



vision australia's carols by candlelight

Broadcast Partner 



Access Key

24th December, 2019

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

www.carols.visionaustralia.org

Ph: 1300 847 466

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Glossary

AFFL	Above Finished Floor Level.
Cityside	Left when facing the stage.
Riverside	Right when facing the stage.
TGSI	Tactile Ground Surface Indicators.



Guidelines

Thank you for choosing to use an Access Key for Vision Australia's Carols by Candlelight 2019.

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

- Access Keys are available online to help you prepare for your visit in advance.
- Access Keys be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page 19.
- Safety information is located on page 20.
- Download Access Key in its entirety - 20 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

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.

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 the Merchandise Stall located on cityside hill. Alternatively, patrons can request souvenir song books from any of the roving Vision Australia volunteers.
- Chair rental will be available from Ticketek'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 cityside of the venue.
- ATM located at the top of the hill, on the roundabout.
- To provide feedback please contact carolsbycandlelight@visionaustralia.org.

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carols by candlelight





Booking A Ticket

Ticket booking is via Ticketek, phone 13 28 49 or [online](#).

Tickets can be printed at home, mailed, accessed via a mobile phone or picked up at a local Ticketek 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 Ticketek on 1300 130 300.

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.



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GATE 1		SIDNEY MYER MUSIC BOWL			
SECTION STALLS2-2		VISION AUSTRALIA'S CAROLS BY CANDLELIGHT FESTIVITIES FROM 4:00PM			
AISLE					
ROW E	SEAT 32	Tue 24 Dec 2019 8:00pm			
EVENT EVSM201976CA					
		GATE 1	SECTION STALLS2-	AISLE	ROW E SEAT 32

ADULT

\$262.90 INC GST

TRANS ID: 7324
PURCHASE ID: 64C4019
SELLER: (BVELA1)
REV ID: 0
*Includes Pay Lst A&B 10.000 L&R 110

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 the Merchandise Stall located on cityside hill.

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 Ticketek's Accessible Seating Line Ph: 1300 130 300.

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.

Auslan interpreters will be on-site. There will be an area at the front of the lawn to facilitate this. For further information go to [Auslan Stage Left](#).

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

A photograph of a woman with long brown hair holding a young child with dark hair and a red bow. They are both looking down at a glowing candle held by the child. The scene is dimly lit, with the candle providing the main light source. The woman is wearing a dark top, and the child is wearing a red dress. The background is dark and out of focus.

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Parking

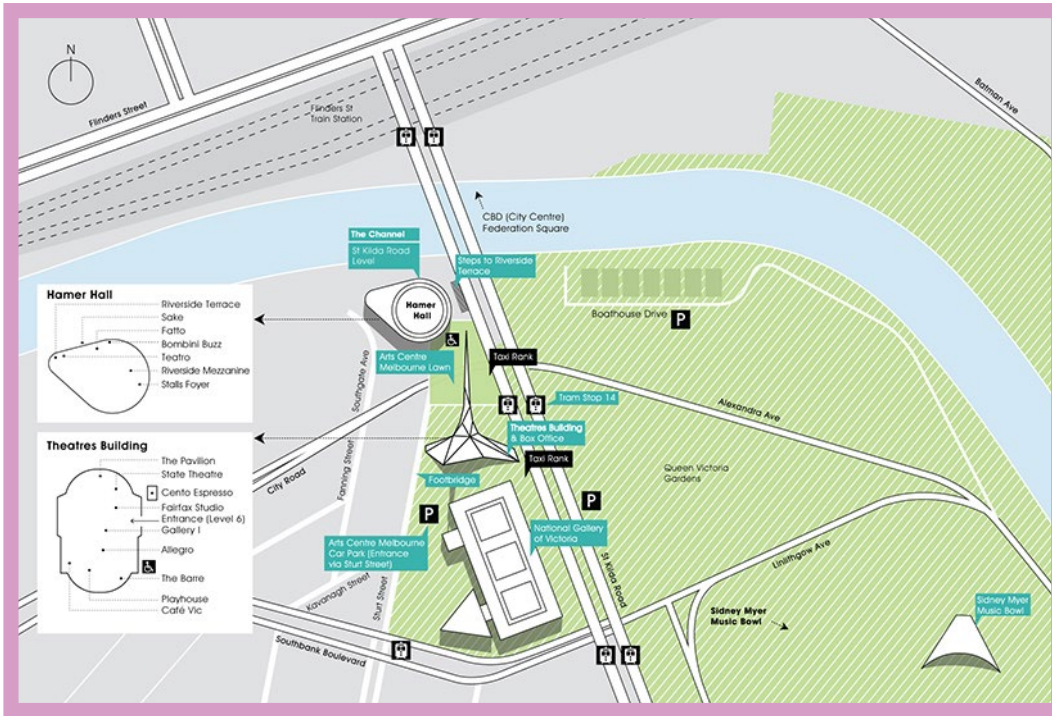
From 5pm on Monday, 23rd December, Linlithgow Avenue will no longer be available for ANY unauthorised vehicles (unauthorised vehicles are defined as any vehicle that does not have a disability parking permit).

There will be accessible parking bays available next to the roundabout, near the Shrine. 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.



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 to the right of Gate 1 upon entry. 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 and your best singing voice.
- Picnic blankets, cushions or low backrests.
- Folding chairs that are no more than 20cm in height.
- 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.
- Comfortable clothing appropriate for the weather, sunhats and sunscreen
- Umbrellas for lawn tickets.
- Collapsible prams (need to be cloaked upon entry unless organised with Arts Centre Melbourne).

NOT permitted

- Alcohol (beverages available for purchase!).
- Metal cutlery (including cheese and bread knives).
- Glass.
- Open drink containers.
- Hard sided eskies, coolers and hampers.
- Professional cameras.
- Video cameras or drones.
- Animals (assistance animals permitted)
- Knives and dangerous objects of any kind.
- Illicit substances.
- Lasers.
- Smoking only permitted in designated areas.
- Any items which may impede other people's enjoyment of the show or deemed dangerous.



Entry

Gate opens at 4pm.

All entry/exit points will be located at 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 an additional access point via Gate 1 for patrons with access requirements.

A Box Office will be available to the right of entry, when facing Gate 1.

An LED screen will be located at Gate 1 providing conditions of entry and general event information.

Venue capacity is approximately 10,000 people.



Sensory Guide



Feel

Different ground surface
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 yellow hats with Vision Australia logo and yellow t-shirts.

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 - Main Set

There are two sets of public toilets available within the venue.

Location: Main set near the entry/exit, behind the hill.

Includes:

Female Toilets

- One female accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 810mm. Twist lock at 1150mm AFFL.
- Cubicle space 2400mm x 1850mm.
- Grab bars to the left and behind toilet.
- Toilet height 460mm AFFL with left hand transfer.
- Sink height 740mm AFFL with lever tap 840mm AFFL.
- Baby change area.
- Separate female toilets with 35 cubicles.

Male Toilets

- One male accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 820mm. Twist lock at 1150mm AFFL.
- Cubicle space 3000mm x 1600mm.
- Grab bars to the right and behind toilet.
- Toilet height 450mm AFFL with right hand transfer.
- Sink height 750mm AFFL with lever tap 850mm AFFL.
- Separate male toilets with 4 cubicles.



Sensory Guide



Feel

Shared personal space



Sounds

Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Toilets - Seated Stalls

Location: Behind the seated stall area.

Includes:

Female Toilets

- One female accessible toilet with artificial lighting.
- Manual door opening outward. Door clearance of 800mm. Twist lock at 1140mm AFFL.
- Cubicle space 1800mm x 2300mm.
- Grab bars to the right and behind toilet.
- Toilet height 440mm AFFL with right hand transfer.
- Sink height 780mm AFFL with lever tap 850mm AFFL.
- Separate female toilets with 11 cubicles. Access is via 6 steps down and handrail on one side.

Male Toilets

- One male accessible toilet with artificial lighting.
- Manual door opening outward. Door clearance of 800mm. Twist lock at 1160mm AFFL.
- Cubicle space 2300mm x 1800mm.
- Grab bars to the left and behind toilet.
- Toilet height 450mm AFFL with left hand transfer.
- Sink height 780mm AFFL with lever tap 880mm AFFL.
- Separate male toilets with 2 cubicles. Access is via 6 steps down with handrail on one side.



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 (toilet - main set). Carer assistance may be required.

Sensory Guide



Feel

Shared personal space



Sounds

Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Christmas Festival

Pre-show children and family activities will commence at 4pm. This will be held in the Christmas Festival area behind the hill.

Entertainment includes:

- LEGO Classic Area with creative play tables and speed build challenge.
- smoothfm: Chocolate Toss, free massages, photo opportunity, gingerbread decortating station, carnival Tea Cup ride.
- PJ Masks - inflatables and characters.
- Villa Maria Wine Garden.
- More than 10 of Melbourne's best food trucks. (Primo Pizza, Mr Hot Dog, Sweet Forbidden Journey, Kaiser Schnitzel, Kracken Squid, Pasta Face, Billy Van Creamy, Snow Ghost, Crepes and Coffee).

Pre-show entertainment on stage for children will commence at 6pm. Shade is available in the Christmas Festival area.



Sensory Guide



Feel

Different ground surface
Dizziness | Spinning
Shared personal space
Uneven ground
Weather



Sounds

Announcements
Applause/Cheer
Entertainment
Music/Singing
People
Performers



Sights

Bright flashing lights
Crowd | Ride 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
Crowds
Flickering candles
Vivid entertainment



Smells

Food/Drink
Sunscreens

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

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

Inside the venue, a fixed Merchandise Stall will be available to the left of Gate 1. Additional stalls are also located on cityside hill and riverside hill.

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

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 cityside of the venue, near Gate 1.



Sensory Guide



Feel

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



Sounds

Announcements
Cooking equipment
Entertainment
People
Van generators



Sights

Bright flashing lights
Crowd movement
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

- An additional City of Melbourne toilet block is also located on the riverside of the venue, behind the stage.
- Acceptance of Companion cards.
- Clear path of travel from entry to indoor venue areas.
- Clear signage indicating entrance.
- Wheelchair/Carer spaces available.
- Accessible storage area for mobility aids located at the Cloak Room near Gate 1. Window 1460mm AFFL. Staff available to assist.
- Fixed Merchandise Stall with window 840mm AFFL located near Gate 1.
- Box Office with window 1020mm AFFL.
- 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 at 1:5 (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.
- Drinking fountains located behind the hill, outside cafe at 690mm, 760mm and 910mm. No knee clearance.



Safety

THROUGHOUT

- Entry checks and screening will apply including bag checks.
- Undercover areas 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.
- TGSI around back of house outside areas (drop off point carpark and stairs down to stage door area).
- Cables may extend across ground surfaces (appropriate cable trays will be provided).
- Fixed concrete pillars located on either side of the stage.
- Two South East Water stations 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 or report to first aid room, located next the main mens toilets or the large marquee, located opposite.
- 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 on 100-metre gradients leading to seated stalls/balconies.
- Ground drainage grates toward base of gradients.
- No TGSI installed prior to steps in stalls.
- No handrails on steps in stalls.
- Faded contrast edging on steps in stalls.
- Lighting on the end of each aisle in stalls.
- Limited use of TGSI installed prior to steps in balcony sections.
- During main performance, protruding TV equipment on pathways.