

GIPPSLAND PERFORMING ARTS CENTRE

32 Kay Street

Traralgon, Victoria, 3844

Phone 03 5176 3333

latrobe.vic.gov.au/gpac/home

Access Key

A customised accessibility guide

Updated November 2022 V1.0



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

AFFL - Above finished floor level.

Changing Places - A facility for people who cannot use standard accessible toilets. They provide extra features and more space to meet the needs of people with disabilities or additional requirements.

Continental seating - Theatre seating with no centre aisle.

Encore - A short performance after the main performance.

HSH - Hand held shower hose.

MLAK - Master Locksmiths Access Key (MLAK) allows people with a disability to access a Changing Places facility.

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

Thank you for choosing to use an Access Key for Gippsland Performing Arts Centre (GPAC). This customised accessibility guide provides convenient information about accessing Gippsland Performing Arts Centre.

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 to 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 the 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 [29](#).
- Safety information is located on page [30](#).
- Download Access Key in its entirety – 31 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 [survey](#) to help us ensure continuous improvement.



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Access
Ability
Australia

Communication Board

Gippsland Performing Arts Centre

November 2022 V1



Changing Places



First aid



Hearing loop



How much?



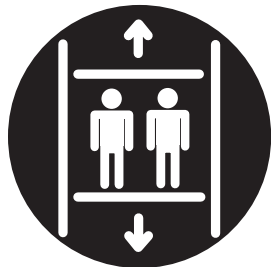
I don't speak English



I need help



Lifts



Map



Meeting rooms



No



Question



Quiet place



Rest area



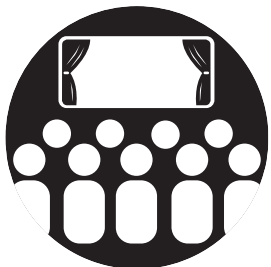
Room hire



Taxi



Theatre



Tickets



Time



Write it down



Yes



Did you know?

- Gippsland Performing Arts Centre is proudly supported by Latrobe City Council.
- Latrobe City Council's [Community Access and Inclusion Plan](#) is available online.
- Latrobe City Council is committed to ensuring that people with a disability have equitable access to infrastructure and services provided. The Latrobe City Council's Social Inclusion Policy aims to help people feel valued and provides opportunities for everybody to participate in their community. It is about connecting with local communities, workmates, families, and friends to build relationships and networks, addressing isolation, and promoting social inclusion.
- Gippsland Performing Arts Centre includes:
 - a 750-seat auditorium
 - four meeting rooms/consultation rooms
 - two open air event spaces, one of which is a theatre
 - an indoor/outdoor café.
- The centre hosts a range of [performances and events](#).
- There are opportunities for local community members to explore their creative side through [workshops, projects and public programs](#).

- There is a variety of spaces available for [hire](#).
- You can receive updates on upcoming events and programs. Please subscribe to our [e-news](#).
- Gippsland Performing Arts Centre shares the ground level foyer space with the [Latrobe Visitor Information Centre](#).
- You can follow us on [Facebook](#) and [Instagram](#).
- You can provide feedback by visiting our [website](#) or by contacting us on 03 5176 3333.

Acknowledgement

Latrobe City Council acknowledges that we live, work and play on the traditional land of the Braiakaulung people of the Gunaikurnai nation and pays respect to their Elders past and present.





Getting There

Gippsland Performing Arts Centre is at 32 Kay Street, Traralgon (on the corner of Church Street).

See [Google Maps](#).

Train

The V/Line train from Southern Cross Station to Traralgon will get you there. The nearest railway station is Traralgon Station, 2.2 kilometres from the centre.

Bus

The nearest bus stop is at Traralgon Centre Plaza on Franklin Street, 195 metres from the centre. Use the regional bus to Maffra.

For further information on how to get to the Gippsland Performing Arts Centre, please visit [Public Transport Victoria](#).

Parking

The most convenient parking is within a designated underground carpark onsite.

This carpark is accessed from Grey Street.

There is lift or stair access from the underground carpark to ground level. This will take you to the outside of the centre.



There are:

- two accessible parking bays in the underground carpark, located 90 metres from the entrance
- two accessible parking bays on Grey Street, next to the entry ramp to the underground carpark. An additional accessible parking bay is located on Church Street, 60 metres from the entrance
- seventy-two general parking bays in the underground carpark. Please note any restrictions upon entry
- motorcycle parking bays in the underground carpark
- overflow parking bays located at Gippsland Regional Aquatic Centre, on the corner of Breed and Kay Streets
- long bay parking bays in Kay Street, opposite Gippsland Regional Aquatic Centre
- nearby street parking bays on Kay Street, Grey Street and Church Street. Some restrictions apply
- bike racks located out the front of the centre, on Kay Street.



Welcome

Welcome to Gippsland Performing Arts Centre.

Access from the underground carpark to the centre is flat.

Entry is through two sets of glass automated doors; both sets with a clearance of 1500mm.

Gippsland Performing Arts Centre is open daily from 10am to 4pm, as well as one hour prior to any performance.

There are bench seats and seats with backrests outside the front of the centre.

GIPPSLAND PERFORMING ARTS CENTRE

GIPPSLAND PERFORMING ARTS CENTRE

PRECINCT SITE MAP

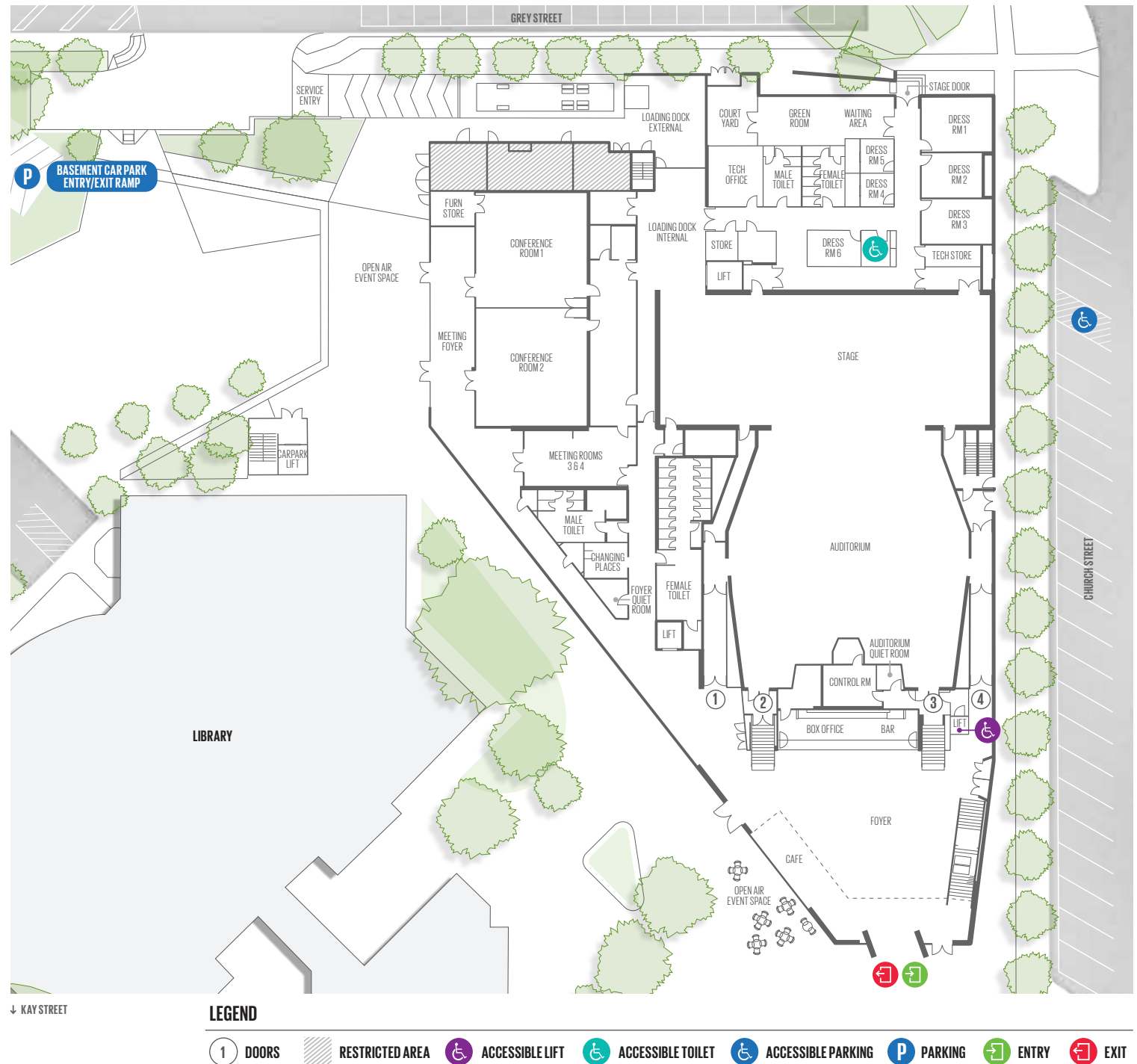


LEGEND



VENUE

SITE MAP

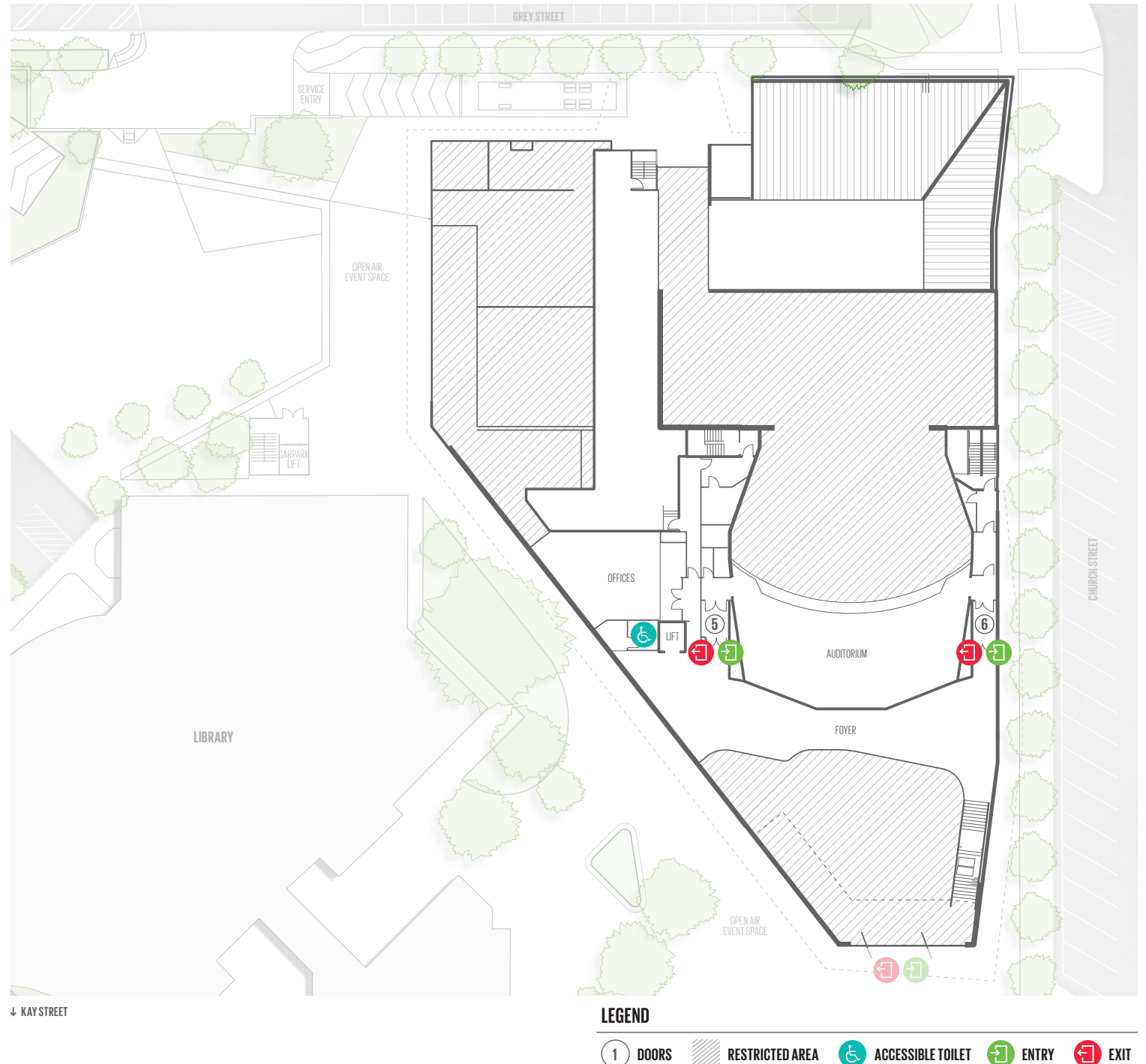


GIPPSLAND PERFORMING ARTS CENTRE

VENUE SITE MAP LEVEL ONE



CREATIVE VICTORIA





Staff

All staff wear black pants and black tops with logos embroidered on the top left.

Staff also wear name tags and carry a radio set.

Gippsland Performing Arts Centre is staffed during events, including one hour prior.

Changing Places

There is a dedicated Changing Places/ fully accessible toilet and changeroom at Gippsland Performing Arts Centre.

Changing Places toilets have extra features and more space to meet the needs of people with disabilities or additional requirements.

Location: Ground level, to the left of the Box Office.

Includes:

- unisex, fully accessible toilet and adult change facility with sensor lighting
- automated sliding door. Door clearance of 950mm. Automated push button lock at 1150mm AFFL
- cubicle space 3950mm x 3190mm
- retractable grab bars on both sides of toilet
- colour contrast toilet seat at height 460mm AFFL with left- and right-hand transfer
- sink height 800mm AFFL with lever tap at 950mm AFFL
- signage detailing operating instructions for the safe use of the change table and ceiling hoist located on the wall near the change table

- adult change table – electronically height adjustable and manual foldable table with maximum load 200kg
- Prism Medical C450M ceiling hoist with hoist/carry bar with maximum load 204kg.
- baby change.

MLAK is not required for access.

Users are required to provide their own sling. Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.



SENSORY GUIDE



Feel

Change in ground surface



Sounds

Announcements
Echo | Hand dryer
Music
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Toilets

Gippsland Performing Arts Centre has two sets of toilets.

Set One

Location: Ground level, to the left of the Box Office.

Includes separate male and female toilets, including ambulant cubicles.

Changing Places is also located here.

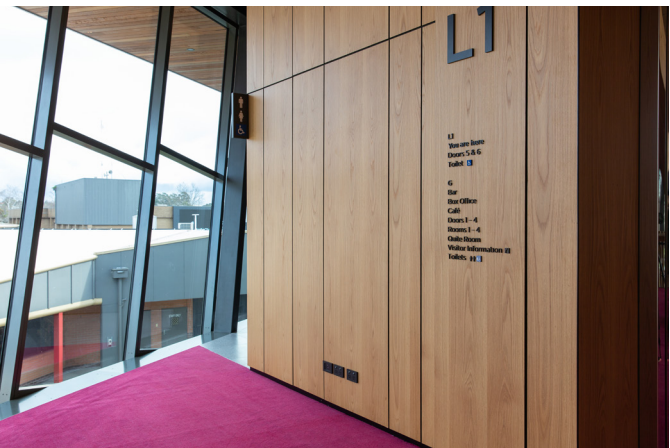


Set Two

Location: Level one.

Includes:

- one unisex, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 860mm. Twist lock at 1050mm AFFL
- cubicle space 2445mm x 2530mm
- grab bars to the left and behind toilet
- colour contrast toilet seat with height 560mm AFFL with left hand transfer
- sink height 850mm AFFL with lever tap at 1000mm AFFL.



SENSORY GUIDE



Feel

Change in ground surface



Sounds

Announcements
Echo | Hand dryer
Music
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection

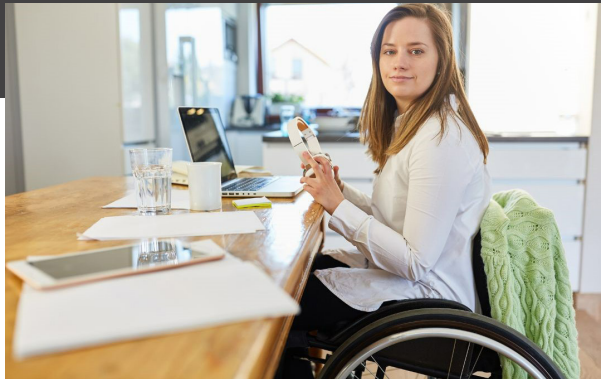


Smells

Air Freshener
Bathroom smells
Disinfectants

Ticketing

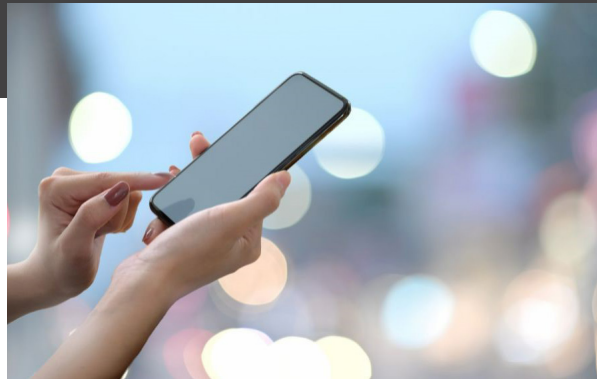
There are several ways to purchase tickets for performances and events at Gippsland Performing Arts Centre. Cash or EFTPOS is accepted.



Online

Go to our [events page](#).

You can click on “I have accessibility requirements” to see the accessibility features of the space that you will attend.



Phone

Box Office on 03 5176 3333.



In person at the Box Office

Visit our Box Office. It is open daily from 10am to 4pm and one hour prior to any performance and located directly ahead of the main entrance doors.

There is a dedicated wheelchair accessible counter. Counter height is 860mm AFFL with a knee clearance of 790mm AFFL.

Accessible Seating

All visitors requiring accessible seating are requested to book in advance.

There are seventeen wheelchair accessible seats available in the auditorium; thirteen are on ground level and four are on Level 1. When configured to have a companion seat, there are ten on ground level and two on Level 1.

Wheelchair accessible seating can also be configured for two wheelchair users to sit next to each other in the auditorium.

Companion Cards must be presented at the time of booking.

Cash or EFTPOS is accepted.

Ground Level

Doors 1 and 4 are accessible.

There is a wheelchair lift next to door 3 which takes visitors to the back of the auditorium.

Accessible seating is in Rows L and T.

Level One

There is a lift available from the ground level. It is to the left of the Box Office.

Doors 5 and 6 are accessible.

Accessible seating is in Row AA.

If visitors require assistance upon arrival, please see a Front of House staff.





Foyers

There are two foyers at Gippsland Performing Arts Centre.

FOYERS

Ground Floor Foyer

The foyer is accessed at the main entrance doors.

Includes:

- access to ground level of the auditorium (entry doors 1-4)
- wheelchair lift next to door 3
- hearing loop
- access to a quiet room
- access to the café and bar
- access to the meeting room hallway
- audio-visual screens
- mix of seating, some with back rests, scattered throughout the foyer.



SENSORY
GUIDE



Feel

Change in ground surface
(Ground level)
Shared personal space
Heating/Cooling



Sounds

Announcements
Automated doors
Background music
Chimes



Sounds

Doors opening
Entertainment
Fridges humming
(Ground level)
People
Telephones



Sights

Crowd movement
Glare
On screen presentations



Smells

Food/Drink
Perfumes
Timber

FOYERS

Level One Foyer

Includes:

- access to Level 1 of the auditorium (entry doors 5 and 6)
- hearing loop
- audio visual screens
- standing benches
- mix of seating, some with backrests, scattered throughout the foyer.



SENSORY GUIDE



Feel

Change in ground surface
(Ground level)
Shared personal space
Heating/Cooling



Sounds

Announcements
Automated doors
Background music
Chimes



Sounds

Doors opening
Entertainment
People
Telephones



Sights

Crowd movement
Glare
On screen presentations



Smells

Food/Drink
Perfumes
Timber

Auditorium

The main auditorium has a seating capacity of 750 and spreads across two levels.

The doors open 20 to 30 minutes prior to show commencement and remain open until the performance begins.

There are six entry points leading into the auditorium. All entry points include two sets of manual doors opening outward; both sets with a clearance of 820mm. These can be opened to double doors with a clearance of 1590mm.

House lights will remain on during pre-show admission.

Dimmed lighting remains on during the performance.

Ushers may enter the theatre with torches and are available to assist during performances.

House lights are turned off for most shows.

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.

Ground Level

There are four entry/exit doors.

Numbered signage is displayed next to each door (Doors 1 to 4).

Level 1

Lift and stair access from the ground level.

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

There are two entry/exit doors.

Numbered signage is displayed next to each door (Doors 5 and 6).

SENSORY GUIDE



Feel

Heating/Cooling
Shared Personal Space



Sounds

Applause
Music
Performance/Narrator
People cheering
Retractable chairs
Sound effects



Sights

Down lighting
Special effects smoke
Varied lighting
Visual effects
Vivid entertainment



Smells

Food/Drink
Perfumes
Special effects smoke



Performances

Events enjoyed may include theatre, opera, music, dance, comedy, musicals, family entertainment and school performances and presentations.

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

If a performance has strobe lighting, haze, loud noises or bright lights, an announcement will be made pre-show in the foyer and supportive signage will also be displayed.

Theatre-style food and drink can be purchased and consumed in the theatre.

Some performances may have one or more intermissions. This is dependent on the type of show and the duration of the performance. If there is an intermission, full house lights will come on and an announcement may be made.

During intermission, visitors may wish to leave or remain in the auditorium. Auditorium doors will remain open during this time. An announcement will be made when intermissions conclude.

Intermissions generally last 20 minutes.

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.

Staff are available to guide visitors to exits, including visitors with mobility requirements.

Quiet Rooms

There are two quiet rooms at Gippsland Performing Arts Centre.

Each quiet room has the capacity to seat two people.

The quiet rooms are not bookable.

Front of House staff at the Box Office can assist if you would like to use the foyer quiet room.

If you require the use of a quiet room during a performance, you can make your way to an exit door. An usher will approach you and will be able to direct you to a quiet room if it is available.





QUIET ROOMS

Ground Floor Quiet Room

This quiet room is for visitors who may be having difficulties with the noise and busyness in the ground floor foyer. It can also be used as a second option for visitors when the auditorium quiet room is occupied.

Visitors are not able to see and hear the show from this space.

Location: To the left of the Box Office.

Entry is through a manual door, opening inward with a clearance of 850mm.

Includes:

- two chairs with back and armrests
- chairs can be removed to accommodate two wheelchairs.

QUIET ROOMS

Auditorium Quiet Room

This auditorium quiet room is an alternative seating option for visitors who are having difficulties sitting within the audience. Visitors can still see and hear the show from this space.

Location: Ground level, at the rear of the auditorium, within a small hallway.

The quiet room hallway has three entry points:

1. At the rear of the auditorium. Enter through a manual door, opening inward with a clearance of 830mm.
2. After exiting the wheelchair lift. Enter through a manual door, opening inward with a clearance of 850mm.
3. At the top of the stairs to door 3. Enter through a manual door, opening outward with a clearance of 850mm. These can be opened to double doors.

Access to the auditorium quiet room is through a manual door, opening inward with a clearance of 830mm.

Includes:

- soundproofed room
- adjustable volume
- adjustable light switch
- two chairs with back and armrests
- chairs can be removed to accommodate two wheelchairs.



SENSORY GUIDE



Feel

Enclosed space
Heating/Cooling



Sounds

Applause
Music
People
Performance/Narrator
Sound effects



Sights

Special effects smoke
Varied lighting
Visual effects
Vivid entertainment



Smells

Food/Drink

Meeting/Conference Rooms

There are two meeting rooms and two conference rooms for hire.

These rooms can be accessed from the meeting room foyer.

The meeting room foyer includes seats with back and armrests and coffee tables.

This foyer also has two exit doors to the outdoor theatre. Entry is through manual doors opening outward with a clearance of 870mm. Doors can be opened to double doors.

Each meeting room has clear room numbers.

Inclusions:

- tables and seats with backs and armrests
- audio-visual screens
- projector screens (conference rooms)
- kitchenette with microwave, kettle, sink, and tea and coffee making facilities (meeting rooms).

Community rates are offered for Not-for-Profit groups who hire the rooms.

Meeting Rooms

Entry is through a manual door, opening outward with a clearance of 870mm. Doors can be opened to double doors.

Conference Rooms

Conference rooms are larger and can be divided into two separate rooms or used as one large room.

Conference rooms are larger.

Entry is through a manual door, opening outward with a clearance of 870mm. Doors can be opened to double doors.

For further information on hiring a meeting or conference room, please visit our [website](#).



Open Air Event Spaces

There are two open-air event spaces.

These spaces are used for performances, outdoor movies, markets, gigs, family programs, talks and workshops.



OPEN AIR EVENT SPACES

Outdoor Entertainment Space

The outdoor entertainment space is at the rear of Gippsland Performing Arts Centre, on Grey Street.

There is an access ramp from Grey Street.

It can also be accessed from the exit doors in the meeting room foyer.

Includes:

- space for performances and events
- two-tiered steps
- a variety of table and seating configurations, including beanbags
- large audio-visual screen. Screen captioning may be offered and will be advertised if featured in an event
- grassed area
- lighting.

Undercover Event Area

There is undercover event area at the front of Gippsland Performing Arts Centre, to the left of the building.

This area is accessed from Kay Street.

Includes:

- a variety of table and seating configurations. Furniture provided for ticketed events. Some events may require visitors to bring picnic chairs or blankets
- lighting.

The outdoor open-air event spaces have a staff ratio of one staff member per 100 visitors for events and performances.

Children are to be supervised at all times.

Remember to bring a sunhat and sunscreen.

Dogs are welcome but must be kept on a leash.



Feel

Change in ground surface
Shared personal space
Weather/Night air
Wind



Sounds

Announcements
Entertainment
Flying insects
Nature
People
Traffic
Wind



Sights

Birds
Bright lights (night time)
Crowd movement
Flying insects
Glare
Sunlight

**SENSORY
GUIDE**

Café and Bar

There is an indoor/outdoor café.

It is located in the ground floor foyer, after the main entrance doors, to the left.

The café is open during the day for casual dining and coffee and one hour prior to any performance.

Includes:

- accessible serving counter at 550mm AFFL
- two other serving counters at 895mm AFFL and 1090mm AFFL
- outdoor serving counter at 1120mm AFFL
- cash and EFTPOS are accepted
- tables and seats with backrests.

The bar is located at the Box Office counter, to the right.

It is open one hour prior to any performance.

Includes:

- accessible serving counter at 860mm AFFL with a knee clearance of 790mm AFFL.
- cash and EFTPOS are accepted.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space
Weather/Night air (outside)
Wind (outside)



Sounds

Flying Insects (outside)
Fridges humming
Café equipment
Traffic (outside)
Wind (outside)
People
Echo



Sights

Bright lights
Flying insects (outside)
Glare
Sunlight (outside)



Smells

Food/Drink
Timber

Accessibility

Throughout

- Go to National Relay Service and give 1300 367 700 as the number you want to call.
- Accessible website.
- To contact Latrobe City Council in your own language through the Translating and Interpreting Service (TIS) phone 13 14 50 and ask them to contact the Latrobe City Council on 1300 367 700.
- Underground carpark sensors showing number of parks available at carpark entry.
- Clear path of travel from outdoor to indoor areas.
- Entry doors with exit push button 1000mm AFFL.
- Free wifi.
- Varied external terrain of textured concrete, grass and artificial grass.
- Varied internal terrain of carpet and tiles.
- Wayfinding signage.
- Some signage with Braille.
- Wide, clear internal and external walkways.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- Discounted prices for holders of government issued pension cards and Companion cards.
- Storage for mobility aids, scooters and prams. Please enquire Box Office.
- Wheelchair for loan. Please see Front of House staff.
- Assistance animals welcome.
- Pen and paper for exchanging information.
- Staff to read information to visitors.
- Pre-show and intermission background music can be turned down on request.
- Clear, large print name tags on staff.

Underground Carpark Lift

- Exterior buttons operating height 960mm AFFL.
- Door clearance 1080mm.
- Audio enabled.
- Cubicle space 1390mm X 1465mm.
- Interior buttons operating height 1990mm AFFL.
- Interior buttons with Braille.
- Carpark lift/stairway area with manual door opening outward with a clearance of 830mm. Doors can be opened to double doors with a clearance of 1650mm.

Foyer

- Hearing loop.

Main Auditorium

- Entry door numbers with no colour contrast.
- Infrared hearing loop.
- Step-free access to stage. Please inform Box Office staff of accessibility requirements at time of booking.
- Doors to auditorium with exit button 1080mm AFFL.
- Lectern at 1000mm AFFL.

Wheelchair lift (Ground level, door 3)

- External operating panel height 1020mm AFFL.
- Door opens outward with clearance 1090mm.
- Interior control panel height 1030mm AFFL.

Quiet Rooms

- Auditorium quiet room with adjustable light switch at 1100mm AFFL.

Lift from Ground Level to Level 1

- Exterior buttons operating height 930mm AFFL.
- Door clearance 980mm.

- Audio enabled.
- Cubicle space 2030mm X 1290mm.
- Interior buttons operating height 1120mm AFFL.
- Interior buttons with Braille.
- Handrails.
- Hearing loop.

Meeting/Conference Rooms

- Infrared hearing loop. Please enquire with Front of House staff.
- Exit button 950mm AFFL.
- Kitchenette counter height 900mm AFFL.
- Table heights 720mm AFFL with knee clearance 690mm AFFL.

Open-Air Event Spaces

- Access ramp from Grey Street to outdoor theatre length 16 metres with gradient 1:50 (2%).

Café

- Table heights 740mm AFFL with knee clearance 720mm AFFL.



Safety

Throughout

- No pedestrian crossing from Kay Street to entry.
- Patrolled pathways and nearby carparks.
- Entry doors and surrounding panels with contrast safety bands 1000mm to 1100mm AFFL.
- No smoking.
- Ground level with no contrast safety bands on windows near the lift.
- Wet floor signage may be displayed.
- All staff with Working with Children Checks.
- Evacuation maps.
- Fire wardens on site.
- First aid kits at Box Office and Back of House.
- Defibrillator at Box Office and loading dock at Back of House.
- Children to be actively supervised at all times.
- Walking only.
- Illuminated exit signs.
- Audible and visual alerts in the case of an emergency.
- 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.

Underground Carpark

- Exit doors from carpark lift/stairway area with contrast safety bands 1020mm to 1110mm AFFL.
- Stairs
- Double handrails.
 - TGSi top and bottom.
 - Stair nosing.

Foyers

- Ground level foyer with seven timber pillars, colour contrasted to floor.
- Ground level foyer with display shelves next to stairwell.
- Level 1 foyer with guardrail 1100mm AFFL and attached handrail 1000mm AFFL.

Main Auditorium

- Stairs with lighting, stair nosing, single handrail and no TGSi.
- Stairs to stage with no lighting, stair nosing, single handrail and no TGSi.
- Level 1 with downlighting on wall.

Stairs to Auditorium Entry Doors 2 and 3

- TGSi top and bottom.
- Handrails with downlighting.
- Stair nosing.

Stairs from Ground Level to Level 1

- TGSi top and bottom.
- Handrails with downlighting.
- Stair nosing.

Meeting/Conference Rooms

- Glass entry doors and surrounding glass panels with contrast safety bands 1000mm - 1100mm AFFL.

Open-Air Event Spaces

- Access ramp from Grey Street to outdoor theatre with no handrails or TGSi.
- Not fenced.
- Lighting.
- Outdoor theatre two-tiered steps with colour contrast.



Café

- Glass doors to outside area with contrast safety bands 910mm to 1010mm AFFL.
- Sanitiser station at 1050mm AFFL.



GIPPSLAND PERFORMING ARTS CENTRE

Contact Us

32 Kay Street
Traralgon, VIC, 3844
Phone 03 5176 3333
latrobe.vic.gov.au/gpac/home

