

Access & Inclusion

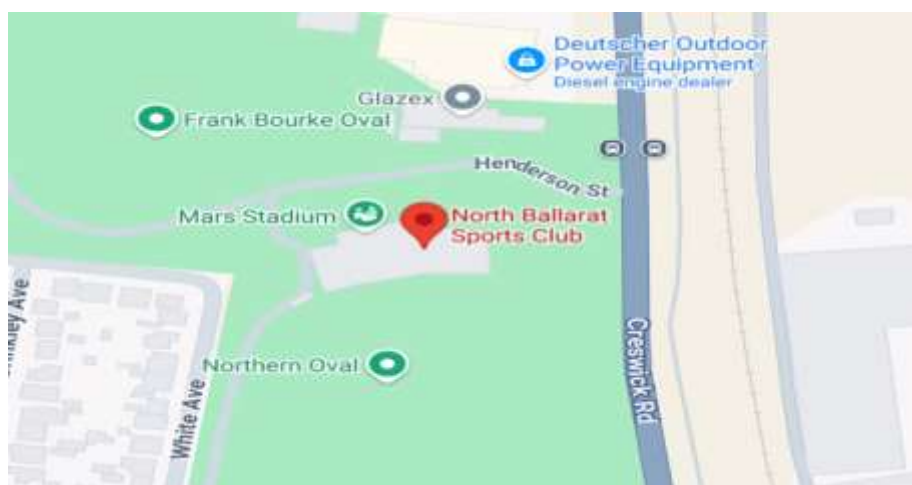
Carols by Candlelight are committed to providing an inclusive, safe and welcoming environment for individuals within the community. Please find below a description of the facilities and services that we currently offer. If you would like to discuss this further, please email us at secretaryballaratcarols@gmail.com

Drop off Zone

At the front of Gate 1 main entrance, on Creswick Road. This is for dropping off only, no parking.

Accessible Carpark

There are several designated accessible carparks available in the North Ballarat Sports Club which is close to gate 1



Accessible Bathrooms

Their locations are indicated with appropriate level signage throughout the Stadium, please see below

Location	Toilet type
Location 1	Unisex LH and baby change
Location 2	Unisex LH and baby change
Location 3	Unisex RH and baby change
Location 4	Unisex RH and baby change
Location 5	Unisex LH and baby change
Location 6	Unisex LH and baby change
Location 7	Unisex LH and baby change
Location 7	Unisex RH and baby change
Location 8	Unisex LH and baby change
Location 8	Unisex RH and baby change

*Please refer to map for location position

Changing Place

Changing place facility available onsite and is located at the entry at Gate 1, right-hand side.

- Adult change table
- Hoist
- Privacy screen
- Shower
- Automatic door

Auslan

Experienced Auslan theatre interpreters will be positioned at Carols by Candlelight to interpret the vocal performances and dialogue into Auslan, signing live and shown on the big screen.

Wayfinding

To navigate the Ballarat Carols by Candlelight, look for the yellow accessibility signs and the volunteers in bright vests. Main entrances are clearly marked, and directional signage will guide you to the performance area, food stalls, and bathrooms. If you need assistance, don't hesitate to ask a volunteer.

Hidden Disability Sunflower

Carols by Candlelight Ballarat supports the Hidden Disability Sunflower. The Sunflower is a globally recognised symbol for all abilities. The lanyard is a way for people to indicate to staff that they may need extra support, time, and understanding.

It is OK if you don't have a lanyard, you can still get help when you need it.

Terrain

There are accessible pathways and ramps throughout the Mars Stadium, wayfinding will be in place, also refer to accessible map provided below.

The main area is a grassed field and is subject to uneven and difficult surfaces and is open to the elements which can significantly influence the terrain. Please carefully consider your mobility needs.

Recharge Point

Located at entry Gate 1, left-hand side, available for electric wheelchairs and mobility scooters.

Assistance Animals

Assistance Animals are permitted entry into the venue. Patrons are encouraged to display a "Service Animal" or similar identification on the Assistance Animal when visiting the venue. Please bring any necessary supporting documentation.

Sensory

Carols by Candlelight are considerate of people with sensory needs can make accommodations if required

– Sound

Music, singing, large crowd and generators. Please feel free to bring noise cancelling headphones if needed.

- Sight

Stage lights, flashing lights and other people.

- Feel

Changes in ground surfaces, shared personal space and weather.

- Smell

Food.

Social Story

The City of Ballarat has developed a Social Story to help guests understand what to expect from the Carols by Candlelight experience. This may help determine the suitability of the experience and may help to alleviate anxiety. The Social Story can be downloaded at www.ballaratcarolsbycandlelight.org.au

Map

Plan your visit and familiarise yourself with the space and location of accessibility features (toilets, parking, etc) with this Access Mobility Map

The Access Mobility Map is mobile-friendly – you can access it on the go on your smartphone.

If you have any questions, prior to the event please use the email provided to discuss further.



There are plenty of accessible toilets located around the Stadium.



Accessibility Map

Prepared by Latrobe Community Health Service (Central Highlands LAC Service)

for Carols by Candlelight Ballarat, December 2024