

# Access Guide

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## Mathers House

108-110 Bathurst Street, Hobart, Tasmania, 7000

[Directions](#)

(03) 6234 1441

[mathersplace@hobartcity.com.au](mailto:mathersplace@hobartcity.com.au)

[City of Hobart website](#)

Hours: The facilities are staffed and open for business from 930am - 3pm, weekdays. Some activities and programs may operate outside of these hours.

Mathers House comprises of Mathers House, Mathers House Lower-Level and Criterion House.

## Our Services

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Mathers House and Criterion House serve as hubs for our positive ageing services, offering a range of resources and support including:

A program of activities to keep you active, healthy and connected. Some of these programs include art, music, fitness, films, IT education, board and card games.

A café serving lunch on weekdays 12pm – 1.30pm.

An information hub for aged care services, health and community events and activities.

Hall hire and room bookings.

### **Public Transport Options**

Buses - The bus mall in Elizabeth Street is a seven-minute walk to Mathers House.

Community transport can be booked. Taxi and Ubers can drop and pick people up at the door.

## Parking

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Parking is available at Hobart City Council Melville Street Carpark. Undercover parking.

Vehicle entry to this carpark is from Melville Street (between Elizabeth and Murray Streets), with pedestrian access available from Melville and Bathurst Streets. There are 10 disabled parking spaces all near the elevators.

The car park has 456 parking bays, with a height restriction of 2.2 metres.

Drop off zone right outside the front entry to the facility.

Bike racks to the left-hand side of the front entry.

## Main Entrance

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Mathers House building has two entrances; the main entrance at the front of the building to reception, toilets, activities and the cafe, and along Mathers Lane, a side door at the end of the building to Lower Mathers room only.

There are no steps.

### **Mathers House Main Entrance**

The main entrance is located in the centre of the building.

On the left-hand side of the building, there is a driveway that can be used for drop off and pick up (next to the library).

Main entry is step free. Automated door. Horizontal clearance 1010mm.

### **Lower Mathers Room**

Lower Mathers room entrance is located down Mathers Lane, to the left of Mathers House.

Mathers Lane has a slight incline.

Manual door. Horizontal door clearance 800mm wide.

### **Criterion House Entrance**

The Criterion House entrance is located in Mathers Lane, adjacent to Mathers House, on the

right and to the left of The Flower Shop. Mathers Lane has a slight incline.

Manual door. Horizontal door clearance 1200mm wide.

## Reception

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Staffed: Monday to Friday 10am – 1.30pm

The height of the main reception counter is 760mm. The lower height reception counter is 490mm with seating.

There is a Meet & Greet volunteer program where volunteers provide answers to any questions and offer personalised assistance to visitors and users.

Reception seating options include seats with back and armrests.

There is adequate space for wheelchair users to sit with friends.

Cash and EFTPOS are accepted. An accessible EFTPOS machine is available. This EFTPOS machine can be passed over to someone using a wheelchair.

There is a communication board to support customer communication.

# Amenities

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## **Mathers House**

Accessible Toilet:

Location: Past reception. On the left

Manual door. Pull to open. Horizontal clearance 900mm

Retractable grab bars on both sides

Baby change table

Braille features on bathroom sign.

Other Amenities:

Separate men/boys and women/girl's toilets.

## **Mathers House Lower Level**

One all genders accessible toilet.

## **Criterion House**

Two all genders accessible toilets.

Women/girls' toilets (accessible via 6 stairs).

## Café

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Location – Mathers House. Directly in front of the main entrance.

Café door automated. Horizontal door clearance 900mm. Door is permanently open.

Hot meals and sweet treats are served Monday to Friday.

Lunch is available 12pm - 1.30pm, Monday to Friday. Morning and Afternoon snacks available Monday to Friday 10am - 1.30pm

Payment options: EFTPOS. An accessible EFTPOS machine is available. This EFTPOS machine can be passed over to someone using a wheelchair.

The cafe menu is printed on a board at the serving counter. Printed versions are available at the main reception in stands.

Prices are displayed on the board.

Orders are placed at the kitchen counter and food and drinks are delivered to tables.

Kitchen counter height is 900mm. Takeaways are also available.

Table heights 700mm. Knee clearance 650mm. Tables are mostly square in shape with some round tables too. Trestle tables can be made available for events and activities.

Seats with backrests are available.

Furniture is movable to allow more flexibility for everyone.

A range of milks are available and some dietary requirements can be catered for if advance notice is provided.

Straws are available.

Flooring throughout the café is vinyl.

Café quietest times - Monday and Wednesday between 10am - 2pm. This is weather dependant.



# Kitchen

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Location – Mathers House. Past reception and through the doors into the café.

Café door is open at all times. Horizontal door clearance 900mm. Door is permanently open.

The kitchen is used for cooking meals, snacks and toasties as well as service to the community.

It is not available to members of the public during weekdays but can be hired for private functions.

Inclusions:

- two ovens - front opening
- distance from oven to heat proof area - 1100mm
- bench height - 900mm
- fridge, freezer and bar fridge
- two microwaves on bench at height 900mm
- dish sanitiser. Dishes to be rinsed in sink first.
- sink height 900mm
- hot water urn on bench in dining area – can be accessed from a wheelchair
- storage cupboards

- servery counter with a height of 900mm.

Community groups using kitchen are to bring their own food, washing up provisions and kitchen utensils and equipment.

Mathers House can provide microphones, white boards and amplifiers.

### **Mathers House Lower-Level**

Kitchenette for tea and coffee making.

## Useful Information

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Background music is played. Happy to turn down on request.

Flooring: Mathers House has vinyl flooring throughout. Mathers House Lower-Level and Criterion Rooms are carpeted. Vinyl in all bathrooms

Quiet times are weather dependant but are usually from 10am - 12pm Monday to Friday, before lunch starts.

Busy times are Monday to Friday 12pm - 1.30pm, but again, this may be weather dependant as well as the time of the year.

What's On brochure can be made available in large print. Ask staff for assistance.

Wi-Fi is available. No password required.

A mobile charging station is located in the dining room. Ask staff for assistance

Lockers are available in Criterion House for hirers only.

Water is available. See staff.

Registered Guide and Assistance Dogs are welcome. An assistance animal is a dog or other animal trained to assist a person with a disability to alleviate the effect of a disability, as referred to in section 9 of the Disability Discrimination Act 1992 (Commonwealth). Food Standards Code 3.2.2 (24)(3) does not extend to companion animals.

A pet bowl can be supplied to service animals. Ask staff for assistance. The animal relief area is located outside the front of the main building, on a grassed area.

## Bookable Spaces

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Mathers House - Main Hall

[Mathers House Main Hall website page](#)

Mathers House - Multi Purpose Room

[Mathers House Multi-Purpose Room website page](#)

Mathers House – Café

[Mathers House Booking Application](#)

Criterion House – Nell Pascoe Room

[Criterion House – Nell Pascoe Room website page](#)

## Safety Information

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There are clear and accessible emergency evacuation routes.

There are audible alarm sounds.

Staff are trained in First Aid.

A defibrillator is available in Mathers House, past reception, to the left, on the wall as you enter the main dining room.

Staff are trained in diversity and inclusivity and collaborate with local LGBTIQ organisations.

Indigenous signage is displayed and Indigenous music is occasionally played to acknowledge the traditional custodians of the land.

# Sensory Guide

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A sensory guide helps people understand what they might see, hear, or feel in a certain place. It is useful for people who are sensitive to sensory experiences, such as those with autism or sensory processing disorder. This guide can be helpful in dealing with new or challenging situations.

At a community centre:

## **I might feel**

Air conditioner

Change in ground surface

Fans

Heating

Shared personal space

Weather

## **I might hear**

Heating/Cooling

People

Background music

Guitar

Keyboard clicks

Printer

Computers and TV

## **I might see**

Darkness – Mathers House Lower Level

Glare - Mathers House reception, Mathers House dining area, Criterion House

Computer and TV screens

## **I might smell**

Food & drink (café)

Bathroom smells

For accessibility-related questions or concerns, contact Mathers House Coordinator,  
[mathersplace@hobartcity.com.au](mailto:mathersplace@hobartcity.com.au)

**Designed and developed in collaboration with [Access Ability Australia](#) and Mathers House.**