# Access Key

# Vision Australia’s Carols by Candlelight

**24th December, 2018.**

**Sidney Myer Music Bowl King’s Domain, Linlithgow Avenue, Melbourne.**

**Website:** [**www.carols.visionaustralia.org/**](http://www.carols.visionaustralia.org/)

**Phone: 1300 847 466.**

**Presented by Priceline Pharmacy and Channel 9.**

**Updated November 2018.**

**Version 1.0**

## Glossary

**River side: right when facing the stage.**

**City side: left when facing the stage.**

## Guidelines

**Thank you for choosing to use an Access Key for Vision Australia’s Carols by Candlelight 2018.**

**For your Access Key to be successful we recommend you follow these guidelines:**

**Access Keys preferably to be obtained two weeks in advance of event.**

**Access Keys to be read calmly and confidently in an environment free of distractions.**

**An adult/carer is to read to the Access Key with the 'participant' as often as required, to ensure the participant understands the Access Key.**

**Help the 'participant' comprehend the key points of the Access Key, consistently monitoring for level of understanding.**

**If using the Access Key as a reflective tool, enjoy the pivotal link between experience and recall after the event has taken place.**

**Once the event has taken place, revisit the Access Key to celebrate success.**

**Download Access Key in its entirety - 25 pages in total.**

## Did You Know?

**Vision Australia's Carols by Candlelight is held at the Sidney Myer Music Bowl, located in King’s Domain, Melbourne.**

**The performers all generously donate their time.**

**All proceeds from ticket sales go toward services to support children who are blind or have low vision.**

**Souvenir song books will be available free of charge.**

**Patrons can request these at Merchandise Stall 4 located on the city-side of the venue.**

**Alternatively, patrons can request souvenir song books from any of the roving Vision Australia volunteers.**

**Chair rental will be available from Ticketmaster’s website when booking tickets.**

**This is an additional cost.**

**Quantity is limited and subject to availability.**

**Chair rental pick up will be from the city-side of the venue.**

**To provide feedback please contact** **carolsbycandlelight@visionaustralia.org**

## Booking a Ticket

**Ticket sales commence on the 11th October, 2018.**

**Ticket booking is via Ticketmaster.**

**Phone: 136 100 or online at the following link**

**http://www.ticketmaster.com.au/event/13005533CF628D99**

**Tickets can be printed at home, mailed, accessed via a mobile phone or picked up at a local Ticketmaster outlet.**

**No ticket pick-up will be available at the venue.**

**Allocated seating is displayed on tickets.**

**If you have a special need or accessibility requirement, please call Ticketmaster on**

**1300 446 925.**

**Important: Whilst Vision Australia have increased the amount of seating available for patrons requiring special assistance, we recommend booking as soon as possible as spaces are limited.**

**If aspects of the performance, such as noise, are an issue, it is recommended patrons purchase a lawn seat or sit near an aisle.**

## Accessibility for Patrons Who are Blind or Have Low Vision

**Concession pricing in the seated stalls section will be available.**

**Free of charge audio description units will be available for the duration of the event.**

**The units can be picked up from the Information Booth located to the right of Gate 1.**

**Patrons must sign unit out with identification.**

**Instructions of use can be provided.**

**Unit to be returned to the Information Booth at the conclusion of the event.**

**Souvenir song books will be available in braille and large print free of charge.**

**Patrons can request these at Merchandise Stall 4 on the city-side of the venue.**

**Alternatively, patrons can request these from any of the roving Vision Australia volunteers.**

## Additional Accessible Features

**Access Requirements - Wheelchair/Carer spaces are available.**

**Patrons to book as soon as possible via Ticketmaster’s Accessible Seating Line**

**1300 446 925.**

**Special access into the venue can be arranged.**

**Please pre-arrange through Arts Centre Melbourne 1300 182 183.**

**Patrons can make themselves aware to a Traffic Management Warden when they arrive if they require support from an Arts Centre Melbourne Usher.**

**Arts Centre Melbourne Ushers will be available on-site to provide support to people with a disability.**

## Parking

**From 4am on Sunday, 23rd December, 2018 Linlithgow Avenue will be closed to traffic.**

**There will be limited accessible parking available in Linlithgow Avenue.**

**For patrons requiring special access, there will be a drop off zone at the bottom of Gate 1.**

**Golf buggies will be on-site if required for assistance from Linlithgow Avenue to the venue.**

**This must be pre-arranged through Arts Centre Melbourne 1300 182 183.**

**The next closest available parking is Arts Centre Melbourne, a 10-minute walk from the venue.**

**Click the following link for information on how to get there.**

[**https://carols.visionaustralia.org/visitor-info**](https://carols.visionaustralia.org/visitor-info)

**Public transport options.**

**Please follow the following link** [**www.ptv.vic.gov.au**](http://www.ptv.vic.gov.au)

## What Can I Bring?

**Security will conduct entry checks for all patrons.**

**Any items which are not permitted will need to be disposed of or be placed in the cloak room and will be returned to patrons on exit.**

**The cloak room is located at the Information Booth.**

**Any opened liquids will need to be tipped out prior to entry (there will be water stations to refill water bottles inside the venue).**

**Bring:**

**Christmas cheer.**

**Rugs, cushions or low backrests.**

**Lawn chairs 20cm or less off the ground.**

**Picnics.**

**Sealed/empty plastic bottles up to 650mls.**

**Free tap water is available inside the venue.**

**It is recommended that patrons bring enough water to consume whilst in the queue.**

**Sunhats and sunscreen.**

**Umbrellas for shade/rain.**

**Collapsible prams (need to be cloaked upon entry unless organised with Arts Centre Melbourne).**

**NOT permitted:**

**BYO Alcohol.**

**Metal cutlery (including cheese and bread knives).**

**Glass.**

**Open drink containers.**

**Hard sided eskies, coolers and hampers.**

**Professional camera equipment.**

**Video cameras or drones.**

**Animals (assistance animals permitted).**

**Knives and dangerous objects of any kind.**

**Any items which may impede other people’s enjoyment of the show or deemed dangerous.**

## Entry

**Gate opens at 4pm.**

**All entry/exit will be through Gate 1 only.**

**Entry can take up to 30 minutes.**

**It is requested that all patrons move through the venue safely; walking only.**

**People with additional needs will receive priority entry.**

**There will be a special access queue to the left of Gate 1, if facing the stage.**

**Venue capacity is approximately 10,000 people**

### Sensory Guide Entry

#### Feel

* **Different ground surfaces**
* **Shared personal space**
* **Uneven ground**
* **Weather**

#### Sounds

* **Announcements**
* **Birds**
* **Entertainment**
* **Music**
* **People**
* **Traffic**

#### Sights

* **Bright flashing lights**
* **Crowd movement**

#### Smells

* **Food/Drink**
* **Nature**
* **Sunscreen**

## Staff and Assistance

**Vision Australia volunteers wear Vision Australia yellow t-shirts and yellow hats.**

**Arts Centre Melbourne Ushers wear orange shirts and black pants.**

**There will be a St. John Ambulance Australia (Victoria) first aid station located in the same building as the main set of toilets near the entry/exit, behind the hill.**

**St. John Ambulance Australia (Victoria) first aid staff wear dark green shirts with reflexive patches front and back and black pants.**

## Toilets

**At Sidney Myer Music Bowl, there are three sets of toilets.**

**The main set of toilets is located near the entry/exit, behind the hill.**

**There is;**

**Separate accessible male and female toilets with a manual door opening inward and a 780-mm door clearance.**

**Separate male and female toilets.**

**A baby change room located nearest to the female toilets.**

**The second set of toilets is located behind the seated stall area.**

**There is;**

**An accessible female toilet with a manual door opening outward and a 780-mm door clearance.**

**An accessible male toilet.**

**Access is via a small step and a manual door opening outward and a 780-mm door clearance.**

**Separate male and female toilets.**

**During the main event, access to the toilets located behind the seated stalls will be restricted due to television cameras.**

**It is recommended patrons use the toilets located behind the hill.**

**Arts Centre Melbourne Ushers will be available to provide help for patrons with access requirements.**

**A City of Melbourne toilet block is also located on the river-side of the venue, behind the stage.**

**There is;**

**A unisex accessible toilet with a manual door opening inward and an 800-mm door clearance.**

**Separate male and female toilets.**

### Sensory Guide Toilets

#### Feel

* **Different ground surfaces**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **People**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air Freshener**
* **Bathroom smells**
* **Disinfectants**

## Pre-Show Entertainment

**Pre-show children and family activities will commence at 4pm.**

**This will be held in the Christmas Festival area behind the hill.**

**Pre-show entertainment on stage for children will commence at 6pm.**

**Pre-show entertainment varies each year.**

**Shade is available in the Christmas Festival area.**

### Sensory Guide Pre-Show Entertainment

#### Feel

* **Different ground surfaces**
* **Shared personal space**
* **Uneven ground**
* **Weather**

#### Sounds

* **Announcements**
* **Applause/Cheer**
* **Entertainment**
* **Music/Singing**
* **People**
* **Performers**

#### Sights

* **Bright flashing lights**
* **Crowd movement**
* **Flickering candles**
* **Vivid entertainment**

#### Smells

* **Food/Drink**
* **Sunscreen**

## Main Event

**First, patrons are requested to be seated by 7.30pm and are asked to have all umbrellas taken down.**

**At 8pm the first performance will begin.**

**Next, a welcome announcement will be made.**

**The hosts will come on stage.**

**The hosts will introduce each performer and the song/s they will be singing.**

**During the show Santa Claus will appear.**

**Then, at the end of the show, the hosts will invite all performers on stage to wave goodbye.**

**Streamers will fill the stage.**

**The Show will finish at approximately 11pm.**

### Sensory Guide Main Event

#### Feel

* **Night air**
* **Shared personal space**
* **Weather**

#### Sounds

* **Announcements**
* **Applause/Cheer**
* **Entertainment**
* **People**

#### Sights

* **Bright flashing lights**
* **Flickering candles**
* **Vivid entertainment**

#### Smells

* **Food/Drink**
* **Sunscreen**

## Show (Broadcast) Etiquette

**Please try to refrain from standing and moving around during the show (broadcast).**

**It is a live television show and the only breaks available will be 3-minute advertisement breaks.**

## Vendors

**Merchandise Stall - Merchandise Stall 1 will be open from 2pm.**

**It is located outside Gate 1.**

**Merchandise Stalls 3 and 4 (one on each hillside) will be open from 4pm – 8:30pm.**

**Merchandise such as candles, bases and cups to catch wax, matches and glow sticks will be available.**

**Roving volunteer merchandise sellers will be present throughout the venue until 7.30pm.**

**Food Vendors - Food vendors are located behind and on both sides of the hill.**

**They sell food and beverages including soft drink, wine and beer.**

**Water stations will be available at the rear of the hill and the city-side of the venue, near Gate 1.**

### Sensory Guide Vendors

#### Feel

* **Different ground surfaces**
* **Heat from vans**
* **Shared personal space**
* **Uneven ground**
* **Weather**
* **Night air**

#### Sounds

* **Announcements**
* **Cooking equipment**
* **Entertainment**
* **People**
* **Van generators**

#### Sights

* **Bright flashing lights**
* **Flickering candles**
* **Smells**
* **Food/Drink**
* **Sunscreen**

## Time to Leave

**The show will conclude at approximately 11pm.**

**Exit will be through Gate 1.**

**This gate will remain open until midnight.**

**The venue will remain well-lit until the last person leaves.**

**The pathways will be well-lit and patrolled.**

**Linlithgow Avenue will remain closed, except for patrons who require special access for an Uber or taxi pickup.**

**Patrons please note; the driver picking up a passenger with accessibility requirements must know in advance so they can inform a Traffic Management Warden.**

**Vision Australia and AccessAbilityAustralia would like to wish you and those close to you a very Merry Christmas and a Happy New Year.**

## Accessibility

**Acceptance of companion cards.**

**Clear path of travel from entry to indoor venue areas.**

**Clear signage indicating entrance.**

**Wheelchair/Carer spaces are available.**

**Accessible storage area for mobility aids is located at the Cloak Room near Gate 1.**

**Wheelchair/scooter charging station (power point) is located in the First Aid Room, underneath the hill, to the right of entry Gate 1.**

**Wide, clear internal walkways (with the exception of seated stall section during performance due to television equipment).**

**100-metre pathway leading to seated stalls with gradient in excess of 1:14 (wheelchair users may require assistance).**

**Audio description units are available free of charge.**

**Braille and large print souvenir song books are available free of charge.**

**Large screens are on each side of the venue to provide a better level of viewing.**

**Assistance animals welcome.**

## Safety

**Throughout - entry checks and screening will apply including bag checks.**

**Undercover areas available in the Christmas festival or seated stalls/balcony sections for ticketholders.**

**Security, emergency services and Victoria Police on-site.**

**Varied terrain throughout (grass, concrete). Some surfaces with varied and uneven gradient.**

**Venue pathway curbs offering shoreline.**

**Cables may extend across ground surfaces (appropriate cable trays will be provided).**

**Fixed concrete pillars located on either side of the stage.**

**South East Water station located inside the venue as well as fixed water stations outside main toilet block.**

**Venue well-lit with additional lighting towers throughout.**

**Patrolled pathways.**

**If first aid is required, please see a St. John Ambulance Australia (Victoria) first aid attendee.**

**Defibrillator available for use located in the Event Operation Centre.**

**If required, please alert the nearest Arts Centre Melbourne Usher, Vision Australia volunteer or Security personnel to assess the situation.**

**Rubbish bins placed throughout venue.**

**Children must be supervised at all times.**

**Seated stalls and Balcony;**

**Limited handrails available on 100-metre gradients leading to seated stalls/balconies.**

**Ground drainage grates toward base of gradients.**

**No tactile ground surface indicators installed prior to steps in stalls.**

**No handrails on steps in stalls.**

**Contrast edging on steps in stalls.**

**Lighting on the end of each aisle in stalls.**

**Limited use of tactile ground surface indicators installed prior to steps in balcony sections.**

**During main performance, protruding TV equipment on pathways.**

**Access Ability Australia logo**

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**Please complete our short survey on the following link to help us ensure continuous improvement.**

[**https://www.surveymonkey.com/r/F666XYK**](https://www.surveymonkey.com/r/F666XYK)

**We really appreciate your feedback.**

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