

Drummond Street Services Carlton

Access Key (Service-User)

[Version.2]

Last edited: Monday, 27 March 2023

This Access Key is for the Drummond Street Services (DS) Carlton Office. It provides information about the building, location and accessibility of the areas of the office that may be accessed by service-users.

A service-user is someone who is coming to Drummond Street Services to access support, talk to a worker, or attend an event. A service-user may also be called a 'client' or 'participant'.

Contents of this Access Key (click to skip to the section):

- [DS Carlton office video](#)
- [Where is the DS Carlton office?](#)
- [How do you get here?](#)
- [How do you enter?](#)
- [Foyer](#)
- [Reception](#)
- [Conference Room](#)
- [Counselling Rooms](#)
- [Bathrooms](#)
- [First Aid & Fire](#)

Please get in contact with us or the person you are visiting at the DS Carlton Office if you have any questions about this Access Key.

You can also let us know if you need other accessibility information or adjustments that are not in this Access Key.

Contact:

Drummond Street Services

Phone: 03 9663 6733

Email: enquiries@ds.org.au

DS Carlton office video

This is a video of the DS Carlton office ground floor area.

You can use this to see what the space looks and sounds like.

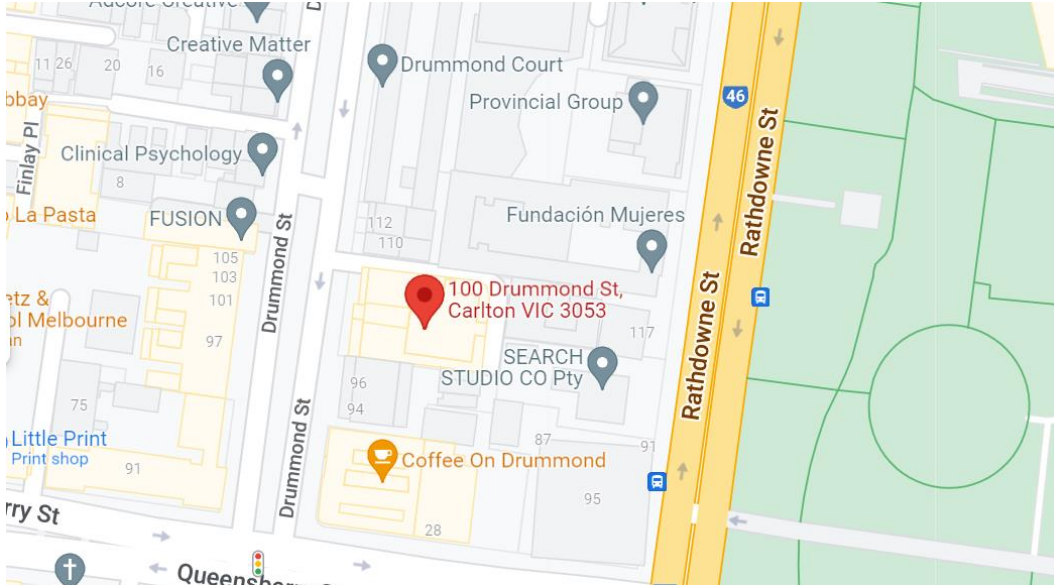


If the video is not working you can also see it in this link:

<https://vimeo.com/809614708>

Where is the DS Carlton office?

The DS Carlton office is located on stolen Wurundjeri Country at 100 Drummond Street, Carlton VIC 3053.



The DS office is across 3 levels of the building. Only the ground level is accessed by service-users.

You can find the location on Google Maps via this link:

<https://goo.gl/maps/PJbMwpUoUD2uP5Wz9>

Or search this code in Google Maps: 5XW9+68 Carlton, Victoria

How do you get here?

You can get to the DS Carlton office by car, train, tram, or bus.

If you are a service-user and require financial assistance to travel to the DS Carlton office, please ask whoever you are meeting to discuss. If you are not meeting anyone in particular, please contact Reception to discuss at 03 9663 6733 or enquiries@ds.org.au

You could email, call or text the following to ask about financial assistance to travel: *"I need assistance to get to and from the office. Are you able to help cover the cost of travelling?"*

Whoever you are meeting, or Reception will then confirm with you about whether they can cover the cost.

If we can cover the cost, this will usually be done via a taxi voucher. However, we can look at alternative options on an individual basis.

You can get here by car, train, tram or bus. There is an interactive map that outlines nearby disabled parking, street gradients, train station entrances, tram stops and bus stops.

You can get to the map via this link:

<https://www.melbourne.vic.gov.au/community/health-support-services/accessing-melbourne/Pages/mobility-maps.aspx>

Car

There is free 1-hour street parking along Drummond Street.



There is a loading zone in front of the office but there is no curb-cut at the loading zone.

There is no disabled parking or curb-cut directly in front of the office. Grosvenor Place is a small alley next to the building that has a curb-cut up to the pathway that leads to the front stairs and ramp. The alley is cobble stoned. There is also a curb cut at the lights on the corner of Drummond Street and Queensberry Street.

The nearest disabled parking bay is next to our office, in front of 94 Drummond Street. It is a free 2-hour parking spot.



On Pelham Street there is paid meter parking. In Parking Area 293 on Pelham Street there is 4-hour meter parking for \$2.20 per hour. In Parking Area 167 on Pelham Street there is 2-hour meter parking for \$4 per hour. Pelham Street is 300 metres away from the office which is about a 3-5-minute walk as per Google Maps.

The nearest paid parking lots are the [Lygon Street Carpark](#) and the [Melbourne Museum Carpark](#). Both are around 500 metres away from the office which is approximately a 5-minute walk as per Google Maps.

The Lygon Street Carpark has more direct and easy access to the freeway.

There is no Taxi Rank nearby to the office but Taxi's can load from the parking bays in front and in surrounding streets.

Train

The nearest train station is Parliament Station which is part of the City Loop.

The office is around 1 kilometre away from the station which is around a 12-minute walk as per Google Maps.

The walk to the office is entirely paved, including the section through Carlton Gardens, and is mostly flat with some very slight inclines.

You will need to cross 4 streets to get to the office. All streets have curb cuts and are traffic light crossways.

Tram

The nearest tram stops are Queensberry St/Swanston St, Melbourne Museum/Nicholson St and Victoria St/La Trobe St.

The Queensberry St/Swanston St stop runs tram routes 1, 3/3a, 5, 6, 16, 64, 67 and 72. This stop is a wheelchair accessible stop. However, only routes 5, 6, 16 and 72 run low-floor trams. The stop is 600 metres away from the office which is around a 7-minute walk along paved pathways as per Google Maps.

The Melbourne Museum/Nicholson St stop runs tram routes 86 and 96. This stop is a wheelchair accessible stop and both routes run low-floor trams. The stop is 700 metres away from the office which is around an 8-minute walk along paved pathways as per Google Maps.

The Victoria St/La Trobe St stop runs tram routes 30 and 35. This stop is not wheelchair accessible. The stop is 500 metres away from the office which is around a 6-minute walk along paved pathways as per Google Maps.

Bus

The nearest bus stops are Exhibition Building/Rathdowne St and Queensberry St/Lygon St.

The Exhibition Building/Rathdowne St stop runs bus routes 250, 251 and 402. This stop has no shelter or seating. The stop is 300 metres away from the office which is around a 3-minute walk along paved pathways as per Google Maps.

The Queensberry St/Lygon St stop runs bus routes 200 and 207. This stop has a shelter and seating. The stop is around 200 metres away from the office which is around a 3-minute walk along paved pathways as per Google Maps.

How do you enter?

There is a blue sign on our building at the front that says, 'Drummond Street Services' and 'Stepfamilies Australia'.



Entrance to the building is via a ramp or stairs. There are 6 steps up into the building with a handrail in the centre as well as on both sides. The ramp is a u-shape and is accessible by both manual and powered wheelchairs. The ramp is 100 centimetres wide. The ramp is solid concrete and has a steepness gradient of 4 degrees or a 7% slope.

The space between the top stop and the top ramp entrance is close together.





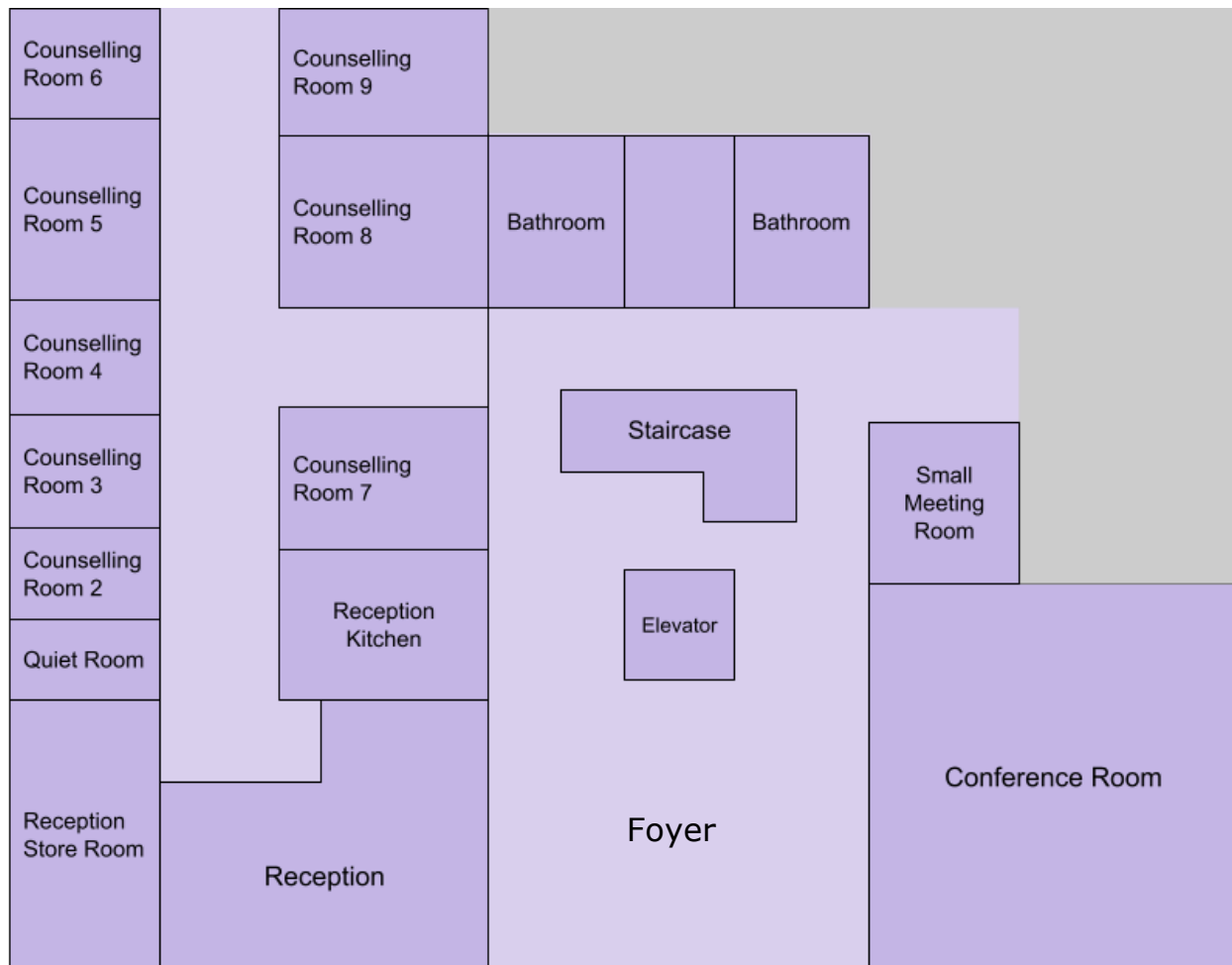
There is an automatic sliding glass door at the front of the building. The door is 160 centimetres wide.



Office layout

The service-user areas are laid out in the floor plan below. The grey area is part of the employee office space.

The floor plan is not to scale and only shows approximately where each room or feature is.



Foyer

The first open space when you come through the entrance is the foyer. The foyer is a shared space for employees and service-users.

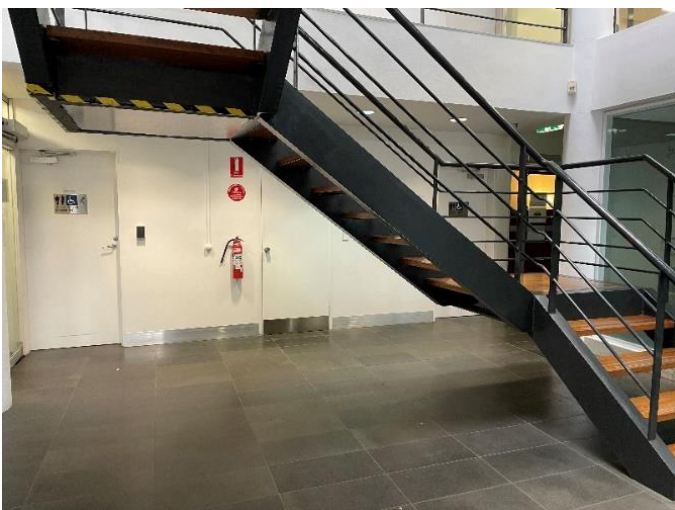


The foyer is tiled and flat. It has a high ceiling with a ceiling sky light. During the day the foyer is lit mostly by the sky light.

The foyer can be echoey if people are talking or there are a lot of people moving around the space. There usually aren't many people in the space at one time.

In the middle of the foyer is a glass elevator and a staircase. The staircase has a low overhang and is in the middle of the area. The lowest point is towards the centre of the space. The height of the staircase overhang is 180 centimetres. The space on the right of the staircase is 60 centimetres wide at the narrowest point.

Towards the back of the foyer are 2 all-gender [bathrooms](#).



There are round, warm white, artificial pot lights on the ceiling near the elevator and the bathrooms.

There are tactile ground surface indicators at the base of the staircase.

The glass door immediately to your left when you come through the entrance into the foyer is the [Reception](#).



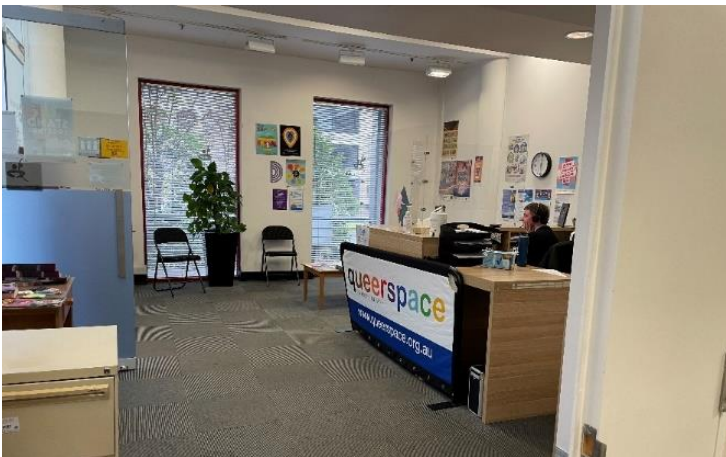
The wooden door immediately to your right when you through the entrance into the foyer is the [Conference Room](#).



Reception

The Reception is the first glass door on your left when you come through the entrance to the building. The door opens into the Reception and is 80 centimetres wide but can be opened to 160 centimetres wide.

When you come through the door to Reception there is a receptionist desk immediately in front of you. The desk is 106 centimetres tall and has a lowered section which is 88 centimetres tall. There is a clear screen around the desk.



Along the walls on the left there are 3 cushioned chairs with no arms that are 40 centimetres wide and the seat is 50 centimetres off the ground. There are also bookcases along the walls and a low coffee table that is 45 centimetres tall in the middle with pamphlets and brochures. The space between the chairs and coffee table is 60 centimetres wide at the narrowest point.



On the right there are more bookshelves with pamphlets and brochures and the doors to reception kitchen and [Counselling Rooms](#).

The reception is carpeted and has fluorescent panel lighting. There is a large window on one wall with shutter blinds. The other walls have different posters on them. If you would like a cup of tea or coffee, please let reception know and we will make it for you.

Conference Room

The Conference Room is the first wooden door on your right when you come through the entrance to the building. The door opens into the Conference Room and is 140 centimetres wide.

The room is large and carpeted with fluorescent lighting and windows along one wall. There is a projector that projects onto the back wall. The projector makes an audible buzzing sound that you can hear if the room is quiet. There is also a hearing loop installed and microphones available at the back of the room to the left.

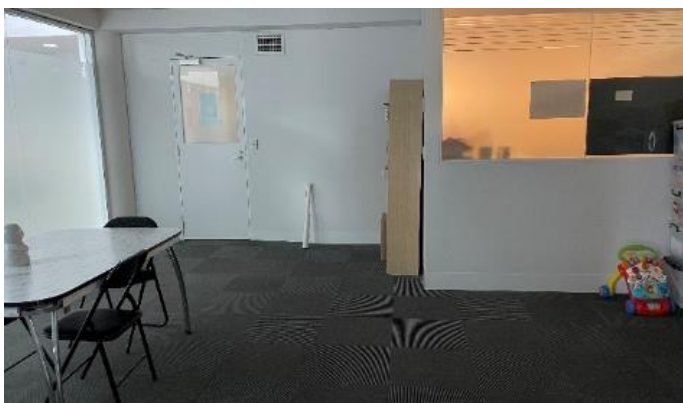


The light switch is on the wall to the left of the door as you come in.



There are chairs and large tables that can be moved in the room. The chairs are 42 centimetres wide with no arms and the seat is 50 centimetres off the ground. The tables can be folded up but may require more than one person to move around due to their size and weight. The tables are 74 centimetres tall.

The first door on the left when you go into the Conference Room is a small meeting room that is sometimes used as a quiet room for events. The door opens into the Conference Room and is 140 centimetres wide. This room is carpeted and has a large, frosted window and fluorescent lights that can be turned on or off using the light switch that is next to the door across from the one into the Conference Room. The chairs and tables from the Conference Room can be moved into this room.



Counselling Rooms

There are 8 Counselling Rooms and a quiet room.

The Counselling Rooms can be accessed through [Reception](#) from the door with a window that is next to the [Reception Kitchen](#). The door opens into the hallway and is 114 centimetres wide. They can also be accessed through the automatic glass door next to the [bathroom](#) on the left in the [foyer](#). The automatic glass door opens into the foyer and is 98 centimetres wide.



The Counselling Rooms can only be accessed if you are with a Drummond Street Services worker as there is a code required to enter the door in Reception and a fob required to enter the door in the foyer. A code is not required to exit. If you are exiting via the automatic glass door there is a black button that says 'Push Exit' in red to the left of the door. You can press this button and the door will automatically open.



The hallway to the Counselling Rooms is carpeted and has fluorescent lighting. The hallway is 120 centimetres wide.



All counselling rooms are carpeted and have a rug. The doorways to all the counselling rooms open into the counselling room and are 85 centimetres wide.

Some of the single chairs can be moved around so some rooms may have slightly more or less chairs in them at differing times. All single couch chairs can be removed to make more space if needed.

In the counselling rooms that have windows, you can see bars that are the fence between the alleyway and the window.

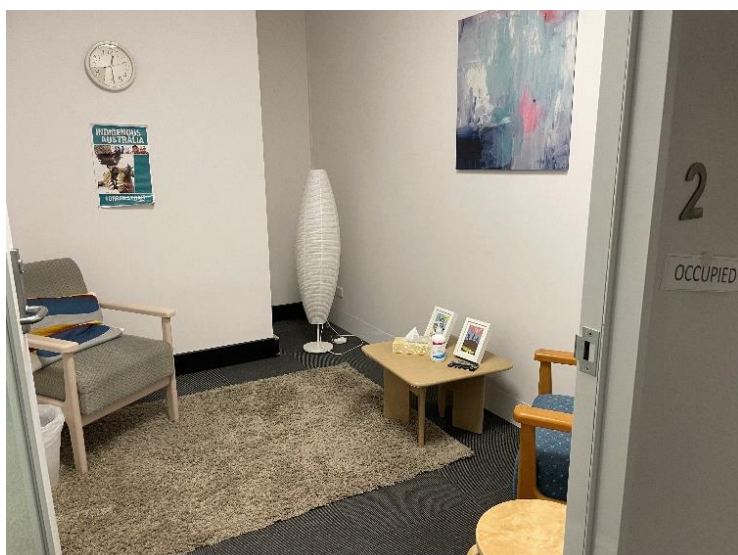
There is at least 1 power point on the baseboard of each counselling room.

Currently the counselling rooms have overhead fluorescent lighting that can be turned off individually and some do not. We are looking at putting each counselling room on its own individual switch.

The quiet room has a frosted glass door with a number 1 sign to the right of it. The room has 2 single couch chairs with arms that are 50 centimetres wide and the seats are 50 centimetres off the ground. There is also a low coffee table that is 40 centimetres tall. There are cushioned mats that can be laid in this room. There is fluorescent panel lighting in this room that cannot be turned off. There are no windows in this room.



Counselling Room 2 has a frosted glass door with a number 2 sign to the right of it. The room has 2 single cushioned chairs with arms that are 50 centimetres wide and the seats are 50 centimetres off the ground. There is also a low coffee table that is 40 centimetres tall. This room has fluorescent panel lighting that can be turned off via the left-most light switch that is in the hallway next to Counselling Room 4. There is a diffused warm white floor lamp that can be turned on by stepping on the white round floor switch next to it. There are no windows in this room.



Counselling Room 3 has a wooden door with a small window and the number 3 sign to the right of it. The room has 4 cushioned chairs with arms that are 50 centimetres wide and the seats are 45 centimetres off the ground. There is also a low coffee table that is 47 centimetres tall. There is also a small desk that is 76 centimetres tall and 90

centimetres wide in the corner. This room has fluorescent panel lighting that cannot be turned off. There is a large window in this room with shutter blinds.



Counselling Room 4 has a wooden door with a small window and the number 4 sign to the right of it. The room has 3 cushioned chairs with arms that are 50 centimetres wide and the seats are 45 centimetres off the ground. There is also a low coffee table that is 45 centimetres tall. This room has fluorescent panel lighting that can be turned off but they also turn off the lights in Counselling Room 5. There is a large window in this room with shutter blinds.

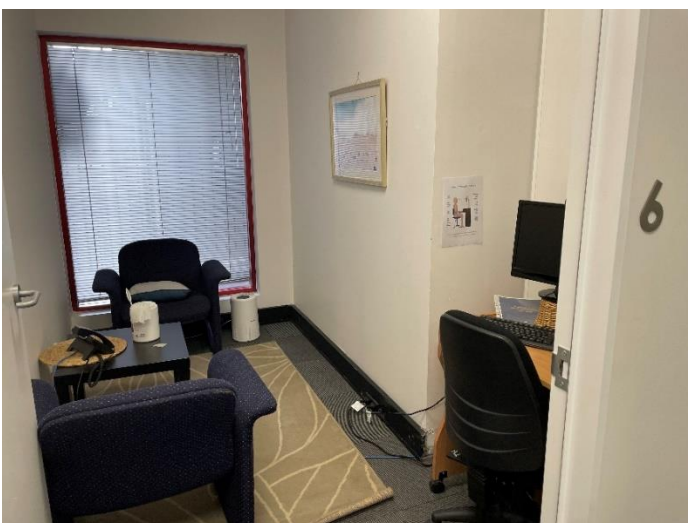


Counselling Room 5 has a wooden door with a small window and the number 5 sign to the right of it. The room has a 2-seater couch that is 40 centimetres tall and 120 centimetres wide and 3 cushioned chairs that are 50 centimetres wide and the seat is

50 centimetres from the ground. Some of the chairs have arms and some do not. There is a large desk in the corner that is 72 centimetres tall and 140 centimetres wide and low coffee table that is 45 centimetres tall. This room has fluorescent panel lighting that can be turned off but they also turn off the lights in Counselling Room 4. There is a large window in this room with shutter blinds.



Counselling Room 6 has a wooden door with a small window and the number 6 sign to the right of it. This room is used for online sessions. There is a desk with a monitor and keyboard in this room. The desk is 75 centimetres tall and 94 centimetres wide. There are 2 single couch chairs with arms that are 53 centimetres wide and the seats are 45 centimetres off the ground. There is also a low coffee table that is 45 centimetres tall. This room has fluorescent panel lighting that cannot be turned off. There is a large window in this room with shutter blinds.



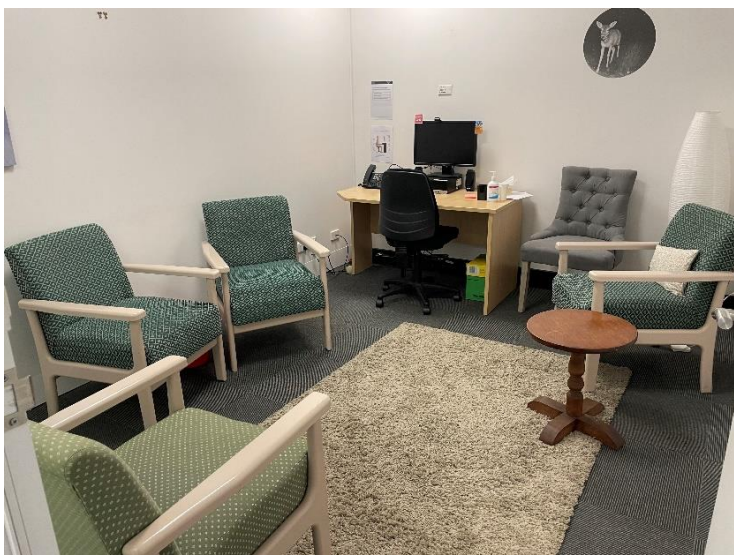
Counselling Room 7 has 2 wooden doors with small windows and the number 7 to the right of them. The room has 3 cushioned chairs with arms that are 50 centimetres wide and the seats are 45 centimetres off the ground. There is also a low coffee table that is 48 centimetres tall. There are 2 child-sized chairs in this room with seats that are 35 centimetres off the ground. This room has fluorescent panel lighting that cannot be turned off. There is a window that is frosted and cannot be seen through in this room.



Counselling Room 8 has 2 wooden doors with small windows and the number 8 to the right of them. The room has a 2-seater couch that is 130 centimetres wide and the seat is 35 centimetres off the ground. There are also 2 cushioned chairs, one with arms and one without, that are 50 centimetres wide and the seats are 45 centimetres from the ground. There is a child-sized chair in this room that has a seat that is 30 centimetres off the ground. There is a bookshelf and box of toys in the corner of the room. The room has fluorescent lighting that can be turned off and a diffused warm white floor lamp that can be turned on by stepping on the white round floor switch next to it. There are no windows in this room.



Counselling Room 9 has a wooden door with a small window. There is no number next to the door. This room is at the back of the hall across from Counselling Room 6. This room is used for online sessions. There is a large desk in with a monitor and keyboard in this room. The desk is 72 centimetres tall and 135 centimetres wide. The room has 4 cushioned chairs that are 50 centimetres wide, and the seats are 50 centimetres off the ground. This room has fluorescent panel lighting that can be turned off by the light switch on the door frame. There is a diffused warm white floor lamp that can be turned on by stepping on the white round floor switch next to it. There is a window that is frosted part way and can only be seen through at the very top and bottom.



Bathrooms

There are 2 bathrooms at the back of the [foyer](#). Both bathrooms are all gender bathrooms and have 1 fully enclosed accessible stall. There is no hoist in either bathroom.

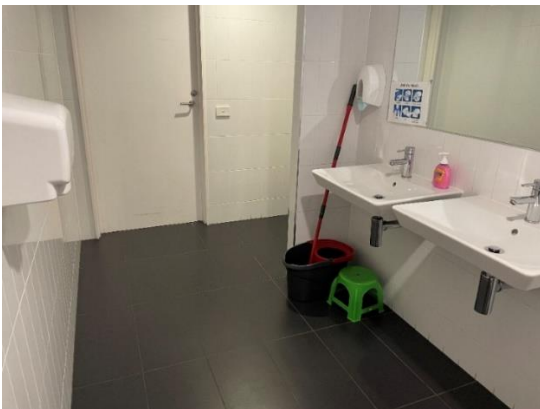
The bathroom on the left has a urinal and a single enclosed accessible toilet. The door is wood and can be heavy with a door pressure of approximately 4 kilograms. The door opens into the bathroom and is 84 centimetres wide.



The bathroom is tiled and is lit by white pot lights.

There are 2 sinks on the right when you walk in. The sinks are 85 centimetres tall and 40 centimetres deep and have space below them. The taps are mixer taps that you push upward to open. There is a mirror behind the sinks. A paper towel dispenser is to the right of the sinks and is 144 centimetres off the ground.

The soap in this bathroom is fragranced.



Next to the sinks, behind a wall, is a single wall urinal.



There is another wooden door at the back of the bathroom that leads to the accessible toilet. This door opens towards the accessible bathroom and is 84 centimetres wide. The door can be heavy. The door locks via a turning lock.

The toilet is in the back on the right and the seat is 50 centimetres from the ground.

There is a grab handle around the toilet in an L-shape on the wall. The handle is 80 centimetres from the ground.

There is a rubbish bin, sharps bin and a sanitary bin in front of the toilet.

On the right from the door, next to the toilet, is a shower. The shower can be enclosed by a shower curtain. The shower head height is adjustable and there is a shower bench attached to the wall. The shower bench is 42 centimetres high and has a weight limit of 220 kilograms.

There is a bag hook directly in front of the doorway.



The bathroom on the right has 1 stall and an accessible toilet. The door is wood and can be heavy with a door pressure of approximately 4 kilograms. The door opens into the bathroom and is 84 centimetres wide.



The bathroom is tiled and is lit by white pot lights.

There are 2 sinks on the left when you walk in. The sinks are 85 centimetres tall and 40 centimetres deep and have space below them. The taps are mixer taps that you push upward to open. There is a mirror behind the sinks. On the left of the sinks is a paper towel dispenser that is 144 centimetres from the ground. Across from the sinks is a hand dryer that is 110 centimetres from the ground.

The soap in this bathroom is fragranced.

There is a single toilet cubicle with a slide-lock door to the right of the sinks. The cubicle door opens into the cubicle and is 73 centimetres wide. The cubicle inside is 90 centimetres wide. The door locks via a sliding lock. There is a sanitary bin in the cubicle.



Across from the cubicle is a baby-changing table that can be folded down. The baby-changing table is 73 centimetres off the ground. There is a sanitary bin next to the baby-changing table.



There is another wooden door at the back of the bathroom that leads to the accessible toilet. This door opens towards the accessible bathroom and is 84 centimetres wide. The door can be heavy. The door locks via a turning lock.

The toilet is in the back on the left and the seat is 50 centimetres from the ground.

There is a grab handle around the toilet in an L-shape on the wall. The handle is 80 centimetres from the ground.

There is a rubbish bin, sharps bin and a sanitary bin in front of the toilet.

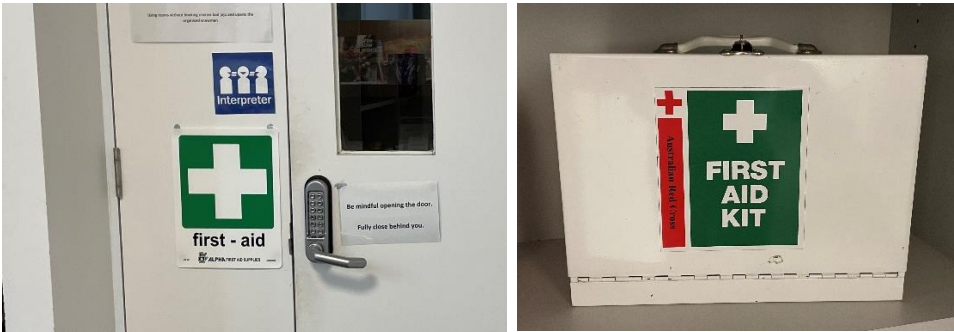
On the left from the door, next to the toilet, is a shower. The shower can be enclosed by a shower curtain. The shower head height is adjustable and there is a shower bench attached to the wall. The shower bench is 42 centimetres high and has a weight limit of 220 kilograms.

There is a bag hook directly in front of the doorway.



First Aid & Fire

The First Aid Kit is located in the hallway to the [Counselling Rooms](#), immediately on your left as you enter the hallway from [Reception](#). There is a green sign with a white cross that says 'First Aid' on the door.



The Fire Exit is the front entrance door and you would exit in the same way you entered the building either via the front steps or front ramp. The entrance is on the same level as all other rooms in this Access Key.

There is a fire extinguisher, fire hose and fire hydrant outside the [Conference Room](#) on the right. The fire hose and fire hydrant are inside a grey cabinet. The grey cabinet has a red sign that says 'Fire Hydrant' and 'Fire Hose Reel' on the front of it. The fire extinguisher is attached to the side of the cabinet. There is a red sign that says 'Fire Extinguisher' above it.



There is another fire extinguisher in between the [bathrooms](#) at the back of the [foyer](#). There is a red sign that says 'Fire Extinguisher' above the fire extinguisher.