Undercover Artist Festival 2025

Audience Accessibility Guide

This guide provides accessibility information for audience members attending **Undercover Artist Festival 2025**, 22 – 27 September at Queensland Theatre.

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Venue Accessibility

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

Getting There

Car Parking

There is a small car park outside the venue with two designated disabled parking permit spaces.

This car park has 43 car spaces, including two designated disability parking permits.

This car park is metered and operated by Brisbane City Council. Patrons using accessible parking bays or regular bays displaying a Disability Parking Permit do not have to pay fees for parking in this car park.

If you do not require parking near Queensland Theatre for access reasons, please avoid parking in this carpark as this will alleviate spaces for people with access requirements. You are welcome to arrange pick up/drop off at the front of the theatre. The best address to put in your GPS is 12 Boundary St, South Brisbane – this will take you directly to the main entrance.

Additional metered and street parking is available on Montague Road, and nearby streets (Cordelia, Merivale and Boundary).

Taxi

A designated taxi drop-off and pick-up zone is located directly outside Queensland Theatre. This includes a curb cut for step-free access and is suitable for wheelchairs and mobility scooters. We recommend booking accessible cabs with extra time to account for traffic and/or delays.

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

(<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/)

(https://www.blackandwhitecabs.com.au/our-services/)

Public Transport

There are a number of bus stops close to Queensland Theatre. The closest bus stop is listed below, with more public transport information available at [Translink](https://translink.com.au/) (<http://translink.com.au/>)

**Merivale Street at Queensland Theatre, South Brisbane**

**Stop Id:** 019910 – 150m walk to the theatre

**Routes** – 300, 444

Terrain

The carpark is asphalt. 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 in spots.

The pathway is 3800mm wide from the curb to the fence with a clear pathway of 2100mm.

**Assistance Animals**

Assistance Animals such as Guide Dogs, Hearing Dogs are welcome to attend with their human. The garden beds out the front of the venue provide animal relief areas.

At the Venue

Entering the Venue

You will enter the venue through the automatic, glass sliding doors.

Ticket collection

You can collect your tickets at the Box Office, located just inside the automatic, glass sliding doors. Undercover Artist Festival or Queensland Theatre staff will be there to assist you.

A Box Office counter will be available at a lower height for ticket collection.

Seating

There will be a range of seating options available, from benches, chairs, and bar stools.

Bar

The bar will have drinks and snacks available for purchase. The bar is 1100mm tall.

The EFTPOS machine will be stationed at a lower height for greater accessibility. Staff are ready to assist with bringing your food and drink around to you if you need.

Restroom Facilities

All bathroom facilities for patrons can be located on the ground floor along a hallway next to the foyer.

The accessible bathroom located on the ground floor next to the main bathrooms is wheelchair accessible with grab bars fixed to the wall. It does not have an adult changing table or hoist. There is a sink at a lowered height with a swivel mixer tap, and paper hand towels for drying. It also has a sanitary waste disposal for hygiene products.

* The men’s room has 2 stalls, 1 ambulant stall, and 2 urinals.
* The women’s room has 4 stalls, 1 ambulant stall.

Lighting

The courtyard area should receive plenty of natural light during daylight hours and is lit by fairy lights during the evening.

There are no fluorescent lights in the bar, foyer or courtyard areas.

Sound

The Festival will not play music in the foyer or bar spaces to reduce ambient sounds and sensory overload. There will not be any PA announcements. We will play chime alerts at a reduced volume to alert patrons that doors are open or closing soon.

Staff and Festival volunteers will be available to assist patrons in entering and leaving the theatre.

Some performances may have sound cues or music – please read the program to consider each performance and whether it meets your access requirements. You are welcome to wear your own earplugs/earmuffs at any time.

Fragrance

Undercover Artist Festival is a fragrance-free zone. Please do not wear heavily perfumed or scented products, unless medically necessary.

Temperature

The foyer and courtyard spaces flow freely into each other.

The foyer, bar areas and theatre spaces are air-conditioned. The air conditioning provides filtered air.

The air conditioning inside the Bille Brown Theatre and Diane Cilento Studio is likely to be cool. We recommend dressing in light layers. You will also be able to take cold drinks into the theatre with you, which may assist.

If you have any temperature regulation concerns and need help, please inform a staff member or Festival volunteer.

Health and Wellbeing

Feeling Unwell

If you are feeling unwell and have any cold and flu symptoms, we kindly ask that you please stay home for the safety of our artists and patrons.

Contact Queensland Theatre to organise an exchange or possible refund.

Website: <https://queenslandtheatre.com.au/about-us>

Email: [mail@queenslandtheatre.com.au](mailto:Mail@queenslandtheatre.com.au)

Phone: 1800 355 528

Hand Sanitiser

Hand Sanitiser stations will be available for all patrons to use.

Face Masks

If you are able, we encourage you to wear a mask while at the Festival – especially if you may have been in contact with someone who has been unwell.

Food and Beverage

The Queensland Theatre foyer bar will be open for patrons one hour prior to performance start time.

The bar serves a range of non-alcoholic and alcoholic beverages including water, juices, soft drinks, wine, and beer. The bar also serves hot drinks. You are only permitted to bring cold drinks into the theatre.

Food options include light refreshments, such as chips and chocolates, and more. Gluten and dairy-free options are available.

The full menu is available to view at the bar.

Performances

All performances have accessible seating options.

You can purchase tickets online or by contacting Queensland Theatre Box Office, 9.30am to 5:00pm weekdays. Please call 1800 355 528 or email [sales@queenslandtheatre.com.au](mailto:sales@queenslandtheatre.com.au).

Easy English Programs

We have created guides to assist with planning your visit to Undercover Artist Festival.

**Online:** Visit individual performance pages for show specific Easy English Programs. <https://undercoverartistfest.com/2025-festival-program/>

**Hard copies:** Please go to the Box Office for printed copies of our Easy English Programs. We have 3 booklets that show the entire program, along with books for each individual show.

Auslan

Every performance and event at Undercover Artist Festival is Auslan Interpreted. You can select seats with Auslan sightlines when purchasing tickets online.

Audio Description

Every performance at Undercover Artist Festival is Audio Described.

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

Please advise staff that you will need to access Audio Description for the show you are attending. You will be given a ListenTech assistive listening device. You can use the device with headphones (provided), a hearing aid or a cochlear implant. The device can be used in any seat in the theatre.

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.

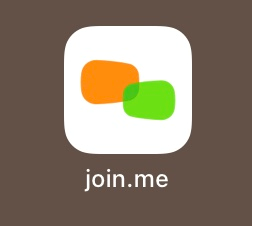
Tactile Tours

Tactile Tours are available for select performances, as per the advice of our Audio Description provider and in consultation with our artists. Tactile Tours are held 30 mins prior to the performances. You can join the Tactile Tours by going to Box Office and talking to staff on arrival. They will inform the Audio Describer of your arrival, who will take you into the theatre when the Tactile Tour is due to start. Box Office staff will also be able to provide you with an Audio Description hearing loop, if you would like to use one. Tactile Tours are led by the Audio Describers for the shows.

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 arrival 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. Undercover Artist Festival has an ‘open door’ policy – there will be no lockouts, and patrons are welcome to leave to use the restroom or to get a drink and return to the show. Staff will help you re-enter the theatre when it is safe.

### Lighting

No event will have strobe lighting or sudden lighting effects. The ‘house lights’ (the audience lights) will dim but not go out when a show starts – they will remain on and dimmed throughout the show. There are no blackouts.

### Sound

Audio volume will be monitored to ensure no sudden noises.

Please check content warnings for each show for more information.

### Audience Etiquette

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 cold drinks into the theatre.

### Quiet Space

Our Quiet Space will be available for anyone feeling overwhelmed, overstimulated, or just needing a break from the Festival excitement.

It is a quiet space, set up with soft lighting, seating, and sensory objects. Volunteers and staff will guide you to the room, where you can stay as long as you need.

Content Warnings

Content warnings are provided for each show. As we get closer to the Festival, these warnings may be updated. Please check signage or ask a staff member for volunteer if you have any concerns.

Other

Wayfinding

Our staff and volunteers are happy to assist if you require wayfinding support.

Staff will be wearing blue shirts with the bold white Undercover Artist Festival logo and blue lanyards. If you are lost, don’t worry. We will find you!

Timetables

Braille, Large Text timetables and Easy English programs will be at box office for those who need them.

Emergency

In the case of an emergency, please follow the instructions of Queensland Theatre staff. If you require assistance, please wait where you are and wait for staff to assist you.

More Questions?

If your access question was not answered on this page, please reach out to our team at [undercoverartist@cpl.org.au](mailto:undercoverartist@cpl.org.au) and we will get back to you as soon as we can.