



Goldfields
Libraries

Bendigo Library

251-259 Hargreaves Street

Bendigo Victoria 3550

Phone (03) 5449 2700

ncgrl.vic.gov.au/libraries/bendigo



Access Key

A customised accessibility guide

Updated February 2023 V2.0

Contents and Glossary

Guidelines	3
Communication Board	4
Communication Board	5
Did You Know?	6
Getting There	7
Parking	8
Ground Floor Map	9
First Floor Map	10
Entry	11
Staff	12
Changing Places	13
Ground Floor Toilets	14
First Floor Toilets	15
Library Membership	16
Library Collection	17
Reservations	18
Borrowing Items Self-Loan Stations	19
Borrowing Items Customer Service Counter	20
Programs for All Ages	21
Library Services	22
Computers	23
Photocopying, Printing and Scanning	24
Returning Items	25
Storytime	26
Red Well Cafe Bendigo Regional Archive Centre Bendigo Volunteer Resource Centre	27
Accessibility	28
Safety	29
Contact	30

AFFL - Above finished floor level.

Changing Places – A facility for people who cannot use standard accessible toilets. They provide extra features and more space to meet the needs of people with disabilities or additional requirements.

HSSH – Hand held shower hose.

MLAK – Master Locksmiths Access Key (MLAK) allows people with a disability to access a Changing Places facility.

TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.



**Goldfields
Libraries**

Guidelines

Thank you for choosing to use an Access Key for Bendigo Library. This customised accessibility guide provides convenient information about accessing Bendigo Library. Access Keys are universally designed and suitable for all people, regardless of ability.

For your Access Key to be successful, we recommend you follow these guidelines.

- Access Keys are available online to help you prepare for your visit in advance.
- Access Keys can be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page [28](#).
- Safety information is located on page [29](#).
- Download Access Key in its entirety - 30 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to [AAA Library](#).

For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [survey](#) to help us ensure continuous improvement.



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November 2021 V1

I need help



Something is wrong



I don't speak English



Deaf/Hard of hearing



Write it down



Yes



No



First aid



Ambulance



Police



Toilets



Accessible toilet



Changing Places



Hearing loop



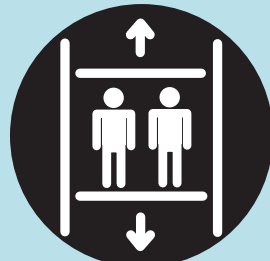
Recharge station



Stairs



Lifts



Phone



Parking



Taxi



November 2021 V1

I need help



Question



Yes



No



I don't speak English



Deaf/Hard of hearing



Write it down



Service desk



Quiet place



I want



I want to sit down/Rest area



Membership



Wi-Fi



Meeting rooms



EFTPOS



How much?



Receipt



Activities



Time



Taxi



Getting There

Bendigo Library is located at 251-259 Hargreaves Street, Bendigo.

See Google Maps reference [here](#).

Train

The V/Line regional train from Southern Cross Station to Bendigo will get you there. The nearest railway station, Bendigo Station, is 1km from Bendigo Library.

Bus

The nearest bus stop, on Mitchell Street, is 290 metres from Bendigo Library.

Some regional bus services will get you there. Ask for guidance from public transport staff.

For further information on how to get to Bendigo Library, please visit [Public Transport Victoria](#).





Parking

The most convenient parking is located at [Hargreaves St multi-storey carpark](#), across the road from Bendigo Library. Lift access to all levels is available. Fees apply.

Street parking is also available.

Multi-storey Carpark

- 6 accessible parking bays with restrictions.
- 233 undercover general parking bays with restrictions.
- 57 rooftop open air parking bays with restrictions.

Street Parking

- 2 accessible parking bays located 20 metres from the Hargreaves Street entrance.
- Metred general parking bays with restrictions on both Hargreaves Street and Lyttleton Terrace.

For more information visit [Paying for parking in Bendigo](#).

Overflow parking can be found at St Andrew's Avenue, a 2-5 minute walk from Bendigo Library.

A taxi rank is located directly opposite Bendigo Library in Hargreaves Street as well as in Howard Place on Pall Mall/Midland Highway. Bendigo Library staff will telephone for a taxi on behalf of patrons.

Bike racks are located near both entrances on Hargreaves Street and Lyttleton Terrace.

Bendigo Library

Ground Floor

Hargreaves Street

Lyttleton Terrace



Legend

■ Foyer	■ Accessible Toilet
■ Customer Service Counter	■ Staff Only Area
■ Activity Room	Entrance
■ Performance Area	Returns
■ Children's Library	Lift
■ Café	Staircase
■ Book Shelving Area	Access Ramp
■ Toilet	



Bendigo Library

First Floor



Legend

Customer Service Counter	Toilet
Bendigo Regional Archives Centre (BRAC)	Accessible Toilet
Computer Area	Staff Only Area
Reading Lounge/ CD Area	Lift
Meeting Area	Staircase
Book Shelving Area	Desk Seating

Entry

Bendigo Library is open six days a week.

For opening hours and contact details please visit our [website](#).

Hargreaves Street (pictured)

Entry is stepped or ramped.

The ramp from the street to a landing platform has handrails on both sides. It is 6.7m in length with a 1:19 gradient.

The ramp from the landing platform to the top of the ramp has handrails on both sides. It is 6.5m in length with a 1:14 gradient.

Entry to the foyer is through a set of glass automated doors with a clearance of 1640mm. Security panels with a clearance of 890mm are located after this entrance.

Entry to Bendigo Library is then through a set of glass automated doors clearance of 1640mm.

Lyttleton Terrace

Entry is through a double set of glass automated doors with a clearance of 1900mm. Security panels with a clearance of 890mm are located after the second set of doors.

Undercover areas available at both entrances.

The main customer service counter is located on the ground floor, in the centre of Bendigo Library, across from the children's section.

There is a visual Communication Board located at the main customer service counter to support confident customer communication. See pages [4](#) and [5](#).



SENSORY GUIDE



Feel

Change in ground surface
Heating/Cooling



Sounds

Automated doors
Counter assistance bell
People
Traffic



Sights

Dim lighting



Smells

Food/Drink
(Lyttleton Terrace entrance)



Staff

All staff wear lanyards.

Bendigo Library staff are available to help with any enquiries, bookings or to provide assistance.

Changing Places

There is a dedicated Changing Places toilet and changeroom that can be accessed when visiting the Bendigo Library. Changing Places toilets have extra features and more space to meet the needs of people with disabilities or additional requirements.

Location: Across the road from Bendigo Library on Hargreaves Street. In the multi-storey carpark entrance, ground floor.

Includes:

- unisex, fully accessible toilet and adult change facility with sensor lighting
- MLAK Key required for access
- MLAK lock height 990mm AFFL
- sliding door. Door clearance of 1000mm. Push button lock 1170mm AFFL
- cubicle space 4300mm x 3150mm
- retractable grab bars on both sides of toilet
- colour contrast toilet seat height 470mm with left- and right-hand transfer
- sink height 830mm AFFL with knee clearance. Lever tap at 960mm AFFL
- shower with HHSH, grab bars and shower bench
- signage detailing operating instructions for safe

- use of the change table and ceiling hoist located on the wall on top of change table
- sharps unit
- sanitary bin
- adult change table – electric height adjustable change table with 200kg weight loading capacity
- ceiling hoist Waverly Glen C450 hoist with 205kg weight loading capacity
- exit button 1000mm AFFL.

Users are required to provide their own sling. Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.

Changing Places facilities require a Master Locksmiths Access Key to access. Users are encouraged to bring their own MLAK. An MLAK can be ordered from the [Master Locksmiths Association of Australasia](#) by completing the MLAK order form.

If you do not have access to your own MLAK, please speak to Bendigo Library staff for assistance. An MLAK is located at the main customer service desk on the ground floor of Bendigo Library.



SENSORY GUIDE



Feel

Change in ground surface



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Ground Floor Toilets

Two sets of public toilets are located on the ground floor of Bendigo Library.

Set One (pictured top)

Location: Through Hargreaves Street entrance, off the foyer in a hallway.

Includes:

- one unisex, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 870mm. Twist lock at 1070mm AFFL
- cubicle space 3060mm x 2350mm
- grab bars to the right and behind toilet
- colour contrast toilet seat at height 450mm AFFL with right hand transfer
- sink height 820mm AFFL with lever tap at 960mm AFFL
- baby change area
- sharps unit

Separate male and female toilets including ambulant.

Set Two (pictured below)

Location: Next to the children's area.

Includes:

- female toilets, including ambulant
- separate baby change room.

Braille markings are on all toilet door signs.



SENSORY GUIDE



Feel

Change in ground surfaces
Shared personal space
(excl. accessible toilet)



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

First Floor Toilets

One set of public toilets is located on the first floor of Bendigo Library.

Location: To the left of the lift/stairs, behind meeting room 2.

Includes:

- manual hallway entry door opening inward. Door clearance of 850mm
- one unisex, accessible toilet with sensor lighting
- manual toilet cubicle door opening inward. Door clearance of 850mm. Twist lock at 1060 mm AFFL
- cubicle space 2900mm x 2150mm
- grab bars to the right and behind toilet
- colour contrast toilet seat at height 460mm AFFL with right hand transfer
- sink height 820mm AFFL with lever tap at 960mm AFFL
- baby change area
- sharps unit

Separate male and female toilets including ambulant.

Braille markings are on all toilet door signs.



SENSORY GUIDE



Feel

Change in ground surfaces
Shared personal space
(excl. accessible toilet)



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Library

Membership

Joining Bendigo Library is free and open to anyone.

Membership to Bendigo Library entitles you to use your library card at any Goldfields Libraries branch or agency. Ask staff about borrowing material from other Victorian libraries.

Library Membership

Bendigo Library membership is issued in person in the library. You will need to show personal identification with a current address.

Applicants under the age of 16 must have their membership application signed by a parent or guardian.

A Goldfields Libraries card will be given with each membership. This card means that you can:

- borrow books, audio books, magazines, DVDs and music
- use the public access computers and the internet
- use the digital resources like eBooks, eAudio books, digital magazines and other online resources from home and in the library.

Please ask staff to help with your library PIN.





Library Collection

Bendigo Library has many items available for borrowing.

Physical items like books for babies, children and adults, magazines, DVDs, music CDs and audio books are identified by labels on the spine or bottom left-hand corner of the front cover and can be found in specific parts of the library.

Books in the children's area flow according to reading age and interest. Board books for babies are in the first corner near the windows and outside steps. Picture books are collected in low height book bins down the ramps. Books for beginning readers are colour coded by reading level along the dividing bench. Chapter books and books for confident readers are on the upper level shelves arranged by author.

We have sets of ten books that can be borrowed by Book Clubs. A full list can be found in our Book Clubs section of the [website](#) or through the library catalogue.

Our collections are shared between all Goldfields Libraries.

Ask staff for help in finding things you might want to borrow.

We have many [eResources](#) that can be accessed from home using your library card and PIN. Ask staff for help connecting to any of these eResources.

Bendigo Library also has an extensive collection for local or family history research. Staff on the first floor are skilled in helping with any research questions.



Reservations

Bendigo Library items are catalogued. A library catalogue is a register of items.

There are catalogue computers to look up item availability located next to the café. There is also a wheelchair accessible catalogue computer located next to the performance area.

An additional catalogue computer is located on the first floor next to the computer area.

The Bendigo Library catalogue can also be accessed through the main public computers or [online](#) via our website.

You can search for an item by keyword, author, title, subject or series.

Items can be reserved using the catalogue computer, online, over the phone or with Bendigo Library staff.

Visit [How to place a reservation](#) to learn how to reserve an item via a catalogue computer.

Visit our website to reserve an item [online](#).

When placing a reserve, you can select which Goldfields libraries branch or agency you would like to collect your reserves from. Items that have been reserved will be held on the reservation's shelves for 10 days. At Bendigo Library, these shelves are located beside the main customer service counter, on the ground floor.

Items can be renewed up to five times unless they are reserved by another member.

Borrowing Items

Self-Loan Stations

Self-loan stations allow independent borrowing and renewing of library materials and you can check your library account. They easily offer many language choices and increased font sizes.

Bendigo Library has six self-loan stations. Two near Lyttleton Terrace entrance, three near the Hargreaves Street entrance and one in the children's area.

Items can also be renewed online through the Goldfields Libraries [website](#).

Goldfields Libraries [Spydus App](#) allows you to search the catalogue and renew items from your Apple or Android device. Your library card number and PIN are used to login.





Borrowing Items Customer Service Counters

There is a customer service counter located on each level of the Bendigo Library.

Items can be borrowed at customer service counters on the ground floor.

Membership card or photo ID is required.

For more information on borrowing visit our [website](#).

Items can be renewed five times unless they are reserved by another member.

Members who have overdue items may have their borrowing rights restricted. No fines will be charged.

Damaged or lost items incur a fee to cover the cost of replacing the item.

Programs for All Ages

There is always something extra happening in Bendigo Library, from storytimes for small children and holiday programs for school aged children to talks and workshops for teens and adults or performances for all ages.

All our events and regular programs are promoted with printed flyers in the library, on our [Facebook](#) page and through the Goldfields Libraries [website](#).

Places for some events need to be booked. You will need an email address and contact phone number to do this.

Staff are available to help with information or booking.

To find out [what's on](#) and make bookings, members can visit our [events page](#) on our website.





Library Services

Bendigo Library offers a range of services.

The copying and computer facilities are available to everyone. Membership is not a requirement.

Bendigo Library services include:

- [computers](#)
- [photocopying, printing and scanning.](#)

The photocopier is used for copying, printing and scanning. Photocopying and printing incur a charge. Please go to a customer service counter to pay for these services. Cash and EFTPOS are available.

Computers

Bendigo Library has computers and internet access that is free to use for library members, the local community and visitors.

There are computers on the ground floor and on the first floor.

Your membership allows free computer use for up to one hour per day. Bookings are not required.

Computer areas have tables as well as chairs with backrests.

Once you login to a computer using your Library card number and PIN, or a Visitor card, you have access to Microsoft programs including Word, and the internet.

You need to bring your own headphones if you want to listen to music, talking or videos.

The computer will show a warning when you have 10 minutes of your allowed time left. This is when you need to ask staff for more time if you need it.

Staff are available for basic computer support and printing help.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier/Printer

Photocopying, Printing and Scanning

Photocopiers at Bendigo Library are used for photocopying, printing and scanning.

Bendigo Library has three photocopiers.

One is located on the ground floor, next to the lift, on the right.

The other two are located on the first floor, to the left of stairs and lift.

The photocopier at the Staff Service Point is used for printing from our computers and WiFi or remote printing.

The photocopier past the computers is used for copying, scanning and saving to or printing from USBs.

There is a charge for photocopying and printing. A4 and A3 black and white or full colour copies can be made. You can buy a \$2 or \$5 copy card for multiple copies or regular copying.

Scanning is free.

Staff are available to help with instructions and use.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier/Printer

Returning Items

There are three external returns chutes at Bendigo Library. These are available 24 hours a day, 7 days a week.

Two returns chutes are located outside the Hargreaves Street entrance on the left at a height of 1200mm AFFL.

One returns chute is located outside the Lyttleton Terrace entrance (pictured), on the left at a height of 1260mm AFFL.

All items are returned through external returns chutes before entering Bendigo Library.

There are no returns chutes inside Bendigo Library.

Items can be returned to any Goldfields Libraries branch or agency.

Members only receive notifications from Goldfields Libraries when items are seven days late.

You can sign up for the Library Elf service to get reminders shortly before items are due.

Visit our [website](#) for instructions on connecting to Library Elf or collect a brochure at the library.



Storytime

Bendigo Library runs Storytime, Toddler Time and Baby Rhyme Time sessions for families with preschool age children every week.

The duration of Storytime will vary depending upon the age of the children. Please refer to our [website](#) for session time.

All Storytimes are run during school terms only.

Storytime takes place in the performance area of the Bendigo Library.

Each session is designed for a particular age group.

- Baby Rhyme Time include simple stories, songs and rhymes for 0-1-year-olds.
- Toddler Time include stories, songs and rhymes for 1-3-year-olds.
- Storytimes include stories, songs and rhymes for 3-5-year-olds.

Our presenters will welcome your family and you can take a cushion or seat to sit on.

Our presenters will read age-appropriate stories and sing rhymes and songs – often with actions.

We often have 20-30 children in Bendigo Library sessions and things can get a little bit noisy.

Your family can stay as long as you like or as little as you like.

At the end of the session, we encourage you to go to our children's area and choose some books to read and take home. Bendigo Library staff will be there to help you choose books that are fun and age appropriate.

Everybody is encouraged to join in and have fun!



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Children participating
People

Red Well Café

The Red Well Café is located near the Lyttleton Terrace entrance, on the right.

The café is open to everybody and offers fresh, tasty food and drinks to buy.

All food is visible in the display cabinets.

Includes:

- serving counter at 900mm AFFL
- cash and EFTPOS are accepted
- tables as well as chairs with backrests
- audio visual screen.

You can read Bendigo Library material in the café.



Bendigo Regional Archives Centre

The [Bendigo Regional Archives Centre](#), located on the first floor of Bendigo Library, is a special service for accessing historical records and information. **Resources are only available while staff are present.**

This space features a reading room and records storage space. Access is via a glass door opening inward or outward with clearance 840mm. Table heights are 730mm AFFL with knee clearances of 690mm AFFL.

Open Wednesdays and Thursdays only. Visitors must prebook by phone or email. Phone 5449 2706 or email brac@ncgrl.vic.gov.au.



Bendigo Volunteer Resource Centre

The Bendigo Volunteer Resource Centre has an office inside the Hargreaves Street entrance to Bendigo Library. It provides information and resources to connect individuals with opportunities for volunteering in the Greater Bendigo community. Access is via a manual door opening inward with a clearance of 800mm.

Search www.bgovolunteers.org.au for opening hours and more information.

They can be contacted by phone on 5441 1404 or email info@bgovolunteers.org.au.



Accessibility

Throughout

- Wide, clear internal and external walkways.
- Phone and internet booking system.
- Customer service counters with bells.
- Hearing Loops are installed in the performance space, the children's area, the BRAC Reading Room and the Activity Rooms for use when programs or events are happening in those spaces.
- Pen and paper for exchange of information available at customer service counters.
- Staff available to read information to members if required.
- Free Wi-Fi.
- Assistance animals welcome.
- Signed scooter charging point is located on the ground floor next to the performance area.
- Bendigo Library is Relay Service friendly. Use the National Relay Service (NRS) to contact Bendigo Library on (03) 5449 2700. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: communications.gov.au/helpdesk.
- Bendigo Library welcomes service providers and clients.
- Management and staff at Bendigo Library welcome discussion around any accessibility or disability issues. They are committed to working with members to increase understanding and accommodate needs.

- Bendigo Library can sometimes attract large volumes of people, especially in the mornings. If you start to feel overwhelmed by levels of noise, please see staff who will be happy to assist you in finding a quiet place.
- Customer service desks at height 1000mm AFFL.
- Bendigo Library is registered as a breastfeeding welcome venue with the Australian Breastfeeding Association.
- Bendigo Library is a Refugee Welcome Zone.

Lifts

- Exterior operating button at 1050mm AFFL.
- Interior operating buttons at 1200mm AFFL.
- Cubicle space 1550mm x 1370mm.
- Door clearance 1000mm.
- Lifts are not audio enabled.
- Lifts have Braille symbols on the internal up and down buttons.

Computer Area

- Computer desks on ground floor 730mm AFFL with knee clearance 690mm AFFL.

Photocopiers

- Operating panel 1000mm AFFL.

Music Area

- Tables 730mm AFFL with knee clearance 690mm AFFL.
- Armchairs with backrests.

Children's Area

- Colour coded books for different levels of reading.
- Entry ramp one length 8.3 metres with gradient 1:16.
- Entry ramp two length 4.2 metres with gradient 1:23.
- Computer 600mm AFFL.
- Self-checkout machine 1000mm AFFL.
- Audio-visual screen.
- Low height book bins.

Performance Area

- Pull down screen.
- Librarian with amplified voice during Storytime.
- Storytime sessions at Bendigo Library can attract large groups. Members who want a quieter experience may want to choose to attend a smaller Goldfields Libraries branch or agency.

Research Study Area

- Tables 730mm AFFL and knee clearance 690mm AFFL. Chairs with backrests.
- Desks with power points against walls. Chairs with backrests.
- Focus on quiet space.

Self-Serve Checkout Machines

- Height 1200mm AFFL and knee clearance 790mm AFFL.



Meeting Rooms

- Rooms 1 to 3 with manual sliding doors. Door clearances 700mm.
- Rooms 1 to 3 bookable private spaces.
- Rooms with audio-visual screens and ability for lap top plug-in.

Activity Rooms

- Access via glass automated doors. Push button entry at 1000mm AFFL.
- Available for hire after hours.
- Includes:
 - kitchen facilities
 - chairs with backrests
 - tables 730mm AFFL and knee clearance 690mm AFFL

Café

- Tables 750mm AFFL with knee clearance 720mm AFFL.
- Chairs with backrests.
- Highchairs available.



Safety

Throughout

- Terrain varies between carpet, laminate and spongy floor.
- All staff have Working with Children Checks.
- Children must be supervised at all times.
- Objects throughout include book display cabinets, furniture, book trolleys, book shelves and bins.
- Seating with colour contrast to walls and floor.
- Furniture within Bendigo Library is arranged for social distancing.
- Structural pillars throughout. No colour contrast.
- Dim lighting throughout.
- First aid available.
- Walking only.
- Signage for wet floors may be displayed.
- Evacuation maps located throughout.
- In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, members and visitors will be directed to the nearest exit and designated assembly area.
- Bendigo Library has fire extinguishers throughout the building, fire hoses on each floor and staff allocated as Fire Wardens. Sirens and public announcements will sound if there is a danger to people in the library.
- Ask staff for a copy of our Covid policy or look for Covid updates on our [website](#).

Entry

- Entry glass doors with contrast safety bands 900mm to 1100mm AFFL.
- Please adhere to safe social distancing guidelines and sanitise hands upon entry.
- Sanitisation stations at entrances. Height 900mm AFFL.
- Hargreaves Street entry stairs and access ramp with TGSi at top and bottom and handrail on both sides.
- Internal stairs with TGSi top and bottom and handrail on both sides.
- Glass barrier on landing of first floor at 1000mm AFFL. No contrast safety band.
- Food and drink with open lids permitted on ground floor.
- No food permitted on first floor. Drinks with lids only.

Activity and Meeting Rooms

- Activity rooms 1 and 2 on ground floor with contrast safety bands on glass door and side panels 900mm to 1100mm AFFL.
- Meeting rooms 1-4 on first floor with contrast safety bands 900mm to 1100mm AFFL.

Computer Area

- Personal information is deleted once a member logs off Bendigo Library computers.

Children's Area

- Stepped entry with TGSi at top and bottom and child height single handrail.
- Nosing on entry steps.
- No TGSi at top and bottom of ramps.
- Steep staircase with safety door at bottom, child height rail, and stairs with nosing. Adults are required to actively supervise their children at all times.
- No safety contrast bands on windows.

Performance Area

- Stepped entry with TGSi at top and bottom and single handrail. Nosing on steps.
- Wooden barrier separating performance area.

Other

- Bendigo Regional Archives Centre with contrast safety bands on side door and panel 900mm to 1100mm AFFL.
- Bendigo Volunteer Resource Centre with contrast safety bands on door and windows 900mm to 1100mm AFFL.

Contact

251-259 Hargreaves Street,
Bendigo Victoria 3550

Phone (03) 5449 2700

ncgrl.vic.gov.au/libraries/bendigo

Bendigo Library



**Goldfields
Libraries**