

Companion Cards



The Companion Card Program is designed to assist people with a significant, permanent disability who need a companion to provide attendant care support to attend community venues and activities. Presentation of the card to affiliated venues entitles their companion to free admission when assisting the cardholder.

Benalla Rural City Council has been affiliated with the Companion Card Program since 2005 and ensures all of its owned, managed or funded venues, events and activities adhere to the terms and conditions of the program.

For more information call the Companion Card Program on 1800 650 611.

Parking permits

If you are a permanent resident of the Benalla Rural City and have a disability, you may be eligible for a disabled person's parking permit. For further information contact the Benalla Rural City Council Customer Service Centre on (03) 5760 2600.



This document is available for download from the Benalla Rural City Council website at www.benalla.vic.gov.au



Customer Service Centre

1 Bridge Street East
Benalla VIC 3672

t. (03) 5670 2600

e. council@benalla.vic.gov.au

w. www.benalla.vic.gov.au

The Benalla City Centre Mobility Map is a Rural Access initiative with special thanks to the Benalla Rural City Council Accessibility Reference Group.

Benalla City Centre Mobility Map

Access and facilities for people
with limited mobility



Disclaimer:

This publication has been compiled from various sources. This publication may be of assistance to you, but the various source providers and the Benalla Rural City Council and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or consequence which may arise from you relying on any information in this publication.

Hearing loops



Hearing loops are a special type of sound system for use by people with hearing aids. The hearing loop is picked up by the hearing aid when it is set to the 'T' (Telecoil) setting.

Hearing loops are in operation at:

- Benalla Rural City Council Customer Service Centre;
- Benalla Performing Arts and Convention Centre; and
- Sir Edward 'Weary' Dunlop Learning Centre.



Benalla Performing Arts and Convention Centre Cinema

Open Captions films show text with sound description displayed on the screen to allow all patrons to enjoy movies together.

Contact the Benalla Cinema for information about upcoming Open Caption movies on (03) 5762 5515 or visit the website www.bpacc.com.au/events/films

Disability services directory

The online directory *Who? What? Where? Benalla* provides information about services and organisations which support the Benalla Community. Visit www.benallaservices.com.au

Accessible toilets



This symbol on the map refers to public toilets that are designed for wheelchair users.



A new, state of the art accessible toilet facility, including hoist equipment and a height adjustable change bench, is available for community use at the Sir Edward 'Weary' Dunlop Learning Centre, Fawckner Drive, during opening hours. Users to provide their own hoist slings.



Ostomate friendly toilets have suitable hooks or shelves for people who have colostomy or urinary stoma bag.

Recharge points



There are several locations across Benalla City Centre for people who use electric scooters or wheelchairs to recharge their batteries.

Getting around in Benalla

Whether you are a visitor to Benalla or a resident, the Benalla City Centre Mobility Guide will assist you to travel around the city in a safe, easy, accessible and enjoyable way. The Map is designed for everyone, including people with a mobility impairment who have trouble negotiating the physical environment and may require the use of a scooter or wheelchair to get around.

Community transport

Transport assistance may be available to people who meet Home and Community Care (HACC) or Commonwealth Home Support Program (CHSP) eligibility guidelines. For further information contact the Council on (03) 5760 2600.








Maxi taxi

Benalla has a wheelchair taxi service. For bookings contact Benalla Taxi Service (03) 5762 3333.

Multipurpose taxi program

This State Government program gives half price taxi fares up to \$60 per trip for people who have a permanent disability that prevents them from independently accessing public transport. For more information contact 1800 638 802 or visit www.taxi.vic.gov.au

Benalla City Centre Mobility Map

-  Public toilet
-  Accessible toilet
-  Ostomate friendly toilet
-  Baby change table
-  Accessible toilet (with hoist and changetable)
-  Public phone
-  Recharge point
-  Hearing loop
-  Public parking
-  Accessible parking bay(s)
-  Seating
-  Bike rack
-  Hospital
-  Police station
-  Post office
-  Bus route
-  Bus stop
-  Train station
-  Taxi rank
-  Timber boardwalk
-  Gravel path
-  Asphalt path

