

Metro Community Day FAQs

We are excited to welcome you to our first Metro Community Day on Saturday, 1 April 2023.

Getting there

What is the easiest way to access Metro Academy using public transport?

Metro Academy is within a 400m walk from South Kensington Station. Metro staff will be on hand at South Kensington Station to assist and direct to passengers to the event. There will also be signage guiding the way to the academy. [A satellite image has been provided on page 3 showing the distance and route.](#)

To plan your journey please visit ptv.vic.gov.au or call 1800 800 007.

What trains travel to South Kensington Station?

South Kensington Station is accessible on the Williamston and Werribee lines departing Southern Cross Station.

Will there be a shuttle for those not able to walk 400m from South Kensington to the Academy?

We will have a buggy service available to those who require a shuttle from South Kensington Station to the Metro Academy. To reserve a booking, please email community.education@metrotrains.com.au no later than 24 March to arrange.

If I drive, is parking available at Metro Academy?

We strongly encourage travelling to the event via public transport. However, there is limited parking available near Metro Academy in the surrounding business park. You should only park in marked car spaces.

Will there be an accessible pick up and drop off point?

Accessible parking and a pick up/drop off point will be available directly located at the front of the Metro Academy building. Parking attendants will provide instructions on how to access the accessible parking areas on the day.

At the event

When should I arrive?

It is recommended that you arrive at least 10 minutes before your allocated timeslot. This allows us to check-in everyone and ensure the tour can keep to schedule. Head to the check-in tent with you arrive to notify staff of your arrival.

Are there accessible toilets?

Accessible toilets are available on all floors of Metro Academy, with lifts available between floors. Every effort has been made to cater for accessibility needs and should you require any specific requirements not covered in this document please email community.education@metrotrains.com.au for assistance.

Will there be a quiet room if I need a break?

A quiet room will be available and easily accessible on the day.

Are there breastfeeding and changing facilities?

A quiet room will be available and easily accessible on the day which is suitable for breastfeeding.

Can I bring a pram?

You are welcome to bring a pram – to ensure the best accessibility on the day there will be space for you to park your pram prior to exploring the Academy.

Can I bring my own food and drink?

We have food and drink covered! Complimentary tea, coffee, juice and water will be available at the end of the Academy tour along with the [Poncho Mexican Street Food Struck](#) which will be serving free Mexican fare for all ages. You are welcome to bring your own refreshments, however, food and drink are not permitted to be consumed inside the Academy.

Are there storage facilities?

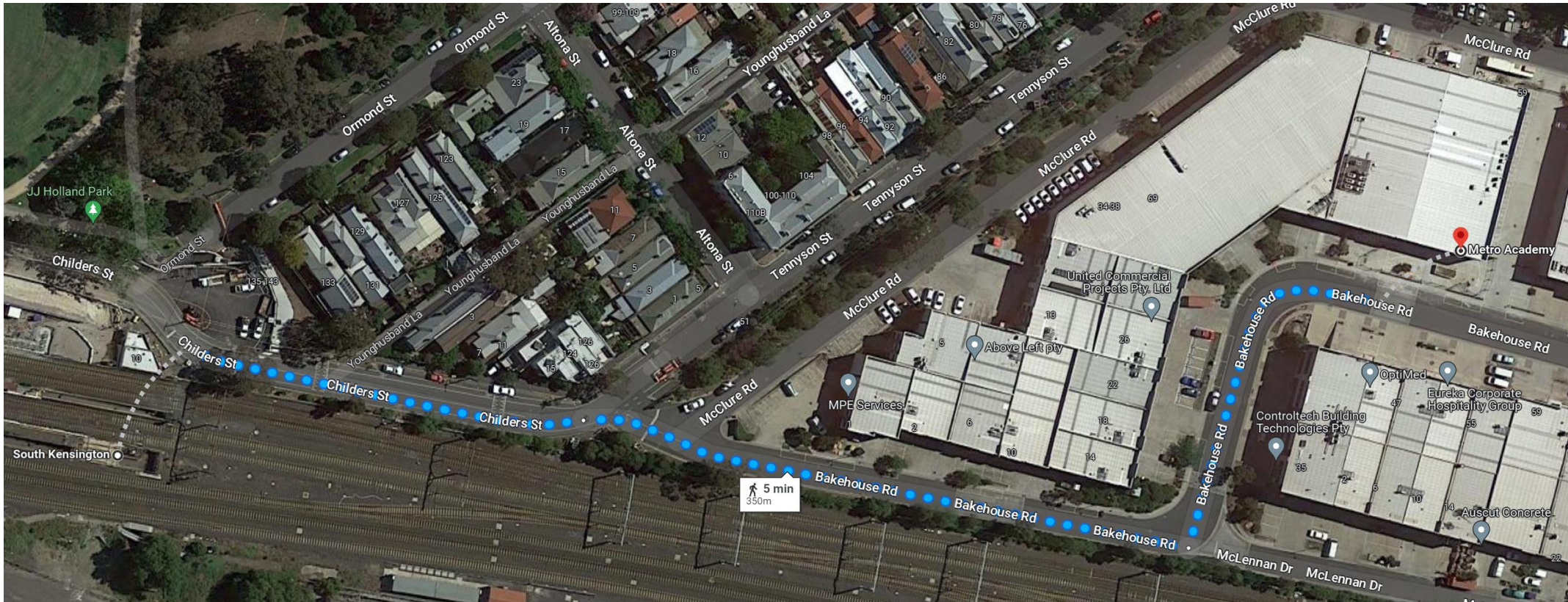
Storage facilities are available prior to commencing your tour of the Academy. Please speak to one of our friendly welcome team who will assist you with storing your items.

What if I register and my plans change, and I can longer make it?

We will be sending out a reminder to everyone who registered for the event a week before the Metro Community Day, asking to confirm if you still plan on attending the event. If your plans change, you will have the opportunity to cancel your registration. If you'd like to cancel your registration at an earlier date, please contact community.education@metrotrains.com.au with the name your tickets were registered with, and our attendance slot.

What if I'm running late and will miss my timeslot?

We will try our best to accommodate you in the next available timeslot.



Walking directions from South Kensington Station to Metro Academy

1. Head east on Childers Street for 100 metres towards Younghusband Lane
2. Continue onto Bakehouse Road
3. Walk through the main black gate and follow Bakehouse Road to Metro Academy.