# Bunjil Place Theatre Access Key

**Version 1.0**

**Updated December 2018**

## Guidelines

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

**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 - 17 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** [**www.bunjilplace.com.au**](http://www.bunjilplace.com.au) **or Box Office on the following link** [**https://www.bunjilplace.com.au/events**](https://www.bunjilplace.com.au/events)**.**

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

**The Theatre can be hired for formal presentations and school presentations.**

**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 Theatre.**

## Ticketing

**For general ticketing and accessible bookings call 9709 9700 Monday - Friday, 9am to 5pm or email** [**bunjilplace@casey.vic.gov.au**](mailto:bunjilplace@casey.vic.gov.au) **to speak with our Box Office team.**

**Patrons can also purchase tickets for Bunjil Place Theatre 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

**On ground level, 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 a microwave oven.**

**An accessible gender-neutral toilet.**

**Separate male and female toilets.**

**On level one, Bunjil Place has:**

**A parent room.**

**An 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.**

## Theatre Entry

**Bunjil Place Theatre is located in the centre of the precinct.**

**The Theatre has an 800-seating capacity and spreads across two levels.**

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

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

**Front of House staff are available on all doors to scan tickets.**

**Allocated seating is displayed on tickets.**

**Seating rows have illuminated aisle lettering and seats are numbered.**

**Front of House staff are available in the mid-section of the Theatre to help guide patrons to seating.**

**Ground Level**

**On ground level there are four entry/exit doors.**

**Numbered signage is clearly displayed on each door.**

**Doors one and four are accessible with ramped entry.**

**Doors two and three have steps and handrail.**

**Level one**

**Doors five and six are on level one and are accessible.**

**There are stairs or a lift available from the ground level.**

**The stairs are located to the right of the Box Office and the lift is located to the left of the Box Office.**

**Numbered signage is clearly displayed on each door.**

## Performances

**Events enjoyed in this space may include music, comedy, theatre, musicals, dance, family entertainment and formal and school presentations**

**Some shows may have an intermission**

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

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

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

**For some performances, the Balcony Bar on level one may be open one hour before the show and during intermission.**

**For more details please contact Bunjil Place on the following link.**

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

**On ground level, the Bar located next to the Box Office, will be open an hour prior to the performance time and for intermission. The Bar offers refreshments and snacks.**

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

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

### Sensory Guide Performances

#### Feel

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

#### Sounds

* **Applause**
* **Music**
* **Performance/Narrator**
* **People**
* **Sound effects**

#### Sights

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

#### Smells

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

## Quiet Room

**The Quiet Room is an alternative seating option for patrons who are having difficulties sitting within the audience area.**

**Seating in the Quiet Room cannot be booked.**

**It will be unavailable when performances are audio described.**

**Access to the Quiet Room is via a manual entry door located at the back of the Theatre, on the right-hand side.**

**Dimmed lighting remains on at all times during shows as well as dulled audio.**

## Theatre exit

**At the end 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 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 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.**

**Theatre is fully accessible.**

**Assistance animals are welcome.**

**Doors one and four are accessible with ramped entry.**

**Lift has audible and tactile accessible buttons.**

**Theatre has wheelchair and companion seating.**

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

**Theatre hearing augmentation is available upon request – please see Front of House staff or the Box Office for assistance.**

**Some shows may offer captions and/or Auslan interpreters – enquire at the Box Office**

**A limited number of booster cushions are available - please see Front of House staff.**

**Theatre provides an appropriate acoustic environment.**

**Seating is available outside the Theatre on both levels.**

**Wheelchair/scooter charging station (power point) is available in an accessible location. Please see Roving Concierge staff or Front of House staff for assistance.**

## Safety

**Theatre flooring is carpeted.**

**There are wide, clear entries and exits.**

**Doors one and four have access ramps with declined gradient upon entry and inclined gradient upon exit.**

**These access ramps do not have handrails.**

**Doors two and three have steps with tactile ground surface indicators, handrails and contrasting edges.**

**There is a slight incline to doors five and six and slight decline upon exit.**

**Theatre entry/exit lights remain on at all times.**

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

**Aisle lighting remains on at all times.**

**Row AA and BB, located at the front of Theatre stalls, does not have illuminated aisle lighting.**

**House lighting will vary.**

**Possibility of no stage definition visible at the front of Theatre.**

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

**Bunjil Place Theatre is a no smoking zone.**

**Alcohol must not be taken outside of Bunjil Place.**

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

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

**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**](https://www.facebook.com/BunjilPlace)

**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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