off at Stop 26 on Commercial Road. This stop is outside the main entrance of The Alfred Hospital.

**Train** The closest train station is Prahran Station on the Sandringham Line. It is a short walk along Greville Street to The Alfred.

### The Royal Children's Hospital

50 Flemington Road  
Parkville VIC 3052  
**Ph: 03 9345 5522**

**Tram** Catch any tram along Collins Street and get off at Elizabeth Street. Catch the Airport West Route 59 tram on Elizabeth Street and get off at Stop 17 on Flemington Road.

Alternatively:

Catch any tram along Collins Street and get off at William Street. Catch the West Coburg Route 55 tram on William Street and get off at Stop 17 on Flemington Road.

### The Royal Dental Hospital of Melbourne

720 Swanston Street  
Carlton VIC 3053  
**Ph: 03 9341 1000 / 1800 833 039**

**Tram** Catch any tram along Collins Street and get off at Swanston Street. Catch any tram to Melbourne University Parkville Campus (Route numbers 1, 3, 5, 6, 8, 16, 64, 67 or 72) along Swanston Street and get off at Stop 1.

**Train** The closest train station is Melbourne Central Station. Use the Swanston Street exit. Catch any tram to Melbourne University Parkville Campus (Route numbers 1, 3, 5, 6, 8, 16, 64, 67 or 72) along Swanston Street and get off at Stop 1.

### The Royal Melbourne Hospital – City Campus

Grattan Street  
Parkville VIC 3052  
**Ph: 03 9342 7000**

**Tram** Catch any tram along Collins Street and get off at Elizabeth Street. Catch the Airport West Route 59 tram on Elizabeth Street and get off at Stop 14 on Flemington Road.

Alternatively:

Catch any tram along Collins Street and get off at William Street. Catch the West Coburg Route 55 tram on William Street and get off at Stop 14 on Flemington Road.

Alternatively:

Catch any tram along Collins Street and get off at Elizabeth Street. Catch the North Coburg Route 19 tram on Elizabeth Street and get off at Stop 10 on the corner of Grattan Street and Royal Parade. Walk along Grattan Street.

**Bus** From North Melbourne Station, Catch bus Route 401 on Drysburch Street. The bus stops outside The Royal Melbourne Hospital.

### The Royal Victorian Eye and Ear Hospital

32 Gisborne Street  
East Melbourne VIC 3002  
**Ph: 03 9929 8666**

**Tram** Catch either the Box Hill Route 109 tram or the West Preston Route 112 tram on Collins Street and get off at Stop 12 on the corner of Gisborne Street and Victoria Parade. Enter at Morrison Place off Victoria Parade.

**Train** Catch a City Loop train to Parliament Station. Use the Lonsdale / Nicholson Streets exit and walk along Albert Street. This is a 10 minute walk.

### The Royal Women's Hospital

Grattan Street and Flemington Road  
Parkville VIC 3052  
**Ph: 03 8345 2000**

**Tram** Catch any tram along Collins Street and get off at Elizabeth Street. Catch the Airport West Route 59 tram on Elizabeth Street and get off at Stop 14 on Flemington Road.

Alternatively:

Catch any tram along Collins Street and get off at William Street. Catch the West Coburg Route 55 tram on William Street and get off at Stop 14 on Flemington Road.

**Bus** From North Melbourne Station, Catch bus Route 401 on Drysburch Street. The bus stops outside The Royal Women's Hospital.

Please contact your treating hospital for accommodation information.



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## Your ticket to ride



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### Travelling to Melbourne

All V/Line trains and coaches travelling to Melbourne terminate at Southern Cross Station. From Southern Cross Station metropolitan trains, trams and buses run to every corner of Melbourne.

To plan your trip from A to B in Victoria use the journey planner at [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

Most Melbourne hospitals are listed in the journey planner – simply enter your origin and the name of the hospital or address in the destination box and receive a customised trip plan detailing all services and connections.

For more information on Melbourne's trains, trams or buses call Metlink on **131 638** (open 6am – midnight daily) or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

### Travelling on the right ticket

Melbourne is progressively moving from Metcards and V/Line tickets to a new smartcard ticketing system called myki. During the changeover you will be able to use a V/Line ticket, a Metcard or a myki to travel to and around Melbourne.

You can buy V/Line tickets from:

- staffed V/Line stations
- V/Line ticket agents
- selected metropolitan Premium Stations

Concession fares are available on trains, trams and buses in metropolitan Melbourne, regional town buses and V/Line trains and coaches operating within Victoria.

Concession tickets cost around half the full fare and are available for most ticket types.

### Eligibility

Passengers can travel on a concession ticket if they are aged 16 years and under or carry an approved Victorian Concession Card.

Holders of the following cards are eligible to buy concession fares:

- Pensioner Concession Card
- Health Care Card
- Victorian Seniors Card
- War Veteran / War Widow Concession Card
- Victorian Public Transport Student Concession Card
- Companion Card

### How to travel on a concession ticket

Present your valid concession card when buying a ticket or on request. For more information about travelling with a concession card visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638**.

### Travel subsidies

#### Gold Repatriation Health Card

If you have a Department of Veterans' Affairs (DVA) Gold Card you are eligible for assistance towards travel expenses for the treatment of all health care conditions. You may also be entitled to claim accommodation and meal allowances depending on the distance you travel for treatment. To discuss eligibility requirements contact DVA on **1800 555 254** or visit the website [www.dva.gov.au](http://www.dva.gov.au)

#### White Repatriation Health Card

If you have a DVA White Card you are eligible for assistance towards travel expenses for the treatment of accepted disabilities related to service. To discuss eligibility contact DVA on the above contact details.

#### Vision Impaired Travel Pass

Includes free travel on all metropolitan transport services and V/Line ticketed services. The Travel Pass is only available to people classified as legally blind. For more information or to obtain a pass, contact the Central Pass Office on **9619 1159**.

### Companion Card

The Companion Card is available to all people with a permanent disability who require the assistance of a companion to access community activities and venues. Card holder companions can travel at no cost, on all metropolitan train, tram and bus services, V/Line trains and coaches and regional town bus services.

**1800 650 611**

[www.vic.companioncard.org.au](http://www.vic.companioncard.org.au)

#### Aged Care Package Programs

People in receipt of a Community Aged Care Package can receive assistance towards the cost of attending medical appointments. Eligibility for a Community Aged Care Package must be established through the Aged Care Assessment Team. To find out more, contact the Aged Care Information Line on **1800 500 853**.

#### Victorian Patient Transport Assistance Scheme

The Victorian Patient Transport Assistance Scheme (VPTAS) subsidises the travel and accommodation costs incurred by rural Victorians and if

appropriate, their escorts, who have no option but to travel a long distance to receive approved medical specialist services.

To be eligible for assistance patients must meet all of the following criteria:

- be a Victorian resident
- live in a rural region
- be receiving specialist medical treatment, and
- need to travel more than 100 kilometres one way or on average 500 kilometres per week for a minimum of five consecutive weeks.

For more information contact **5333 6040** or visit

[www.health.vic.gov.au/ruralhealth/vptas/](http://www.health.vic.gov.au/ruralhealth/vptas/)

#### Australian Red Cross Patient Transport

This service is run from 22 locations throughout Victoria and provides transport for essential medical appointments. A health professional or social worker referral is required.

For more information email [viccommunityprograms@redcross.org.au](mailto:viccommunityprograms@redcross.org.au) or call **1800 246 850**.

## Access and mobility



### Melbourne

#### Mobility Centre

The Melbourne Mobility Centre is dedicated to improving access for everyone in the heart of Melbourne. Wheelchairs, scooters, wheelie walker, prams are available for hire with free access resources and tea / coffee available at the centre.

The centre is located on the first floor of the Federation Square Car Park (ground level adjacent to the ArtPlay playground).

#### Hours of operation

Monday to Friday:  
9am - 6pm  
Saturday and Sunday:  
10am - 4pm  
Closed on public holidays.

**Ph: 1800 735 266**

**TTY: 9650 9316**

**Web: www.melbourne mobilitycentre.com.au**

#### Trains

If you use a wheelchair, scooter or require assistance boarding, wait at the white and yellow markers on the station platform. This is where the front of the train will stop, and the train driver will assist by producing a ramp.

An audible and visual passenger information system is available at all stations. All stations are accessible for wheelchair users except Heyington Station.

Arabic	9321 5440
Cantonese	9321 5441
Croatian	9321 5442
Dinka	9321 5452
Greek	9321 5443
Italian	9321 5444
Macedonian	9321 5445
Mandarin	9321 5454
Somali	9321 5446
Spanish	9321 5447
Sudanese	9321 5453
Turkish	9321 5448
Vietnamese	9321 5449
All other languages	9321 5450

For more information about myki, visit [myki.com.au](http://myki.com.au) or call **13 6954 (13 myki)**.

### V/Line and Customer Services

If you are planning to travel with a mobility aid, contact V/Line 24 hours prior to travel to ensure that there is accessible transport available. Call V/Line on **136 196**.

## Buses in Melbourne



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There are several bus routes which run to and from the heart of Melbourne.

For information about bus routes, call Metlink on **131 638** or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)



## Taxis in Melbourne



There are three ways to get a taxi – book by phone, hire from a Taxi Rank or hail from the side of the road.

It is always best to order a taxi ahead of time as it helps ensure the taxi will arrive as close to the requested time as possible.

Wheelchair accessible taxis can be booked through:

<b>13CABS</b>	<b>13 22 27</b>
<b>Arrow Taxis</b>	<b>13 22 11</b>
<b>North Suburban</b>	<b>13 11 99</b>
<b>Platinum Taxis</b>	<b>9090 1800</b>
<b>Silver Top Taxis</b>	<b>13 10 08</b>
<b>West Suburban</b>	<b>9689 1144</b>

The Multi Purpose Taxi Program makes transport more accessible for Victorians with a severe and permanent disability. The Multi Purpose Taxi Program gives members half price taxi fares. It pays up to \$60 per trip.

## Travellers Aid



Travellers Aid is a not for profit organisation which provides vital services and dignified outcomes to travellers in need, especially travellers with special requirements and those in emergency situations.

Services include; internet access, luggage storage, emergency relief for travellers in crisis, hire of mobility equipment, accessible toilet and showers (with towel hire), personal care assistance for travellers with special needs and a buggy transport service at Southern Cross Station for passengers who are frail or require additional assistance due to health reasons.

For more information on how Travellers Aid can assist you with your travel related needs, visit [www.travellersaid.org.au](http://www.travellersaid.org.au)

There are three Melbourne centres:

#### Travellers Aid at Flinders Street Station

**Tel: (03) 9610 2030**

Hours of operation:  
Sunday - Thursday  
8am - 8pm,  
Friday and Saturday  
8am - 10pm

Located on the concourse between platforms 9 & 10

#### Travellers Aid at Southern Cross Station

**Tel: (03) 9670 2072**

Hours of operation:  
7 Days per week  
7am - 10pm

Located below the Bourke Street bridge, opposite the luggage hall

#### Travellers Aid at City Village

**Tel: (03) 9654 2600**

Hours of operation:  
Monday to Friday  
9am - 5pm

Located on Level 3, 225 Bourke Street Melbourne

