

# Ulumbarra Theatre



Updated May 2023 V1.0

## Access Key

A customised accessibility guide

10 Gaol Road  
Bendigo Victoria  
Phone 03 5434 6100  
[Website](#)



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# Glossary

**Actively supervise** - Parents and carers must have their children within eyesight at all times.

**AFFL** - Above finished floor level.

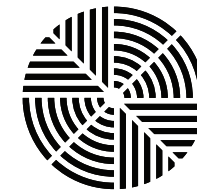
**Continental seating** – Theatre seating with no centre aisle.

**Encore** - A short performance after the main performance.

**TGSI** - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.



# Guidelines



# Ulumbarra Theatre

Thank you for choosing to use an Access Key for Ulumbarra Theatre. This customised accessibility guide provides convenient information about accessing this theatre. 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 [23](#).
- Safety information is located on page [24](#).
- Download Access Key in its entirety - 25 pages in total.



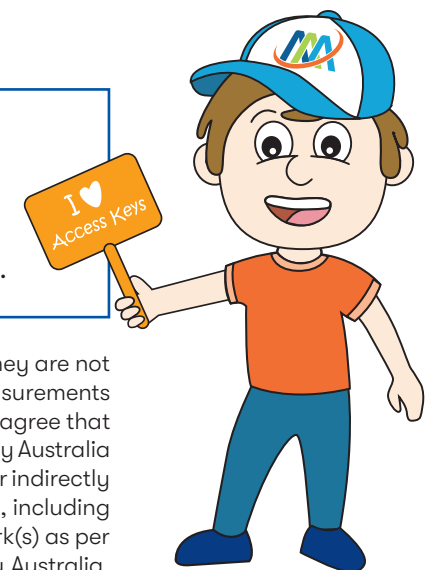
**Access  
Ability  
Australia**

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 short [feedback form](#) to help us ensure continuous improvement.



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# Did You Know?

- Ulumbarra Theatre is operated by [Bendigo Venues and Events \(BV&E\)](#) a work unit of the City of Greater Bendigo. BV&E operates a suite of venues and performing arts facilities including, The Capital, Ulumbarra Theatre, The Engine Room, Dudley House Gallery and the Bendigo Town Hall.
- Ulumbarra is the largest theatre operated by Bendigo Venues and Events, with a 950-seat capacity.
- Please view the City of Greater Bendigo's [Health and Wellbeing Plan](#) and [Council Plan 2021 – 2025 Mir wimbul](#).
- The City of Greater Bendigo is committed to ensuring that the way people move around the city, access information and buildings, and their overall experience within the community is inclusive and accessible. This theatre has been designed to allow people of all abilities to access performances and events.
- Visual communication board available.
- Ulumbarra means “gather together” or “meeting place” in the language of the local Dja Dja Wurrung people.
- Ulumbarra Theatre sits on the site of the Sandhurst Gaol, which operated from 1863-2004. The theatre opened in 2015. The theatre's

heritage listed penitentiary architecture has been combined with a contemporary design.

- The main stage is the largest in regional Australia. It can accommodate many diverse performances or touring companies, with a fully-functional fly tower and world-class production capabilities.
- [Performances](#) are offered by major national and international artists.
- Ulumbarra Theatre is available for [hire](#). It is an ideal location for performances, conferences major events and [weddings](#). For more information, please call the bookings coordinator on 03 5434 6100 or visit our website.
- Guided tours are available. The “[Cell 26](#)” tour is a former prison cell that tells the story of the Ulumbarra site. This tour opens one hour prior to any performance on selected dates.
- There is also a [Sandhurst Gaol tour](#). Knowledgeable guides share the story of former inhabitants as you explore the Ulumbarra site
- It is recommended that visitors arrive at least 15 minutes before the beginning of a performance.
- Follow Bendigo Venues and Events on [Facebook](#) and [Instagram](#).
- To provide feedback, please visit our [website](#) or contact us on 03 5434 6100 (9am to 5pm, Monday to Friday).

## Acknowledgements

**The City of Greater Bendigo acknowledges the Dja Dja Wurrung people as the Traditional Owners and original custodians of this land. We pay our respects to their Elders past and present.**

**The City of Greater Bendigo would also like to acknowledge the support and assistance provided by Access Ability Australia in helping to prepare the Ulumbarra Theatre Access Key.**



# Getting There

Ulumbarra Theatre is located at 10 Gaol Road, Bendigo.

See [Google Maps](#).

## Train

The V/Line regional train from Southern Cross Station, Melbourne to Bendigo will get you there.

The nearest railway station is Bendigo Station, 1.6 kilometres from the theatre.

## Bus

The nearest bus stop is on the corner of Water Street and Barnard Street, Bendigo, 400 metres from the theatre. Use the regional Eaglehawk bus.

For further information on how to get to Ulumbarra Theatre, please visit [Public Transport Victoria](#).



# Parking

There is:

- one accessible parking bay located 80 metres from the main entrance to the theatre
- four accessible parking bays located 65 metres from the secondary entrance to the theatre, on Gaol Access Road
- an accessible drop off zone, next to the accessible pedestrian pathway on Gaol Road
- general parking in surrounding streets (excluding Gaol Road), throughout the Bendigo Central Business District and within nearby [major car parks](#). Metres and time restrictions may apply.

The City of Greater Bendigo has Pay-by-Plate smart parking meters. Coins or credit cards are accepted. Tom Flood sports centre can be used as overflow car park after 4pm.

Buses drop off visitors outside the front of the theatre, or park in the nearby Tom Flood Sports Centre.

Bike racks can be found outside the front of the theatre, as well as on Gaol Access Road.



# Welcome

Welcome to Ulumbarra Theatre.

Pathways lead to both entrances.

## Main Entrance (Gaul Road)

Ramped and stepped access.

Entry is through a double set of glass automated doors; both sets with a clearance of 1520mm.

There is an undercover area.

## Secondary Entrance (Gaul Access Road)

Entry is through glass automated doors with a clearance of 1140mm.

Ulumbarra Theatre is open one hour prior to any performance.

Our Box Office, at 50 View Street Bendigo, is open 9am to 5pm, Monday to Friday.

Main Entrance (Gaul Road)



Secondary Entrance (Gaul Access Road)

# Ulumbarra Theatre

## Ground Floor

**Legend**

- Box Office
- Cloak Room
- Central Hall
- The Honorable Nathan Howard Foyer
- Cafeteria
- Bar
- Shop
- Auditorium Entrance
- Auditorium
- Stage
- Quiet Room
- Dance Studio
- Drama Studio
- Performance Courtyard
- Chapel Courtyard
- Entrance Gates
- Staff Only
- ① Main Entrance
- ② Second Entrance
- ⤴ Lift

**Accessible Parking**



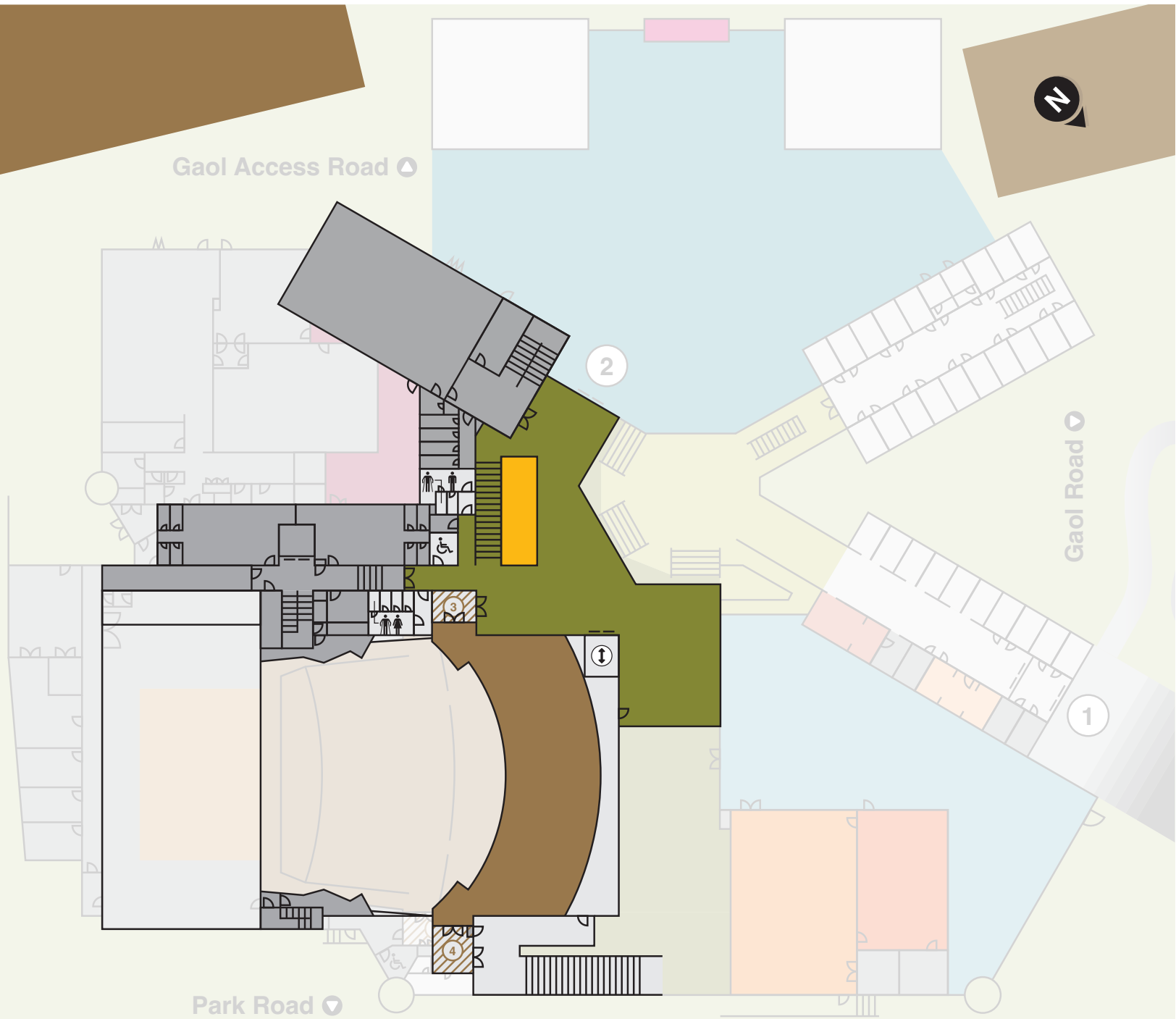


# Ulumbarra Theatre

Level 1

**Legend**

- Balcony Foyer
- Bar
- Balcony Entrance
- Balcony
- Staff Only
- Lift





# bv &e



## Staff

Front of House and Box Office staff wear casual clothes with name tags.

Ushers wear all black clothing with a pink lanyard and name tags. They may also have radios and ear pieces.

Bar and café staff wear all black clothing with name tags.

Ulumbarra Theatre is staffed during events, including one hour prior.

# Ground Floor Toilets

Location:

1. Enter through main entry doors.
2. Go straight ahead, down the entry hallway.
3. Turn left into the Honourable Howard Nathan Foyer.
4. Toilets are located at the far end of the foyer.

Includes:

- one unisex, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 990mm. Twist lock at 1130mm AFFL
- cubicle space 2060mm x 2870mm
- grab bars to the right and behind toilet
- colour contrasted toilet seat at height 510mm AFFL with right hand transfer
- toilet with backrest
- sink height 870mm AFFL with lever tap at 995mm AFFL
- baby change area within accessible toilet.



Separate male and female toilets, including ambulant.

## SENSORY GUIDE



### Feel

Change in ground surface  
Shared personal space  
(excl accessible)



### Sounds

Echo  
Hand dryer (female only)  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

# Level One Toilets

## Location:


1. Enter through main entry doors.
2. Go straight ahead, down the entry hallway.
3. Turn left into the Honourable Howard Nathan Foyer.
4. Take lift or stairs to level one.
5. Exit lift and turn left.
6. Alternatively, exit top of stairs and turn right.

## Includes:

- one unisex, accessible toilet and adult change facility with sensor lighting
- manual door opening inward. Door clearance of 920mm. Twist lock at 1105mm AFFL
- cubicle space 2511mm x 2710mm
- grab bars to the right and behind toilet
- colour contrasted toilet seat at height 510mm AFFL with right hand transfer
- toilet with backrest
- sink height 880mm AFFL with lever tap at 1020mm AFFL
- adult change table – electronically height adjustable table with maximum load 204kg
- C450 ceiling hoist with hoist/carry bar with maximum load 204kg.

Separate male and female toilets, including ambulant.





**Feel**  
Change in ground surface  
Shared personal space  
(excl accessible)



**Sounds**  
Echo  
Hand dryer  
Toilet flushing  
Water running



**Sights**  
Bright lights  
Mirror/Reflection



**Smells**  
Air Freshener  
Bathroom smells  
Disinfectants

## SENSORY GUIDE

# Ticketing

To purchase tickets for shows at Ulumbarra Theatre:

- book online via [www.gotix.com.au](http://www.gotix.com.au)
- phone our Box Office on 03 5434 6100
- visit our Box Office at the Capital Theatre: 50 View Street, Bendigo. The Box Office is open Monday to Friday from 9am to 5pm
- purchase tickets at Ulumbarra Box Office, one hour prior to any performance.

It is requested that all visitors pre-book accessible seating by calling the Box Office on 03 5434 6100 or by visiting the Box Office at 50 View Street, Bendigo.

Accessible seating (including twin seats for larger wheelchairs) is available in the lower stalls in Row K.

Companion Cards must be presented at the time of booking.

Cash or EFTPOS is accepted.

If visitors require assistance upon arrival, please see Front of House staff or inquire at the Box Office.

A cloaking service is available. Please see staff.





## Foyers

Ulumbarra Theatre's expansive foyers are an important part of the contemporary features of the theatre, which complement the heritage listed penitentiary architecture.

# The Honourable Howard Nathan Foyer (Ground Floor)

## Location:

1. Enter through main entry doors.
2. Go straight ahead, down the entry hallway.
3. Turn left.
4. Stepped and ramped access is available.

## Includes:

- access to the lower and upper stalls of the theatre
- bar, opens one hour prior to performances
- Performance and Chapel courtyards
- access to the café
- audio-visual screens
- bar tables and stools
- coffee tables
- various seating options
- Performance Courtyard; can be used as a pre-show quiet space or as an exit point at the end of performances. Please note; this is not an accessible exit point.



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Announcements  
Background music  
Chimes  
(end of intermission)



### Sounds

Entertainment  
People  
Telephones



### Sights

Crowd movement  
Glare  
People  
Screen presentations



### Smells

Food/Drink  
People  
Perfumes

## SENSORY GUIDE

# Level One Foyer

## Location:

1. Enter through main entry doors.
2. Go straight ahead, down the entry hallway.
3. Turn left into the Honourable Howard Nathan Foyer.
4. Take lift or stairs to level one.

## Includes:

- access to the balcony area of the theatre
- bar, open for full house performances
- audio visual screens
- bar tables and stools with backrests
- seating with backrests.



## SENSORY GUIDE



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Announcements  
Background music  
Chimes  
(end of intermission)



### Sounds

Entertainment  
People  
Telephones



### Sights

Crowd movement  
On screen presentations  
People  
Glare



### Smells

Food/Drink  
People  
Perfumes





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Ulumbarra  
Theatre seats  
950 people and  
spreads across  
two levels.



## Theatre Entry

All theatre entry points are through manual doors opening outward with a clearance of 880mm. These can be opened to double doors with a clearance of 1780mm.

### Lower and Upper Stalls (Ground Floor)

There are two entry/exit doors.

Numbered signage is displayed on each door (Doors 1 and 2).

Accessible seating is located in Row K.

The upper stalls have two aisles either side of the centre.

### Balcony Stalls (First Floor)

There is a lift available from the ground level, next to the bar.

Stairs are also available from the ground level.

There are two entry/exit doors.

Numbered signage is displayed on each door (Doors 3 and 4).

The balcony has a continental seating layout.

The doors open approximately 30 minutes

before a show starts and remain open until the performance begins.

Front of House Staff are available on all doors to check tickets, provide directions and help visitors to seating if required.

Allocated seating and entry door numbers are displayed on tickets.

Seating rows have aisle lettering and seats are numbered.

During pre-show admission, house lights will be at 50% in the theatre.

# Performances

Events enjoyed at Ulumbarra Theatre can include theatre, opera, music, dance, comedy, musicals, family entertainment and school performances and presentations.

Food and drink may be consumed in the theatre. Hot food and drinks are not permitted.

Dimmed down lighting remains on during performances. These lights are located under the chair arms at the end of aisles.

Ushers may enter the theatre with torches during performances.

House lights are turned off for most shows.

Some performances may have one or more 20-minute intermissions. There will be an announcement and full house lights will come on.

During intermission, visitors may wish to leave or remain in the theatre. Theatre doors will remain open during intermission.

A chime will ring when intermission has finished.

Signage on theatre entry doors will advise if a performance has strobe lighting, haze, loud noises like gunshots or bright lights.

Information on upcoming performances can be found on our [website](#).



## SENSORY GUIDE



### Feel

Heating/Cooling  
Shared Personal Space



### Sounds

Applause  
Music  
People



### Sounds

Performance/Narrator  
Retractable seating  
Sound effects  
Wrappers crinkling



### Sights

Chair down lighting  
Special effects smoke  
Vivid entertainment  
Varied lighting  
Visual effects



### Smells

Food/Drink  
Perfumes  
Special effects smoke



## Quiet Room

There is a quiet room available in the theatre balcony as an alternative seating option for visitors who are having difficulties sitting within the audience area.

The performance can still be heard in the quiet room, but the volume is adjustable.

Seats can be removed for visitors in wheelchairs.

This room seats eight people and is not bookable.

If a visitor would like to use the Quiet Room, they (or their carer) should approach an usher or Front of House staff member.



# bv &e

## Theatre Exit

At the end of performances, full house lights will come on to indicate the performance has finished and it is time to leave.

Some shows may have an encore. In this case, house lights will remain off. At the end of the encore, full house lights will come on.

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

Ushers and Front of House staff are available to guide visitors to exits, including visitors with mobility requirements.

# Café

The cafe is located off the Honourable Howard Nathan Foyer on the ground floor.

Entry is through manual doors opening outwards. These doors remain open during performances.

Includes:

- food serving counters at 920mm AFFL
- cash and EFTPOS are accepted
- audio visual screen
- tables and chairs with backrests
- bench counter with bar stools.

## The Chapel Courtyard

Location: Next to the café on the ground floor. Entry is through glass automated doors with a clearance of 1140mm.

Tables and chairs with backrests are available. This courtyard can also be used as an exit point at the end of performances.

This courtyard is an accessible exit point and is the closest exit point to the accessible parking bays on Gaol Access Road.



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Fridges humming  
Café equipment  
Coffee machine  
People  
Echo



### Sights

Glare



### Smells

Food/Drink

# Accessibility

## Throughout

- Taped phone message with information about services and events.
- Accessible parking bay in front of theatre with pram ramps either side.
- Access ramp one from accessible carparking bay to main entry doors length 30 metres with gradient 1:18 (5.7%).
- Flat section on ground between ramp one and ramp two to main entry doors. Length 10.5 metres.
- Access ramp two to main entry doors length 35 metres with gradient 1:14 (7.3%).
- Seating platforms surrounding entry steps to building.
- Clear path of travel from outdoor to indoor areas.
- Main entry doors with exit push button 1125mm AFFL.
- Secondary entry doors with exit push button 1140mm AFFL.
- Visual communication board.
- External terrain of concrete.
- Varied internal terrain of carpet and tiles.
- Wayfinding signage throughout.
- Wide, clear internal and external walkways.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- Discounted entry prices for holders of government issued pension cards and Companion cards.
- Storage available for mobility aids. Please inquire Box Office.
- Accessible guided tours available.
- Pram parking at end of entrance hallway. Signed.
- Scooter parking. Please see staff at Box Office.
- Wheelchair for loan.
- Disposable ear plugs on request.
- Pen and paper for exchanging information.

- Staff can read information to visitors.
- Assistance animals welcome.
- Preshow and intermission background music can be turned down on request.
- Staff wear clear, large-print name tags.
- Staff very accommodating to people of all abilities.
- City of Greater Bendigo customer service team are accredited with Scope Communication Access Symbol, have access to National Relay Service and TIS if needed.
- Relay service friendly. Use the National Relay Service to contact Ulumbarra Theatre on (03) 5434 6100. Find the right contact number or access point for your NRS channel of choice at [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs). For help using the NRS, contact the NRS helpdesk [accesshub.gov.au/about-the-nrs/nrs-helpdesk](https://accesshub.gov.au/about-the-nrs/nrs-helpdesk)
- To contact council in your own language through the Translating and Interpreting Service (TIS) phone 13 14 50 and ask them to contact the City of Greater Bendigo on 1300 002 642.

## Ground Floor Toilets

- Stairs in foyer of female toilet.

## Box Office

- Located in hallway entrance to foyer.
- Counter height 950mm AFFL with knee clearance 905mm AFFL.
- Bench seating in entrance hallway with no back and armrests.

## Ground Floor Foyer (The Honourable Howard Nathan Foyer)

- Ramp one from entrance hallway to foyer length 6m with gradient 1:14 (7.1%).
- Landing platform between ramps one and two from entrance hallway to foyer.

- Ramp two from entrance hallway to foyer length 5m with gradient 1:14 (7.3%).
- Seats with no back or armrests.
- Bar tables height 1125mm AFFL.
- Bar with counter 940mm AFFL.
- Bar with higher counter 1110mm AFFL.
- Performance Courtyard entry via two sets of manual doors, opening inward with clearance of 870mm. These can be opened to double doors with a clearance of 1740mm.

## Lift

- Exterior buttons operating height 1100mm AFFL.
- Door clearance 1000mm.
- Audio enabled.
- Cubicle space 2000mm X 1465mm.
- Interior buttons operating height 1100mm AFFL.
- Interior buttons with Braille.

## Level One Foyer

- Bar tables height 1125mm AFFL.
- Bar counter height 1180mm AFFL.

## Theatre

- Wide, clear entries and exits.
- Carpeted floor.
- Appropriate acoustic environment provided.
- Entire theatre serviced by a Hearing Loop.
- Please contact Box Office to discuss best options for vision impaired seating.
- Booster cushions.

## Café and Chapel Courtyard

- Table heights 750mm AFFL, knee clearance 730mm AFFL.



Sanitise  
hands here

## Safety

### Throughout

- No pedestrian crossing from Gaol Road to main entry.
- Access ramp one from accessible car parking bay to main entry doors with no handrails or TGSi.
- Flat section on ground between access ramp one and access ramp two to main entry doors with TGSi.
- Access ramp two leading to main entry doors with handrails either side, lighting and TGSi at top.
- Patrolled pathways and nearby carparks.
- Entry steps to building with single handrails, stair nosing, lighting and intermittent TGSi.
- Entry steps to building with no colour contrast.
- Main entrance doors and surrounding panels with contrast safety bands 1000mm to 1310mm AFFL.
- Secondary entrance doors and surrounding panels with contrast safety bands 1010 to 1210mm AFFL.
- Main entry breezeway with hand sanitiser station 1120mm AFFL.
- No smoking.
- Wet floor signage may be displayed.
- All staff with Working with Children Checks.

- Evacuation maps.
- Fire wardens on site.
- First aid kit at Box Office, café and bars.
- Defibrillator near café entry door.
- Children to be actively supervised at all times.
- Walking only.
- Illuminated exit signs.
- External wall on Gaol Access Road with concrete plantar boxes. Overhead hazard.
- External wall on Gaol Access Road with concrete steps on pedestrian walkway.
- Audible alerts in the case of an emergency.
- Accessible emergency exits.
- 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.
- For updated information on our [COVID policy](#), please visit our website.

### Ground Floor Toilets

- Stairs in foyer of female toilets with single handrail and no TGSi.

### The Honourable Howard Nathan Foyer (Ground Floor)

- Ramps from entrance hallway to foyer with handrails both sides and TGSi top and bottom.

- Three sets of stairs from entrance hallway down to foyer with TGSi top and bottom, handrails either side and stair nosing.
- Entrance to foyer with decorative secret stairwell on floor with lighting and toughened glass.

### Stairs to Level One

- Single handrail.
- TGSi top and bottom.
- Stair nosing.
- Lighting side of stairs.

### Theatre

- House lighting will vary.
- Stair nosing on steps.
- Lower stalls on ground level with stairs with no handrails.
- Balcony stairs with single handrail and nosing.
- Retractable seating.

### Courtyards

- Entry doors to Performance Courtyard with contrast safety bands 1020mm to 1220mm AFFL.
- Entry doors to Chapel Courtyard with contrast safety bands 1010 to 1210mm AFFL.
- Not fully fenced.
- Well-lit at night.



## Contact

Street Address:

10 Gaol Road

Bendigo Vic 3550

Mailing address:

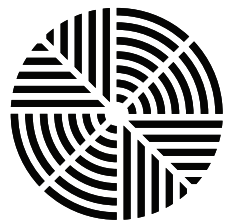
Bendigo Venues and Events

PO Box 733

Bendigo Vic 3552

Phone: 03 5434 6100

[Website](#)



**Ulumbarra  
Theatre**



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