

Museum Victoria

Visitor cloakroom locker storage for flagship cultural institution serving 2.7 million visitors annually

Client context

One of Australia's busiest public cultural institutions located in Carlton
High visitor volumes year-round, including school groups and tourists (2.7 million annually)
Cloakroom storage must turn over completely each day
Storage availability directly affects visitor experience and staff workload

The operational problem

Existing cloakroom facilities no longer met visitor demand
Insufficient locker capacity during peak periods
Risk of lockers becoming unavailable or locked out across the day
Manual intervention required when lockers were misused or left occupied
Storage needed to function reliably with minimal staff oversight

Design & technical requirements

Approximately 500 lockers within a fixed cloakroom footprint
Efficient locker density without reducing individual storage space
Durable construction suitable for constant public use
Electronic locking system resilient to user error or misuse
Automatic reset to ensure full daily availability
A finish appropriate to a public-facing cultural environment

The response

Custom-manufactured steel locker banks, robustly constructed to withstand heavy, unsupervised, high-traffic public use
Individual electronic locks accessed via unique four-digit PIN codes
Integrated timing function to automatically unlock lockers overnight
Precision manufacturing aligned with system integration requirements
Close collaboration with the project partner throughout design and delivery

Outcomes

Around 500 lockers installed within the existing cloakroom space
Full locker availability restored at the start of each day
Higher turnover of storage without increasing staff involvement
Reduced risk of lockers becoming unusable due to misuse
Infrastructure capable of sustaining continuous public demand

Why this matters

Visitors can reliably store belongings without delay or confusion
Staff spend less time managing locker issues and exceptions
Cloakroom operations become predictable rather than reactive
Storage infrastructure fades into the background, supporting the overall visitor experience

Why Stronghold

Custom steel manufacturing capability

Experience delivering storage for high-traffic public environments

Local production supporting tight coordination and design refinement

Long-term collaboration with specialist locker system integrators

Made in Melbourne. Since 1969



Made In **Melbourne**

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