



# Access Guide



June 2018

## DOCUMENT CONTROL

This is the current version of this document. No hard copies have been issued.

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The Operations Director shall be responsible for implementing and maintaining this manual.

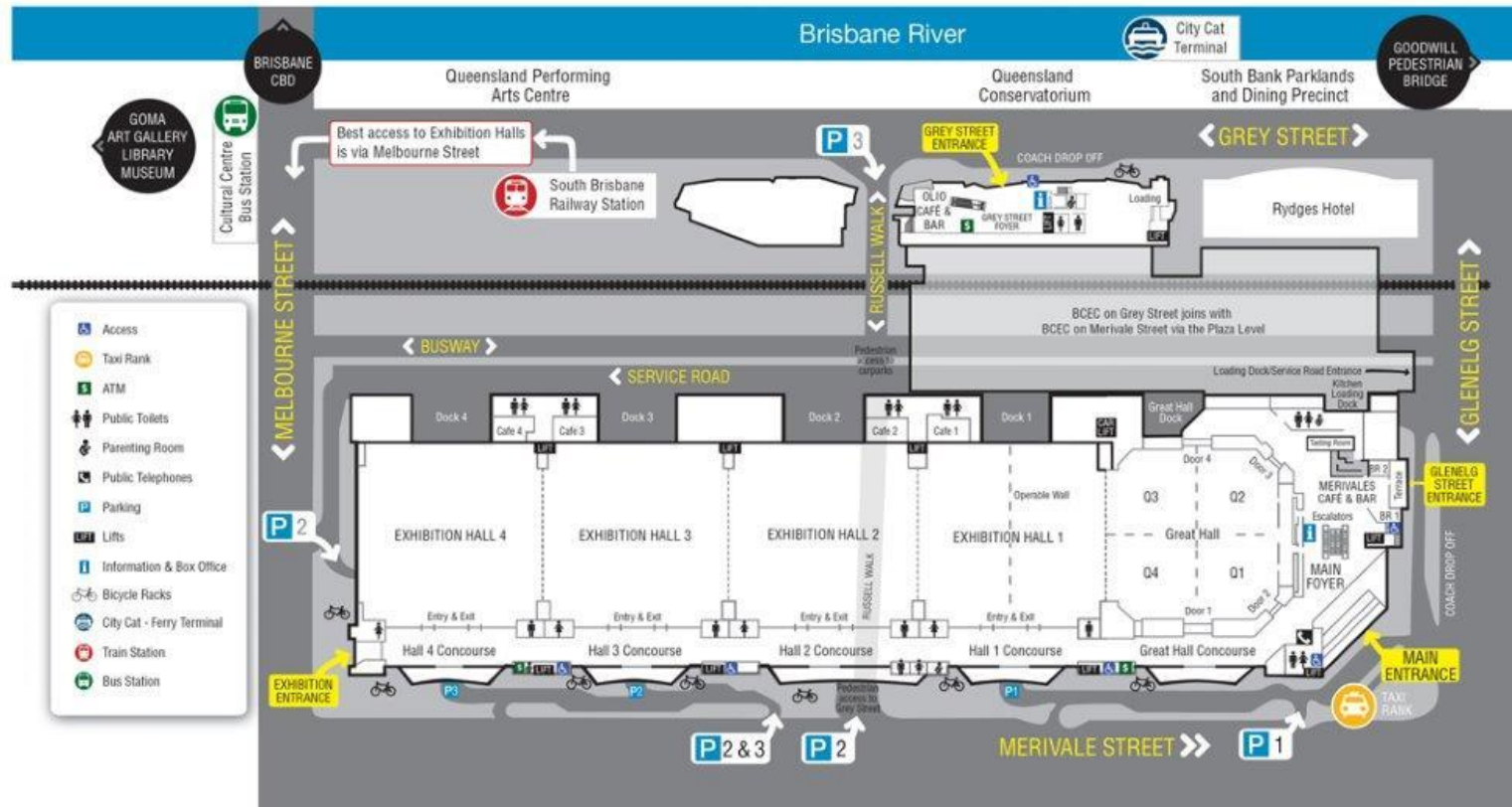
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# ACCESS MAP

## LOCATION & ACCESS MAP BCEC on Merivale Street & Grey Street



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## GETTING HERE

### Transport

- Plan your journey – [translink.com.au](http://translink.com.au)
- Walking distance – Approximately 3-5 minutes from all accessible public transport stops.

### Train

- Closest stop is South Brisbane station.

### Bus

- Closest stop is Cultural Centre station.

### Ferry

- Closest stop is South Bank Ferry Terminal, 500m from the Brisbane River South Bank.

### Taxi/Limousine

BCEC has its own designated taxi rank at the main entry at the corner of Merivale & Glenelg Streets, South Brisbane.

Taxi phones allowing free calls to Yellow Cabs or Black & White Cabs are available for use at our Information Desks in the Main Foyers of Merivale Street and Grey Street.

### Private Vehicle

We provide 24 hour undercover parking with a total of 1500 parking spaces.

Parking areas can be accessed from Merivale, Melbourne and Grey streets. See our access map below for entries.

Accessible parking spaces are available in P1 and P2 located adjacent to lift lobbies.

## BCEC ON MERIVALE STREET

The main public entry is at the corner of Merivale & Glenelg Streets. A lift is located to the left of the entry stair.

There is vehicle a drop off and pickup area in Glenelg Street, which offers protection from the weather should this be required.

You can enter the building through our lower foyer from Glenelg Street. The lower foyer has lifts accessing the Main Foyer, Mezzanine Level and Plaza Level.

There is a dedicated coach set down and pick-up zone in Glenelg Street:

- 6 bays at lower coach area on Glenelg Street.
- 7 bays – upper coach area (adjacent to the Lower Foyer).

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External stairs provide access to the Great Hall and all Exhibition Halls. Lifts operate between pavement level on Merivale Street and the main concourse on exhibition level.

Access from parking to the building is via the lifts located close to the car park entrance lobbies. These lifts provide access to the Exhibition Concourse, Convention Centre and Merivale Street Level.

## BCEC ON GREY STREET

Four steps lead to the main entry automatic doors and a ramp is located on the right hand side.

Russell Walk is the closest adjoining street which allows access to all car parks.

Olio Café is accessible from the Grey Street Foyer entry.

## ACCESSIBLE SEATING

There are a number of wheelchair and companion seating locations in our Great Hall and other Auditoria.

To request accessible seating call our **Box Office Special Needs Booking Line direct on (07) 3308 3492, between 8.30am- 5:00pm Monday to Friday.**

An appropriate level of assistance shall be provided by BCEC staff to patrons with a disability or impairment; however patrons should arrange independent physical assistance from their carer or accompanying person to access seating arrangements that are not directly booked into wheelchair accessible areas.

BCEC employees are not permitted to physically assist patrons from wheelchairs, walkers or other aids. Where physical assistance is required this must be provided by the patron's own carer.

## ACCESSIBLE TOILETS

Accessible unisex toilets are located throughout the Centre and are located adjacent to major restroom blocks.

All accessible toilets have hand basins and are fitted with handrails with a monitored emergency duress system installed.

Accessible toilets are also located in the parenting rooms, change-rooms, medical centres, VIP and Hospitality Suites.

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## ASSISTANCE ANIMALS

Guide, hearing and assistance animals may access the BCEC. These animals have been either:

- accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability; **or**
- accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph; **or**
- trained to assist a person with a disability to alleviate the effect of the disability and to meet standards of hygiene and behaviour that are appropriate for an animal in a public place
- trained animals that meet the assistance animal requirements as outlined in the *Commonwealth Disability Discrimination Act 1992 (DDA)*

Assistant animals must be identified by use of any of the following:

- an assistance animal identification card, pass, permit
- an assistance dog harness
- a coat, cape or vest clearly identifying them as an assistance animal
- an identification badge or medallion (displayed, for example, on its harness, collar, leash, coat, cape or vest).

Uncertified therapy/emotional support/companion animals are not included in the Act and do not meet the legal definition of an assistance animal and do not have the same public access rights. These animals may be refused entry.

## ATM'S

BCEC has three ATM locations:

1. Great Hall Concourse
2. Exhibition Hall 4 Concourse
3. Olio Café at BCEC on Grey Street

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## EMERGENCIES

Frontline staff are trained to respond to emergency situations.

BCEC staff will assist in the event of a fire alarm or other emergency. If the Centre has to be evacuated public address system announcements will be made and audible alarms will sound.

## FIRST AID & DISABILITY AWARENESS

Our key staff are trained in first aid and response.

Paramedic / medical services are available for major events.

Defibrillators for cardiac emergencies are located in foyers. Trained staff are on site 24 hours to operate this equipment.

Frontline staff are trained in customer service and disability awareness.

BCEC hosts many major events catering to special needs groups.

## FOOD & BEVERAGE

BCEC can cater to special dietary requirements by prior arrangement with your event organiser.

Drinking fountains are available in foyer and concourse areas in BCEC on Merivale Street.

All bars, cafes and other refreshment areas are fully wheelchair accessible.

## FOYERS & CORRIDORS

All foyers and corridors are sufficiently wide and are kept clear for easy wheelchair and pedestrian access.

Resting spots are available in all concourses and foyer areas. Loose lounge seating is available in these areas.

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## HEARING ASSISTANCE

Hearing loops are installed in all meeting rooms.

Larger rooms – Plaza Terrace Room, Plaza Ballroom, Great Hall and all exhibition halls are fitted with loops in required areas and are activated on request.

## INFORMATION DESKS & TICKETING

Information Desks are centrally located in the Main Foyer of Merivale Street and Ground Level Foyer at BCEC on Grey Street and are operational to suit event requirements.

Wheelchairs are available for loan from the Information Desks for patrons attending events.

Ticketek outlets are located at the Information Desks in Merivale Street and Grey Street.

## LIFTS

Lifts and escalators connect all levels of the building.

A secure lift is available providing direct access from P1 to the Ballroom Foyer on Plaza level. Use of this lift can be organised through your event organiser or by contacting BCEC Security on 07 3308 3035.

## PARKING & SET DOWN POINTS

We provide 24 hour undercover parking with a total of 1500 parking spaces included designated accessible parking bays conveniently located near the lifts.

Car parks can be accessed from Merivale, Melbourne and Grey streets. Please view our access map for the car park entry locations.

Accessible parking spaces are available in the car parks adjacent to lift lobbies.

### How to Purchase a Ticket and Pay for Parking

All visitors using the car park are required to pay before exiting at pay stations situated near the lifts as well as in Russell Walk.

Consider our Fast Pay option. Use your credit card on entry and then scan the same card as you drive out. This allows you to by-pass the pay stations.

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## Drop Off & Pick Up Points

There are three drop-off and pick-up points – Merivale Street, Glenelg Street or Grey Street.

Merivale Street or Glenelg Street is the best drop-off and pick-up point for guests attending events in the following areas:

- Great Hall
- Exhibition Halls
- Merivales Restaurant
- Tasting Room
- Mezzanine Level
- Plaza Level - Meeting Rooms P1-5, Gallery and Plaza Terrace Room

Grey Street is the best drop-off and pick-up point for the following areas:

- Olio Café - Ground Level
- Arbour Level
- Boulevard Level
- Concord Level
- Plaza Level – Meeting Rooms P6-10; Plaza Auditorium and Plaza Ballroom.
- Sky Level

## STAIRS & RAMPS

Stairs and escalators have handrails and slip resistant surfaces.

All stairs have handrails and comply with building standards for height and consistency. Ramps are safe and non-slip.

Temporary ramps are available to access staging to a maximum height of 40cm. Portable lifts may be hired to access higher stages. These may be organised through Event Planning Managers.

There is good colour definition between walls, doorways & floor coverings in all areas.

## SIGNAGE

Directional signage is clear and easy to read and main signage, including lifts, have braille tactile indicators.

Directional signs for public amenities incorporate the universal symbol for access.

All public areas are well lit.

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## WHEELCHAIRS

BCEC offers a complimentary wheelchair service. We have a limited number of wheelchairs available for visitors attending events to loan on a daily, first come first served basis. Loan wheelchairs can only be used within the Centre.

The wheelchairs are located at our Information Desks (Merivale and Grey Street Foyers).

BCEC employees are not permitted to physically assist patrons from wheelchairs, walkers or other aids. Where physical assistance is required this must be provided by the patron's carer.

### **Wheelchair Access from BCEC to Rydges Hotel**

Wheelchair access to Rydges Hotel is via a ramp from the external Plaza.

The ramp connects to Level 2 of the hotel and from here guests are able to access the hotel via the lifts.

### **Feedback**

Every effort has been made to ensure that information is up-to-date. If you have any comments or suggestions please give feedback.

Tel: + 61 7 3308 3000

Email: [admin@bcec.com.au](mailto:admin@bcec.com.au)

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