Undercover Artist Festival 2021

Audience Accessibility Guide

This guide provides accessibility information for audience members attending **Undercover Artist Festival 2021**, 16-18 September at Queensland Theatre.

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# Venue Accessibility

Queensland Theatre is located at 78 Montague Rd, South Brisbane.

## Getting There

### Car Parking

There is a small car park outside the venue with two designated disabled parking permit spaces. This car park is metered and operated by Brisbane City Council.

This car park is ‘Zone 2 – City Fringe’ in Brisbane City Council’s parking system.

For more information on Brisbane City Council parking fees and how to pay, go to [Parking meter payments | Brisbane City Council](https://www.brisbane.qld.gov.au/traffic-and-transport/parking-in-brisbane/parking-meters-and-fees/parking-meter-payments). **Please note:** the meters no longer accept coins, so payment by card or by the CelloPark app are the only payment methods.

Those making use of the accessible parking bays or regular bays displaying a Disability Parking Permit do not have to pay fees for parking in this car park.

### Taxi

There is a designated taxi drop-off and pick-up zone directly outside the venue. This includes a curb cut for step-free access and is suitable for wheelchairs and mobility scooters.

**13Cabs -** [Book A Wheelchair Accessible Taxi - 13cabs Australia](https://www.13cabs.com.au/services/wheelchair-accessible-taxi/)

**Black and White Cabs -** [Our Services - Black & White Cabs (blackandwhitecabs.com.au)](https://www.blackandwhitecabs.com.au/our-services/)

### Public Transport

The nearest bus stop is Stop 5, Montague Rd near Brereton (South Brisbane) and is located 350m away from Queensland Theatre along Montague Rd. This route is serviced by the 198 route bus. There is a footpath and appropriate curb cuts at lighted intersections.

<https://jp.translink.com.au/plan-your-journey/stops/001041>

Alternatively, patrons can get off the bus at the Stanley St at Gallery of Modern Art bus stop, which is a distance of 500m from Queensland Theatre. This route is serviced by the 444 route bus.

<https://jp.translink.com.au/plan-your-journey/stops/010709>

### Terrain

The carpark is an asphalt surface. It is flat, with a gentle slope between the pathway and the car park spaces. The curb cuts adjacent to the drop-off zone are smooth and gradual. The pathway surface is a rocky bitumen that is flat, though may be bumpy. The pathway is 3800mm wide from the curb to the fence with a clear pathway of 2100mm.

## At the Venue

### Entering the Venue

You will enter the venue through the glass sliding doors. Once inside, the elevator will be on the left with the box office directly in front of you. To the right, there is a ramp heading down towards the foyer and bar area. This ramp is separated from a small set of steps towards the same direction.

### Seating

There are benches available in the courtyard area and single seats available in the foyer and bar area. The single seats are a black wire design with a thin black seat cushion. They can be heavy. Please ask a staff member if you require alternative seating options and they will do their best to accommodate.

### Bar

The bar will have drinks and snacks available for purchase. The bar is 1100mm tall. Staff are ready to accommodate if the bar height is too tall for you. We recommend paying by tapping your card on the EFTPOS machine which will be stationed at a lower height for accessibility reasons. Staff are ready to assist with bringing your food and drink around to you if reaching over the bar is not accessible for you.

### Restroom Facilities

There is one accessible bathroom suitable for small/narrow manual wheelchair users located on the ground floor adjacent to the foyer area. This bathroom has railings alongside the toilet, a sink at a lowered height, and paper hand towels for drying. It also has a sanitary waste disposal for hygiene products.

To enter this restroom, patrons will have to enter the hall and turn into the restroom door. This may require a three-point turn on some mobility scooters. Large scooters or larger electronic wheelchairs may not be able to easily navigate this doorway.

Dimensions are as follows:

Doorframe width – 840mm

Hallway width – 1220mm

There is an additional restroom to provide additional bathroom facilities suitable for larger wheelchair and mobility scooter users. This additional restroom will be located outside the main building. Please ask our friendly staff for directions if you do not see it on your way in.

Dimensions are as follows:

Doorframe width – 83cm

Interior turning circle – 152cm

Seat height – 48cm

### Lighting

The courtyard area should receive plenty of natural light during daylight hours and is illuminated by fairy lights during the evening. There are no fluorescent lights in the bar, foyer or courtyard areas.

### Sound

As a rule, the Festival will not play music in the foyer or bar spaces to limit ambient sounds and sensory overload. Some performances may have sound cues or music – please consider each performance and whether it meets your access requirements. Information can be found on the program page for each performance on our website, or further in this guide.

### Fragrance

Undercover Artist Festival is a fragrance-free zone. Please do not wear any heavily perfumed or scented products of any kind. Products that fulfil a medical purpose are exempt, however we ask that you exercise caution when interacting with others should you have a strong scent.

### Temperature

The foyer and courtyard spaces flow freely between the air-conditioned inside of the foyer and bar and the outside temperature of the courtyard. Temperature changes may occur depending on weather conditions.

The air conditioning inside the Bille Brown Theatre and Diane Cilento Studios is likely to be cool. This also depends on the number of bodies in the space as more people results in slightly warmer temperatures.

If temperature regulation is a concern for you, we recommend dressing in light layers. You will also be able to take drinks into the theatre with you, which may assist.

# COVID-Safe Plan

Undercover Artist Festival is committed to presenting a COVID-Safe event for all. This means that we will abide by all government health advice presented by the Chief Health Officer and will implement a number of measures to reduce risk and ensure safety at our event.

## Check-In App

Please use the Check-In QLD app upon arrival at the venue. You will need to check in every day that you attend, and if you leave the venue you will need to check in again even if you’re returning the same day.

The QR codes will be accessible at every entrance and at the Bar. If you do not have a smartphone capable of scanning QR codes or accessing the app, please check in as a guest using a friend’s app, or contact our staff for assistance. You will not be able to enter the venue without checking in.

## Cleaning and Hygiene

### Venue Cleaning

The venue is cleaned frequently with venue staff trained in COVID-Safe cleaning processes.

All high-touch points (door handles, elevator buttons, ETFPOS machines, counter tops and tabletops, etc) are sanitised and cleaned frequently.

### Hand Sanitiser

Hand Sanitiser stations are available at the entrance of the venue, next to the elevator, at box office, at the bar, and in each bathroom for your convenience.

### Face Masks

If mask restrictions are in place, please ensure that you wear your mask while inside the venue.

If you are exempt from mask-wearing for medical or access requirement reasons, you are welcome at the venue. We ask that you please be mindful of physical distancing and hand sanitising at all times.

If you require a mask, please ask a member of staff. We have masks available on entry as required.

# Food and Beverage

The Queensland Theatre foyer bar will be open for patrons from 6pm on Thursday 16 September, and from 11am Friday 17 September and Saturday 18 September.

The bar serves a range of non-alcoholic and alcoholic beverages including water, juices, soft drinks, wine, and beer. The bar also has a coffee machine for hot beverages.

The food menu will contain light refreshments such as sushi, sandwiches, chips and chocolates, and more. Please see the display for the full range.

Payment by card is preferred for COVID-safe reasons, however cash payments will be accepted.

## Straws and Utensils

From 1 September 2021, Queensland has banned single-use plastics. We recognize that this may present accessibility barriers for some patrons and artists. If possible, we recommend purchasing your plastic utensils from a suitable medical supplier.

Access Arts, as a wholly owned subsidiary of CPL, will be able to provide a small number of straws to those who require them. Unfortunately, Queensland Theatre is not an exempt business and therefore the foyer bar staff will not be able to provide them upon request. Please see staff wearing Undercover Artist Festival T-Shirts and lanyards for assistance.

# Performances

All performances at Undercover Artist Festival have wheelchair and Auslan seats allocated. If you require seats with access requirements, please contact Queensland Theatre Box Office, 9.30am to 5:00pm weekdays. Please call 1800 355 528 or email sales@queenslandtheatre.com.au.

## Auslan

Every performance and event at Undercover artist Festival is Auslan Interpreted. Guests requiring seats with Auslan sightlines can contact Queensland Theatre directly or select the ‘Auslan’ reserve seats to purchase their tickets on the Website.

## Audio Description

Every performance at Undercover Artist Festival is Audio Described.

To access the Audio Description, please speak to a Front of House team member at Box Office, which is located ahead of you as you enter through the main glass sliding doors of the foyer.

Please tell the staff that you will need to access Audio Description for the show you are attending. You will be given a neck loop system. It is recommended that you bring your own headphones or earphones with a 3.5mm jack to plug into the neck loop system. If you do not have your own or are experiencing difficulty, we will have a small number of spares available.

A staff member will instruct you on how to access Audio Description, with printed instructions which may be useful if you are attending with a partner, guest, friend, or support person who can assist.

The Audio Description equipment can be used in any seat in the theatre.

If you experience difficulty, please don’t hesitate to raise it with a staff member. Our team will be on hand and ready to assist.

## Captioning

Every performance is closed captioned. Captions can be access by using the Join.Me free app on your smartphone device or tablet.

Prior to your visit, please download the Join.Me app from your app store. The icon looks like this:



On your visit to the theatre, you will see signage directing you to scan the QR code to access the captioning stream. Once the QR code is scanned, your app will automatically open to the captioning stream where you will see a black background with bold white text.

## Relaxed Performances

The presentation of relaxed performances is dependent on the nature of the event. Generally, there will not be strict lockouts on any of the performances. Patrons are welcome to leave to use the restroom or to get a drink and return to the performance.

Exact re-entry points will be determined by suitable breaks where necessary. For example, if there is a period of darkness in the show, ushers may wait until the lights go up to re-admit patrons for safety and visibility reasons.

No performance will have strobe lighting or sudden lighting effects.

Audio volume will be monitored to ensure no sudden noises, unless noted in the content warnings for specific performances.

All patrons are encouraged to feel comfortable in the theatre. This means that any involuntary movements or noises (such as vocalisations) are welcome. Patrons are also able to take drinks into the theatre.

## Content Warnings

Content warnings are provided for each show. Though they are on the website, we encourage patrons to check the content warnings as they enter the foyer and collect tickets, or before they enter the theatre, to ensure they are fully aware of what may be involved in the performance.

Please note that content warnings can sometimes be updated at the last minute as changes are often made to performances just before opening.

# Other

## Wayfinding

Our staff are happy to assist if you require wayfinding support. Staff will be wearing black shirts with the bold white Undercover Artist Festival logo and blue lanyards. Staff will be generally located in the foyer area and will be actively looking to support those who need it. If you are lost, don’t worry. We will find you!

## Braille Timetable

There will be a Braille Timetable at box office for those who need it. Box office is located just inside the main foyer doors. Staff will be around to assist with wayfinding on request.