

# Access Guide

WOLLONGONG TOWN  
HALL

MERRIGONG  
THEATRE  
COMPANY

ILLAWARRA  
PERFORMING  
ARTS CENTRE

WOLLONGONG  
TOWN HALL

Wollongong Town Hall is operated by Merrigong Theatre Company, on behalf of Wollongong City Council.

# How to use this guide

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- ❑ Thank you for choosing to use this Access Guide for Wollongong Town Hall and The Music Lounge. In this guide, we'll describe the venues so you know what to expect when you visit us.
- ❑ We hope this guide will help you prepare for your visit to Wollongong Town Hall and The Music Lounge in advance.
- ❑ The Access Guide can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- ❑ If you want to download and/or print the Access Guide in its entirety, this document is 36 pages in total.

# Welcome to Wollongong Town Hall

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We are excited to welcome you to our venue!

- ❑ If you would like to book a ticket, go to page 16
- ❑ If you need information on the public toilets, go to page 17
- ❑ If you are going to The Main Auditorium, go to page 21
- ❑ If you are going to The Music Lounge, go to page 25
- ❑ If you are going to the Ocean Room, go to page 27
- ❑ If you require help in general, please call our friendly Box Office staff 02 4224 999 or email [boxoffice@merrigong.com.au](mailto:boxoffice@merrigong.com.au)

# Here are some ways you can get in touch!

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- ❑ Visit us in person, we're at [Cnr Kembla and Crown Streets, Wollongong](#).
- ❑ Send us an email at [boxoffice@merrigong.com.au](mailto:boxoffice@merrigong.com.au)
- ❑ Check out the information & events on our [Website](#) **merrigong.com.au**
- ❑ Give our friendly team a call on **02 4224 5999**
- ❑ Follow us on [Facebook](#) | **Wollongong Town Hall or Merrigong**
- ❑ Follow us on [Instagram](#) | **@themusicloungewollongong or @merrigongtheatreco**

# When you call us

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You'll hear an automatic message with two (2) options to choose from:

- ❑ For the Box Office, Events, & Ticket enquiries, ***press one (1)***
- ❑ For General admin enquiries, ***press three (3)***

A staff member will answer, or you can leave a voicemail message and someone from Merrigong will get back to you as soon as possible.

Our phones are active Monday – Friday, 10am – 4pm

# Our venue

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Wollongong Town Hall is located within Wollongong's Arts Precinct and has spaces for a variety of performances, functions and celebrations.

- ❑ Main Auditorium is a large venue for concerts and events.
- ❑ The Music Lounge is a live music venue with a private bar.
- ❑ Ocean Room & Wattle Room are spaces for smaller meetings.
- ❑ Foyer is an open space with a box office, seating and access to other areas of the building.
- ❑ Public toilets are open from 9am - 5pm, Mon - Fri and include male, female, and accessible toilets.



We have Communication Boards at our venues to help you ask for help or ask questions by pointing, blinking or gesturing to these options.

Here's a handy copy you can print and bring with you.

# Our Staff

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You might see our staff wearing a selection of shirts like this.

Our staff will help you find your seats, get tickets or find out more about events. We also have staff who work at our café and bars.

If you have any trouble identifying staff, please ask at Box Office.





# Getting to Town Hall - Parking

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Car parks near us include:

- ❑ the Secure Car park on Market Street
- ❑ the Wollongong Council parking tower on Stewart Street
- ❑ Stewart Street East car park

Paid and free street parking can be found on surrounding streets.

Accessible parking can be found on surrounding streets and are marked with signage

# Getting to Town Hall – Public Transport

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- ❑ Wollongong Train Station is a fifteen (15) minute walk along Burelli Street. Visit Transport NSW's website for timetable and other information: [www.transportnsw.info](http://www.transportnsw.info)
- ❑ The nearest bus stop is in front of the Illawarra Performing Arts Centre building on Burelli Street.
- ❑ The free Gong Shuttle route - number fifty-five (55) - also stops immediately in front of the Illawarra Performing Arts Centre.
- ❑ Route and timetable details are available here:  
[www.premierillawarra.com.au](http://www.premierillawarra.com.au)  
[www.premiercharters.com.au/timetables](http://www.premiercharters.com.au/timetables)  
[www.dions.com.au](http://www.dions.com.au)  
[www.premierillawarra.com.au/shuttle](http://www.premierillawarra.com.au/shuttle)

# Getting to Town Hall - by foot

Come in through the main doors - we are on the corner of Kembla and Crown Street!

**Find us on Google maps**

<https://goo.gl/maps/VCoQR6uPnCjMdEfK8>





# Exterior and Plaza

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This is a picture of the Wollongong Town Hall building.

There is a round fountain in the plaza outside the front doors. There are wide benches available to sit on.

The building has several glass doors and windows. Hanging banners and electronic posters advertise some shows that are coming soon.





# Entry and Foyer

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This is a picture of the Wollongong Town Hall Foyer. There is the main staircase in the centre, and the Box Office is to the right.

There are red chairs against the right wall.

On the floor above, there is the railing for the upstairs gallery.

# Entry and Foyer

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- ❑ From the Corner of Kembla & Crown streets there is a small plaza with a fountain outside the Town Hall entrance.
- ❑ Doors are open Monday - Friday, between 9am – 5pm & 1hr prior to shows.
- ❑ The Box Office is in the foyer.
- ❑ There is some seating in the foyer.
- ❑ There are toilets (male and female) downstairs.
- ❑ You will feel tactile warning devices at entry ways, lift and staircases.
- ❑ There is an accessible toilet up the stairs, or via the lift at the left side of the main staircase.

Feel: Air  
conditioning

Hear: traffic,  
general  
street noise

See: glare,  
sunlight,  
bright lights

# Box Office

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This is a picture of The Box Office at Town Hall.

On the right-hand side is a lower counter with space for wheelchair access.

There is a glass window and posters on the right.

The pamphlets here are free, so please take one if you see something that interests you!

# Box Office

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- ❑ Box Office is open
  - Monday – Friday, 10am – 4pm
  - At Town Hall one (1) hour prior to select shows (contact for information)
- ❑ There is a lowered area to the right of Box Office which is for you if you need it.
- ❑ You can ask staff to help you purchase a ticket, or for general information.
- ❑ Let staff know if you need accessible seating when booking your ticket.
- ❑ Box Office has a communication board, and paper and pens to help us talk to each other.
- ❑ We recommend **only** purchasing tickets directly from our Box Office or website - we do not list tickets on any other site.
- ❑ Tickets can be booked online at [merrigong.com.au](http://merrigong.com.au)



# Lower-level Toilets

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- ❑ On the lower level are toilets and one (1) accessible toilet that is opened with an MLAK key. Entry is through the door in Arts Precinct Lane or down steps from the foyer.
- ❑ There are automatic lights in bathroom which may take a moment to turn on.
- ❑ There are individual sinks with button handles (press down for water) and automatic stop.
- ❑ Paper towel and electric hand dryers are available.
- ❑ Sharps container is available.
- ❑ Sanitary bins are available in accessible and female toilets.

Feel: Air  
conditioning

Hear:  
hand dryers,  
running  
water

See:  
Bright lights,  
reflective  
surfaces

Smell:  
bathroom  
smells,  
disinfectant

# Level One (1) Accessible Toilet

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- ❑ There is one (1) accessible toilet located near the Main Auditorium on level one (1).
- ❑ You can access via the lift - press button for level one (1).
- ❑ Or walk up seven (7) stairs to reach level one (1)
- ❑ The door is automated by pressing the green button.
- ❑ There is a toilet, sink and baby change table.
- ❑ Paper towel and electric hand dryers are available.
- ❑ Sanitary bins are available
- ❑ No key is required for this toilet.

Feel: Air  
conditioning

Hear:  
hand dryers,  
running  
water

See:  
Bright lights,  
reflective  
surfaces

Smell:  
bathroom  
smells,  
disinfectant

# Level Two (2) Accessible Toilet - upstairs gallery

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- ❑ There is one (1) accessible toilet and parents' room located near the Main Auditorium on level two, the upstairs gallery.
- ❑ This toilet and parents' room is open when the upstairs gallery is used for a show.
- ❑ You can access via the lift, press the button for Level 2
- ❑ The door opens by pressing the green button, no key is required for this toilet.
- ❑ There is a toilet, sink and baby change table
- ❑ Paper towel and electric hand dryers are available.
- ❑ Sanitary bins are available

Feel: Air  
conditioning

Hear:  
hand dryers,  
running  
water

See:  
Bright lights,  
reflective  
surfaces

Smell:  
bathroom  
smells,  
disinfectant



# Main Auditorium

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This is a picture taken in the main auditorium facing towards the stage. On the stage is a large black piano in the centre and a very large Pipe Organ behind.

There are grey chairs. These chairs have a fabric texture.

Seating arrangements will be different depending on the show or use of the space, we'll provide seating maps at time of booking your tickets.

# Main Auditorium

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- ❑ The flooring is wooden floorboards, no incline, slight variation in texture underfoot.
- ❑ Seating is individual chairs (with backs) attached to each other in rows
- ❑ Wheelchair/mobility access and seating is available.
- ❑ Mobility aids & prams can be stored just outside the auditorium and ushers will assist you to your seats/bring them to you post show
- ❑ T-switch hearing loop is available. Only hearing aids equipped with a T-switch are compatible.

Feel:  
air-con,  
fabric seats

Hear:  
voices,  
music

See:  
bright lights





## Main Auditorium Gallery

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This is a photo of the gallery seating. The gallery in the Main Auditorium is on level two (2) and has a higher view of the stage.

Not all shows will have the main auditorium gallery open for use.

Check your seat information on your ticket or ask our Box Office staff if you're unsure.

# Main Auditorium Gallery

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- ☐ Seating for selected shows is available upstairs in the gallery.
- ☐ This is accessed by stairs or via the lift in the foyer. In the lift, press button for level two (2).
- ☐ There is seating available near the bar and in the corridor leading to the gallery.
- ☐ Floor is partial carpet and floorboards
- ☐ Between lift and gallery, the floor is flat.
- ☐ Tiered seating in gallery is fixed, individual seats with a step leading to seating rows.
- ☐ Wheelchair seating is available in the Gallery
- ☐ T-Switch hearing Loop available.

Feel:  
air-con,  
fabric seats

Hear: voices,  
music

See:  
bright lights



# The Music Lounge

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This is a picture of The Music Lounge. The room is sometimes lit with purple and orange lights.

There are orange chairs around small tables and a neon sign hanging above the room.

The stage is low and near to the audience seating.

Seating arrangements will be different depending on the show or use of the space, we'll provide seating maps at time of booking your tickets.



# The Music Lounge

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- ❑ This is a cabaret venue with shared tables. There are six (6) moveable seats per table.
- ❑ Seats are hard plastic. Please ask our staff if you would like a cushion.
- ❑ The flooring is flat and dark grey and there are orange fabric panels on dark blue walls
- ❑ Tables have electric candles, there is no live flame.
- ❑ Wheelchair seating is available, please let our staff know when you are booking your tickets.
- ❑ Mobility aids & prams can be stored at the back of the room and ushers will assist you to your seats/bring them to you post show

Feel: Air  
conditioning

Hear: voices,  
music, noise  
from bar

See: lights –  
some are  
coloured

# The Music Lounge Bar

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- ❑ At the bar there is a lowered area which is for you if you are using a wheelchair
- ❑ The bar serves a selection of wine, beer and non-alcoholic drinks.
- ❑ The bar serves candy, chocolates, chips.
- ❑ Water is available from a free-standing water station. Please ask staff if you need assistance.
- ❑ Drinks are served in glasses, but we can provide plastic if you prefer
- ❑ If you need any help please ask our staff, who can assist with taking your order or carrying drinks if needed.



# Ocean Room

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The Ocean Room is a smaller room on level one (1) which you might visit for a workshop or meeting.

The room can be accessed via the stairs or the lift.

The flooring is flat and carpeted and the seating is individual red chairs arranged in different ways.

There is access to a kitchenette for hot water/fridge storage



# What to expect at a show

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# What to expect before a show

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- ❑ Once you have arrived at the Town Hall, staff will check your ticket and show you into the venue, either Music Lounge or Main Auditorium and you can sit in your seat.
- ❑ Doors will open approximately thirty (30) mins before the show.
- ❑ You may get a drink or light snack from the Bar in The Music Lounge.
- ❑ There will be many other people moving around the space.
- ❑ You might hear an announcement requesting you take your seat.
- ❑ If you have a mobility aid, walker or pram, staff may store this for you outside the doors and will return it after the show.
- ❑ When the show is about to start the lights will dim and the show will begin

# What to expect during a show

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- ❑ During shows there will be a lot happening on stage with changes of music, lights and performers.
- ❑ If there is an interval, the lights will come back on. You may get a drink or take a break outside, use the bathrooms and talk. There will be music playing and many people moving around the space.
- ❑ Staff will stay in the space. Please ask if you need assistance.
- ❑ When the show is ready to resume, another announcement will be made, giving you time to take your seat again.
- ❑ The lights will dim, and the show will begin again!

# What to expect after a show

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- ❑ People will begin to leave when the show is over. There may be a queue, but you are free to leave at your own pace.
- ❑ If your mobility aid was stored for you during the show, ushers will bring your mobility aid to you in your seat at the end of the show.
- ❑ The artist may be in the foyer post show to sell merchandise. You may say hello to the artist and buy merch if you wish – for example, CDs or t-shirts may be available.
- ❑ You may leave the venue and make your way home safely.
- ❑ Staff can assist with calling taxis if you need.



# General information

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## **Cameras & Phones**

For most shows we request that cameras and phones are not used and are on silent. If you require your phone/device or are unsure, please ask staff before the show begins.

## **Latecomers & Lockouts**

If you are late, you may be asked to wait in the foyer for a suitable time to enter the space. Some shows will not allow latecomers, and this is called a 'lock out'. We advise arriving early or contacting our staff if you have any concerns.

## **Age Recommendations**

We provide age recommendations for shows so you can decide what is right for you.

## **Special Effects**

Some performances might use special effects that can be uncomfortable or harmful for certain conditions, so please get in touch if you're not sure if a show is right for you. Please check the website for show content warnings, such as haze or strobe lighting etc.



# General Information

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## **Ear plugs**

Some shows can be loud. If you would like some complimentary ear plugs, please ask an usher.

## **Service Animals**

You can bring your service animal into our venues. Please let us know when you book your tickets so we know to expect your visit.

We are happy to provide your service animal with water, just ask our staff.

## **Dress Requirements**

There's no dress code when you come to our venues. Some people like to dress up for a special occasion, and others are more casual.

Temperature can vary in the building - if you get cold, our ushers can provide a blanket.

# Show warnings

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- ❑ Productions may include smoke effects, strobe effects, nudity, strong language, loud sound effects, simulated violence or adult themes.
- ❑ To the best of our ability, we will make this information available on the website, or you can ask our Box Office staff.
- ❑ We will also provide notice of show warnings in the foyers of our theatres.
- ❑ If a show has haze, we only use a water-based haze that is safe to breathe in.
- ❑ Please speak with our staff if you have any concerns.

# Safety

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- ❑ Merrigong staff are here to make sure you are comfortable, safe and have a great time.
- ❑ In the unlikely event of an emergency, Merrigong staff are trained to manage the situation. Please follow their instructions so our staff can make sure everyone is safe.
- ❑ There are green exit signs at doorways and if you have to leave the venue for a short time, staff will direct you to a safe place.
- ❑ Face masks and hand sanitiser are available.
- ❑ If you see something concerning or are worried, do not hesitate to inform a Merrigong staff member.
- ❑ If you see anything in the venues or bathrooms that needs attention (such as empty soap, paper, spilled water) please let a staff member know.

# Thank you!

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- ❑ We're looking forward to seeing you around The Town Hall!
- ❑ If you have any questions, give our friendly staff a call on **02 4224 5999**
- ❑ Send us an email at **boxoffice@merrigong.com.au**
- ❑ Visit us in person at Wollongong Town Hall, Cnr Kembla and Crown Streets, Wollongong.
- ❑ We're always working to make visiting Merrigong even better for everyone. If you have feedback, we'd love to hear from you so send us an email at **info@merrigong.com.au**

