



vision australia's carols by candlelight

Presented by



24th December, 2018

Access Key

Sidney Myer Music Bowl
King's Domain, Linlithgow Avenue,
Melbourne

www.carolsbycandlelight.com.au

Ph: 1300 847 466



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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 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.
- Accessibility information is located on page 18. Safety information is located on page 19.
- Download Access Key in its entirety - 19 pages in total.

 The logo for AccessAbilityAustralia, featuring a stylized 'AA' in blue and green with an orange swoosh underneath.	<p>Access Ability Australia</p> <p>Access Keys are designed and developed by AccessAbilityAustralia.</p> <p>To view the full range of free Access Keys available, go to AAA Library. For Access Keys in Braille or audio, please Contact Us. Please complete our short survey to help us ensure continuous improvement.</p>
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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 of October, 2018.

Ticket booking is via Ticketmaster, phone 136 100 or [online](#).

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 Accessibility Features

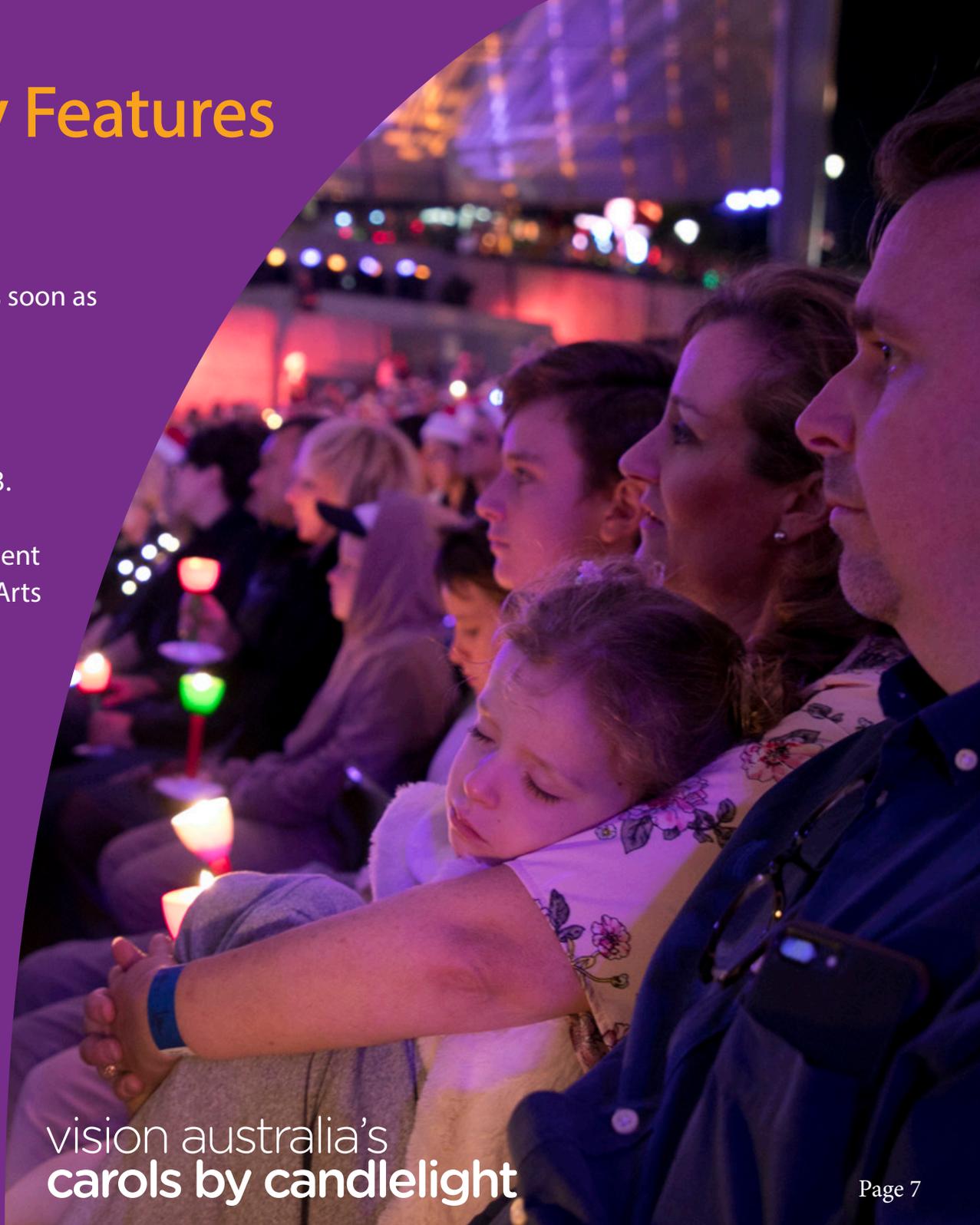
Access Requirements

Wheelchair/Carer spaces are available. Patrons to book as soon as possible via Ticketmaster's Accessible Seating Line
Ph: 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.



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Parking

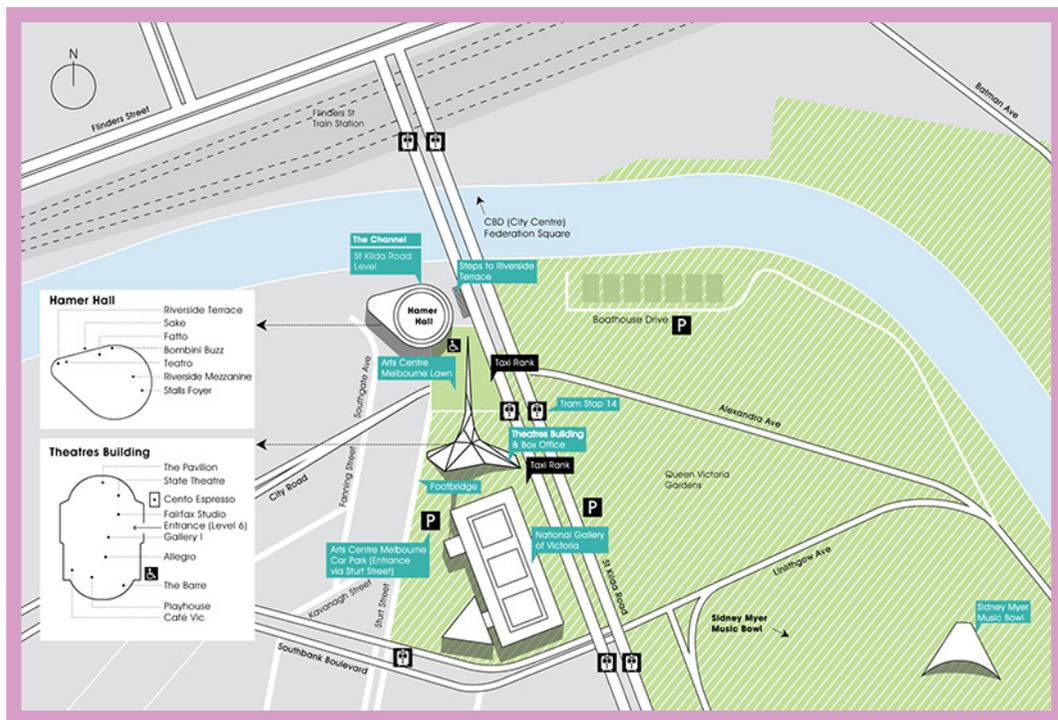
From 4am on Sunday, 23rd December, Linlithgow Avenue will no longer be available for ANY unauthorised vehicles (unauthorised vehicles are defined as any vehicle that does not have a disability parking permit).

There will be 6 accessible parking bays available in Linlithgow Avenue. Disability parking permits must be displayed at all times to gain access to these car parks.

For patrons requiring special access or assistance, please arrange to be dropped off at the corner of Linlithgow Avenue and Government House Drive. An Arts Centre Melbourne usher will be stationed there to offer assistance.

Golf buggies will be on-site if required for assistance from Linlithgow Avenue and Government House Drive to Gate 1 of the venue. This can be pre-arranged through Arts Centre Melbourne 1300 182 183 or you can arrange with the usher at the corner of Linlithgow Avenue and Government House Drive.

The next closest available parking is Arts Centre Melbourne, a 10-minute walk from the venue. The best way to enter the Arts Centre Melbourne Car Park is to take the Sturt Street Exit from City Road (when travelling west-bound on City Road) and make a left into the Arts Centre Car Park. Please note that due to road works, you cannot access Southbank Boulevard from St. Kilda Road. Please plan your trip accordingly.



How To Get There
[Click here](#)



Public transport options:
www.ptv.vic.gov.au



How To Get There
[Click here](#)

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



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 reflective patches front and back and black pants.



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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.



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



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



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 Stalls

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



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 11 pm.

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) 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 free of charge.
- Braille and large print souvenir song books free of charge.
- Large screens 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.