

Visiting PHIVE

(5 Parramatta Square)

A Visual Story

Updated September 2026



Acknowledgement of Country



City of Parramatta Council
acknowledges the Traditional
Owners of the land of Parramatta,
the Barramadagal People of the
Dharug Nation.

Council also acknowledges the
present Aboriginal and Torres
Strait Islander people who now
reside within the City of
Parramatta.



Contents
(Page 1 of 2)

Section 1: About the Visual Story

What is a Visual Story?	Page 6
Inclusion Statement	Page 7

Section 2: Things to Know Before You Go

About PHIVE and Opening Hours	Page 9
Hidden Disabilities Services – Sunflower Program	Page 10
Everyone is Welcome – Welcome Here Project	Page 10
Sensory Environment	Page 11

Section 3: Getting to PHIVE

Getting Here (Visual Map)	Page 13
Getting to PHIVE by Train	Page 14
Getting to PHIVE BY Bus	Page 15
Getting to PHIVE by Light Rail	Page 16
Getting to PHIVE by Car	Page 17
Where to eat in and around PHIVE	Page 18

Contents
(Page 2 of 2)

Section 4: At PHIVE

PHIVE Main Entrance (from Parramatta Square)	Page 20
Customer Service, Visitor Information and Venue Support	Page 21
Amenities	Page 22
Parramatta Library at PHIVE	Page 23-25
Community Meeting Rooms and Venues	Page 26-27
Parramatta Town Hall	Page 28
Leaving PHIVE	Page 29

Section 5: Partnership with ASPECT

Message from ASPECT	Page 30
---------------------	---------

Section 6: Thank You from PHIVE

Thank You Message from PHIVE	Page 31
------------------------------	---------

Section 1: About the Visual Story



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 Program and Welcome Here Project we aim to create a safe and accessible environment for all.



Section 2:

Things to Know Before I Go

About PHIVE

PHIVE is an accessible community facility offering places to meet, attend events and programs or visit the Parramatta Library located in PHIVE on Levels 1 and 2.

At PHIVE you will also find:

- An open foyer to meet, hang-out, relax and work from;
- Meeting rooms and function spaces for hire;
- Rooms for hire with kitchenettes, including sinks, refrigeration and food preparation space;
- Council Chambers (where Council meeting are held);
- Amenities and Accessible Amenities on every floor;
- A Wingstop Eatery on Ground floor (eastern end of PHIVE)
- All Abilities Adult Change Facility;
- Free public Wi-Fi.



Location and Address:

5 Parramatta Square, Parramatta

Opening Hours:

Monday–Thursday: 9:00am– 8:00pm

Friday–Sunday: 9:00am – 5:00pm

Closed Public Holidays

Hidden Disabilities Services

Sunflower Program

Welcome Here Project

The Sunflower is a globally recognised symbol for 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.

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 the LGBTIQ+ visitors.

We are proud to support the
**Hidden Disabilities
Sunflower**



Sensory Environment

PHIVE attracts 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 or dedicated quiet spaces of retreat for sensory overload, but you can find quiet corners with natural light if you require this. You can also head outside to Parramatta Square or Centenary Square, which offer seating near trees and grassed areas.

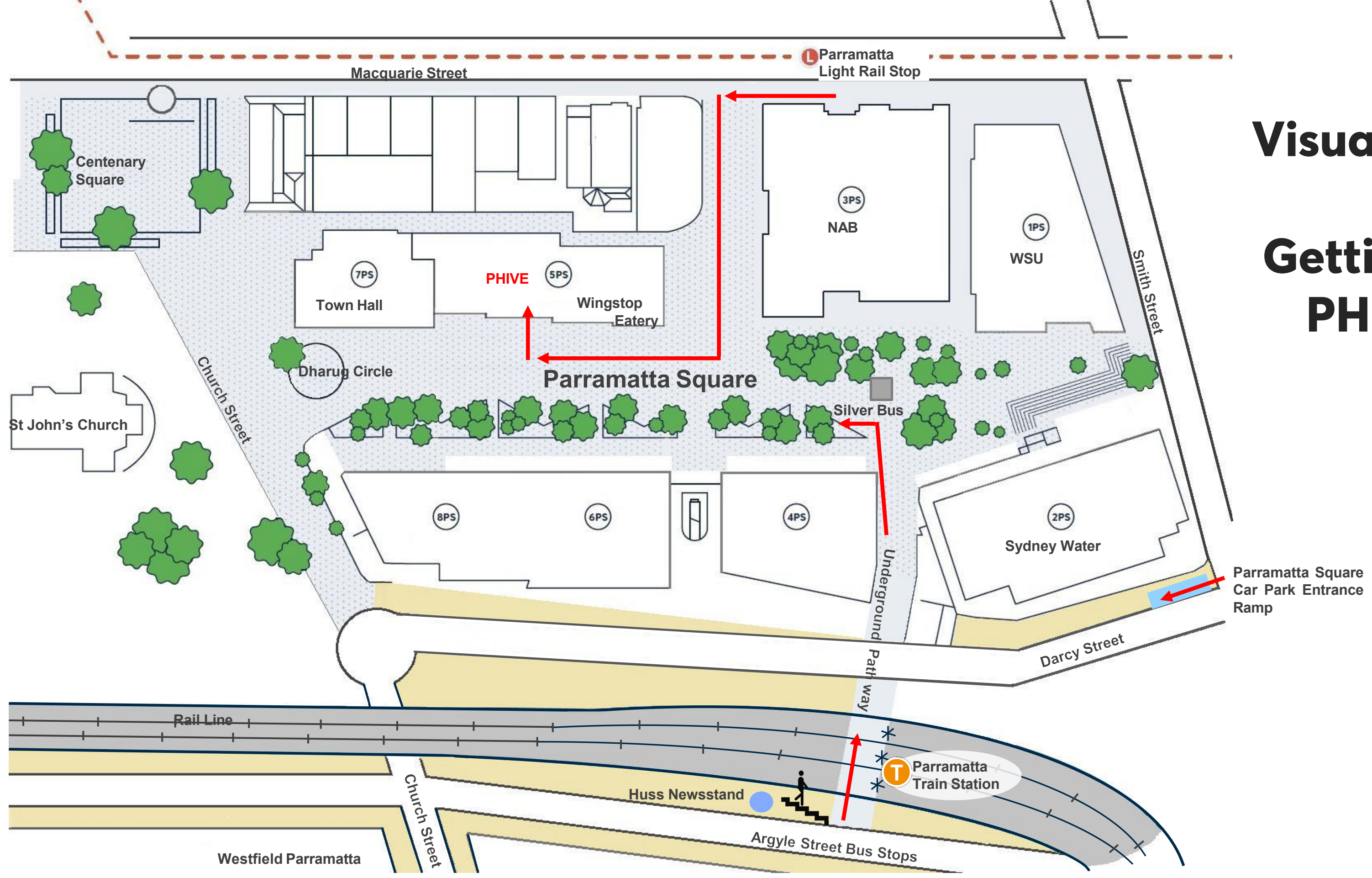
Some things you can bring to help you:

- Headphones/earplugs
- Fidgets
- Sunglasses



Getting to PHIVE

(Walking from the
Parramatta Train Station &
Argyle Street bus stops)



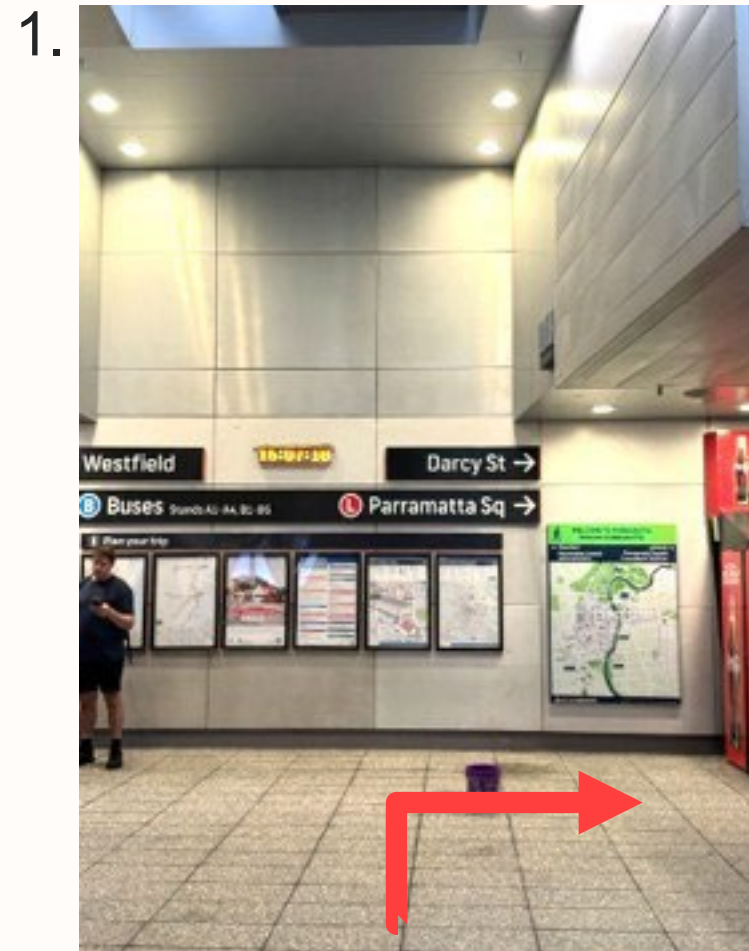
Visual Map

Getting to PHIVE

Getting to PHIVE:

By Train

(Parramatta
Station)



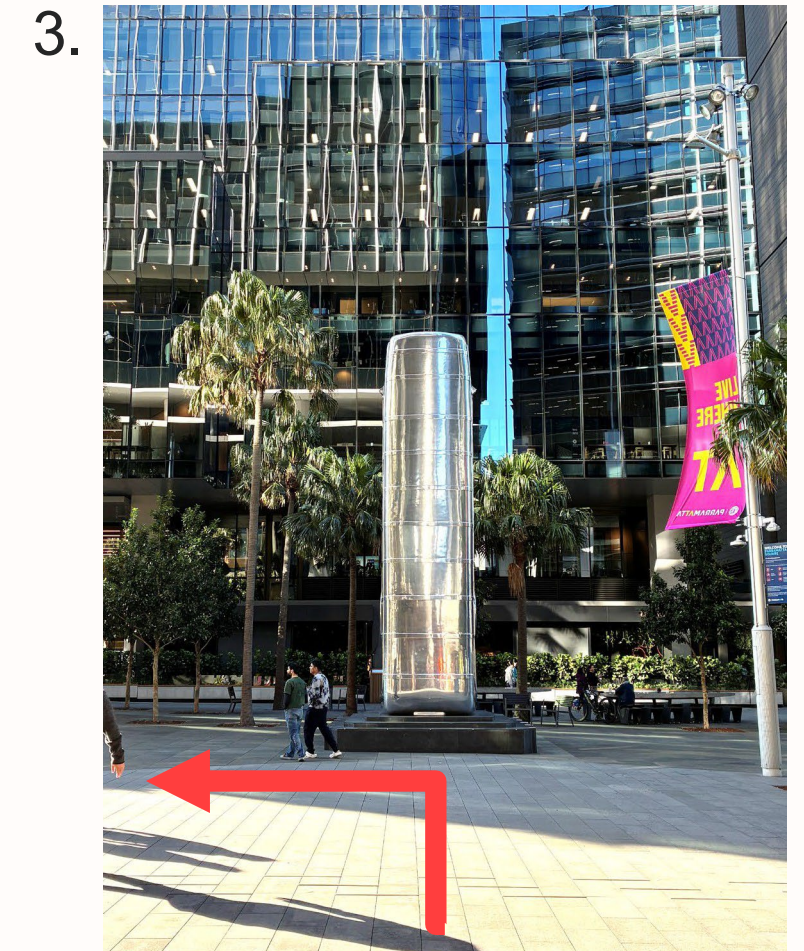
Once you tap off your Opal card at the Train Station:

Turn right,
following the
Parramatta Square
sign.



**Continue to
walk straight:**

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



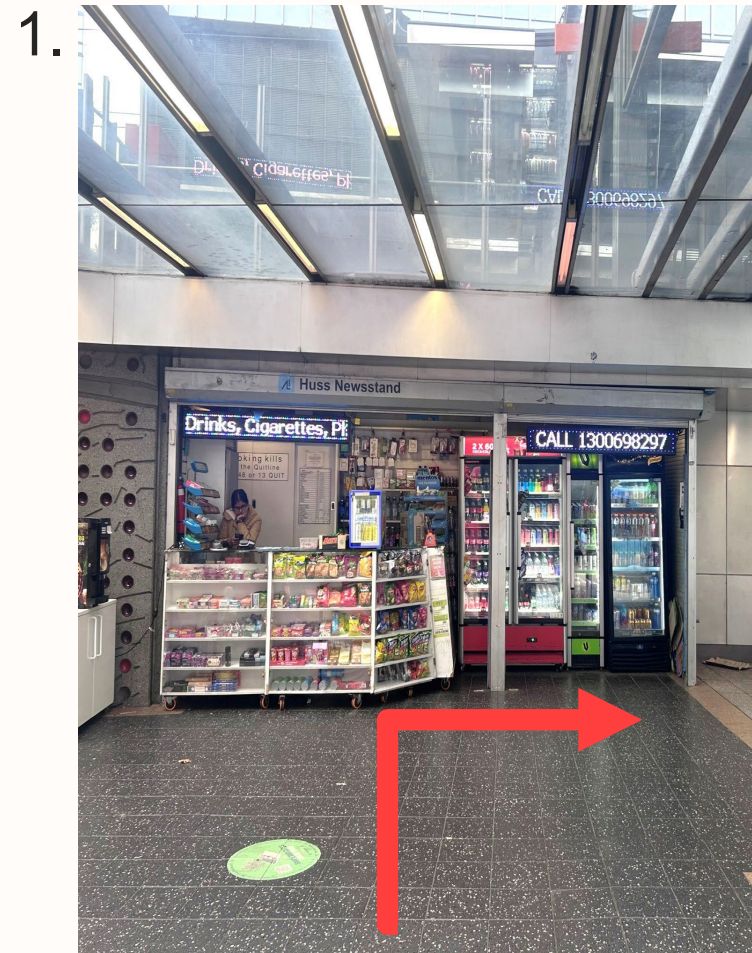
**Continue to walk
straight** until you
see the life-size silver
bus sculpture ahead.

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

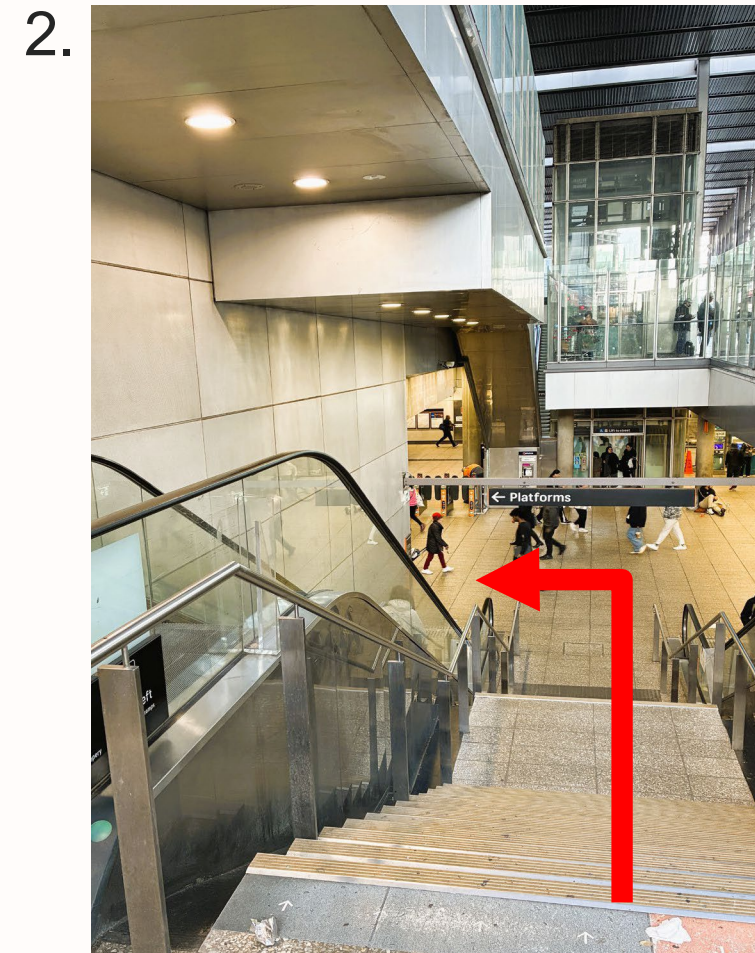
Getting to PHIVE:

By Bus

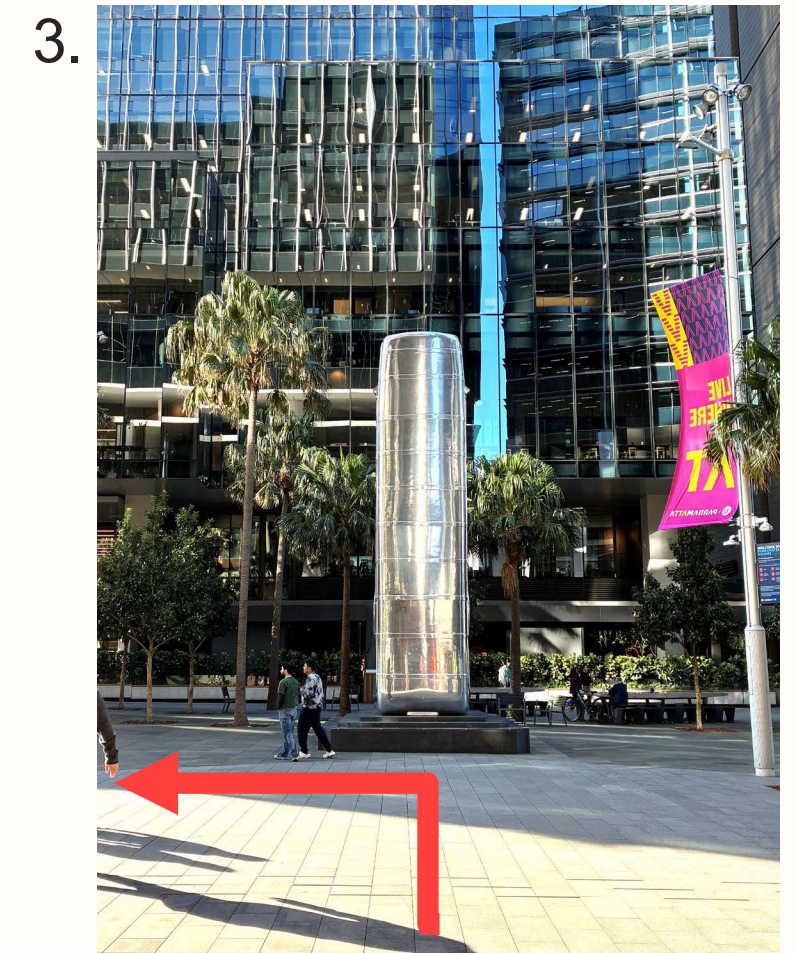
(Argyle Street
bus stops,
Parramatta
Transport
Interchange)



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.

Getting to PHIVE:

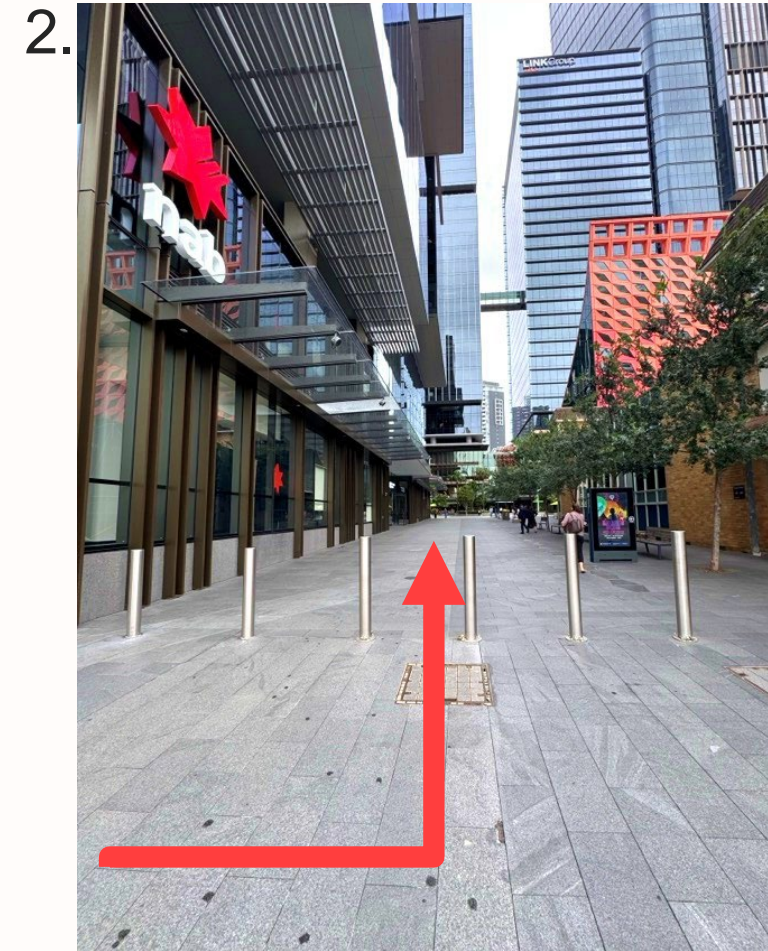
By Light Rail

(Light Rail Stop
(Parramatta
Square)
located on
Macquarie
Street.



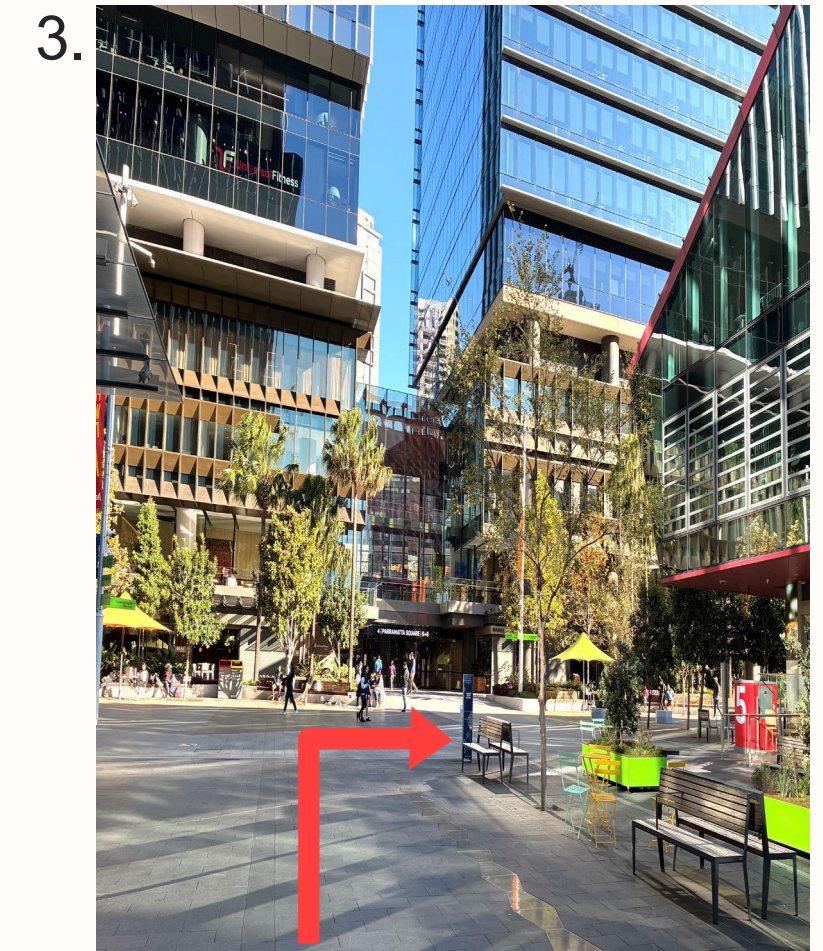
When you arrive by light rail at the Parramatta Light Rail Stop:

Turn right and walk straight about 50 metres.



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.



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)

Parking Fees: <https://www.cityofparramatta.nsw.gov.au/living/parking-and-transport/car-parks>



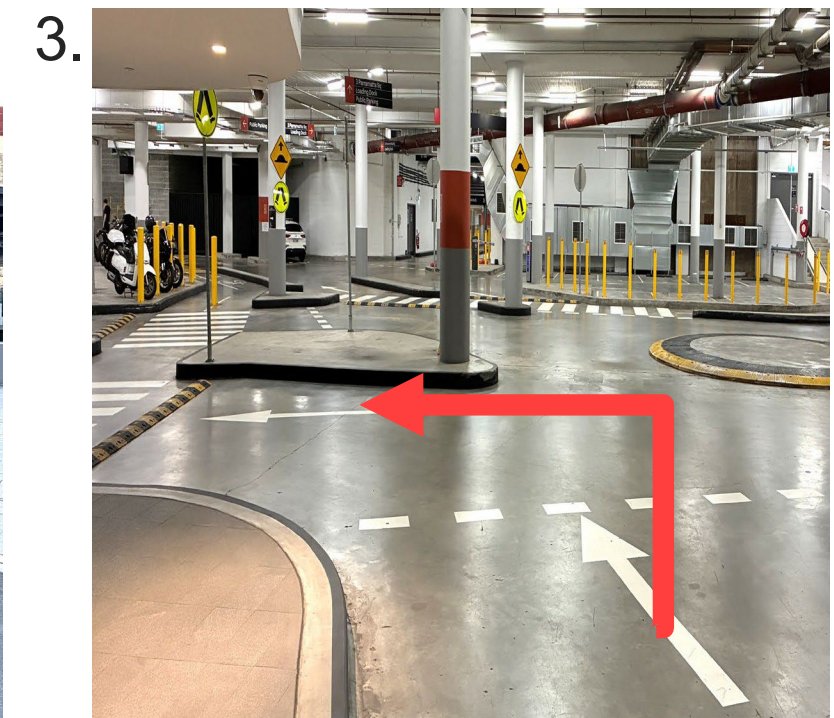
You can park your car in the Parramatta Square Carpark for a fee. The entrance is located near the corner of Smith and Darcy Streets.

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



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

Drive down the ramp and then **turn right** at the bottom of the ramp.



At the roundabout, **turn left for the PHIVE car park entrance.**

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.

Where to eat, in and around 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.

Wingstop Parramatta

Wingstop brings its world-famous chicken wings, signature sauces, seasonings and cult classic house-made ranch sauce to the local dining scene.

Wingstop Location

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

You can access Wing Stop directly from Parramatta Square

Wingstop Opening hours

Sunday to Tuesday: 11am - 10pm
Friday to Saturday: 11am - 12am



Section 3: At PHIVE



Arriving at PHIVE

(Opened in 2022)

Arriving at 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.





Customer Service &
Visitor Information

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

Venue Services and Bookings



Venue Support



Library Services Team



Amenities

(Accessible Amenities located on all levels in PHIVE)



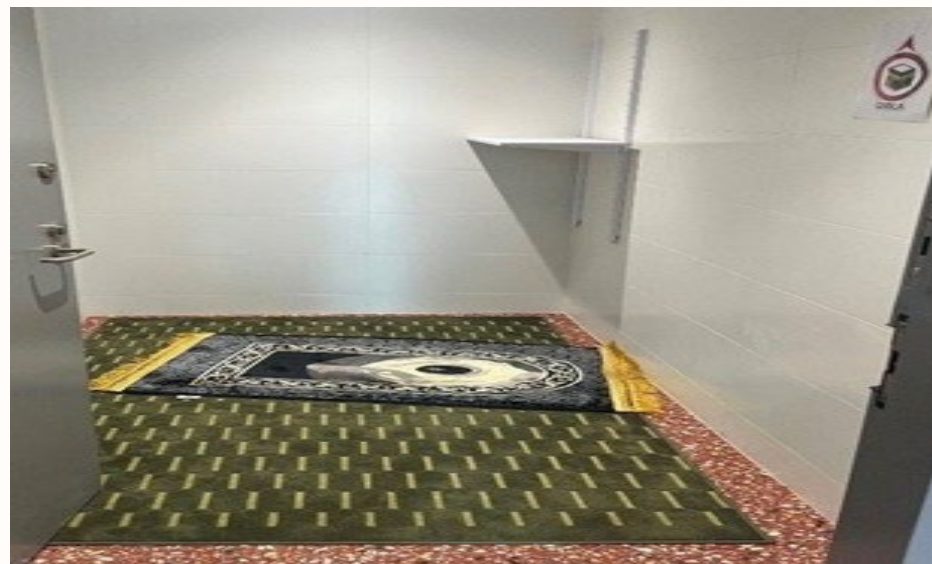
All Abilities Adult Changing Facility (with hoist)

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



Parents' and Carers' Room

Located on Level 1, on your left side as you walk out of the lift.



Multi-Faith Room

Located on 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.

A separate and detailed Visual Story is also available for the Parramatta Library.

Accessing the Parramatta Library at PHIVE

Parramatta Library at PHIVE

(Levels 1 & 2)

(Page 1 of 3)



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 at PHIVE

(Levels 1 & 2)

(Page 2 of 3)



The Children's Library is located on Level 1.



Public Computers and Printing Services is located on Level 2.

Parramatta Library at PHIVE

(Levels 1 & 2)

(Page 3 of 3)



Library Quiet Study space and hireable meeting 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 space**, mobile phones must be switched to silent, with no talking on mobile phones inside the room.

Community Meeting Rooms & Venues

(Page 1 of 2)

PHIVE has a range of community meeting rooms and venues you can book for a fee, ahead of your visit. Rooms are located on Level 2, Level 3, Level 4 and the Basement Mezzanine (BM) level:

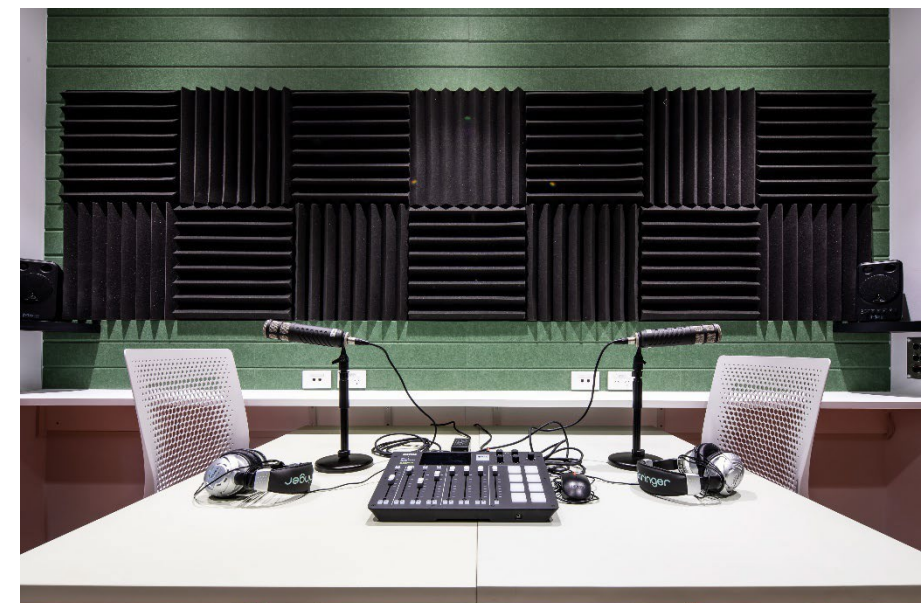
Examples of our meeting rooms include:

- Active Wellness Studio (multi-purpose)
- Maker Spaces
- Podcast and Sound Studio
- Small to Large Meeting Rooms
- Smart Tech Lab
- Civic Gallery Function Space
- Western Terrace (outdoor space)

(Some rooms feature self-service kitchenettes.)

To find out more about meeting room availability, visit:

www.cityofparramatta.nsw.gov.au/phive/venues



Community Meeting Rooms & Venues

(Page 2 of 2)

How to Book a PHIVE community meeting room or function venue:

View PHIVE Venue Bookings

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

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

On the PHIVE Venues 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

(Opened in 1883)

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

Opening Hours

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

Cultural Tours

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

www.cityofparramatta.nsw.gov.au/phive/events/parramatta-town-hall-tour



Leaving PHIVE

Thank you
for visiting
us!

1.
&
2.



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.



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 (Autism Spectrum Australia)

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 soon and providing you with an enjoyable and memorable experience.

Say Hi to PHIVE!

