



Fitzroy Gardens Heritage Tour

Accessibility Guide

Updated July 2025

Acknowledgment of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin Nation and pays respect to their Elders past and present. We acknowledge and honour the unbroken spiritual, cultural and political connection they have maintained to this unique place for more than 2000 generations.

We accept the invitation in the Uluru Statement from the Heart and are committed to walking together to build a better future.



Contact us



Fitzroy Gardens, Wellington Parade,
East Melbourne 3002



03 9658 9658 (Monday to Friday only)



visitor@melbourne.vic.gov.au



[https://whatson.melbourne.vic.gov.au/
visitor-info/visitor-centres/fitzroy-
gardens-visitor-centre](https://whatson.melbourne.vic.gov.au/visitor-info/visitor-centres/fitzroy-gardens-visitor-centre)



Visitor Centre open daily 9am to 4pm.
Daily tours commence at 2pm

Contents

Acknowledgment of Traditional Owners	2
Contact Us	3
Welcome	5
Access at a Glance	5
Our Staff	6
Social Script	7
What to Expect	8
Tour route	9
Getting Here	10
Arrival	11
Visitor Information	12
Retail	13
Kere Kere cafe	14
Customer Feedback	14
Seating and Rest Areas	15
Additional Services	16
Peak Periods	17
Communication and Information	18
Sounds	18
Lighting	19
Scents	19
Temperature Control	20
LHS Accessible Toilet	21
Additional helpful information	22



Welcome

A journey through the heritage-listed Fitzroy Gardens, where history and nature seamlessly blend.

This guided tour offers a unique opportunity to explore iconic landmarks, including the charming Cooks' Cottage, the whimsical Fairies Tree, and the picturesque Model Tudor Village.

Access At A Glance



Accessible Toilet



Step Free Access



Accessible Parking



Accessible Outdoor Dining



Charging Point



Accessible Indoor Dining



Baby Changing Table



High Chair



Wifi



Assistive Listening Device



Our Staff

- We have a diverse and friendly team of staff that are well-trained and knowledgeable about Fitzroy Gardens, including its history, key landmarks, and accessibility features.
- Our staff can also assist with directions, provide tailored recommendations, and answer questions to help all visitors make the most of their time in the gardens.
- Staff wear name badges and red shirts with black trousers or skirts so they are easily recognised.
- Our staff participate in an E-learning module on accessibility and are trained in the hidden disability Sunflower Scheme and are happy for you to approach them and ask questions.
- Some of our staff are multi-lingual and provide assistance in other languages as needed. These staff and volunteers wear 'language badges' so they are easily identified by visitors who need assistance in their foreign language.

We look forward to welcoming you to Fitzroy Gardens and guiding you through this iconic Melbourne destination. !





Social Script



I am going to visit the Fitzroy Gardens for a guided tour. I am going on a guided tour led by a staff member who knows a lot about the garden and will share interesting information.



I will walk through Fitzroy Gardens to arrive at the Visitor Centre, where the tour begins. Inside, there are friendly staff and volunteers who can help me.



Staff at the customer service counter will take payment for the tour. The staff may ask me to wait outside until all other tour participants have arrived.



It is okay to feel excited or a little nervous. Staff and volunteers are there to help me feel comfortable and answer any questions I have.



I can bring anything I need to feel comfortable, like a water bottle, hat, sunglasses, or sensory aids. A friendly staff member will introduce themselves. They will tell me what we will see and how long the tour will take.



We will walk together as a group through the garden. The guide will stop at certain places to talk about the plants, animals, and history of the garden. If I want to listen, I can. If I want to take a break or step away, that's okay too.



I might hear birds, the gardeners with lawnmowers, or other people in the garden. Some areas may be sunny or shaded. Some paths may be smooth, and others may be uneven.

What To Expect

When I arrive:

- I may see other people waiting for the tour.
- A friendly staff member will introduce themselves. They will tell me what we will see and how long the tour will take.
- If I have questions or need help, I can ask the staff. They are here to support me.

During the tour:

- We will walk together as a group through the garden.
- The guide will stop at certain places to talk about the plants, animals, and history of the garden.
- If I want to listen, I can. If I want to take a break or step away, that's okay too.
- If I need a quieter space, I can let the guide know.

Sounds and sights:

- I might hear birds, the gardeners with lawnmowers, or other people in the garden.
- Some areas may be sunny or shaded. Some paths may be smooth, and others may be uneven.
- If I need a rest along the tour, I can ask the guide who will stop at one of the many park benches in the garden.

At the end of the tour:

- The guide will let us know when the tour is finished.
- I can ask questions or explore the garden more on my own.
- I can visit the visitor centre, find a quiet place to relax, or head home.



Tour route

- Standard tours run between 45 and 60 minutes
- The distance travelled is approximately 1km
- There are no steep hills - but do expect some slight inclines
- Most of the tour walks along well maintained, concrete paths. Two stops divert of these paths:
 - Boy on the Turtle pond: which travels on stone paving, across a wooden bridge with two steps.
 - The Conservatory: the tour travels inside, with a loose pebble floor. There are multiple steps at one entrance.

The route to both stops can be modified for participants with limited mobility.

- There are seats and shaded areas along the way where the group may pause. Participants are welcome to rest or step aside as needed.
- Accessible toilets are located near the start and end points of the tour.





Getting Here



Travel by tram

- The nearest tram stop is Jolimont Rd/Wellington Parade with routes 48 and 75. The tram stop is approximately 100m from the Fitzroy Gardens Visitor Centre entry.
- These routes offer low-floor tram options. Check [Public Transport Victoria](#) for the times of the Low-floor options.
- This stop is outside of the free tram zone.
- A step-free route is available from the tram stops.



Travel by car

On street parking

- There is limited time-restricted street parking on Wellington Parade.
- Once you are on the footpath, there is a continuous accessible path of travel to the entry. Access to the footpath is via the nearby driveway where there is a kerb ramp.
- Visit [Parking for people with disability](#) to find and navigate to parking spaces reserved for people with disability.

Off street parking

- The nearest off street parking is on-site at the visitor centre where there is limited parking.
- One accessible parking bay is available.
- Please visit the City of Melbourne's [Off Street Parking](#) for more information on car park locations and council-operated car parks.

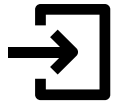




Arrival



- The path approaching the entrance is concrete
- There is step-free access from the frontage to the entrance.



Entrance

- Clear signage indicates the entrance to the visitor centre.
- A clear and step-free path of travel leads to the entrance.
- Automatic glass sliding doors with visual indicators provide access to the visitor centre.
- The clear door width is greater than 1000mm.
- There is level concrete flooring throughout the visitor centre.



- Service animals welcome





Visitor Information



- Staff and volunteers will approach you on arrival and offer assistance.
- Information about what to do in Melbourne and regional Victoria is offered including:
 - Support navigating booking processes.
 - Information about booking agencies for local events and experiences.
 - Details on how visitors can access support services, such as personal assistants or guides, and any partnerships with local disability services.
 - Support to connect with Travellers Aid.
- Your itinerary, guides and maps, or information discussed can be shared with you via email.



- There is a selection of assistance counters of varying heights ranging from 860mm to 1050mm.
- There is an iPad counter with links to relevant websites. iPads are fixed but there is a secondary transportable iPad that you may access with assistance from staff and volunteers.
- A small self-service display is available at the front entrance with a map, these are available 24 hour.





Retail

- You will enter the retail area of the visitor centre, featuring a variety of locally sourced products and gifts.
- Items are displayed from 200mm to 2000mm and assistance is available to access items as needed.
- There is clear floor space with a minimum width of 1000mm surrounding all display stands.
- The customer service counter where you can make purchases is located inside the visitor centre.
- This service counter has a height of 860mm and has unrestricted knee and foot clearance.





KereKere Green Cafe

About KereKere Green Cafe

A breezy coffeehouse set within the Fitzroy Gardens Visitor Centre offering light breakfast, lunch and a range of freshly baked cakes and pastries.

Trading Hours

- Monday to Friday 7:30am - 4pm.
- Saturday & Sunday 8:30am - 4pm.

Peak Times

- Sundays (all day).
- Thursdays lunch time between 12pm to 1pm.

Quiet times

- Monday - Saturday between 8am - 11am and 2pm - 4pm.

Contact details

- KereKere Green Cafe does not have a phone number, please email your inquiries to info@kerekere.org. We check emails daily.





Customer Feedback

- We invite feedback on your experience after joining the Fitzroy Gardens Heritage Tour. You can provide feedback via the Feedback Tablet which is located next to the customer service counter at the Visitor Centre. Staff and volunteers can assist with this as required.
- The tablet is positioned at a height of approximately 1500mm.



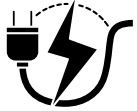
Seating and Rest Areas

- The seating inside the visitor centre offers a bench with a height of 1050mm.
- Stools without armrests are available with a height of 770mm.
- There is further seating available at KereKere Green Cafe.
- During the tour, there are many park benches scattered throughout the garden





Additional Services



Charging Points

Charging points are available in the visitor centre, please bring your own charging cable.



Free Wi-fi

Free City of Melbourne Wi-fi can be accessed anywhere in the visitor centre.



Free Maps and Brochures

Free maps and brochures are available to help plan and inspire your visit.





Peak Periods

- Peak days and times at the garden vary depending on the season, school holidays, and what other events are happening in the city.
- In general, the peak periods are Thursdays to Saturdays between 11am - 1pm.
- The garden is busier during school holidays and days when cruise ships are visiting.
- These peak periods depend on events happening in the city and if you would like more information about the best time to visit, please call ahead and speak with our friendly team.





Communication and Information



- Our staff and volunteers deliver information verbally.
- There are information signs throughout the centre and garden - staff and volunteers can assist with reading and sharing this information.
- Information is provided in a range of formats including visual, audio, digital and printed.
- Most printed and digital material is produced by a third party, we will assist with providing this in alternative formats where possible however we have little control over the accessibility of this material.
- Most material is available in digital alternatives and can be used with the magnification feature of the tablet.



- Communication boards are available on request.
- QR Codes are available to access a range of information such as self-guided walks, itineraries and experiences.



- A Roger Hearing System is installed, ask for the T-switch receiver at the customer service counter



Sounds



Fitzroy Gardens is generally a calm and peaceful space, but there are some natural and urban sounds you might hear during your visit, including:

- Birdsong and chirping – especially from native species like parrots and magpies.
- Wind rustling through the trees – particularly in larger, open areas.
- Footsteps and voices – from other visitors walking, talking, or enjoying guided tours.
- Children playing – near picnic areas or open lawns.
- Distant traffic or city noise – depending on where you are in the garden.
- Water features – such as fountains or streams, which may produce gentle flowing or bubbling sounds.
- Maintenance activity – like lawnmowers or leaf blowers, usually during daytime hours.



Lighting



The garden is an outdoor space with natural lighting that changes throughout the day and with the seasons.

- Daylight – Most of the garden is well-lit by natural sunlight during the day. On bright days, there may be areas with strong sunlight and glare.
- Shade – Many parts of the garden have shady areas under trees or beside tall plants and buildings, offering relief from the sun.
- Changing light levels – As you move through the garden, the light can vary quickly between bright and dim, especially if you're moving between open spaces and dense tree cover.





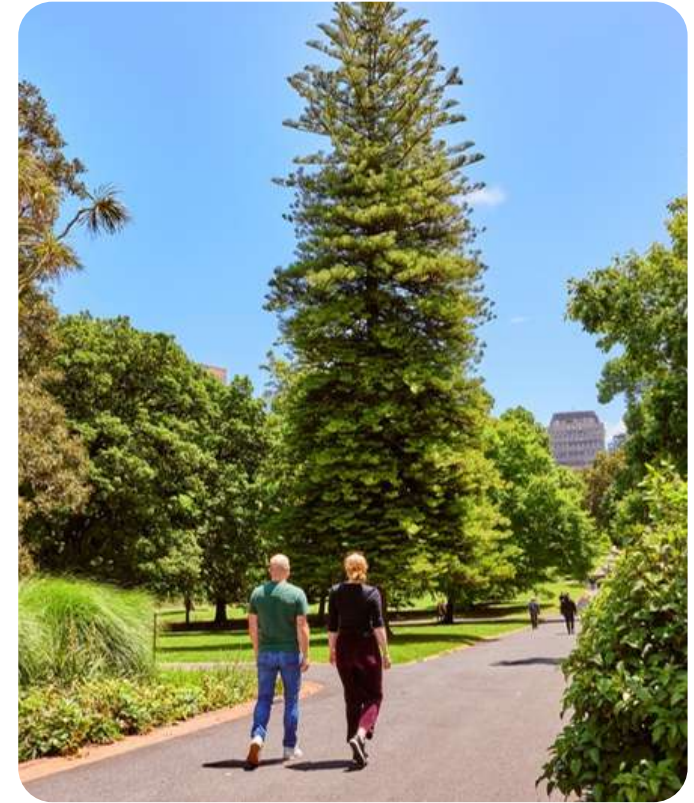
Scents



The garden is full of natural scents that change with the seasons, weather, and what's blooming. Here are some common smells you might notice:



- Floral scents – From garden beds featuring seasonal blooms. These smells can be subtle or strong depending on the time of year.
- Fresh cut grass – Especially after mowing.
- Earthy smells – From soil, mulch, fallen leaves, and damp paths after rain.
- Herbs and native plants – Some garden sections may have aromatic plants like eucalyptus, rosemary, or mint.
- Water features – You might notice a fresh or slightly mossy scent near fountains, ponds, or streams.
- Urban smells – In some areas near roads or cafes, you might detect traffic fumes, food aromas, or other city-related smells.



Temperature Control

Because the garden is an outdoor space, the temperature will depend on the season, and weather. Here's what to expect:

- Hot weather – In summer or on sunny days, open areas can get very warm. Paths and surfaces may become hot, and shade may be limited in some spots.
- Cool weather – In autumn and winter, or on cloudy days, the garden can feel cold—especially in shaded or windy areas.
- Rainy days – We recommend checking the forecast before your visit and bring a raincoat or umbrella

LHS Accessible Toilet



- The toilets are located between the visitor centre and the cafe.
- There are Male, Female, Ambulant and Unisex Accessible Toilets.
- There is a baby change table located in the accessible toilet.



Accessible Toilet

- The door of the cubicle swings inward to the left when entering. The door width is 870mm.
- The lever-style door handle has a height of 1000mm. The toilet lock is a traditional style toilet indicator bolt design.



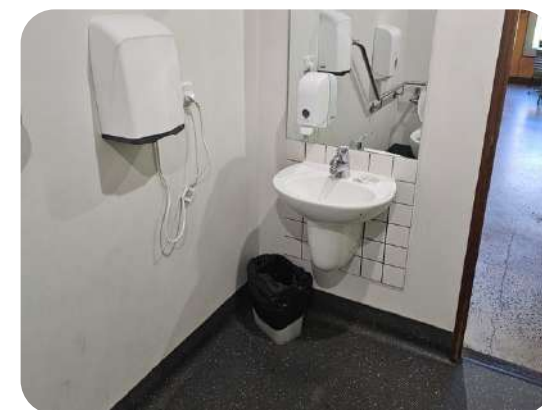
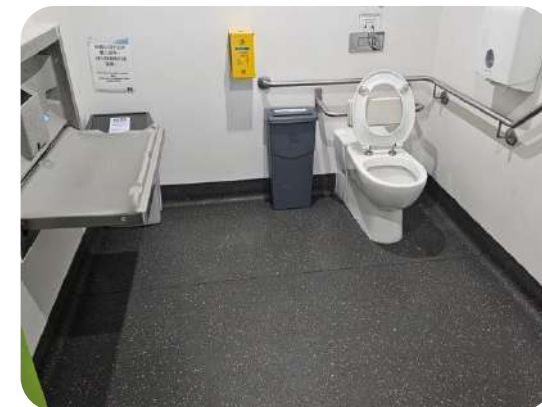
- There is a baby change table provided.
- The toilet seat height is 450mm.
- There is clear floor space to the right of the toilet. The clear floor space to the left of the toilet is 260mm.
- Rails are on the left-hand side and at the rear of the toilet with a height of 800mm.



- The basin is located at a height of 800mm.
- The hand dryer has a height of 1000mm.
- The soap dispenser is installed at 1000mm.



- There is automatic lighting in the bathroom.





Additional Helpful Information



Access Map

Visit the City of Melbourne [Access Map](#) for more information on accessible amenities.



Mobility equipment hire

Visit [Travellers Aid](#) to hire various mobility equipment while you're in Melbourne.



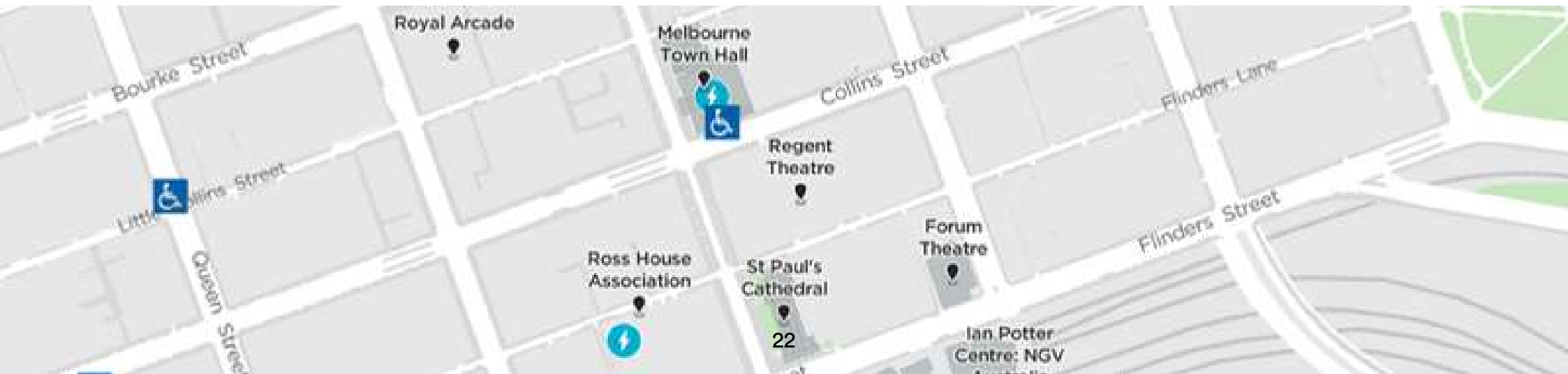
Recharge points

Visit [Services for People with Disability](#) to find your nearest recharge points for your electric scooter or wheelchair. The power points recharge the batteries for standard mobility aides, you will need to bring your own battery charger.



Accessible and Inclusive Melbourne

Visit [Accessible and Inclusive Melbourne](#) on our What's On Melbourne website to learn more about local accessible experiences. There's a great range of accessible and inclusive experiences to enjoy in Melbourne.



Acknowledgment of Thanks

The City of Melbourne would like to acknowledge the support and assistance provided by Flare Access Pty Ltd in helping to prepare this Accessibility Guide.



This Accessibility Guide was designed and developed by Flare Access Pty Ltd. For feedback on the guide please contact the City of Melbourne.

Copyright the City of Melbourne June 2024. DISCLAIMER: Accessibility Guide developed by Flare Access. Observations made by Flare Access and additional information provided by the City of Melbourne. All materials have been compiled from information available at the 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 the City of Melbourne at your own risk and you agree to defend, indemnify, save and hold the City of Melbourne and Flare Access Pty Ltd 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 the City of Melbourne and Flare Access Pty Ltd. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. The City of Melbourne and Flare Access Pty Ltd 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.

