

Visiting PHIVE - 5 Parramatta Square: A Visual Story

Prepared June 2025



Acknowledgement of Country



City of Parramatta Council acknowledges the Traditional Owners of the land of Parramatta, the Dharug people. Council also acknowledges the present Aboriginal and Torres Strait Islander people who now reside within Parramatta.



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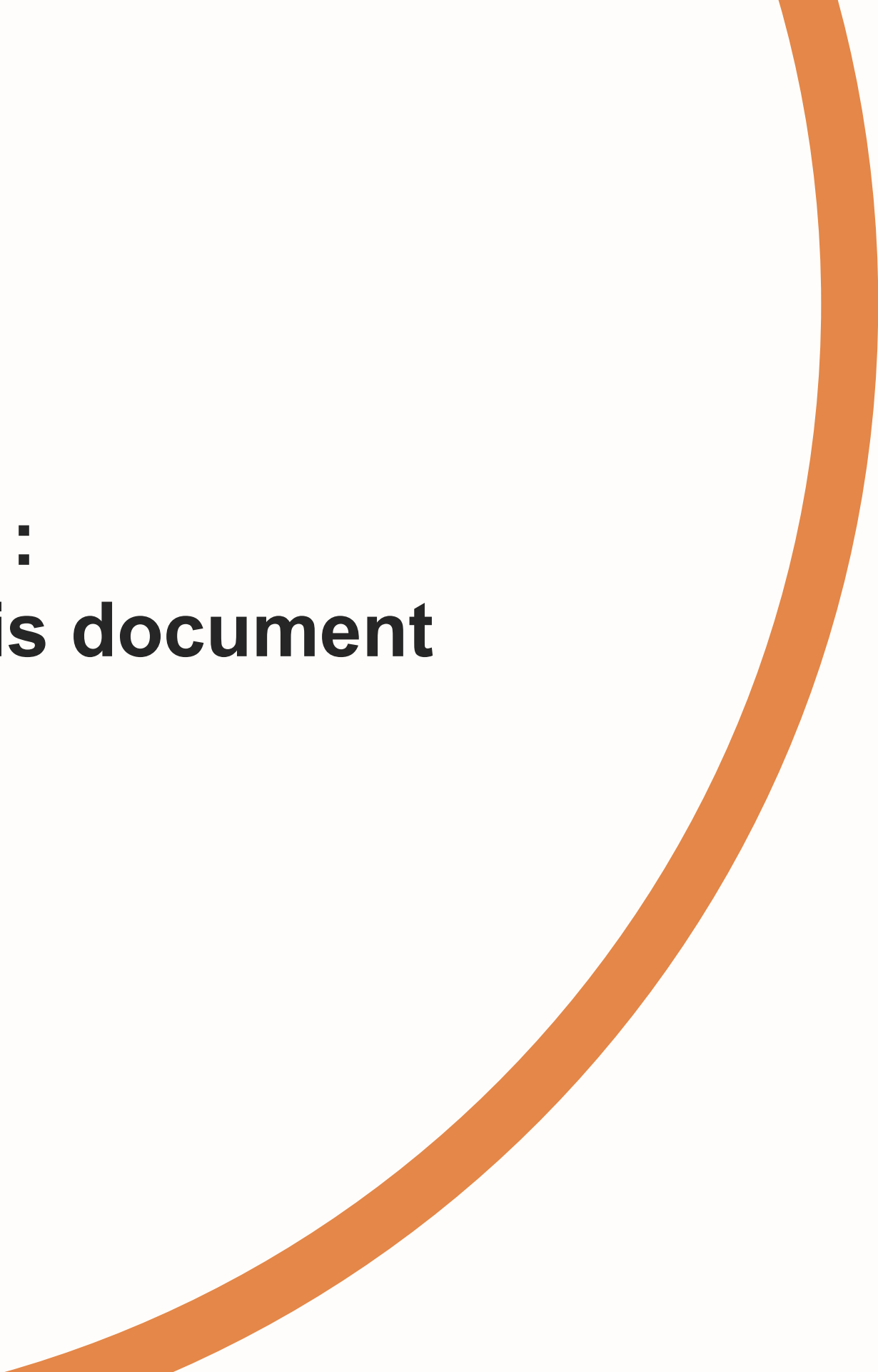
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Section 1:

About this document

What is a Visual Story?

Visual stories can help people feel more comfortable with a place or event, and to know what will happen before they go.

Knowing what will happen can make us all feel less worried or stressed.

Visual stories are written in easy-to-understand words and have pictures to make them accessible to everyone.

This visual story was made in partnership with Autism Spectrum Australia's Autism Friendly team.

You can find more information about Autism Spectrum Australia on their website:
<https://www.autismspectrum.org.au/>



*City of Parramatta
Council was supported
by ASPECT to create
this Visual Story.*

Inclusion Statement

Everyone is welcome here at PHIVE.

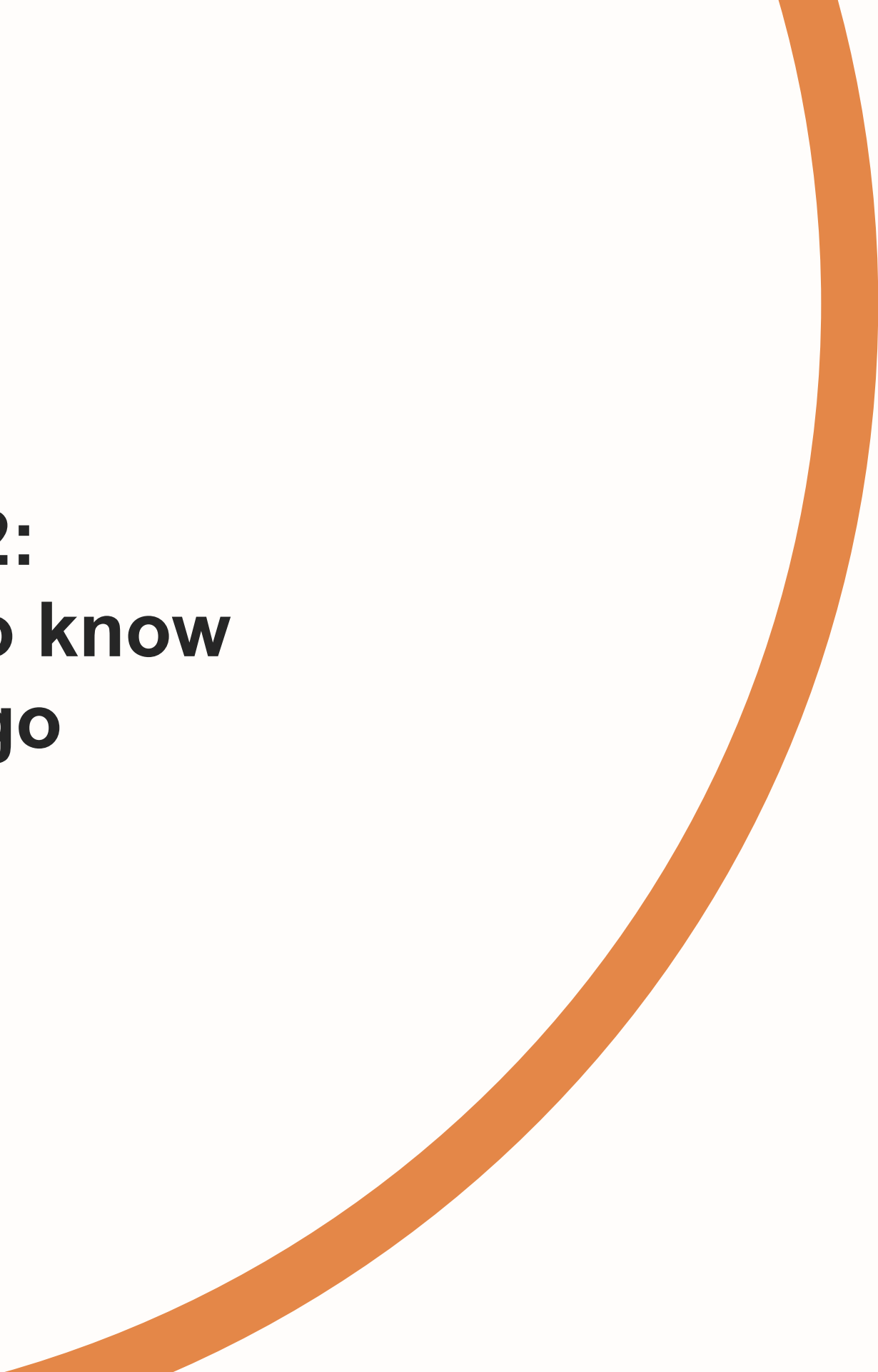
We want you to know that you are welcome to be your authentic self here without judgement.

Please let us know if there is anything we can do that would make you feel more comfortable during your visit—for instance show you to a quieter area.

We are committed to creating the best environment for you to discover, learn and socialise.

By committing to the Sunflower and Welcome Here Projects we aim to create a safe accessible environmental for all.





Section 2: Things to know before I go

About PHIVE

PHIVE is an accessible community space offering places to meet, attend events, run programs and deliver events from.

At PHIVE you can also find:

- An open foyer to meet, hang-out and work from;
- Meeting rooms for hire;
- Large venue spaces for hire;
- Rooms for hire with kitchenettes, including sinks, refrigeration and food preparation space;
- A Café on the ground floor;
- Adult Change Facility;
- Free public Wi-Fi;
- Council Chambers, where Council meetings are held and important Council business is conducted.



PHIVE Address

5 Parramatta Square, Parramatta

Opening Hours

Monday–Thursday: 9:00am– 8:00pm

Friday–Sunday: 9:00am – 5:00pm

Closed Public Holidays

Parramatta Library is located within PHIVE, on Levels 1 and 2.

Hidden Disabilities Sunflower & Hearing Augmentation

The Sunflower is a globally recognised symbol for people with hidden disabilities.

PHIVE is **Sunflower Friendly**. We are committed to providing a helping hand, understanding, and being aware that you may need more time and assistance. By displaying your Sunflower, this will help us to know you may require any additional assistance.

It is OK if you don't have a Sunflower lanyard, you can still get help if needed. PHIVE has Sunflower Supporters ready to help, and we also keep Sunflower collateral at Reception.

A free Wi-Fi hearing augmentation system is available for visitors to use within PHIVE using an app on their smart device and QR codes. For visitors without a smart device, a limited number of devices are available for loan from the PHIVE Customer Service desk on the Ground Floor.



Welcome Here

The Welcome Here Project aims to create and promote environments that are welcoming and inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) communities. Our staff and the building have registered themselves as an inclusive and safe space for all LGBTIQ+ visitors.



Sensory Information

PHIVE welcomes many visitors to our open community spaces, such as the Ground Floor foyer area and Library spaces (Levels 1 and 2). You will find people gathering, eating, working and studying.

With these activities you may experience:

- **Noise:** People talking
- **Crowds:** When there is a popular program being run, there may be lots of people in the Ground Floor entry area or in the Library.
- **Lights:** In some spaces, lights can be bright.
- **Touch:** People might accidentally bump into each other in crowded areas, including lifts.
- **Smells:** Food from people eating.



PHIVE does not have separate Quiet Spaces of retreat for sensory overload. You can find quiet corners with natural light if you require this. You can also head outside to Parramatta Square or Centenary Square. This offers seating near trees and grassed areas, and charging points.

Some things you can bring to help you:

- Headphones/earplugs
- Fidgets
- Sunglasses

Eating at PHIVE

Bring your own

You are welcome to bring your own drinks and lunch. You can eat in the foyer area, library, or a room you have booked.

Café – Publique Eatery

At *Publique Eatery*, you can buy coffee and a meal.

- **Location**

Ground floor, at the eastern end of PHIVE, facing Parramatta Square.

You can access the café from:

- Parramatta Square &
- PHIVE foyer/entry area, on the right-hand side as you enter the foyer.

- **Opening hours**

Monday – Friday, 7:00am – 3:00pm

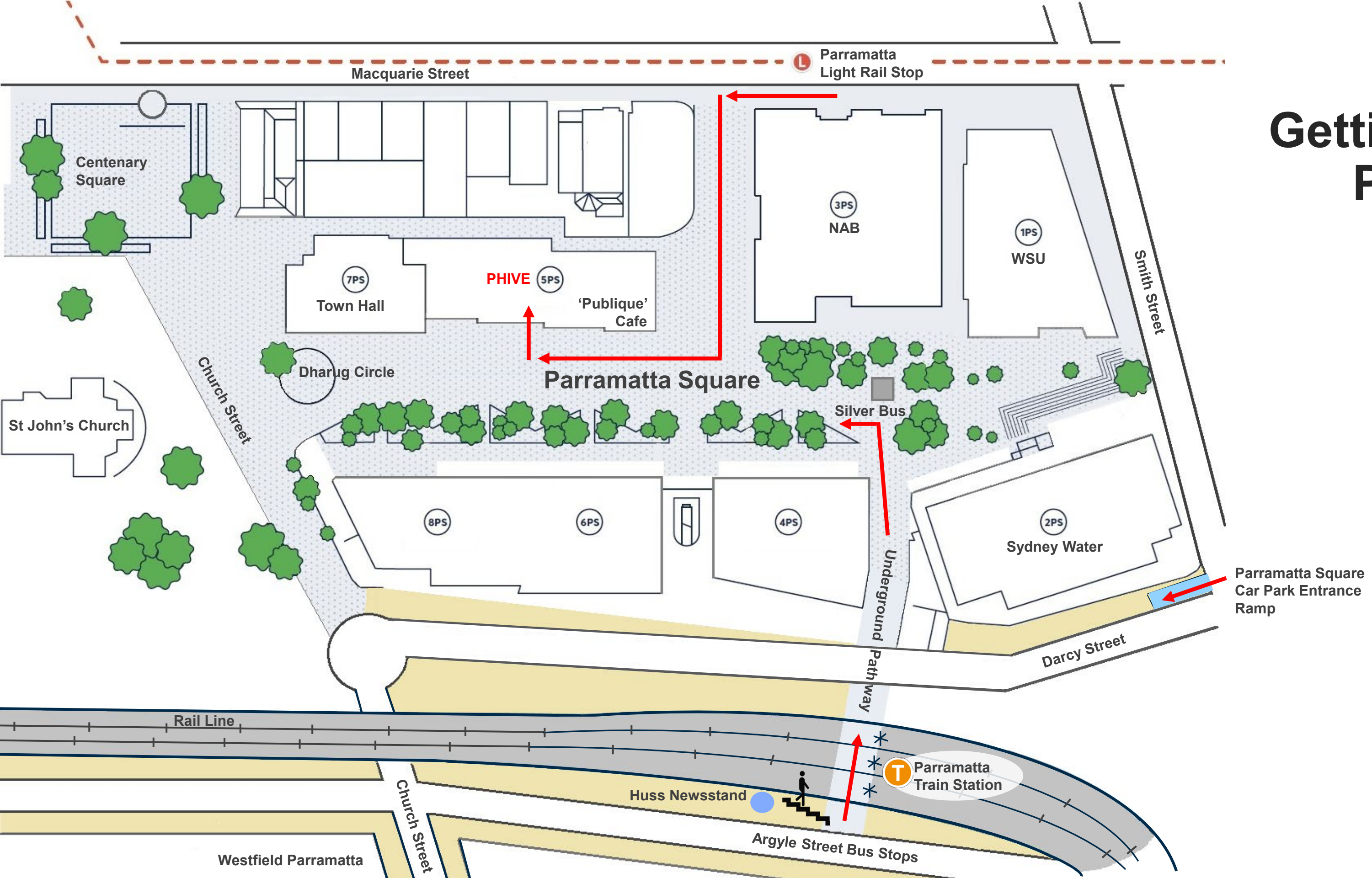




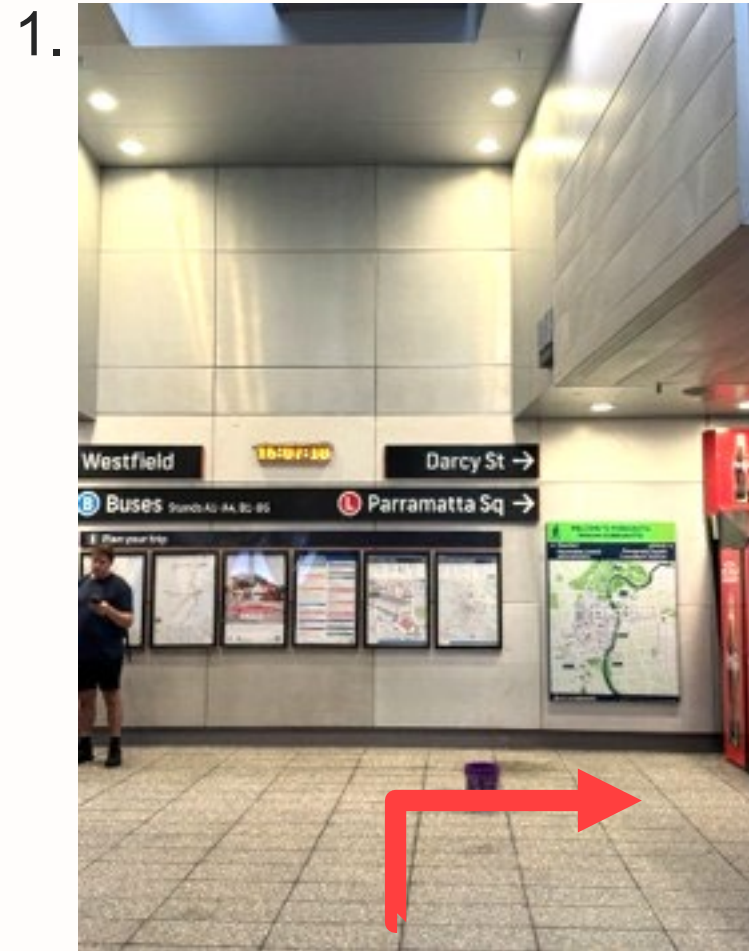
Section 3:

Getting to PHIVE

Map: Getting to PHIVE



Getting to PHIVE: By Train (Parramatta Station)



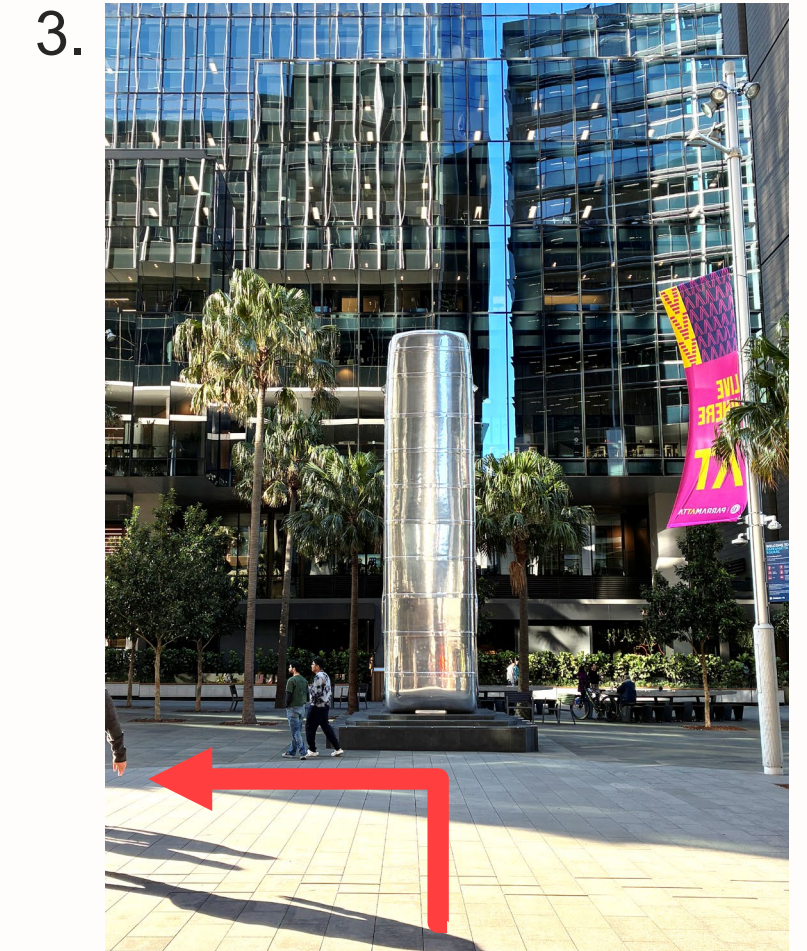
Once you tap off your Opal card at the Train Station:

Turn right, following the Parramatta Square sign.



Continue to walk straight:

Past Harvey's Hot Sandwiches (located on your left side).

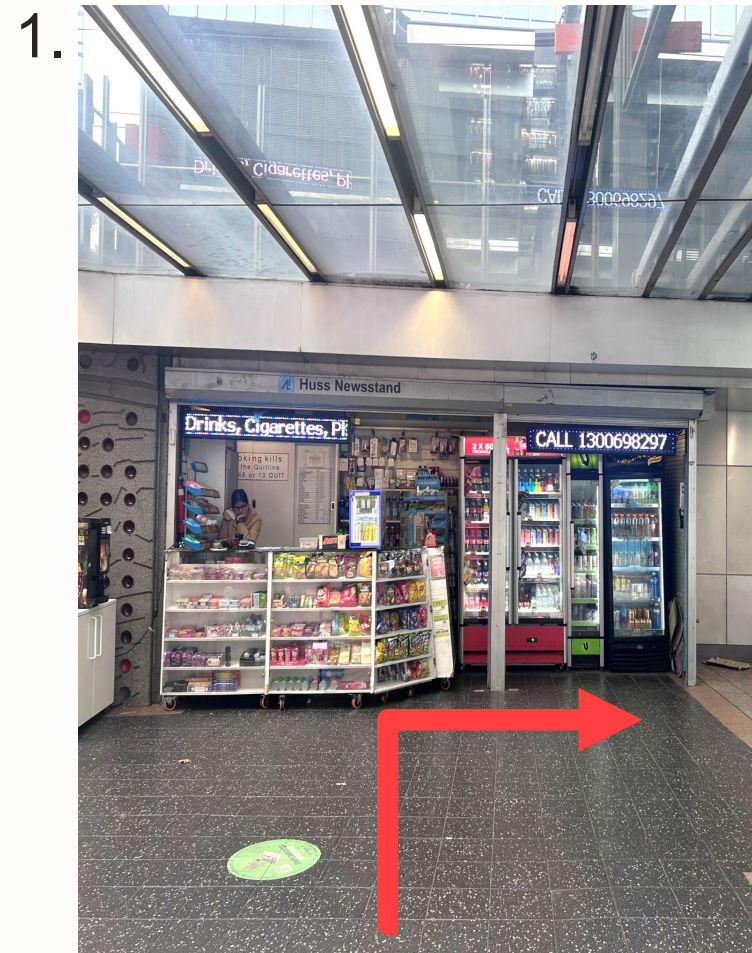


Continue to walk straight until you see the life-size silver bus sculpture ahead.

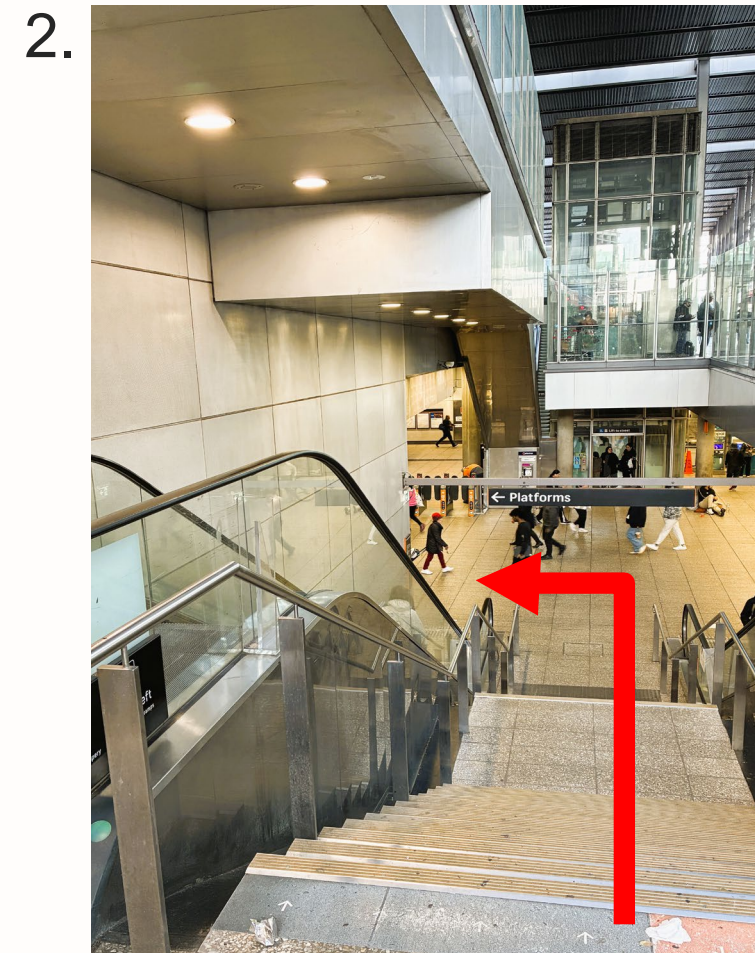
Turn left, and walk to the large red roof building, PHIVE.

Getting to PHIVE: By Bus

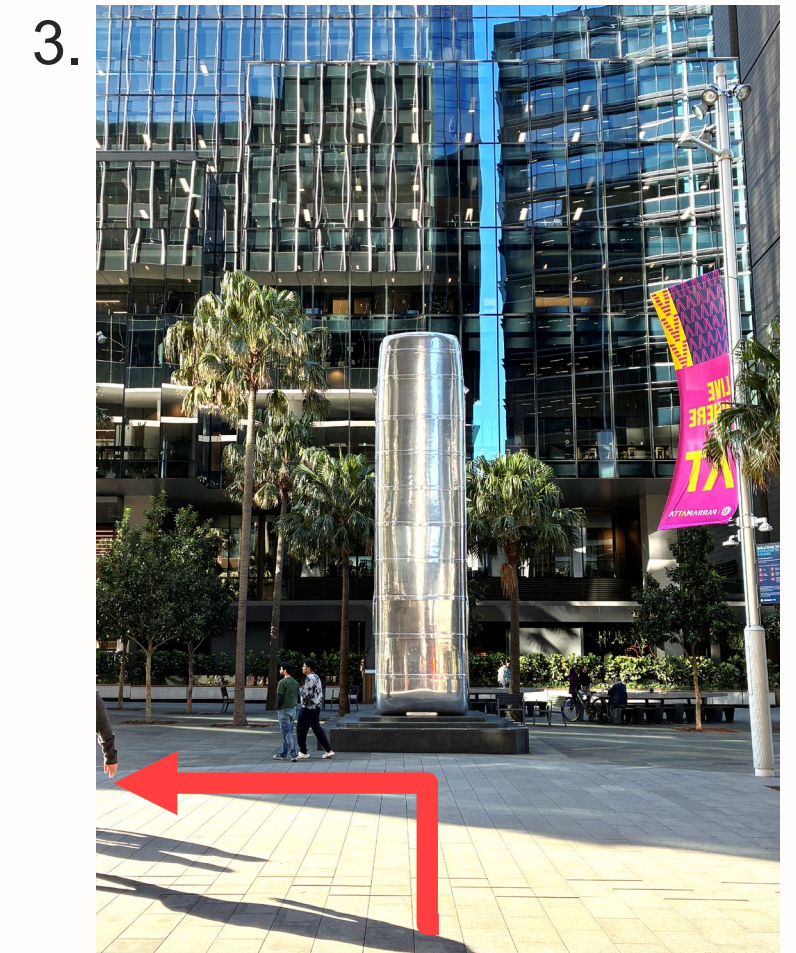
(Argyle Street bus stops, Parramatta Transport Interchange)



When you arrive by bus on Argyle Street:
Look out for the Huss Newsstand shown above, with escalators & stairs on the right side.
Go down the escalators or stairs.



Turn left at the bottom of the escalator or stairs.
Continue to walk straight, past Harvey's Hot Sandwiches (located on your left side).



Continue to walk straight until you see the life-size silver bus sculpture ahead.
Turn left, and walk to the large red roof building, PHIVE.



PHIVE & Parramatta Square

(Walking from the train station
& Argyle Street bus stops)

Getting to PHIVE: By Light Rail

(Stop located on Macquarie Street)

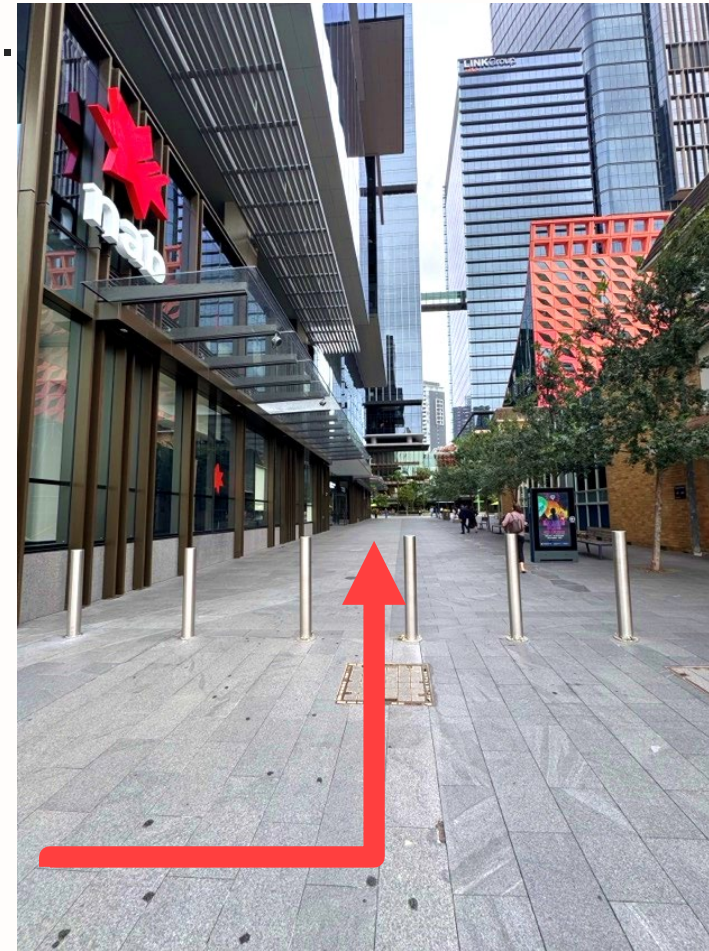
1.



When you arrive by light rail at the Parramatta Light Rail Stop:

Turn right and walk straight about 50 metres.

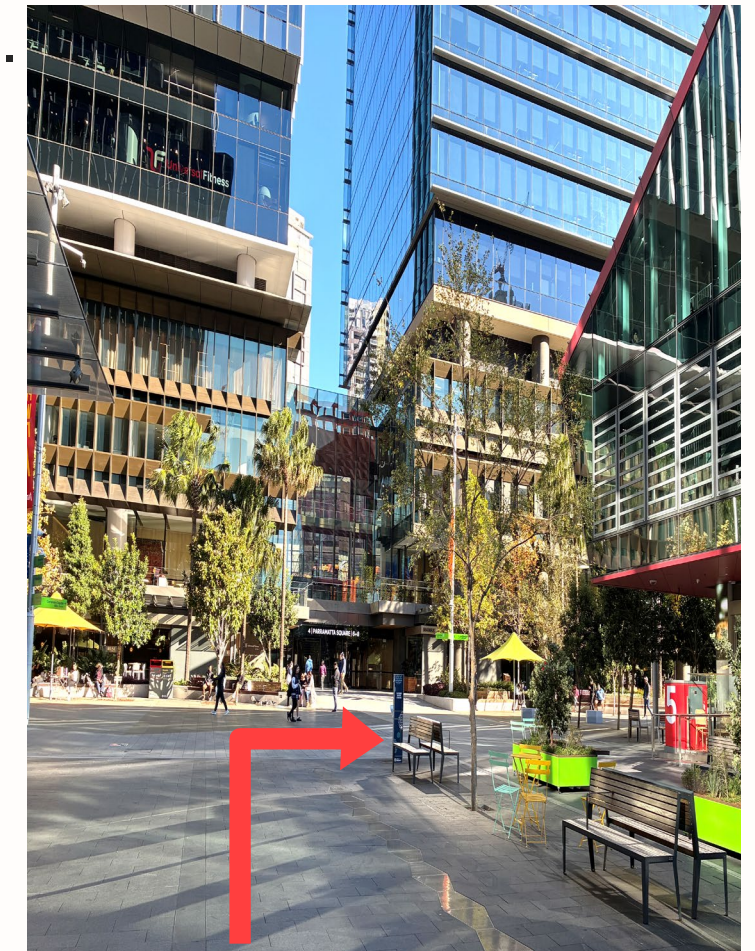
2.



Turn left down the first laneway, where you see the red NAB building sign your left side. **Continue straight.**

You should be able to see PHIVE's red roof up ahead, on the right side.

3.



Turn right at the PHIVE building on your right. You will see a café and red “5” sign on the corner of the ground floor of PHIVE.

Getting to PHIVE: By Car Parramatta Square Carpark

(Paid parking,
ticketless &
cashless)
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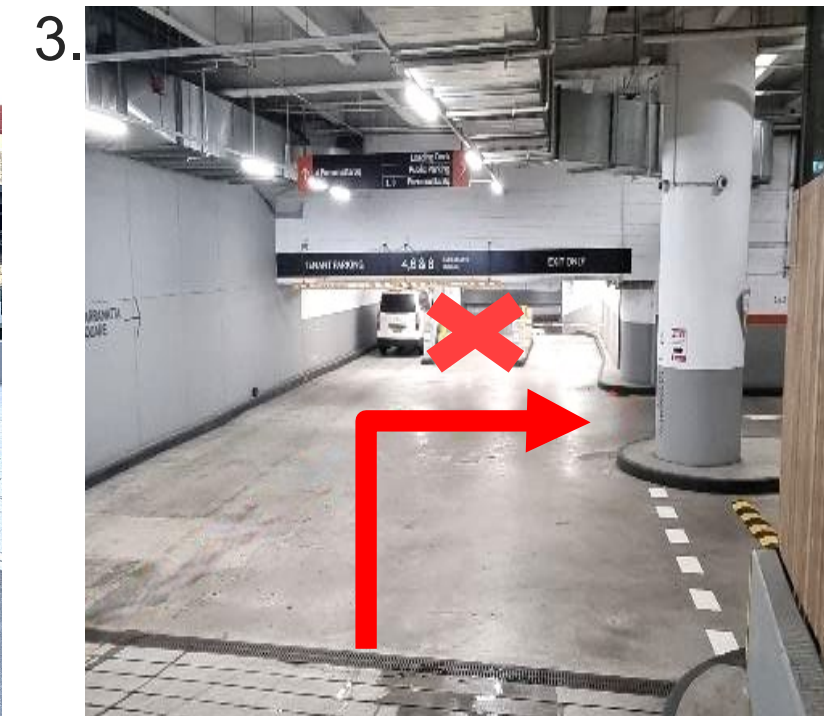
The Parramatta Square Carpark main entrance is located near the corner of Smith and Darcy Streets.

From Smith Street, **turn on to Darcy Street** (refer to the Map on page 12.)



To enter the carpark, use the **entrance ramp** located on the right side of Darcy Street, just after the corner of Smith and Darcy Streets.

Drive down the ramp.



Proceed **down the ramp, then turn right** at the first junction – this is just before the entrance down to Basement Level 2 carparking for 4,6 & 8 Parramatta Square.

Getting to PHIVE: By Car

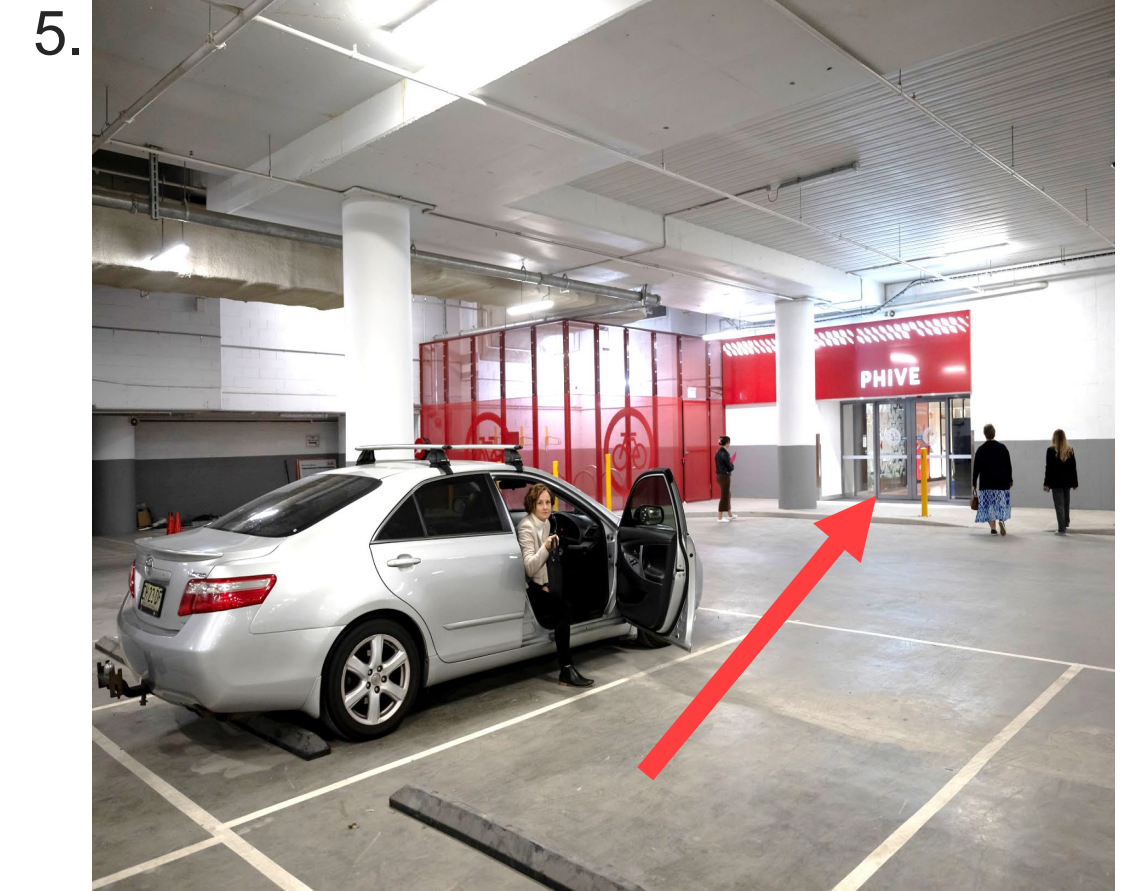
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(a) Inside the carpark area, **proceed straight past the roundabout.**

(b) **After** the roundabout and zebra crossing, **turn LEFT** into the PHIVE car park.

- The PHIVE carpark has dedicated **accessible parking** spaces.
- There is a **drop-off zone** immediately in front of the PHIVE entrance doors

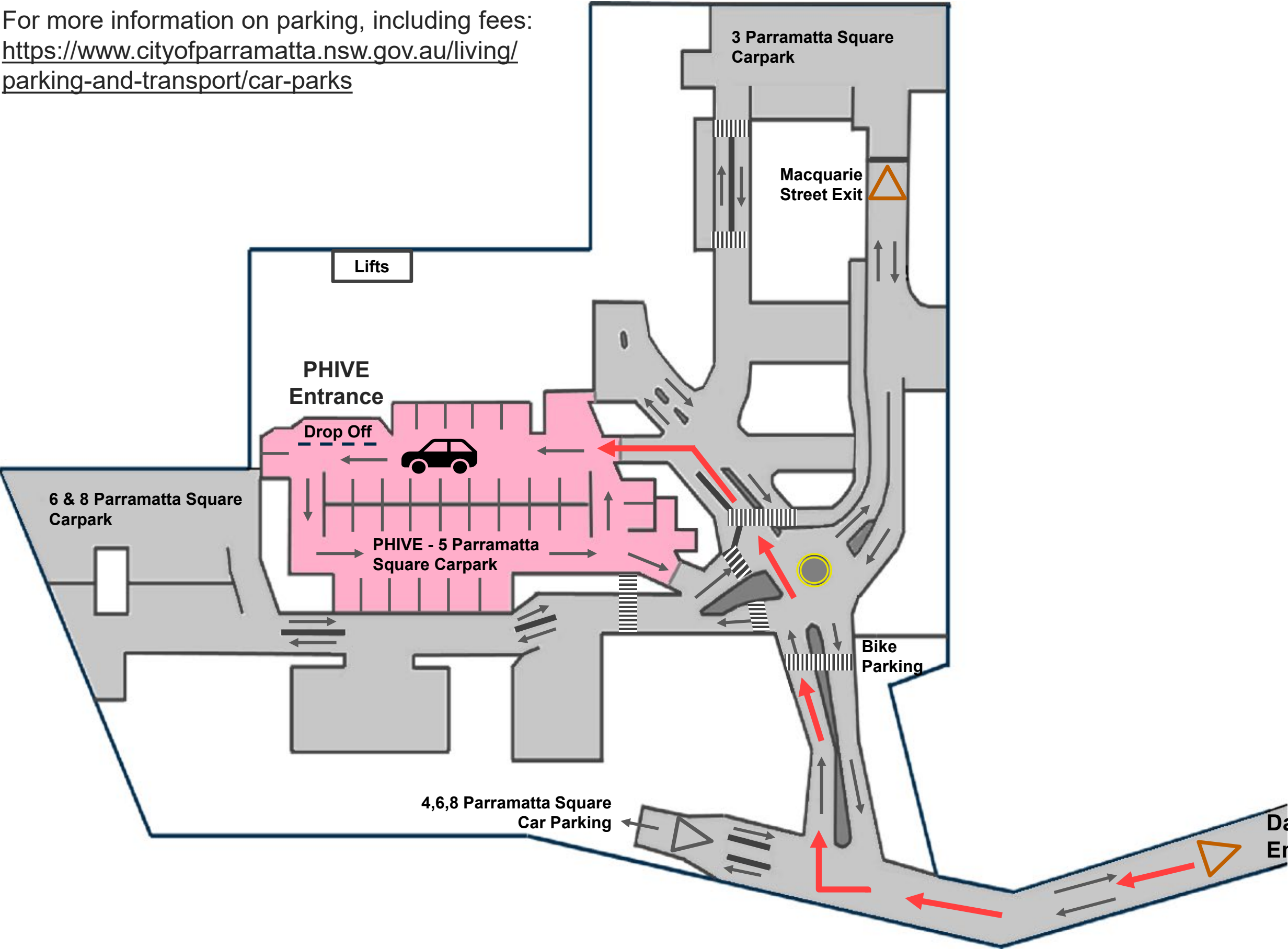


Park your car and use the **double doors with the PHIVE sign** to enter the building.

You will require a cashless method of payment when leaving the carpark.

For more information on parking, including fees:
<https://www.cityofparramatta.nsw.gov.au/living/parking-and-transport/car-parks>

Map: Parking at PHIVE



**Basement Level 1 Carparking,
Parramatta Square**

Map Key

- PHIVE Carpark**
- Road / Other Carparking**
- Pedestrian Crossing**
- Driving Direction (side)**
- Direction to PHIVE Carpark**
- Entrance / Exit Ramp**
- Internal Ramp to Basement Level 2 Car Parking.**

Section 4: At PHIVE

PHIVE Main Entrance

To enter PHIVE from Parramatta Square:

1. Entry is through the open large glass doors, or automatic sliding door, from Parramatta Square.
2. You will step into PHIVE's Ground Floor foyer. This is a large community space where people meet, play games, study and eat lunch.
3. The Customer Service desk is on the right side after entering. Feel free to ask our friendly team any questions.

1.



Main doors open during business hours / good weather.

Automatic sliding door

2.



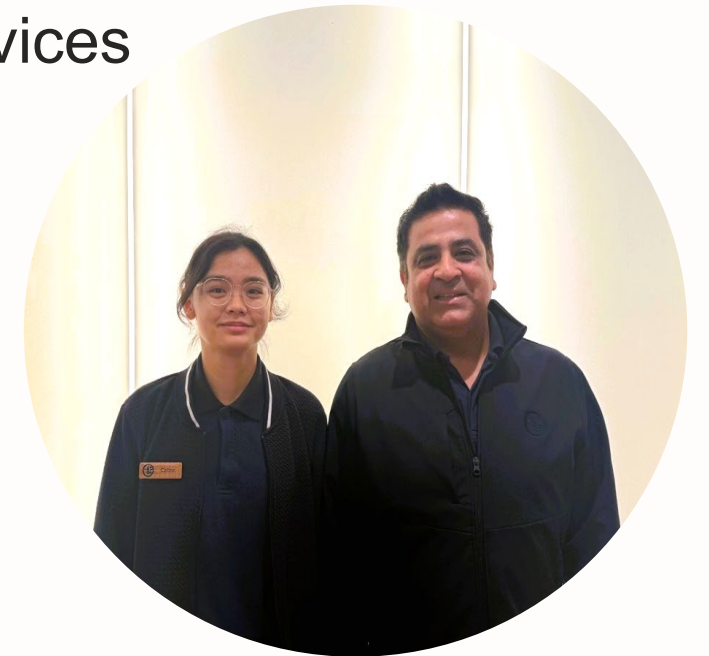


You can ask a question or seek help from any PHIVE staff member:

Venue Bookings



Venue Services



Library Services



Security Concierge



Customer Service

Amenities



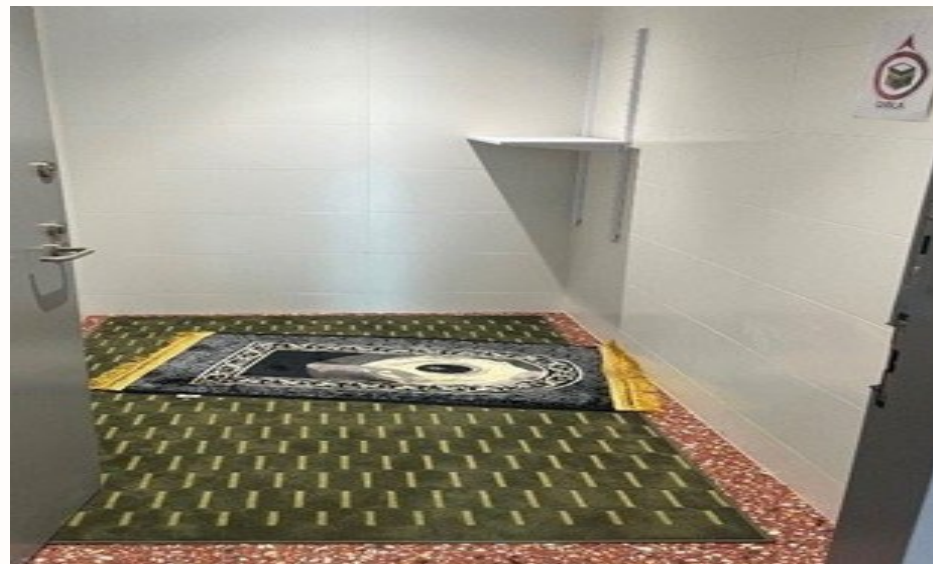
Adult Changing Facility (with hoist)

Basement Mezzanine (BM) Level, one level below Ground Floor, on your right side as you walk out of the lift. Press the intercom button outside the door to the room to gain access.



Parent Room

Level 1, on your left side as you walk out of the lift. This includes a dedicated screened breastfeeding area. Press the intercom button outside the door to the room to gain access.



Multi-Faith Room

Level 3, on your left side as you walk out of the lift. Press the intercom button outside the door to the room to gain access.

Parramatta Library

- Levels 1 & 2
(Page 1 of 3)

Accessing the Library (and Community Meeting Rooms)



By Lift:

Take any lift to the Library (Levels 1 & 2), or Community Meeting Rooms (Basement, & Levels 2 – 3) from the carpark or the Ground Floor foyer.

By Stairs:

Take the stairs from the Ground Floor foyer, through the double glass doors located on the right-hand side of the lifts.

Parramatta Library

- Levels 1 & 2

(Page 2 of 3)



The **Children's Library** is found on Level 1.



Public computers and printing services can be found on Level 2.

Parramatta Library

- Levels 1 & 2

(Page 3 of 3)



Quiet study spaces and rooms are available on Level 2. These are not Quiet Spaces of retreat, as some low-level noise is permitted:

- Noise from group discussions or conversations should be kept to a low level and not disturb other people.
- Headphones must be worn when listening to music / multimedia and should not be heard by others next to you.
- In the **quiet study room**, mobile phones must be switched to silent, with no talking on mobile phones inside the room.

Community Meeting Rooms & Venues

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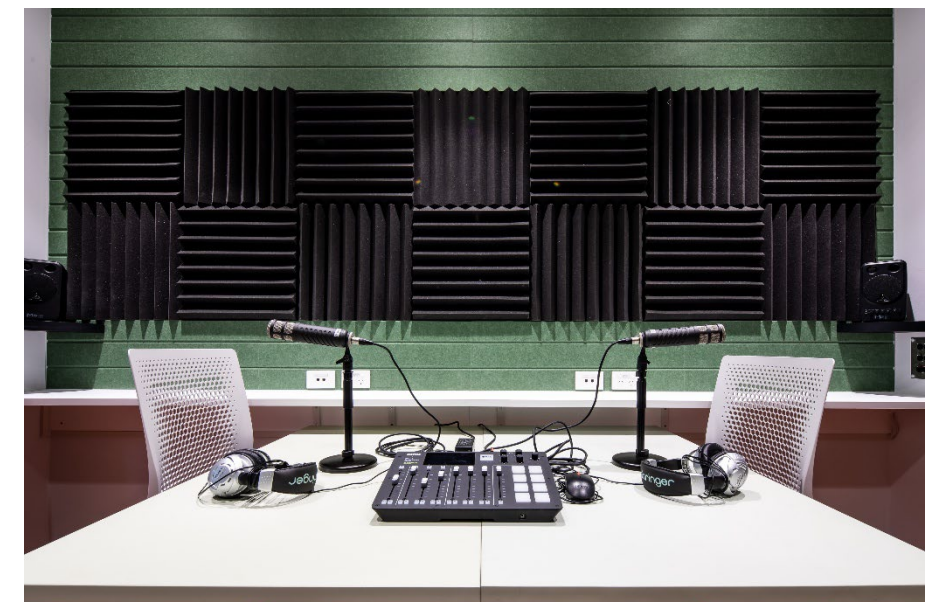
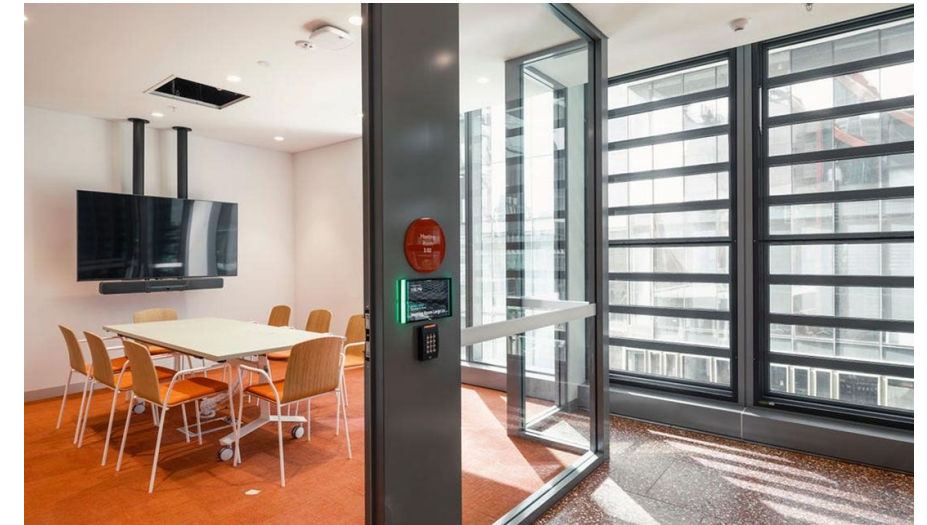
PHIVE has a range of rooms and venues you can book for a fee, ahead of your visit. Rooms are located on Level 2, Level 3, Level 4 and in the Basement:

- Active Wellness Studio (multi-purpose)
- Podcast and Sound Studio
- Meeting Rooms
- Smart Tech Lab
- Civic Gallery
- Western Terrace (outdoor space)
- Discovery Space

(Some rooms have kitchenettes.)

To find out more about rooms available, visit:
www.cityofparramatta.nsw.gov.au/phive/venues

Examples of bookable rooms



Community Meeting Rooms & Venues

(Page 2 of 2)

Booking a PHIVE room or venue:

1. To view PHIVE venue options and fees, **scan the QR code** to the right for a direct link to the Booking page, **or visit:**
cityofparramatta.nsw.gov.au/phive/venues
2. Through the page link above, select **Explore PHIVE and Book**

Venues for Hire

From large creative maker spaces and light filled wellness studios, to fully equipped rooms to record your podcast, and tech-smart meeting rooms - PHIVE has wide range of venues for events of all kinds.

Explore PHIVE and Book

2. Select the image: **5 Parramatta Square – PHIVE**, this will take you to the **PHIVE Venue Booking** page (or direct link through the QR Code).

View PHIVE Venue Bookings



On the **PHIVE Venue Booking** page:

- You can find out more about each room or venue available to book, including booking fees.
- Find available dates and times.
- Make a booking when a room or venue is available.

Parramatta Town Hall

Parramatta Town Hall is a historic building connected to the PHIVE building, on the western side. It faces Centenary Square.

Opening Hours

The Town Hall is only open for booked events and planned tours. It is managed separately to PHIVE.

Tours

You can book a tour of the Town Hall through PHIVE's Customer Service desk on the Ground Floor, or through PHIVE's website:

[Bookable](#)



Leaving PHIVE



From the Library, Levels 1 or 2:

1. You can take a lift back down to the Ground Floor (G).
2. You can also walk down the stairs to the Ground Floor. The stairs are located on the left-hand side of the lifts.



3. From the Ground Floor, walk straight from the stairwell exit or the lift, through the open doors or the automatic sliding glass door (Press the green button to open if needed).

Message from Aspect

We hope you have a wonderful time visiting PHIVE, and have found this Visual Story helpful!

Our Autism Friendly team are working hard to make more places autism-friendly. If you have any questions or feedback, or want more information, you can:

- Email us at autismfriendly@aspect.org.au
- Check out our webpage: <https://www.aspect.org.au/our-services/autism-friendly>



**Thank you for visiting
PHIVE. We look forward to
seeing you again and
providing you with an
enjoyable experience.**

