

Accessibility Information

Visiting a heritage property can be more of a challenge for people with access needs. The National Trust of Australia (Victoria) is committed to helping people of all abilities enjoy our wonderful places around the state.

Who do I speak to for more information?

Phone: (03) 9656 9800

Email: bookings@nattrust.com.au

Property: Old Melbourne Gaol

Last updated: 01/07/2024

General Access	
Offer multiple options for booking - web, email, phone	Yes
Offer a range of contact methods for receiving complaints	Yes
Accept the Companion Card	Yes
Employ people with disability (including volunteers)	Yes
Have accessibility information and photos, including of a bathroom, room and/or floor plan on your website (can be emailed on request)	Request via Email
Ask all visitors if there are any specific needs to be met	No
Website meets WCAG 2.0 accessibility standards	Yes
Advise tour guides of the access needs of guests at the time of booking (includes pick up and drop off requirements)	Yes
Provide assistance with booking arrangements (includes providing clear itineraries with written instructions on what to do at various destinations)	No

Communication	
Use Plain English / easy read signage and information (includes menus and emergency information)	Yes

Vision	
Provide information in large print	Yes
Provide information in audio format (includes an audio described map of your venue, audio descriptions of performances and/ or displays)	Yes
Use easy read fonts in signage and communication materials (Helvetica and Arial)	Yes
Have an appropriate area for toileting an assistance dog	Yes
Have handrails on all your stairways	Yes

Hearing	
Have handrails on all your stairways	Yes

Wheelchair	
Have step free outdoor pathways (includes picnic areas, barbecues and shelters)	Yes
Have a step free main entrance to the building and/or reception area (includes ramps or slopes with a maximum gradient of 1:14, otherwise are too steep for wheelchairs)	Yes
Have step free access to the conference or function room	Yes
Have doorways which are easy to open and have lever handles (doorways 850mm or wider when open and not heavy)	Yes
Have an accessible public toilet which is unlocked	Yes
Provide portable ramps	Yes
Additional Comments	
<p>Old Melbourne Gaol has no current lift access, therefore only the ground floor is accessible to those who use a wheelchair. For this reason the majority of the displays and information are on the ground floor.</p>	

Allergies and Intolerances	
Train your staff to respond to allergic reactions	Some staff are trained
Additional Comments	
<p>Food and Beverages for events at Old Melbourne Gaol is managed by our catering partner VenuesLive and Scott Pickett Group, who adhere strongly to food and safety regulations and cater towards people with dietary restrictions and allergies.</p>	