# 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**](mailto: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)

**Access Ability Australia logo**

**PO Box 2207**

**Rowville Victoria 3178**

**Mobile 0403 670 942**

**Mobile 0412 206 923**

**Email** [**info@accessabilityaustralia.com**](mailto:info@accessabilityaustralia.com)

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

**Access Keys are designed and developed by AccessAbilityAustralia.**

**To view the full range of free Access Keys available, go to the following link** [**https://accessabilityaustralia.com/access-keys-2/**](https://accessabilityaustralia.com/access-keys-2/)

**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.**

**© AccessAbilityAustralia, All Rights Reserved. 2017**

**Disclaimer: All materials provided through AccessAbilityAustralia are not intended to replace professional advice.**

**All necessary care has been taken to design and produce Work(s).**

**Full implementation guidelines are supplied in accordance with Work(s) in its entirety.**

**You acknowledge and agree that you are using all services and facilities provided by**

**AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia.**

**You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage.**

**AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions.**

**This Access Key is not to be altered by any parties without express permission of AccessAbilityAustralia.**

**End of document.**