

PLANNING YOUR VISIT TO CARRIAGEWORKS

SOCIAL STORY

WHAT IS A SOCIAL STORY?

A social story is a visual and written step by step guide to assist you with your visit.

This guide provides information on how to access Carriageworks, what to expect when you arrive and who to ask for assistance.

As Carriageworks hosts all kinds of events, some specific information for your visit may not be included in this guide. Please visit our website or contact us for more details.

BEFORE YOUR VISIT

Visit our website to see what's on. We are open Wednesday to Sunday, 10am – 5pm. However, our performance schedule varies. Please check the website for performance times.

During these hours, you can give us a call:
(02) 8571 9099.
Or email us: info@carriageworks.com.au.

Service animals are welcome at Carriageworks on a lead.

Our precinct has level access throughout and accessible bathrooms. Please note that there are stairs in Bay 20 and Bay 17. If you require level access seating, please email boxoffice@carriageworks.com.au when booking.

HOW TO ACCESS CARRIAGEWORKS MAIN ENTRANCE

Our main entrance is located at 245 Wilson Street.





Upon arrival, you will see a staircase. This leads to our main entrance.



There is an accessible ramp next to the stairs.

It also leads to our main entrance.



At the bottom of the stairs or the ramp is the Shared Pathway. This pathway is used by pedestrians, vehicles and bicycles.



Please look left and right before crossing the Shared Pathway to arrive at Carriageworks.



At the main entrance, enter through the automatic glass door on the right.

During rainy weather, be mindful of the floor which may be slippery when wet.

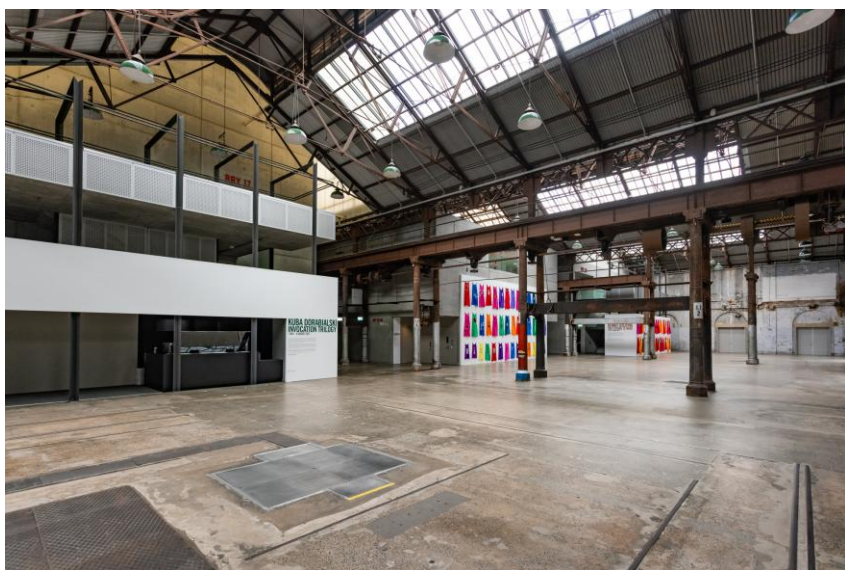


Once you've entered through the glass door, you have arrived in our Public Space.

You can access most of our theatres, galleries, theatre bar, venues and facilities from here.

There may be other visitors and music in the building. At times, you may experience an event setting up however, we will try our best to make sure it doesn't interfere with your experience.

You may also see signs with information and instructions for finding your way around the building.





Our Box Office and Info desk is found across from the main entrance.

Here you will find our customer service team and Box Office teams.

They can provide you with details about what's on, ticketing and other information for your visit.

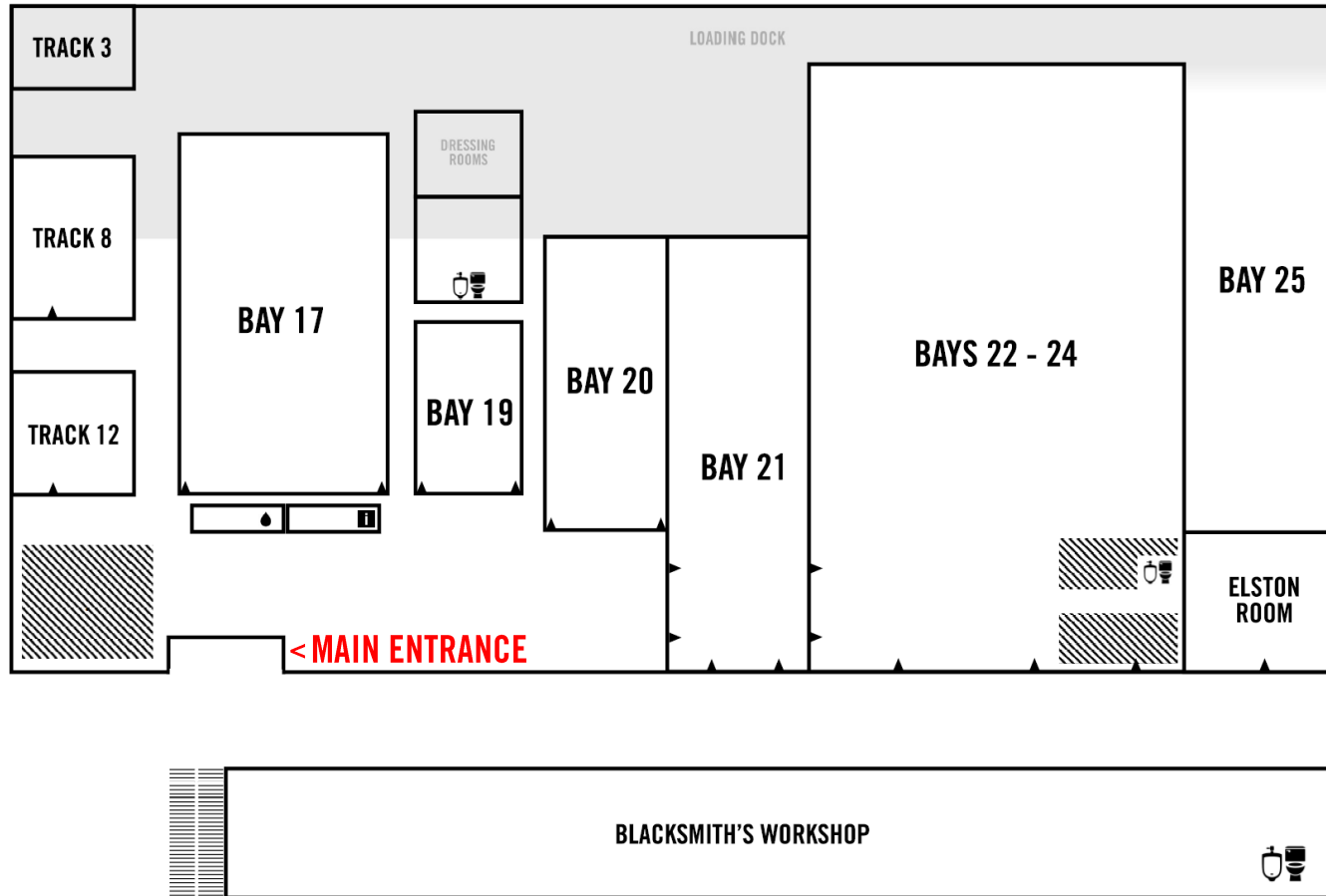


You can also ask our customer experience team if you need to borrow a wheelchair.

This is also where our team take calls, so you may hear a phone ring when you are close.

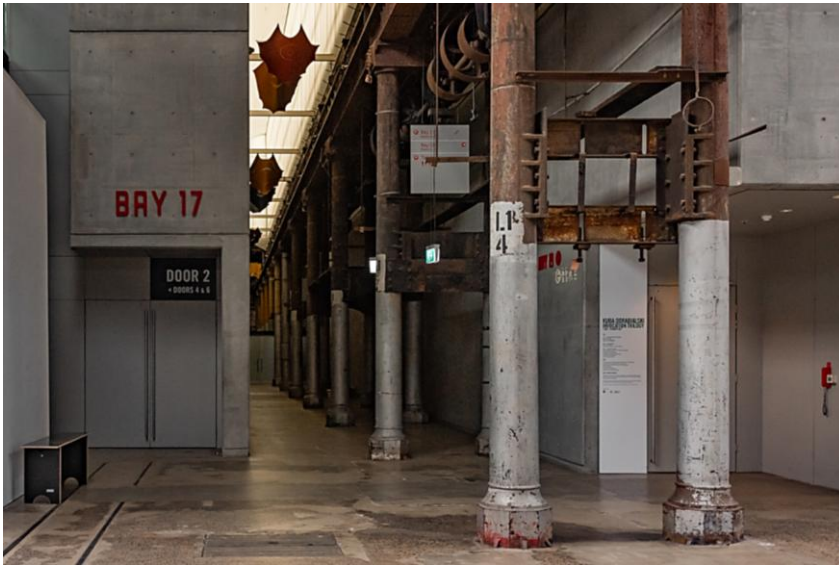
Our Front of House team may also be available to provide you with information.

They will be wearing black and a Carriageworks badge.



Here is a map of our precinct which shows the location of various venues: Tracks & Bays.

These venues are open specifically for exhibitions, events and performances, so some spaces may be not be open to the public at all times.



Our bathrooms are located behind Bay 19.

Follow the passageway to the right of the Box Office desk to reach the bathrooms.

The accessible bathrooms are between the male and female bathrooms. Gender diversity is welcome at Carriageworks. Please use the bathroom that aligns with your gender identity or expression.

You can ask our Box Office or Front of House staff to help you find them.





Benches around the Public Space are available for you to sit and take a break on.

There are also communal tables with stools to use. You can have something to eat or drink here.

Please ask an attendant whether food and beverages can be taken into theatres.



VISITING EXHIBITIONS & INSTALLATIONS



Carriageworks sometimes holds visual arts exhibitions in different parts of the precinct. This might include images, objects, videos, installations and performance.

Please do not touch the art, unless there is signage that tells you otherwise. This will help keep the works clean and safe.

Some spaces might be dark.

There may be signs in the exhibition telling you how to stay safe and experience the exhibit. Please follow these signs.



ATTENDING THEATRE AND EVENTS



Ticketed events mostly take place within theatres (Bay 17 and Bay 20) and other spaces such as our Tracks. Your ticket and the website will tell you which venue your event takes place in.

Ticketholders will be sent an email prior to the event to help plan your visit. This email will include information about parking, how to get here and food & beverage.



CARRIAGEWORKS AND MODERN CONVICT FILMS PRESENT

Hamlet Camp

Date
Performance Time
Venue Track 12
Running Time 90 minutes (no interval)
Content Warnings Course language, strobe, references to violence and self-harm
GA Seating in the Round

Please note:

- The performance will begin promptly at , we ask that you be seated 15 minutes before the show starts.
- There is only one row of ground level seating. Please contact us at boxoffice@carriageworks.com.au if you require a ground level seat.
- Carriageworks has limited cloakroom facilities, we ask that you don't bring large bags or items as it may not be possible to accommodate them.

For assistance with your tickets as well as accessible seating, please email boxoffice@carriageworks.com.au or visit the onsite Box Office.



Before you leave home, bring along a copy of your ticket, which can be found in your email or collected from the Box Office.

It can be stored on your personal device or printed on paper.

Your ticket will show you the venue of the event, the door number and seat number if required.

You can show your ticket to one of our friendly Front of House staff who can tell you where you need to go.

Mall Grab

Bays 22-24

Date Friday 13 June 2025

Time 5:00PM



Bays 22-24 GA Standard	
Order Number 175549	Ticket Number 18862799



You may have to wait in line to enter the theatre. Our staff may guide you to the queue.

Doors will open around 15 minutes before the start of the show.

Bells may be run at intervals of up to 20 minutes before the show start time. This will be broadcasted in the Public Space. This will remind you the show is about to start.



The images in this example are for the venue "Bay 20".



Show your ticket at the door.

A staff member will scan your ticket.

It may be dark as you enter.

Our events sometimes have reserved seating. Please take note of your allocated seat number on your ticket and your door number to help you locate your seat.



If you need assistance, our Front of House team is available to assist with finding your seat.

LEAVING THE CARRIAGEWORKS BUILDING



When you are ready to leave, return to the Public Space.

You can exit through the same door that you entered Carriageworks.

If you need to call a taxi, our Front of House and Box Office teams can assist with this.

HOW TO ACCESS CARRIAGEWORKS FARMERS MARKET



The Carriageworks Farmers Market is located next to the Carriageworks building, under the shelter, in an area called the 'Blacksmith's Workshop'.

The Market is held every Saturday 8am – 1pm.



There will be over 45 stallholders and lots of other visitors at the market.

You can find organic and biodynamic produce, artisan breads, boutique wines, single origin coffee, herbal teas, meat, eggs, freshly harvested honey and freshly cut flowers.





There is also ready to eat food and drinks like coffee, pastries, bacon and egg rolls, crumpets, Pho, pies and sandwiches.

Seating is available on the Shared Pathway.

Service animals and pets on a leash are welcome at the Carriageworks Farmers Market.





You can find our information desk inside the market.

Our staff can give you information about what's on and help you with your visit here.

Or you can come here to buy Carriageworks honey or a tote bag.

Thank you for reading our Social Story.
We hope you found it helpful.

Should you have any queries about your visit, contact us via phone at (02) 8571 9099 between Wednesday – Sunday, 10am – 5pm or email: info@carriageworks.com.au.

We look forward to welcoming you to Carriageworks soon.