

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: Pentridge Prison

Last updated: 16/07/2024

General Access	Yes/No/NA
Offer multiple options for booking - web, email, phone	Yes
Offer a range of contact methods for receiving complaints	Yes
Accept the Companion Card	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	Yes
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

Communication	Yes/No/NA
Use Plain English / easy read signage and information (includes menus and emergency information)	Yes

Vision	Yes/No/NA
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
Provide digital communication materials (hard copy information is also available on line)	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 audio enabled lifts	Yes
Have raised tactile buttons in your lifts	Yes
Have handrails on all your stairways	Yes
Have Exit signs which are visible at a ground level (high level signs are difficult to see in a fire)	Yes

Hearing	Yes/No/NA
Caption all entertainment (TVs, live shows, performances)	Yes
Have TVs with captioning option	Yes
Have volume controlled phones	Yes
Have visual alerts for emergencies (including flashing light)	Yes
Have handrails on all your stairways	Yes

Mobility	Yes/No/NA
Use floors/coverings which are slip resistant, firm and smooth	Yes
Use non-slip tiles in the bathroom or slip resistant matting	Yes
Have grab rails in the bathroom	Yes
Provide seating in common areas including reception area	Yes
Additional Comments	
Accessibile bathrooms are located in the adjacent Pentridge Shopping Centre	

Wheelchair	Yes/No/NA
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 restaurant, lounge and bar	Yes
Have accessible seating areas in theatrette	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

Have a wheelchair accessible toilet / shower and change room	Yes
Have wheelchair accessible picnic tables (picnic tables require 720mm knee clearance and 800mm maximum height)	Yes
Have wheelchair access to amusements and activities including boats and bush trails (includes tour rides, skyways, trolley cars, flying fox, amusement rides and boating)	Yes
Provide portable ramps	Yes
Have at least one wheelchair accessible parking space with wheelchair accessible signage clearly displayed (International standards are 3200mm wide x 2500 mm high)	Yes
Have wheelchair accessible transport options available in the general vicinity (provide information on name of the operator, phone and website link to individual providers for private vehicles, community transport train, mini vans, hire cars, buses, taxis, ferry, tram, light rail etc in below)	Yes
Provide seating in common areas including reception area	Yes

Allergies and Intolerances	Yes/No/NA
Train your staff to respond to allergic reactions	Yes
Have equipment to respond to anaphylactic shock such as epi-pens and defibrillator	Yes