

Footscray Station – Supporting Information for Virtual Tours

Contents

Footscray Station – Supporting information for virtual tours	3
Disclaimer	3
General Information	3
Lines	3
Address.....	3
Phone number	3
Assistance	3
Getting to Footscray Station:	3
Parking.....	3
Wayfinding Beacons	4
Assistance Animal Relief Area.....	4
Footbridge	4
Footbridge layout.....	4
Footbridge access to platforms 2 and 3.	4
From the footbridge to platforms 4 - 6	5
Station Entrances	5
Irving Street	5
McNab Avenue	5
Hyde Street.....	6
Talbot Street	6
Toilets.....	6
Paid and unpaid areas of the station	6
Features and services in the unpaid areas include:.....	6
In the paid areas features and services include:.....	8
Platforms at Footscray Station – General Information	8
V/Line services	8
Metro Trains services.....	9
Platform types at this station.....	9
All Metro platforms at Footscray Station include:	9
Platform edge warning tactiles.....	9
Passenger Information Display screens.....	9
Priority seating.....	9
Vending machines.....	9
Platform 1	9
Accessing platform 1	9
Arriving on platform 1	10
Platform 1 features	10
General information about platforms 2 and 3	11
Accessing and arriving on platforms 2 and 3	11

Waiting room	11
Platform 2 features	12
Customer Help Points and Safety Zones	12
Hearing loops	12
Raised Boarding Platform	13
Accessible Boarding Point	13
Shelter	13
Platform 3 features	13
V Line Platform	13
Hearing loops	13
General information about Platforms 4 and 5	13
Accessing and arriving on platforms 4 and 5	13
Waiting Room	14
Platform 4 features	14
V Line	14
The Safety Zone	14
Hearing loops	14
Vending machines	15
Platform 5 features	15
Customer Help Point and Safety Zone	15
Hearing loops	15
Accessible Boarding Point and Raised Boarding Platforms	16
General information - platform 6	16
Accessing and arriving on platform 6	16
Platform 6 features	17
Platform edge warning tactiles	17
Customer Help Point and Safety Zone	17
Hearing loops	17
Raised Boarding Platforms and Accessible Boarding Points	18
Shelter	18
Waiting Room	18
Vending machines	18

Footscray Station – Supporting information for virtual tours

Disclaimer

The intent of this document is to provide passengers, particularly those who are blind or have low vision, with a descriptive journey planning supplement. Although we have made a concerted effort to ensure the content herein is complete and accurate, this document should not be relied upon as a wayfinding tool. Please take all necessary precautions to ensure your safety, particularly on platforms, stairs, escalators and ramps.

We encourage you to seek the assistance of Metro staff if you are unfamiliar with this station or if you require more information, by calling the station ahead of travel and by talking to staff at the station.

Works occur frequently across Metro Trains stations that impact or improve accessibility. This document may not always accurately reflect recent changes. For all up to date information please call the station or 1800 800 007.

General Information

Lines

Footscray Station is located on the Sunbury, Werribee and Williamstown lines.

Address

Footscray Station is located at Hopkins and Irving Streets, Footscray.

Phone number

You can contact the station on 03 9610 8554.

Assistance

Metro encourages passengers who have accessibility enquiries or need assistance to contact the station before they arrive, or approach staff at barriers or at the Customer Service window when they arrive. Footscray station is open and staffed from first until last train daily.

Getting to Footscray Station:

- There is a bus interchange outside the station on Irving Street.
- There is a tram stop in nearby Leeds Street.
- There is a taxi stand in Irving Street.
- There are station drop off areas available at McNab Avenue.
- There are station drop off areas available at Irving Street behind the bus interchange.

Parking

- There are standard parking bays available on Hyde Street, and six accessible parking bays are available within a separate station parking area off Talbot Street (closest to platform 6).

Wayfinding Beacons

Beacon technology is available throughout Footscray Station concourse areas. Beacon technology, when used in conjunction with orientation and mobility skills assists people who are blind or have low vision by describing the environment. Beacons can be accessed by downloading the free [BlindSquare Event app](#).

Assistance Animal Relief Area

An Assistance Animal Relief Area is available at Footscray Station in the forecourt (near McNab Avenue) between platforms 4 and 5 and is situated closer to platform 5.

- When stepping off the escalators at ground level, to the right there is a rocky garden bed. Continue a few steps ahead to a short, concreted path to the fenced and gated Assistance Animal Relief Area. This area is designated for assistance dogs. It is visible to staff via CCTV and is fenced off with access to appropriate surfacing, water, bags and a bin. Assistance Animal Relief Areas are also available at Caulfield, Showgrounds and Flemington Racecourse Stations.
- As you step out of the lift at the forecourt you are facing the barriers, and the Assistance Animal Relief area is located at approximately 2 o'clock. Directional tactiles can be used to guide you indirectly to the escalators, which are close to the area.
- Staff can also provide directions or guidance to the Assistance Animal Relief Area.

Footbridge

The footbridge between Irving and Hyde Streets can be used to interchange between platforms and to access Irving Street, McNab Avenue and Hyde Street. Platforms 2 and 3 are accessed exclusively from the footbridge.

Access to the footbridge from platforms, Irving Street, McNab Avenue and Hyde Street is via stairs, escalator, lift or ramp.

Footbridge layout

When arriving on the footbridge from the main Irving Street entrance, with Irving Street behind you the ramp down to Irving Street is to the right, and the lift to Irving Street is in the near left corner of the footbridge behind you. Stairs and escalators down to Irving Street are also behind you.

Ahead the footbridge splits off into two distinct sections. Access to platforms 2 to 3 is to the left section of the footbridge. Access to platforms 4 to 6 is to the right section of the footbridge.

Footbridge access to platforms 2 and 3.

When arriving on the footbridge from the main Irving Street entrance, with Irving Street behind you the barriers to platforms 2 and 3 are ahead and to the left. Directional tactile indicators are available to the wide barrier.

Beyond these barriers the directional tactiles continue directly to the stairs down to platforms 2 and 3. Escalators are located to the left of the stairs and a lift is located

almost opposite the stairs. Tactile warning indicators are available at the door to the lift as well as at the tops of the stairs and escalators. There are several columns in this location.

From the footbridge to platforms 4 - 6

When arriving on the footbridge from the main Irving Street entrance, with Irving Street behind you, platforms 4 to 6 are accessed on the right section of the footbridge.

As you walk down the footbridge towards Hyde Street you will find the following (in order):

- Ramp to platforms 2 and 3 on the right (there are barriers at the top of the ramp)
- Ramp to platforms 4 and 5 on the right
- Lift to platforms 4 and 5 on the right, and opposite this lift;
- Stairs to platforms 4 and 5 on the left
- Escalators to platforms 4 and 5 on the right, via a walkway
- Ramp to platform 6 on the right
- Lift to platform 6 on the right
- Stairs and escalators to platform 6 straight ahead (escalators are to the left, stairs to the right – please note there are columns in this location).

Footbridge access to platforms 4 and 5 is via a forecourt from the McNab Avenue entrance.

Footbridge access to platform 6 is via a forecourt from the Hyde Street entrance.

Station Entrances

Irving Street

- The main entrance is on Irving Street. Access to platform 1 is via separate stairs or a ramp down to the platform. From the main station entrance there are directional tactiles leading to the ramp down to platform 1.
- Access to platforms 2 to 6 from Irving Street is via a larger set of stairs, escalators or a lift up to the footbridge. Directional tactile indicators are available.
- The footbridge can also be accessed by a long ramp from Irving Street. Directional tactile indicators are not available to the ramp.

McNab Avenue

The McNab Avenue entrance and forecourt provide level access to platforms 4 and 5. Directional tactiles are available from this entrance throughout the forecourt as follows:

- From McNab Avenue across the forecourt to platforms 4 and 5. After passing through the barriers to the paid area platform 4 is to the left and platform 5 is to the right.
- From McNab Avenue leading to a long ramp and lift (both are located on the left as you enter the forecourt) up to the footbridge/concourse.

- Leading directly to the escalators up to the footbridge (on the right after entering the forecourt from McNab Avenue). These directional tactiles lead indirectly, but close to the Assistance Animal Relief area.
- From McNab Avenue leading across the forecourt to the left, to stairs up to the footbridge.

Hyde Street

The Hyde Street entrance and forecourt provide level access to platform 6. Directional tactiles are available from the zebra crossing at this entrance throughout the forecourt as follows:

- Directly to stairs and escalators up to the footbridge.
- The lift and ramp up to the footbridge. Directional tactiles lead past the stairs and escalators on the right and continue to the ramp on the left, or further to the lift on the left.
- Level access to platform 6. Directional tactiles lead from the zebra crossing, past the stairs and escalators to the left and continue directly through the wide barrier onto the platform.

Talbot Street

Six accessible car parking spaces are available from a station entrance off Talbot Street. Level access is available onto platform 6 from this entrance. When entering the station from Talbot Street, access is via the small carpark area. Directional tactiles are not available at this entrance.

Toilets

There are toilet facilities available within paid areas at this station as follows:

- On platform 1 male, female and accessible toilets are located past the platform Safety Zone heading towards the city end of the platform.
- On platforms 4 and 5 there are male, female and accessible toilets in the waiting room opposite the barriers.
- Station staff can provide directions to toilets.

Paid and unpaid areas of the station

Features and facilities within the station can vary depending upon which side of the myki barriers you're on. The myki barriers divide the station into paid and unpaid areas:

1. The space between the station entrances to the myki barriers are referred to as the **unpaid** areas.
2. The areas from the myki barriers to the platforms are referred to as the **paid** areas.

Features and services in the unpaid areas include:

Customer Service window

Metro staff at Customer Service windows assist passengers with:

- myki sales and top up
- Metro service enquiries
- Lost property enquiries
- Directions and direct assistance for passengers with accessibility needs
- Feedback

When approaching the platform 1 entrance from Irving Street the Customer Service Window is to the left of the barriers.

Communication Access

Metro has been accredited with Scope's Communication Access Symbol. This means that:

- Metro Staff have received training to communicate successfully with people with communication difficulties
- Communication tools are available to help people get their message across and understand what people are telling them.
- Learn more about [Communication Access and Metro's Communication Tools](#)

V/Line Booking Office

Footscray station does not have a dedicated V/Line Booking Office. For enquiries please ring 1800 800 007.

myki machines

At myki machines passengers can:

- [top up with myki Money](#)
- [top up with myki Pass](#)
- view myki status, balance and expiry date
- check when your 2 hour fare expires
- see your last 10 transactions
- You can pay with cash, EFTPOS or credit card.
- buy a Full Fare myki card.

Staff at the Customer Service window can also assist with myki card enquiry, sales and top ups.

Wide barriers

Wide barriers accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. A wide barrier is available at each set of barriers, and they are sometimes attended by staff who can answer questions and provide directions and assistance.

- **Platform 1** - Directional tactile indicators lead from the ramp (near the lift to the footbridge) to the wide barrier on platform 1.
- **Platforms 2 and 3** - Platforms 2 and 3 are accessed via the footbridge. At the Irving Street end of the footbridge, directional tactile indicators are available to the wide barrier. There is another wide barrier at the top of the ramp to platforms 2 and 3.

- **Platforms 4 and 5** - Directional tactile indicators provide guidance between the wide barrier and the lift, ramp, escalators and stairs, as well as McNab Avenue.
- **Platform 6** - Directional tactile indicators are available between the wide barrier and lift, ramp, stairs, and escalators, as well as the Hyde Street entrance.

Directional tactile indicators are available

- To wide barriers as above.
- On Irving Street at the bus interchange.
- At the main entrance on Irving Street to access the footbridge.
- To access the ramp to platform 1 from the main entrance on Irving Street.
- Within the forecourts.

Wayfinding signage

Signage is available throughout the station and Passenger Information Display screens show departure times and platform numbers for each train line.

In the paid areas features and services include:

Directional tactile indicators

Directional tactile indicators are available to assist people who are blind or have low vision to find their way around paid areas within this station. These are available as follows:

- On all platforms to wide barriers and to identify Safety Zones (on Metro platforms).
- On platforms 2 and 3 to stairs, escalators and lift up to the footbridge.
- On the footbridge between the wide barrier directly to the down to platforms 2 and 3.

Protective Services Officers

Protective Services Officers patrol trains and stations nightly. They may be found on the concourse or on platforms or trains.

Network status boards

Network Status Boards display the status of the train, tram and bus network. The information on the network status boards is also shown on the PTV website, with more detail for all modes, on the [Disruptions](#) page.

Kiosks

Kiosks are not available within the station, however food and drink vending machines are available on platforms and throughout the station.

Platforms at Footscray Station – General Information

V/Line services

V/Line services run exclusively on platforms 3 and 4. Outbound trains leave from platform 4 and inbound trains arrive on Platform 3. For information regarding V/Line services, staff availability and boarding assistance please call 1800 800 007.

Metro Trains services

Metro runs services from platforms 1,2,5 and 6 at Footscray Station.

Platform types at this station

- Platforms 2 and 3, and 4 and 5 are located on **island platforms**. Island platforms have platform edges and tracks on both sides. This means two platforms are available along each of the island platforms.
- Platforms 1 and 6 are **side-facing platforms**. A side-facing platform is one with a platform edge on one side only.

This document often refers to the ends of platforms as being either the 'city end' or the 'footbridge end'.

All Metro platforms at Footscray Station include:

Platform edge warning tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Passenger Information Display screens

- Showing all stations the next service will stop at
- Minutes to departure
- Time of next departure
- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can speak to staff by pressing the red button on the left of the Customer Help Point.

Announcements are made prior to trains arriving on platforms and during delays or disruptions.

Priority seating

Designated seating for passengers with accessibility needs is provided along all platforms.

Vending machines

Drink and snack vending machines are located on each platform.

Platform 1

Accessing platform 1

- Ramp access to platform 1 is available from the Irving Street entrance. At the base of the ramp directional tactile indicators are available to the wide barrier.
- Stair access down to barriers to platform 1 is available from the footpath near the bus shelters on Irving Street.

Arriving on platform 1

- When arriving on the platform through the barriers, you are located close to the footbridge end of the platform.
- When entering the platform through the barriers, a glass waiting room with seating is located to the right, next to the barriers. Entry is via sliding glass doors.
- When entering the platform through the barriers a male, female and unisex accessible toilet are available to the left on the platform. They are located past the platform Safety Zone heading towards the city end of the platform. Staff can provide directions if needed.

Platform 1 features

Platform edge warning tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Vending machines

Food and drink vending machines are beside the Safety Zone towards the footbridge end of the platform.

Customer Help Point and Safety Zone

A Customer Help Point within a Safety Zone is located against a building, next to the vending machines on platform 1. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Footscray Station is staffed from the first until the last train every day.

The Safety Zone is recognisable by a yellow striped pattern painted onto the ground, and its' location can be also identified by directional tactile indicators leading directly to the Customer Help Point. Safety zones are monitored by CCTV and are well lit.



Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. The hearing loop on platform 1 extends from the Customer Help Point to the Accessible Boarding Area at the city end of the platform.



Raised Boarding Platform

There is a Raised Boarding Platform at the city end of platform 1. Raised Boarding Platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

Accessible Boarding Point

An Accessible Boarding Point is located at the city end of the platform. The Accessible Boarding Point is marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the button on the Customer Help Point.

Shelter

Most of platform 1 is sheltered. There is also a shelter at the Accessible Boarding Point.

General information about platforms 2 and 3

Accessing and arriving on platforms 2 and 3

- Lift access to platforms 2 and 3 is via a single lift from the footbridge. When exiting the lift at platform level, you are facing the city end of the platform. Directional tactiles lead to platform 2 to the left, or platform 3 to the right. Please be cautious on the platform.
- Ramp access to platforms 2 and 3 is via the footbridge to platform 2. When arriving at platform level you are facing the city end of the platform. Platform 2 is to the left and platform 3 is to the right. The ramp is located on platform 2.
- Escalator and stair access to platforms 2 and 3 is available from the footbridge. When reaching the base of the escalators or stairs platform 2 is to the left and platform 3 is to the right. You will be facing the city end of the platform. The stairs are closer to platform 3.

Waiting room

An entrance to a brick waiting room that includes seating is located opposite the base of the escalators. Both platforms can be accessed from the waiting room via several exits.

Platform 2 features

Customer Help Points and Safety Zones

- A Customer Help Point within a Safety Zone is located near the lift closer to platform 2. Directional tactiles lead to the lift, and within a couple of metres to the right, there are directional tactiles (running parallel) that lead to the Customer Help Point. Passengers on platform 3 can use the Customer Help Point to speak to Metro staff.
- An additional Safety Zone and Customer Help Point is located towards the middle of platform 2. This Customer Help Point is free standing and is located between platforms next to a column. Passengers on platform 3 can also use this Customer Help Point to speak to Metro staff.
- The green button on the right of the Customer Help Point console provides audible real time Metro train information and the red button on the left can be used to speak to station staff. Metro staff are at Footscray Station from the first until the last train every day.
- The Safety Zone is recognisable by a yellow striped pattern painted onto the ground and its' location can also be identified by directional tactiles leading directly to the Customer Help Point. Safety zones are monitored by CCTV and are well lit.



Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. The hearing loop on platform 2 extends between the Customer Help Points.



Raised Boarding Platform

A Raised Boarding Platform is available at the footbridge end of platform 2. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

Accessible Boarding Point

An Accessible Boarding Point is available on the Raised Boarding Platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the button on the Customer Help Point.

Shelter

There are multiple shelters on platform 2 and the Accessible Boarding area is sheltered.

Platform 3 features

V Line Platform

Platform 3 is a V-Line platform. Platform features, boarding procedures and staffing differ between Metro and regional services at this station. For more information about V-Line platform features and services, including when V-Line staff are available on the platform please call 1800 800 007.

Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise.

On platform 3 the hearing loop symbol is under the shelter on the city end of the platform.



General information about Platforms 4 and 5

Accessing and arriving on platforms 4 and 5

Platforms 4 and 5 can be accessed via the forecourt near the McNab Avenue by lift or ramp from the footbridge.

- When arriving at the forecourt from the lift or ramp, you are facing the direction of the barriers to platforms 4 and 5. Directional tactiles lead to McNab Avenue (behind you and to the right) or around a staircase towards the wide barrier. After passing through the barriers into the paid area directional tactiles lead to platform 4 on the left or platform 5 on the right. These platform entrances are approximately halfway down the platform.
- Escalator access to platforms 4 and 5 is available from the footbridge. When reaching the base of the escalators you are facing the barriers to platforms 4 and 5. Directional tactiles lead to the left around a large garden bed before continuing toward the wide barrier. After passing through the barriers into the paid area directional tactiles lead to platform 4 on the left or platform 5 on the right. These platform entrances are approximately halfway down the platform.
- Stair access to platforms 4 and 5 is available from the footbridge. When arriving at the base of the stairs from the footbridge the barriers are ahead and to the right. Directional tactiles lead to the wide barrier. After passing through the barriers into the paid area directional tactiles lead to platform 4 on the left or platform 5 on the right. These platform entrances are approximately halfway down the platform.

Waiting Room

The entrance to a waiting room with seats, vending machines and a male, female and accessible toilet is located ahead and slightly to the right as you enter the barriers to platforms 4 and 5. Entry is via sliding glass doors.

Platform 4 features

V Line

Platform 4 is a V-Line platform. Platform features, boarding procedures and staffing differ between Metro and regional services at this station. For more information about V-Line platform features and services, including when V-Line staff are available on the platform please call 1800 800 007 or (03) 9610 8554.

- Passengers using V/Line services who require boarding assistance wait at the Boarding Assistance Zone, which is located to the right as you enter the platform. The Boarding Assistance Zone is located beside a Safety Zone.

The Safety Zone

The Safety Zone is recognisable by a yellow striped pattern painted onto the ground, and it's location can be also identified by directional tactile indicators leading to the Next Service and Emergency Assistance buttons on the wall of the station building.

Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. The hearing loops on platform 4 are located near the Safety Zone and near the city end of the platform.

There is also a hearing loop in the waiting room between platforms 4 and 5.



Vending machines

Food and drink vending machines are available between the entrance to the platform and the Safety Zone.

Platform 5 features

Customer Help Point and Safety Zone

- A Customer Help Point within a Safety Zone is located on the building wall to the right as you enter the platform. Directional tactiles help identify the location of the Customer Help Point and Safety Zone on the platform.
- The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Metro staff are at Footscray Station from the first until the last train every day.
- The Safety Zone is recognisable by a yellow striped pattern painted onto the ground. Safety zones are monitored by CCTV and are well lit.



Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. The hearing loops on platform 5 extend between the Customer Help Points and the city end of the platform.

There is also a hearing loop in the waiting room between platforms 4 and 5.



Accessible Boarding Point and Raised Boarding Platforms

There are no Raised Boarding Platforms on platform 5. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

An Accessible Boarding Point is located at the city end of platform 5. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the button on the Customer Help Point.

General information - platform 6

Accessing and arriving on platform 6

- Level access is available between the Hyde Street entrance, forecourt and platform 6.
- Level access is available between the Talbot Street entrance, accessible car parking, forecourt and platform 6. Access to the station from this entrance is via the small station carpark.
- Ramps, stairs, escalators or lift from the footbridge can also be used to access platform 6 or Hyde Street via the forecourt.
- Lift and ramp access to platform 6 is available from the footbridge. The lift and ramp are located side by side. When exiting the lift or reaching the base of the ramp at the forecourt you are parallel with platform 6 on your left, and you are facing the direction of the barriers. However there are a number of obstacles nearby including a garden bed, columns and the end of the footbridge so the directional tactile indicators avoid these obstacles.

The directional tactiles lead around past the stairs and escalators on the left (as you approach the front of the stairs there are also directional tactiles leading to Hyde Street to the right). The directional tactiles lead around the Hyde Street end of the footbridge back to the wide barrier at platform 6. You will enter the platform approximately halfway down.

- Stair and escalator access to platform 6 is available from the footbridge. The stairs and escalators are located side by side at the Hyde Street end of the footbridge.

When reaching the base of the stairs or escalators, you are facing the Hyde Street entrance, with the entrance to platform 6 behind you to your left. Follow the directional tactile indicators around the end of the footbridge to the wide barrier. You will enter the platform approximately halfway down.

Platform 6 features

Platform edge warning tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Customer Help Point and Safety Zone

- A Customer Help Point within a Safety Zone is located on a brick wall to the right when you enter the platform. From the platform entrance it is located past vending machines and the entrance to a waiting room. Directional tactiles help identify the location of the Customer Help Point and Safety Zone on the platform.
- The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Metro staff are at Footscray Station from the first until the last train every day.
- The Safety Zone is recognisable by a yellow striped pattern painted onto the ground. Safety zones are monitored by CCTV and are well lit.



Hearing loops

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. The hearing loops on platform 6 extend between the middle and the footbridge end of the platform.

There is also a hearing loop in the waiting room.



Raised Boarding Platforms and Accessible Boarding Points

Raised Boarding Platforms are not available on platform 6. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

An Accessible Boarding Point is available at the footbridge end of the platform (you will pass underneath the footbridge to arrive at the Accessible Boarding Point). Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the button on the Customer Help Point.

Shelter

Shelters are available at different points along platform 6, but there is no shelter at the Accessible Boarding Point.

Waiting Room

A waiting room within a brick building is available on platform 6. After entering the barriers onto the platform and turning right, the waiting room entrance can be found after you pass vending machines and a bench seat on the right.

Vending machines

Food and drink vending machines are available between the platform entrance and the waiting room.