# Bunjil Place Studio Access Key

**Version 1.0**

**Updated December 2018**

## Guidelines

**Thank you for choosing to use an Access Key for Bunjil Place Studio.**

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

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

**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 visit has taken place.**

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

**Download Access Key in its entirety - 15 pages in total.**

## Did You Know?

**Bunjil Place is the City of Casey’s vibrant new arts and entertainment precinct.**

**For information about events, services and facilities, visit Bunjil Place website on the following link** [**https://www.bunjilplace.com.au**](https://www.bunjilplace.com.au)

**or visit Box Office on the following link.**

[**https://www.bunjilplace.com.au/events**](https://www.bunjilplace.com.au/events)

**Bunjil Place Studio hosts a variety of entertainment and performances suitable for patrons of all ages.**

**The Studio offers free events such as art exhibitions and installations.**

**The Studio can be hired for formal presentations including catered dinners and school presentations.**

**Enquire on the following link.**

[**https://cityofcasey.ungerboeck.com/prod/app/embedded-oar.html?CC=2#&ui4nvh!eyJuYXYiOiJ2aWV3QWRkQWNjb3VudCJ9!ui4nvh**](https://cityofcasey.ungerboeck.com/prod/app/embedded-oar.html?CC=2#&ui4nvh!eyJuYXYiOiJ2aWV3QWRkQWNjb3VudCJ9!ui4nvh)

**Companion cards are accepted.**

**Free Wi-Fi is available.**

**It is recommended that patrons arrive at least 15-minutes before the beginning of a performance.**

**Arriving late to a performance can be disruptive to the performers on stage and to other audience members.**

**Patrons may be asked to wait until a suitable time in the performance before being permitted to enter the Studio.**

## Ticketing

**For general ticketing and accessible bookings, call**

**9709 9700 Monday to Friday, 9.00 am – 5.00 pm or email** **bunjilplace@casey.vic.gov.au** **to contact Box Office team.**

**Patrons can also purchase tickets for Bunjil Place Studio at the Box Office.**

**The Box Office is located in the centre of Bunjil Place.**

**Cash or eftpos is accepted.**

**If patrons require assistance upon arrival, please see a staff member of the Concierge or Front of House team.**

**It is requested that all patrons pre-book accessible seating via the options above.**

**A cloaking service is available at the Box Office.**

## Toilets

**Bunjil Place has:**

**A fully accessible adult change room complete with hoist, shower and seat, toilet rails and a lowered sink.**

**A parent room complete with microwave oven.**

**Accessible gender-neutral toilet.**

**Separate male and female toilets.**

### Sensory Guide Toilets

#### Sounds

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

#### Sights

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

#### Smells

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

## Staff

**Roving Concierge staff wear black t-shirts or blue chequered shirts.**

**Box Office staff wear black t-shirts or blue chequered shirts with black jackets or grey cardigans.**

**A variety of Front of House staff may be present according to opening hours/events and wear either black/white chequered shirts, blue/white chequered shirts, black plain shirts or black t-shirts with the word ‘hello’ on the front.**

**Security staff wear traditional security outfit: black jackets and white shirts.**

**All staff wear lanyards with a swipe card containing name and identification photo.**

## Studio Entry

**Bunjil Place Studio is located on the ground level.**

**Studio doors open 20-minutes prior to show commencement.**

**There are two accessible entry/exit doors to the Studio.**

**For ticketed shows, Front of House staff will be available on both doors to scan tickets.**

**House lights will remain on during pre-show admission.**

**Some shows have general admission and other shows have allocated seating.**

**Allocated seating is displayed on tickets.**

**Seating rows have aisle lettering and each seat is numbered.**

**Front of House staff are also available in the Studio to help guide patrons to seating.**

## Performances

**The Studio is a transforming open black box theatre with retractable seating for up to 200 people.**

**Events enjoyed in this space may include theatre, music, cabaret, comedy, circus, exhibitions, talks and school presentations.**

**Some shows may have an intermission.**

**If an intermission is available, it will be noted on tickets and announced at pre-show time.**

**During intermission, patrons may wish to leave or remain in the Studio.**

**An announcement will be made to advise patrons intermission is a coming to an end.**

**The Bar, located next to the Box Office, will open an hour prior to the performance and for intermission during every general public ticketed event.**

**The Bar offers refreshments and snacks.**

**Additional signage will be displayed if a performance has strobe lighting, coarse language etc.**

**Food and drink may be consumed in the Studio.**

### Sensory Guide Performances

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Movement

* **Balance**

#### Sounds

* **Applause**
* **Flip out chairs**
* **Music**
* **Performers/Narrator**
* **People**
* **Sound effects**

#### Sights

* **Special effects smoke**
* **Varied lighting**
* **Vivid entertainment**
* **Visual effects**

#### Smells

* **Food/Drink**
* **Special effects smoke**
* **Timber**

## Studio Exit

**At the conclusion of shows, full house lights will come on to indicate it is time for patrons to leave.**

**Some shows may have an encore.**

**If an encore takes place, house lights will go off again to allow for the encore.**

**(An encore is a short performance after the main performance).**

**When full house lights are on, patrons are requested to leave in an orderly manner. Walking only.**

**Front of House staff are available to help guide patrons to exits.**

**For patrons with mobility requirements, please see a Front of House staff.**

## Accessibility

**Visual Communication Board located at Box Office.**

**Pen and paper available at Box Office for exchanging information.**

**Staff available to read information to patrons if required.**

**Assistance animals are welcome.**

**Studio has wheelchair and companion seating.**

**Vision impaired seating is available upon request – if Studio has an audio described performance, seats will be retained to facilitate bookings for patrons with low vision.**

**Studio provides an appropriate acoustic environment.**

**Seating is available outside the Studio.**

**Wheelchair/scooter charging station (power point) is available in an accessible location.**

**Please see Roving Concierge or Front of House staff for assistance.**

## Safety

**Studio flooring is black Masonite.**

**Clear entry/exits.**

**Retractable step lighting remains on at all times.**

**No tactile ground surface indicators installed prior to retractable seating steps.**

**Step handrail may be subject to slight movement due to temporary nature of structure.**

**No aisle lighting available.**

**House lighting will vary.**

**No stage definition visible at front of the Studio.**

**Front of House staff provide assistance to cloak mobility aids.**

**If assistance or first aid is required, please see Front of House staff.**

**All exits are clearly marked with appropriate signage above all doors.**

**The Studio is a no smoking zone.**

**Bunjil Place request all patrons respect personal space of others, place rubbish in bins provided and move safely throughout the venue, walking only.**

**In the event of an emergency, staff will help and direct visitors.**

**If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.**

## Contact Us

**Bunjil Place, 2 Patrick Northeast Drive, Narre Warren, Victoria, 3805.**

**Phone: 9709 9700**

**Website:** [**www.bunjilplace.com.au**](http://www.bunjilplace.com.au)

**Facebook:** [**https://www.facebook.com/BunjilPlace/?ref=br\_rs**](https://www.facebook.com/BunjilPlace/?ref=br_rs)

**Instagram:** [**https://www.instagram.com/bunjil\_place/**](https://www.instagram.com/bunjil_place/)

**YouTube:** [**https://www.youtube.com/channel/UCtJWVwEn0-etpde3X03V8Fw**](https://www.youtube.com/channel/UCtJWVwEn0-etpde3X03V8Fw)

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**For Access Keys in Braille or audio, please contact us** [**https://accessabilityaustralia.com/contact-us/**](https://accessabilityaustralia.com/contact-us/)

**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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