Southern Cross Station and Coach Terminal map

Southern Cross Station and Coach Terminal is a regional and metropolitan transport hub within Melbourne CBD.

Metropolitan and regional trains, buses, coaches and airport bus services depart from within the station precinct and, trams and buses also provide services to the station precinct.

Southern Cross Station and Coach Terminal is bounded by Spencer Street to the west and Collins Street to the south. An elevated bridge provides access from Bourke Street to the station and Etihad Stadium.

There are entrances to the station along Spencer Street, on the corner of Collins and Spencer streets and Collins Street.

# Train

Southern Cross Station is serviced by both metropolitan and regional train services.

## Metropolitan train lines

The following metropolitan train lines service Southern Cross Station: Alamein, Belgrave, Craigieburn, Cranbourne, Frankston, Glen Waverley, Hurstbridge, Lilydale, Pakenham, Sandringham, Showgrounds/Flemington, South Morang, Sunbury, Upfield, Werribee and Williamstown.

## Metropolitan train platforms

Metropolitan trains depart from platforms 9, 10, 11, 12, 13 and 14. Platforms service multiple train lines so check electronic displays or ask customer service staff for assistance.

All metropolitan train lines can be accessed from the Bourke Street Bridge along the north side of the station, or via the upper level Collins Street entrance.

Stairs, escalators and accessible lifts service platforms 9, 10, 11, 12, 13 and 14.

## Regional train lines

The following regional train lines service Southern Cross Station: Albury, Bendigo, Ballarat, Geelong, Seymour, Sydney, Traralgon and Warrnambool.

## Regional train platforms

Regional trains departing from platforms 1, 2A and 2B can only be accessed via the Spencer Street entrance, which is a wheelchair accessible entrance.

Regional trains departing from platforms 3A, 3B, 4A, 4B, 5A, 5B, 6A, 6B, 7A, 7B, 8A, 8B and 8S can all be accessed from the Bourke Street Bridge along the north side of the station and from the Spencer Street entrance.

* Stairs and accessible lifts service platforms 3A, 3B, 4A, 4B, 5A, 5B, 6A, 6B, 7A, 7B, 8A, 8B and 8S from the Bourke Street Bridge.
* Please note that the escalator from platforms 3A, 3B, 4A and 4B to the Bourke Street Bridge is up only.
* To access platforms with an A and S from the Bourke Street Bridge, move towards the Collins Street end of the platform.
* To access platforms with a B from the Bourke Street Bridge, move towards the north end of the platform going under the bridge.
* The Spencer Street entrance to platforms 3A, 3B, 4A, 4B, 5A, 5B, 6A, 6B, 7A, 7B, 8A, 8B and 8S is wheelchair accessible.

Only regional trains departing from platforms 15A, 15B, 16A and 16B can be accessed from both the Bourke Street Bridge along the north side of the station and the Collins Street upper level entrance.

Stairs, escalators and accessible lifts service platforms 15A, 15B, 16A and 16B.

# Coach terminal

Southern Cross Station Coach Terminal is serviced by all regional coach services as well as airport services.

## Regional coach services

The following regional coach services depart Southern Cross Coach Terminal: Adelaide, Apollo Bay, Canberra, Daylesford, Echuca/Moama, Hamilton, Inverloch, Lakes Entrance, Mildura, Mount Beauty, Mount Buller, Mount Gambier, Nhill, Ouyen, Philip Island, Stawell and Swan Hill.

## Airport services

The following airport bus services depart Southern Cross Coach Terminal: Melbourne Airport (Tullamarine) and Avalon Airport.

The main entrance to the Southern Cross Coach Terminal is on Spencer Street, however the terminal can also be reached by entering at:

* Collins Street upper level using stairs, escalators or the accessible lift to go to the lower level.
* Corner of Collins Street and Spencer Streets
* Bourke Street Bridge using stairs, escalators or the accessible lift to go to the lower level. Please note the escalator and accessible lift are located close to the entrance of the shopping outlet.

# Customer service and ticketing

myki machines are located at the:

* Bourke Street Bridge
* Collins Street upper and lower levels
* Public Transport Victoria hub
* Entrance to Coach terminal

Metro Train customer information windows are located at the Bourke Street Bridge and Collins Street upper level.

A Public Transport Victoria hub is located near Spencer Street within the station.

V/Line customer information windows are located at the Collins Street lower level and coach terminal entrance.

Ticket windows for travel on regional bus and coach are located within the coach terminal.

Ticket windows for travel on airport bus services are located at the entrance to, and within the coach terminal.

# Facilities

## Toilets and baby change

Toilets including accessible toilets and baby change facilities are located at:

* the Collins Street lower level
* underneath the Bourke Street Bridge near Spencer Street
* within the Coach terminal.

## Travellers Aid

Travellers Aid is located underneath the Bourke Street Bridge near the entrance to the coach terminal on Spencer Street.

## Luggage hall

The luggage hall is located underneath the Bourke Street Bridge near the entrance to the coach terminal on Spencer Street.

# Tram

* Tram routes 11 and 48 travel along Collins Street, on the south side of the station.
* Tram routes 86 and 96 travel along Spencer Street, on the west side of the station. Routes 86 and 96 are also Night Tram services operating all night on Friday and Saturday.

# Metropolitan bus

* Metropolitan bus routes 232, 235 and 237 travel along Collins Street, on the south side of the station.
* Metropolitan bus routes 216, 219, N941, N942 and N953 travel along Spencer Street, on the south side of the station.

# Taxi

Taxi ranks are located at:

* Collins Street between the station entrance and the corner of Collins and Spencer streets.
* Spencer Street on either side of the stairs leading up to the Bourke Street Bridge.

# Further information

If you require further information or assistance visit [ptv.vic.gov.au](https://ptv.vic.gov.au) or call [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/).