Vision Australia

CAROLS BY CANDLELIGHT

Broadcast by 9 Presented by Specsavers

Access Key

A customised accessibility guide

24th December, 2026



Sidney Myer Music Bowl
King's Domain,
Linlithgow Avenue, Melbourne
carolsbycandlelight.com.au
Ph: 1300 847 466

Updated October 2026 V1

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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 2026. This customised accessibility guide provides convenient information about accessing this event. Access Keys are universally designed and suitable for all people, regardless of ability.

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

Access Ability Australia

Access Keys are designed and developed by Access Ability Australia.

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 feedback survey to help us ensure continuous improvement.

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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.
- 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 next to Gate 1.
- To provide feedback please contact carolsbycandlelight@visionaustralia.org.



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Booking A Ticket

Ticket booking is via Ticketek, phone 132 849 or online.

Tickets can be accessed via a mobile phone.

Allocated seating is displayed on tickets. General Admission tickets aren't allocated an assigned spot and may choose a space within the designated General Admission section.

If you have a special need or accessibility requirement, please call either Arts Centre Melbourne on 1300 182 182, Ticketek on 1300 665 915, or complete Ticketek's Accessible Seating Booking Form and a member of their team will be in touch.

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.



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Additional Accessibility Features

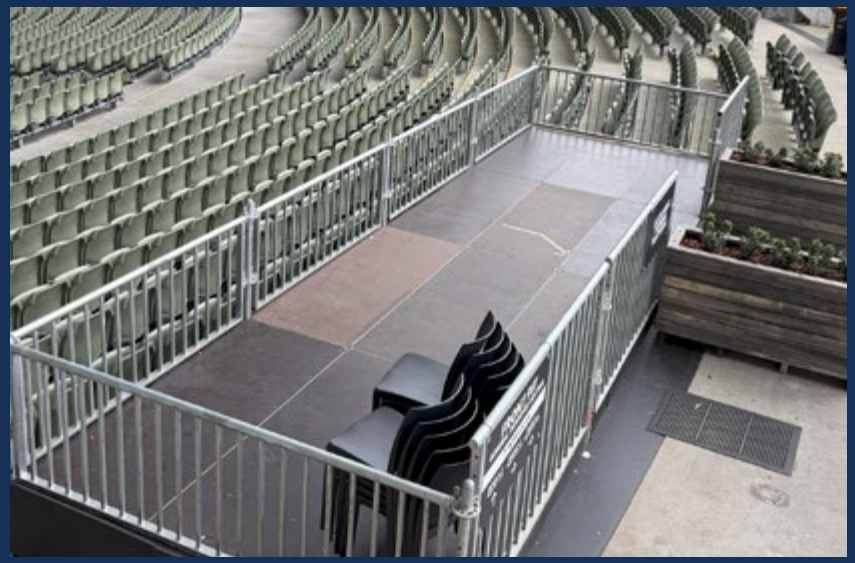
Wheelchair/Carer spaces are available. Wheelchair accessible seating is located in the rear of the stalls on the Accessible Viewing Platforms and in dedicated lawn areas.

Patrons to book as soon as possible via Ticketek website, or you can call Arts Centre Melbourne on 1300 182 182 or Ticketek's Accessible Seating Line 1300 665 915.

Special access into the venue can be arranged. Please phone the venue to make arrangements on (03) 9281 8000.

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

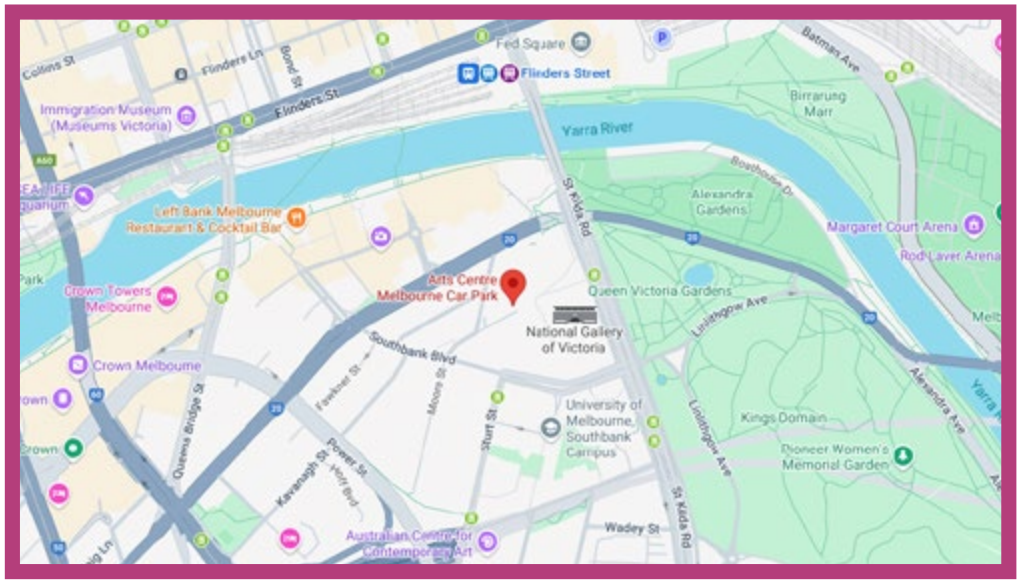
From 5am on Wednesday, 23rd December, 2026 parts of Linlithgow Avenue will no longer be available for ANY unauthorised vehicles (unauthorised vehicles are defined as any vehicle that does not have a disability parking permit).

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 (03) 9281 8000 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 Arts Centre Melbourne Car Park can be accessed from either Kavanagh Street or Southbank Boulevard.





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. Please collapse during performances.
- Collapsible prams (need to be cloaked upon entry unless organised with Arts Centre Melbourne).
- Face masks and hand sanitiser.

NOT permitted

- Alcohol (beverages available for purchase!).
- Metal cutlery (including cheese and bread knives).
- Glass.
- Open drink containers.
- Hard sided eskies, coolers and hampers.
- Tents or sun shelters.
- Flags, banners or promotional materials.
- Professional cameras.
- Video cameras or drones.
- Animals (assistance animals permitted)
- Knives and dangerous objects of any kind.
- Illicit substances.
- Lazers.
- Smoking and vaping 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 45 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.



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

Arts Centre Melbourne Ushers wear orange shirts and black pants.

There will be a St. John Ambulance Australia (Victoria) first aid station located on a deck along the rear fence line before you reach the food trucks

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

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

Includes:
- all gender accessible toilet with artificial lighting
- manual door opening inward. Door clearance 810mm. Twist lock 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 women/girl's toilets with 35 cubicles.

Includes:
- all gender accessible toilet with artificial lighting
- manual door opening inward. Door clearance 820mm. Twist lock 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 men/boy's toilets with 4 cubicles.



Feel
Shared personal space

Sounds
Echo
Hand dryers
People (excl. accessible)
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:
- all gender accessible toilet with artificial lighting
- manual door opening outward. Door clearance 800mm. Twist lock 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 women/girl's toilets with 11 cubicles. Access is via 6 steps down and handrail on one side.

Includes:
- all gender accessible toilet with artificial lighting
- manual door opening outward. Door clearance 800mm. Twist lock 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 men/boy's 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.



Feel
Shared personal space

Sounds
Echo
Hand dryers
People (excl. accessible)
Toilet flushing
Water running

Sights
Bright lights
Mirror/Reflection

Smells
Air Freshener
Bathroom smells
Disinfectants

Main Event

First
Patrons are requested to be seated by 7.45pm 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.



Feel
Night air
Shared personal space
Weather

Sounds
Announcements
Applause/Cheer
Entertainment
People

Sights
Bright flashing lights
Crowds
Flickering candles
Vivid entertainment

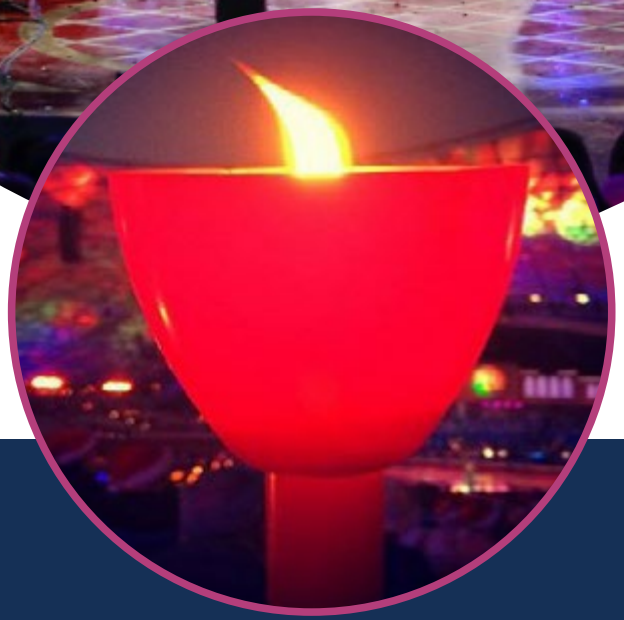
Smells
Food/Drink
Sunscreen

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

Inside the venue, a fixed Merchandise Stall will be available to the right of Gate 1. On rehearsal night, glowsticks only will be sold.

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.

Food vendors this year are yet to be confirmed.

There are water taps to refill water bottles next to the food court at the rear of the hill.

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.

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.



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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.
- Large screens on each side of the venue to provide a better level of viewing.
- Assistance animals welcome. For ease of identification, please ensure they wear their assistance animal jacket, harness, tag or other indicator.
- Taps to refill water bottles at 1100mm and 7500mm AFFL. No knee clearance.



Safety

THROUGHOUT

- Entry checks and screening will apply including bag checks.
- 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.
- 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 men/boy's 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 or security personnel to assess the situation.
- 240l Wheelie rubbish bins placed throughout venue at height 1060mm AFFL.
- 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.