

Welcome to Concert Hall, QPAC

Our state-of-the-art facility is located in the heart of Brisbane's cultural precinct and boasts a diverse range of performances across theatre, music, dance, and comedy.

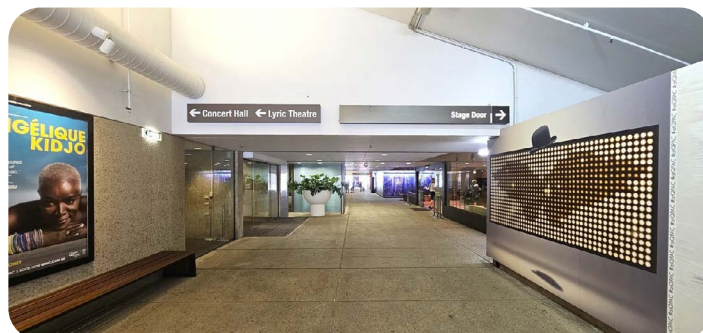


TRAVELLING TO QPAC

Train Station (Grey Street)

The nearest train station is South Brisbane Station. After departing the South Brisbane Station, travel across Grey Street and use the Pedestrian Tunnel to access the Queensland Performing Arts Centre (QPAC). At the entrance to the Pedestrian Tunnel there is a drop-off zone for private vehicles, rideshare and taxis. This is an entrance for Concert Hall wheelchair or mobility access and also serves as the meeting point for pickup.

On the right side of this entrance is a private carpark, while on the left is the pathway leading to the ground floor entrances to the Lyric Theatre, Concert Hall, and Stage Door. The Pedestrian Tunnel features a concrete floor surface, bright lighting and promotional signage.



QPAC is proud to partner with [Cérge](#), a Sunshine Coast based company dedicated to removing barriers for individuals with disability. Explore this guide to familiarise yourself with our venue before your show and find out more about [Accessibility at QPAC](#) here.



Sounds

1. Vehicles, buses & trains
2. Music (distant)
3. Construction sounds
4. Banging & clanging
5. External weather conditions



Smells

1. Vehicle & road smells
2. Humidity (seasonal)
3. External weather conditions
4. Bitumen



Sight

1. Passing traffic
2. Vehicles accessing carpark
3. People mingling & walking
4. Staff (attendants) in black uniforms
5. Directional signage & posters



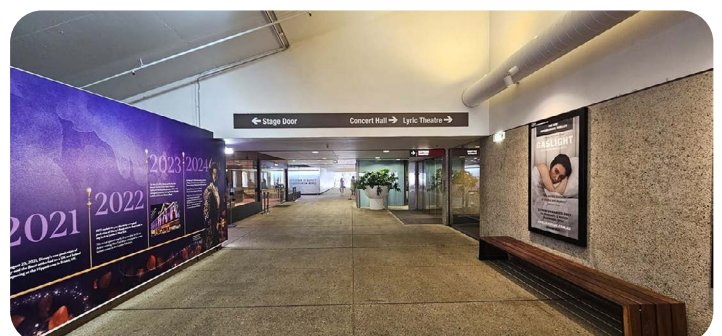
Feel

1. Excitement & anticipation
2. Orientation anxiety
3. Changing surfaces (bitumen-concrete)
4. Close proximity to others (when busy)
5. External weather conditions

South Bank Entrance

There is limited vehicle access in the area surrounding the South Bank entrance with the majority of patrons accessing this entrance after walking from South Bank or across the Victoria Bridge from Brisbane city. When coming from South Bank Parklands, patrons enter the Pedestrian Tunnel to enter QPAC.

Patrons parking in P1 and P2 carparks can access QPAC via a ramp for P1 and lifts and overpass for P2. For those requiring rest or a quiet space prior to entering QPAC, there is seating and shaded areas available throughout the South Bank Parklands.





Sounds

1. Scooters & bikes
2. Trees rustling
3. Children laughing & playing
4. Birds chirping
5. Construction sounds



Smells

1. Urban air
2. Humidity (seasonal)
3. Vehicle exhaust
4. External weather conditions



Sight

1. People riding scooters
2. City views
3. People walking & talking
4. River views
5. Garden & trees

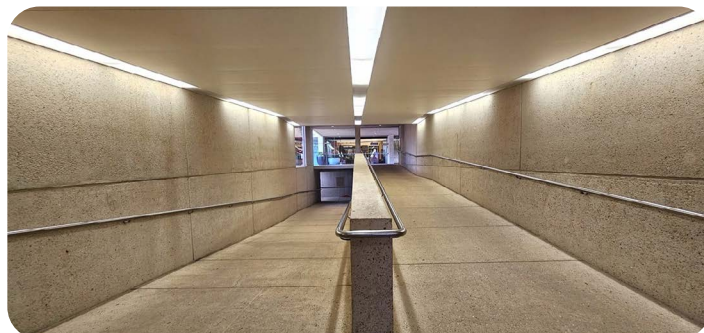
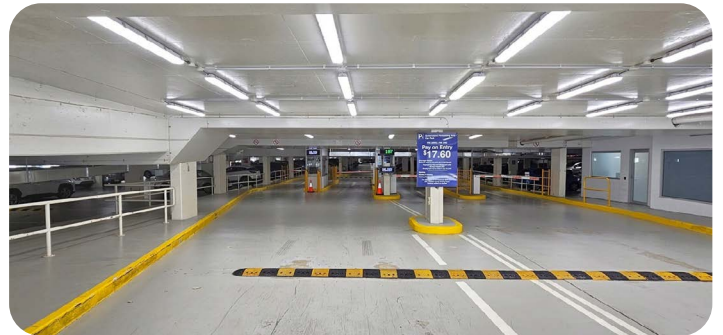


Feel

1. Orientation anxiety
2. Open space
3. Excitement & anticipation
4. Changing surfaces
5. External weather conditions

Public Carpark

All carpark areas across the Cultural Centre are managed by Arts Queensland. The most convenient parking for patrons to QPAC is the Performing Arts Carpark (P1), accessed via Stanley Place. Parking can be limited during peak times, so arriving early or opting for pre-paid parking at P1 is recommended. From there, patrons take the stairs or ramp to QPAC. (P1) has 16 accessible parking spaces, Carpark P2 for the Queensland Art Gallery and Queensland Museum, has 13 accessible car parking spaces and Carpark P3 for the State Library Queensland and Gallery of Modern Art, has 6 accessible carparking spaces.





Sounds

1. Vehicle sounds
2. Screeching of tyres on concrete
3. Banging & clanging
4. Echoes



Smells

1. Vehicle exhaust
2. Urban smells
3. Humidity (seasonal)
4. Concrete



Sight

1. Roads & drive ways
2. Vehicles & parked vehicles
3. Directional signage
4. Concrete floor & ceiling
5. Stairs & ramps



Feel

1. Anxiety (enclosed environment)
2. Disorientation
3. Excitement & anticipation
4. Confined spaces

Bus Station

The closest bus station is the Cultural Centre Station. From Platform One patrons travel across Grey Street or take the lift from the bus station up to level 2 to the overpass and take the stairs down to the Cascade Court at QPAC or take the lift down to Melbourne Street. From Platform 2, enter QPAC via the Melbourne Street Green (entrances on Melbourne and Grey Streets) or further along Grey Street at the Pedestrian Tunnel (all stair free entrances). The Brisbane Metro construction is well underway in this area frequently changing access points and pedestrian flow.



Sounds

1. Vehicles & buses
2. Echoes
3. Trees rustling
4. Construction noises
5. Birds chirping



Smells

1. Vehicle & bus smells
2. Urban air
3. Dust (from construction)
4. External weather conditions
5. Bitumen



Sight

1. Directional signage
2. Promotional materials for QPAC
3. Stairs & handrails
4. Concrete structure
5. People mingling



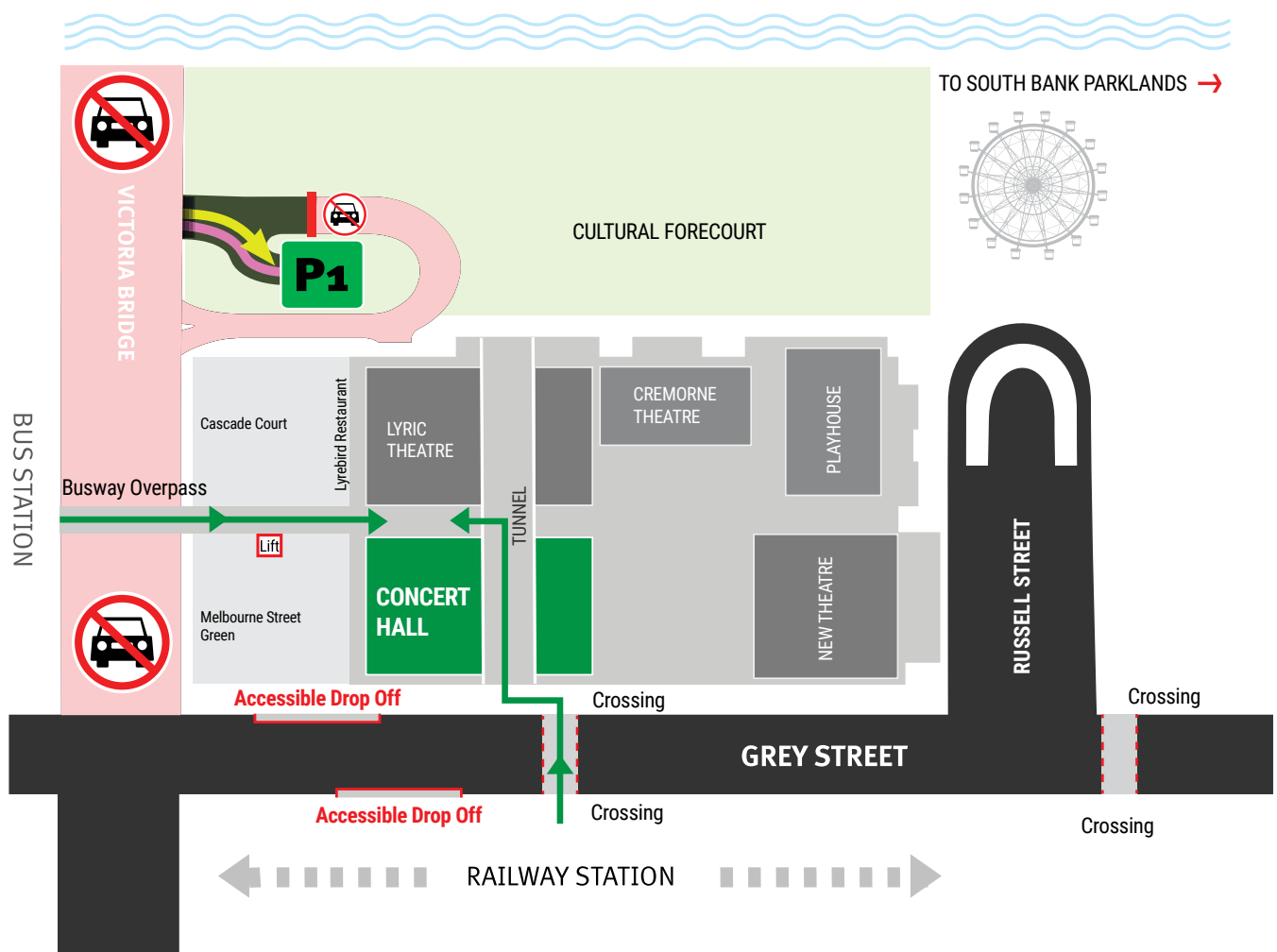
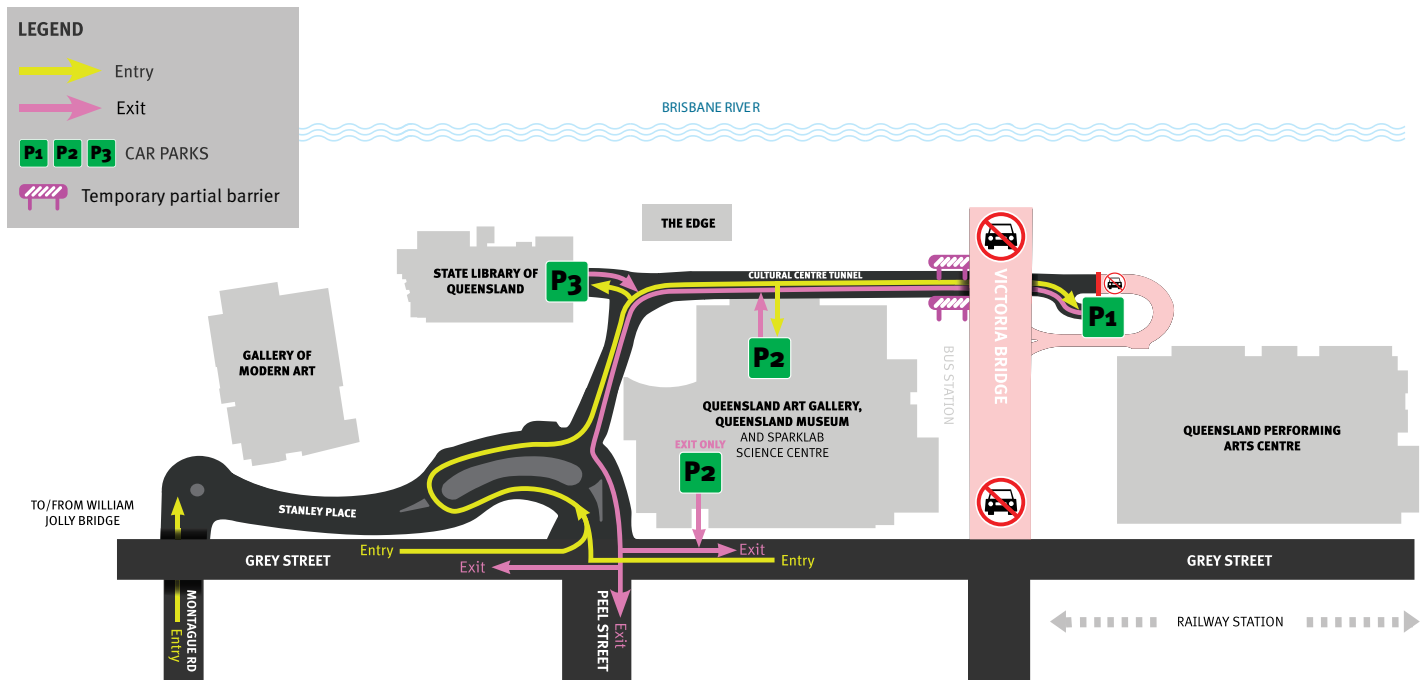
Feel

1. Close proximity to others
2. Elevated heart rate (stairs)
3. Excitement & anticipation
4. Anxiety & disorientation
5. Stairs & changing floor surfaces

Passenger drop-off

Passenger drop-off and loading zones are available on both sides of Grey Street. Taxi and ride share services are widely available in the area.

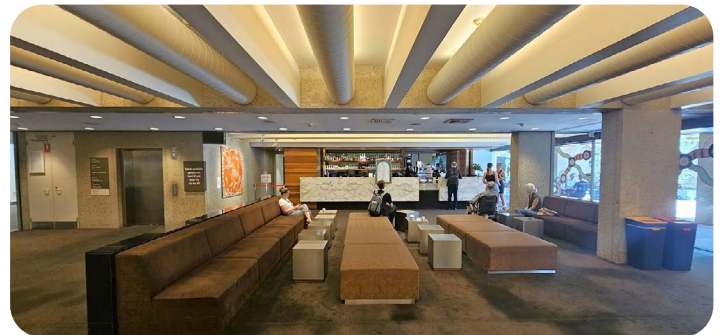
Queensland Cultural Centre



Pedestrian Tunnel, Stage Door & Ground Floor Foyer

Patrons can access the Pedestrian Tunnel from either the Grey Street entrance or via the South Bank Entrance. The tunnel features a concrete floor surface, bright lighting and promotional materials along the walls. Travelling from Grey Street down the tunnel, on the right is the entrance to Stage Door (for performers and QPAC staff only).

Moving to the left through automatic glass sliding doors leads into the Ground Floor Foyer where drinks and programs can be purchased prior to the show. There are seats and couches available to rest in this area whilst the carpeted floors may impact wheelchair ease of movement. Bathrooms and an accessible bathroom are on the Mezzanine Level.



Sounds

1. Directional instructions from staff
2. People talking & laughing
3. Loud noise & echoes
4. Sounds from piano



Smells

1. City smells (outside)
2. Humidity (seasonal)
3. Coffee & drinks aromas
4. Air conditioning
5. Carpets & fabrics



Sight

1. Staff directing & assisting guests
2. People mingling & queuing
3. Subtle lighting
4. Marketing & promotional materials
5. People playing the piano



Feel

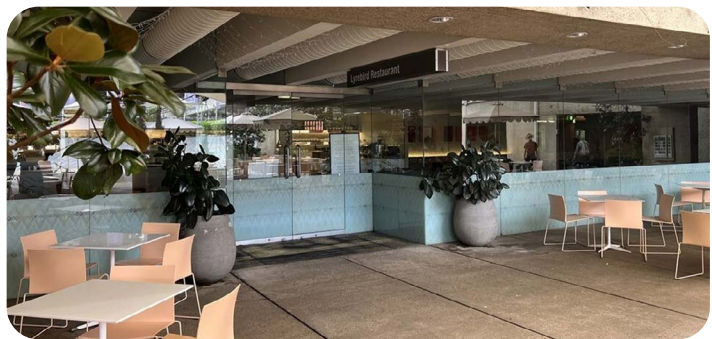
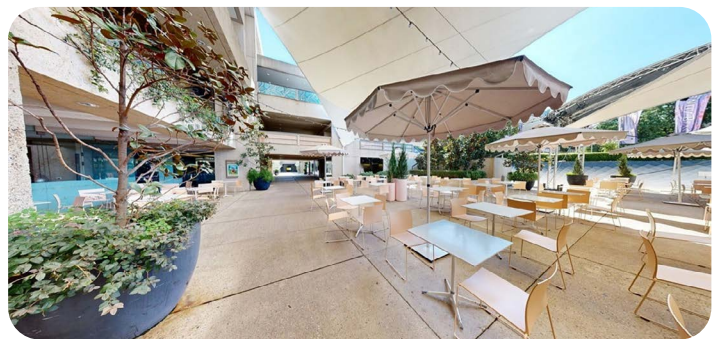
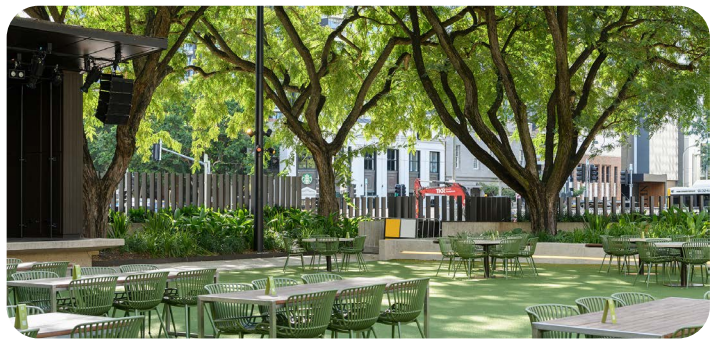
1. Close proximity to others (when busy)
2. Excitement & anticipation
3. Changing surfaces (concrete-carpet)
4. Air conditioning

Cascade Court & Melbourne Street Green

Access to Cascade Court is either via the automatic glass sliding doors from the Ground Floor Foyer, the entrance from the South Bank Parklands, the Busway Platform, Melbourne Street Green, as well as Carparks P1 and P2.

Cascade Court features a range of shaded, outdoor seating options including moveable tables and chairs and bench seating. Nestled alongside the Cascade Court, the Lyrebird restaurant has a contemporary, modern Australian menu.

Bistro by QPAC, located in the open-air Cascade Court, showcases an Asian-inspired menu. Storytellers Cafe is located in the newly reopened Melbourne Street Green and is open weekdays from 8am.



Sounds

1. Music
2. Buses & vehicles
3. Clinking of glasses & cutlery
4. Chairs being moved
5. Coffee machines



Smells

1. Food aromas
2. Fresh air
3. Coffee & drink aromas
4. Bus & vehicle fumes (occasional)
5. Humidity (seasonal)



Sight

1. People mingling & passing by
2. Tables & chairs
3. People eating & drinking
4. Food & drinks for sale
5. Trees & gardens



Feel

1. Excitement & anticipation
2. Anxiety (running late for show)
3. Close proximity to others (when busy)
4. Hungry & thirsty

Traffic Updates & Notices

We frequently update our [traffic information page](#) with specific events or roadworks that may impact travel time. You can also check [bom.gov.au](#), and [qldtraffic.qld.gov.au](#) for planning your safe travel to QPAC.

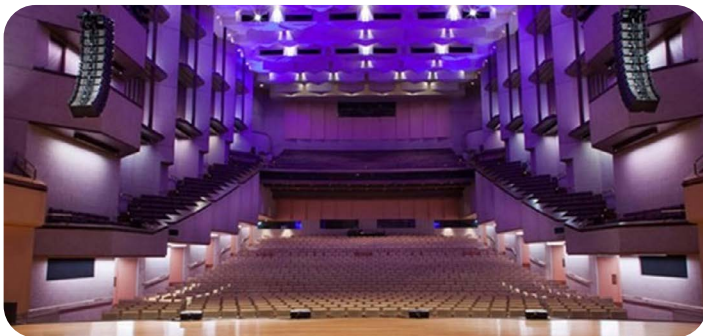
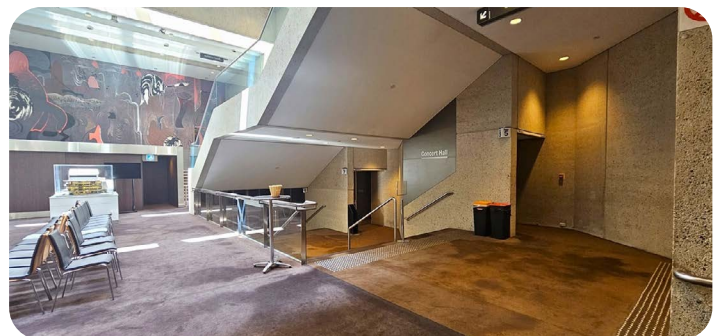
Planning to arrive

It is a good idea to give yourself enough time to travel to QPAC, find a park, make your way to relevant theatre, find your seat and get settled before the performance begins. If you would like to arrive as early as possible, the external doors to the foyers usually open around 1.5 hours prior to the performance start time. You can enter the foyer when the external doors are open. If you want to go straight to your seat inside the auditorium and not spend too much time in the foyers, the auditorium doors open about 30 minutes prior to the start of the performance.

Concert Hall

For the Concert Hall, direct lift access is available for accessible seating via Door 5 on Level L (Lower Minstrel) or Door 1 on Level 2. Stalls Row O is the dedicated seating location for wheelchair users and those with accessibility requirements. Additional wheelchair seating is located in the Stalls, Row X (Doors 1 & 2) and Box G, Row C and Box H, Row C.

Accessible bathrooms are located on the Mezzanine Level, Lower Minstrel, Level 2 and Level 4. Bathrooms are located on Mezzanine Level, Level 2, Theatre Mezzanine Level and Level 4. Concert Hall has blue coloured door numbers and odd numbered doors are located on the lift side of the theatre and the even numbered doors are situated on the railway side of the venue .





Sounds

1. Sliding doors
2. Directional instructions from staff
3. Announcement & bells
4. Music
5. People talking & laughing
6. Clinking of glasses



Smells

1. Coffee & drink aromas
2. Food aromas (popcorn)
3. Air conditioning
4. Fragrances and perfumes
5. Carpets & fabrics



Sight

1. People mingling & queueing
2. Automatic glass sliding doors
3. Marketing materials & posters
4. Red carpet (inside)
5. View out onto Melbourne Street Green



Feel

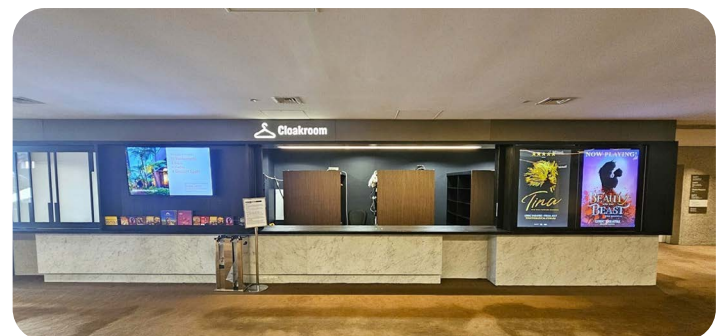
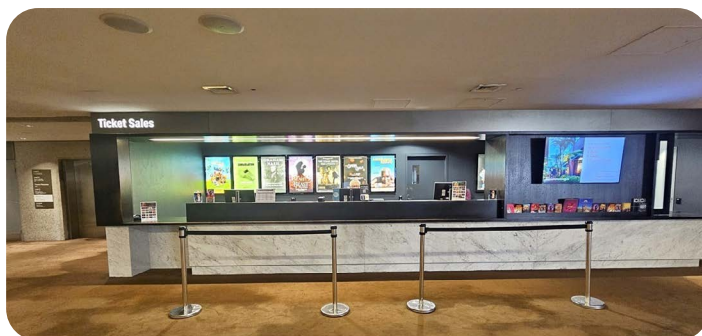
1. Changing surfaces (concrete/carpet)
2. Excitement & anticipation
3. Close proximity to others (when busy)
4. Anxiety (missing show)
5. Air conditioning

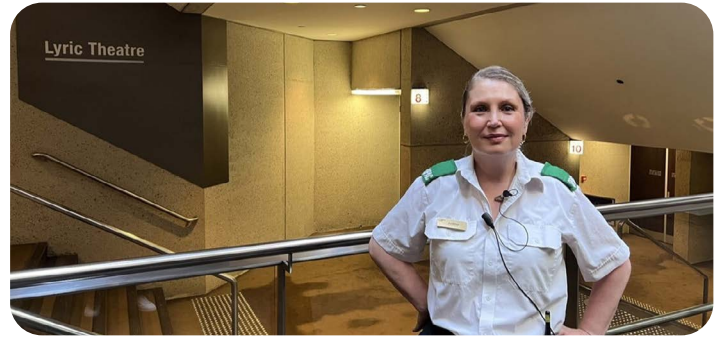
Concert Hall - Mezzanine Level

Take the lift up to Mezzanine Level to the Main Box Office Foyer. From the central lift, the accessible bathroom is located to the left. Bathrooms are located to the left and right.

The Main Box Office and cloakroom are located on this level and both have wheelchair accessible counters. ListenTech devices for hearing assistance and audio described performances, can be collected from the cloakroom which opens one hour prior to the performance and is provided free of charge.

There will be staff members in this area wearing a black uniform with gold trim and a name tag who are able to assist with directions. Take the stairs or elevator up to the next level (Level 2) pre show, to access the bars and merchandise stands.





Concert Hall Level 2 (Lyric Theatre & Concert Hall Main Foyers)

Level 2 on the railway side is the main floor for merchandise, bar areas and amenities for the Concert Hall. The accessible bathrooms are located at the far end beyond the bar areas on both sides of Level 2.

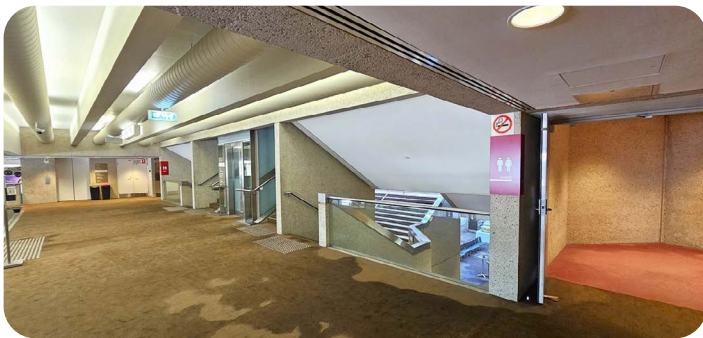
The environment changes from an expansive, empty space to a crowded environment pre-show, during intermission and post-show. The sensory environment may quickly change from a quiet open space to confined and crowded within just a few minutes. On Level 2 accessible seating is via Door 1.



Concert Hall - Theatre Mezzanine Level

Theatre Mezzanine Level contains a large block of bathrooms located on both the river and railway sides of the venue. The environment changes from an expansive, empty space to a crowded environment pre-show, during intermission and post-show.

The sensory environment may quickly change from a quiet open space to confined and crowded within just a few minutes as people rush to use the amenities.



Concert Hall - Level 4

Level Four functions as an additional bar and amenities zone. Upon arrival on Level Four from the glass lift, turn left for bathrooms and right for two unisex accessible bathrooms. A shared bar (Balcony Bar) which is situated between the Lyric Theatre and Concert Hall is located in the middle of Level 4 and operates at Interval only.

Balcony accessible seating is available via Concert Hall Doors 13 and 14. The environment changes from an expansive empty space to a crowded environment pre-show, during intermission and post-show. The sensory environment may quickly change from a quiet open space to confined and crowded within just a few minutes.



Audience Recall Lights & Bells

Before the show starts, the Duty Manager will make an announcement 5 minutes prior to the performance starting. This announcement will be followed by the flashing of the Audience Recall Lights and will be accompanied by a bell. This is to advise patrons that it is time to enter the theatre and take their seats ready for the performance to begin.

At the two-minute call, the Duty Manager will make an announcement which will be followed by the bell again. During Interval, once again at 5 and 2 minutes prior to the show recommencing the Duty Manager will make an announcement reminding patrons to take their seats with the Audience Recall Lights again flashing followed by the bell.

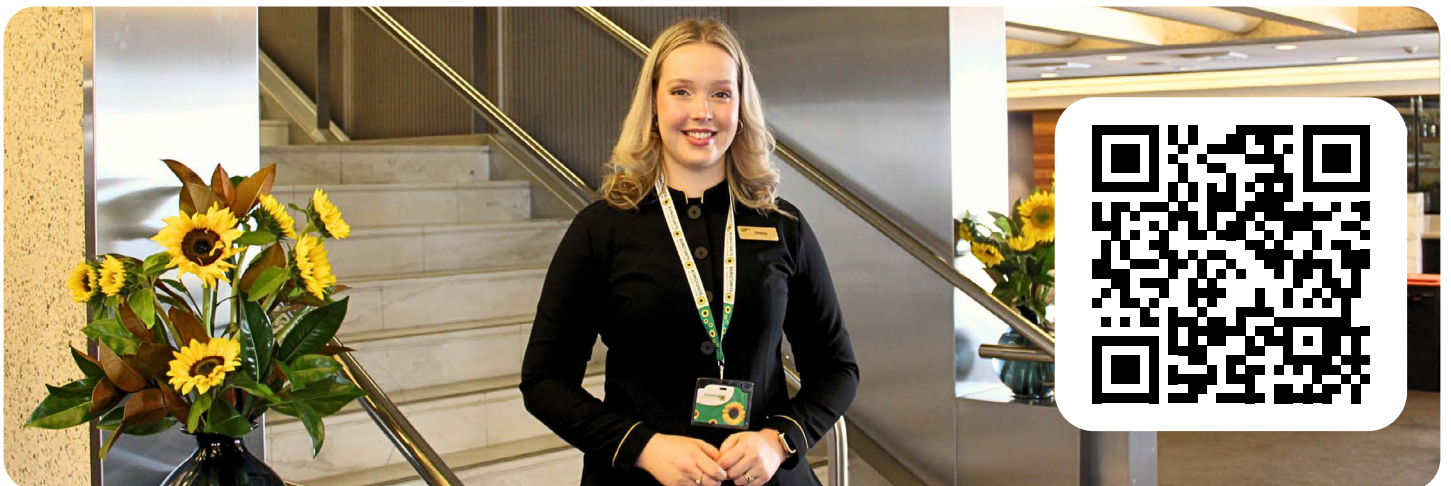
QPAC Staff

QPAC staff members wear a black uniform with gold trim and a name tag and are able to assist with directions and any questions you may have.



Hidden Disabilities Sunflower

QPAC is a proud member of the Hidden Disabilities Sunflower Initiative, a globally recognised symbol for Hidden Disabilities. Wearing a Sunflower is voluntary. By choosing to wear a Hidden Disabilities Sunflower, you can signal to our trained staff that you may need assistance or a little extra time during your visit. If you already have a Sunflower lanyard or pin you can bring it with you. To purchase your Sunflower ahead of your visit to QPAC [click here](#) or scan the QR code below in the image. It is OK if you don't have a lanyard, you can still get help you need.



Assistive Listening Technology

ListenTech is assistive listening technology that uses radio frequency to transmit sound. The device is designed to function with telecoil-equipped hearing aids or cochlear implants. QPAC staff will be available to demonstrate the technology and answer any questions you may have. Please call QPAC Group Sales on (07) 3840 7466 (Monday to Friday, 9am-5pm) or email groups@qpac.com.au to reserve your device.



Food & Drink

There are many dining options available at QPAC, offering a selection of refreshments, snacks, and meals for your enjoyment. For more information on dining venues and dietary requirements options [click here](#).

Accessible Performances

We offer audio described, Auslan interpreted and relaxed performances as well as tactile tours. Find out about more about upcoming accessible performances here. ([Accessible Performances - Queensland Performing Arts Centre \(QPAC\)](#))

Have your needs changed since you booked your tickets?

Our team would welcome your call on 136 246 to talk through your booking and answer any questions you may have about the location of your seats, specific accessibility questions about our venue and theatres and how to travel to QPAC.

Leaving the Theatre

At the end of the performance, it will be busy with patrons leaving the theatre. You can avoid the crowds or wait for other patrons to leave the theatre first. Please collect any items from the Cloakroom.

Thank you for visiting

QPAC is committed to continuous improvement in all aspects of your visit. We welcome your feedback – call us on 136 246 or qpac.com.au/feedback