

# Welcome to Playhouse, QPAC

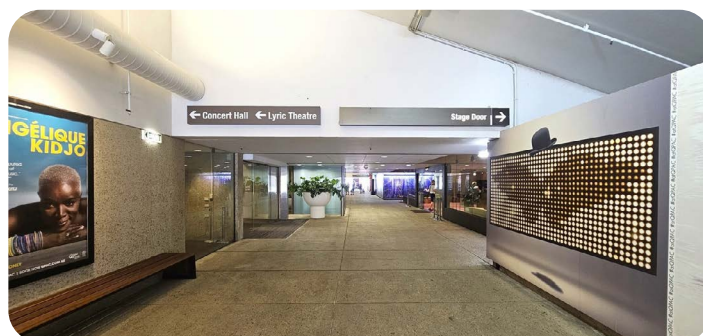
Our state-of-the-art facility is located in the heart of Brisbane's cultural precinct and boasts a diverse range of performances across theatre, music, dance, and comedy.



## 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 at the traffic lights and use the pedestrian tunnel to access the Queensland Performing Arts Centre (QPAC). 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. Move through the tunnel to the end where it opens up to the South Bank Forecourt. Turn right and travel alongside the outside of the building towards South Bank to reach the Playhouse Theatre. Alternatively, after departing the South Brisbane Station, travel south down Grey Street towards the Brisbane Convention and Exhibition Centre. Use the traffic lights at Russell Street to cross over to QPAC and enter the Playhouse Theatre.



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

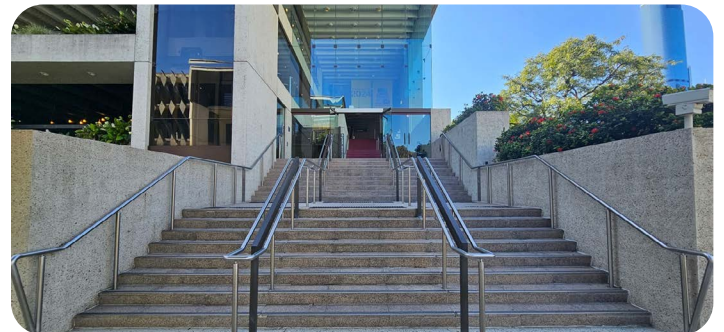
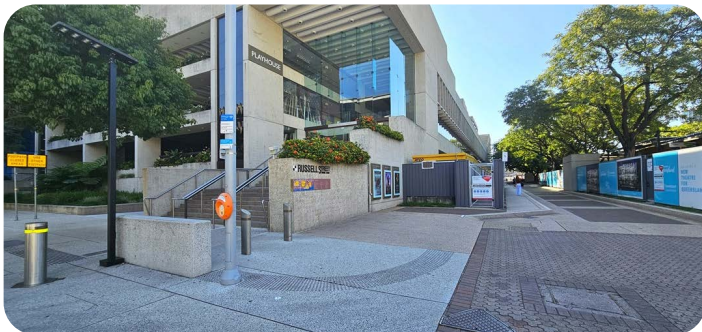


## Feel

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.



## 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

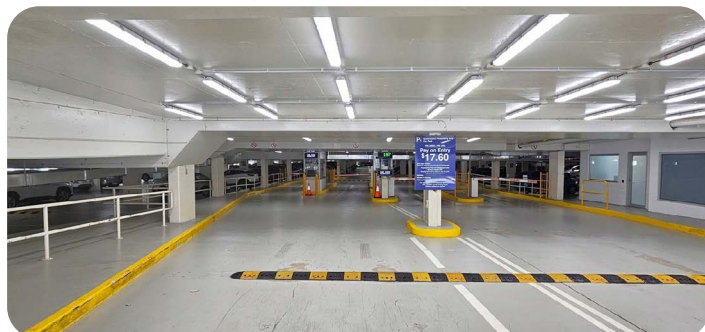


## Feel

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

# Public Carpark

All carpark 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 or the lift to the Playhouse which opens 1 hour before the show. (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

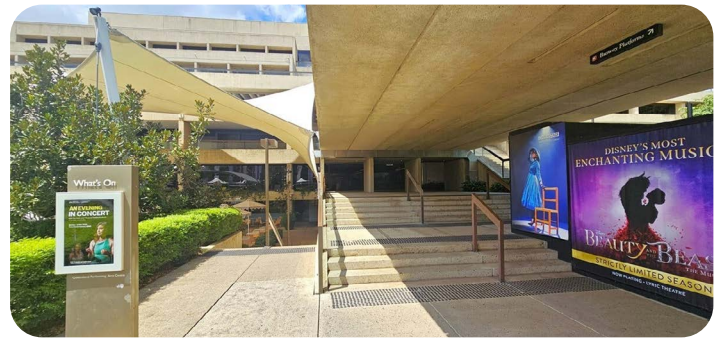
1. Anxiety (enclosed environment)
2. Disorientation
3. Excitement & anticipation
4. Confined spaces

# 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



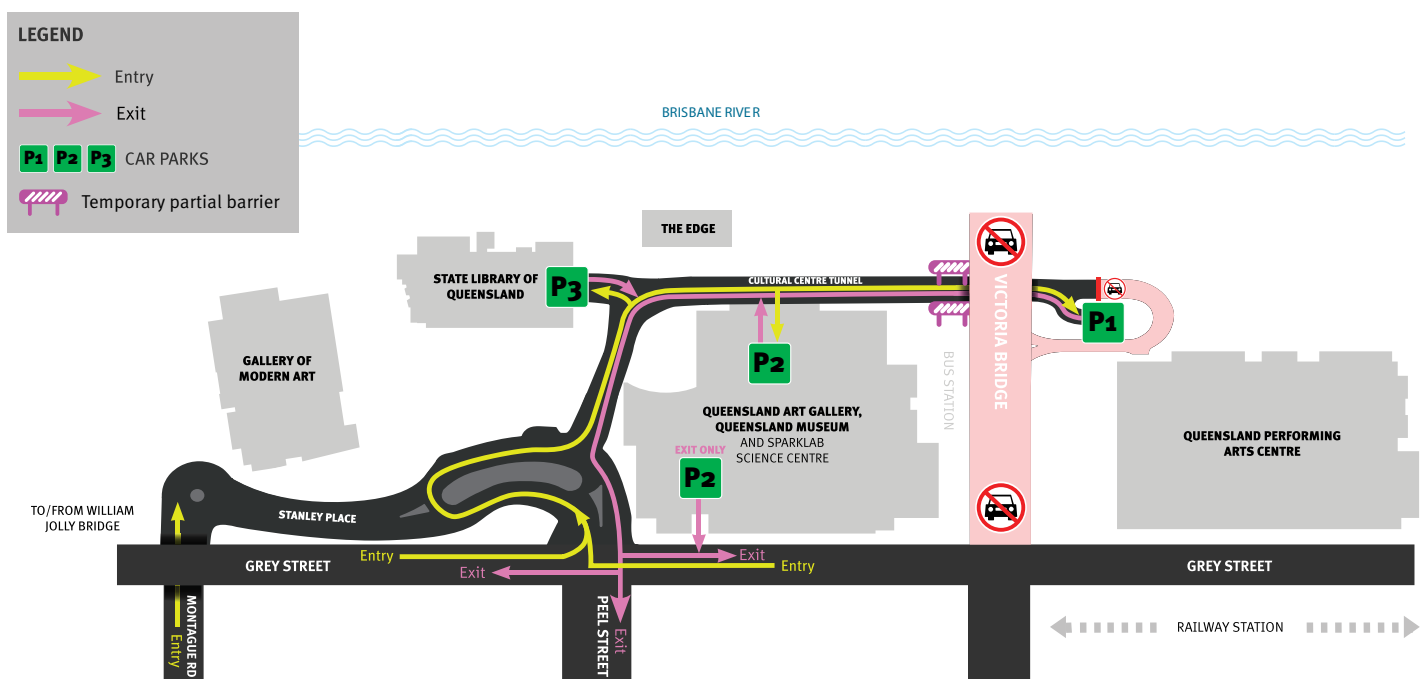
### Feel

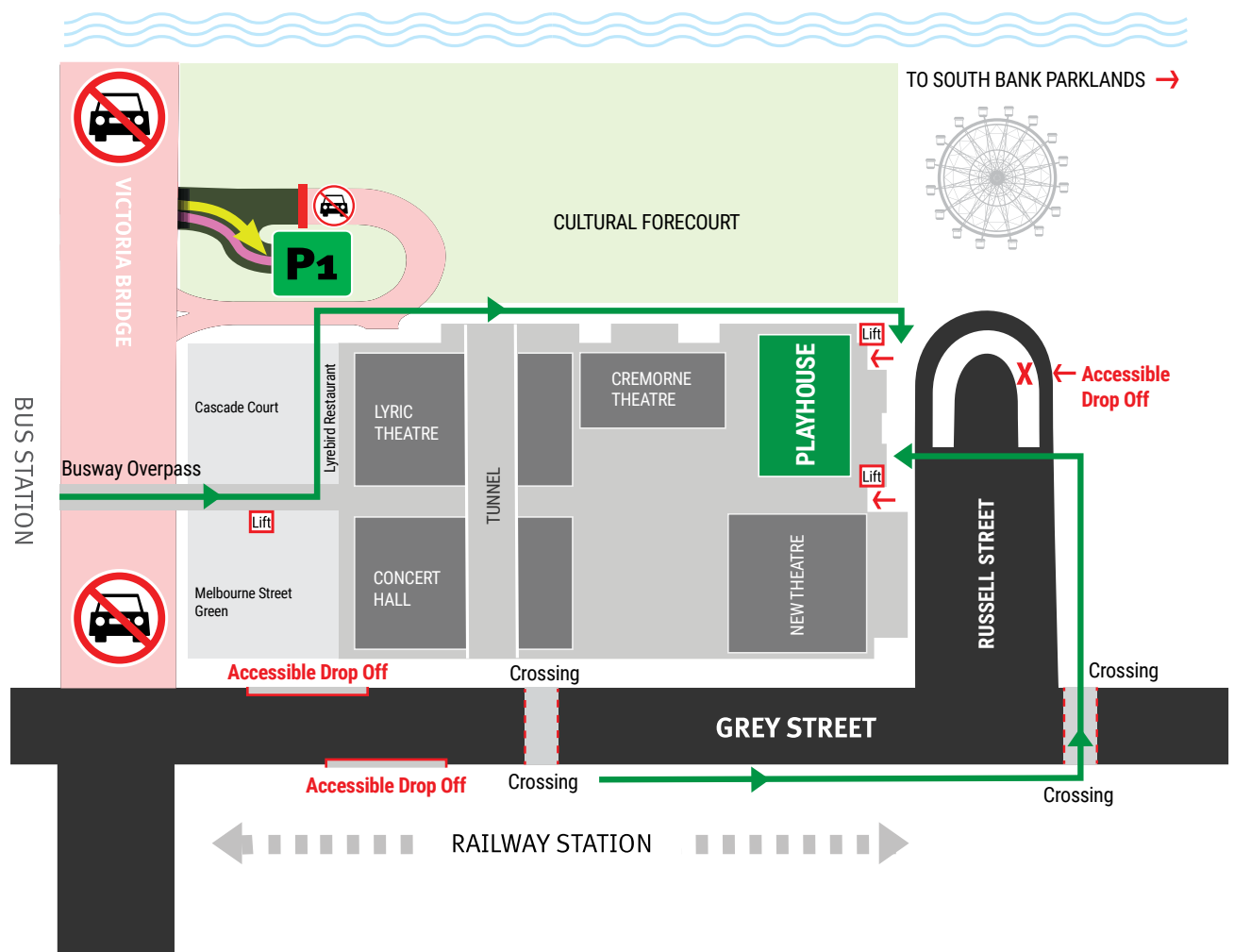
1. Close proximity to others
2. Elevated heart rate (stairs)
3. Excitement & anticipation
4. Anxiety & disorientation
5. Stairs & changing floor surfaces

## Passenger drop-off

Passenger drop-off and loading zones are available on both sides of Grey Street. There is a dedicated Patron Accessible dropoff zone on Russell Street, offering ease of access for Playhouse performances. Taxi and ride share services are widely available in the area.

## Queensland Cultural Centre



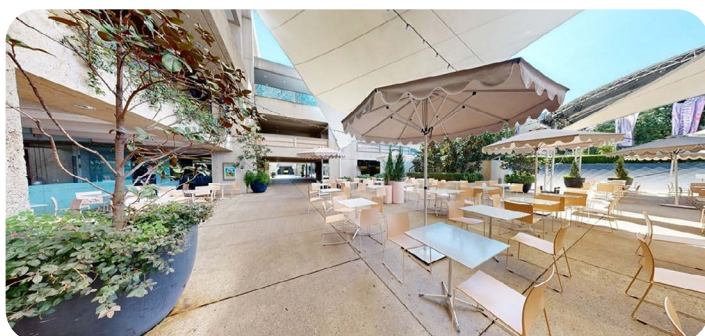


## Cascade Court & Melbourne Street Green

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.

tomtom, 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.

## Playhouse Theatre

Playhouse entry is via the lift at P1 carpark, Russell Street or South Bank Cultural Forecourt towards the Big Wheel, using stairs or the external lift. Patron Accessible drop off zone is on Russell Street. The lift to Level G is for the Russell Street Wine Bar, Cloakroom, bathrooms, accessible bathrooms and baby change facility. ListenTech devices for hearing assistance or audio-described performances can be collected from the Cloakroom. Level 2 offers a bar, bathrooms, accessible bathrooms, Box Office, Stalls Theatre Doors 1 and 2 and the First Aid room. Level 3 is the Balcony seating with access to Doors 11 and 12 and a bar at Interval only. Stalls Row H and Balcony Row AA are the dedicated seating locations for wheelchair and accessibility requirements. For the best experience possible, call 136 246 to discuss your seating needs.



### Sounds

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



### Smells

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



### Sight

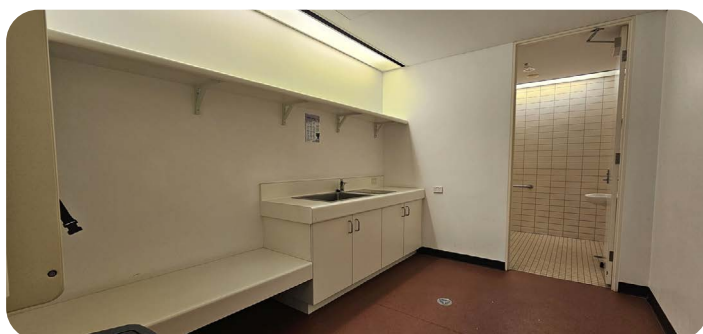
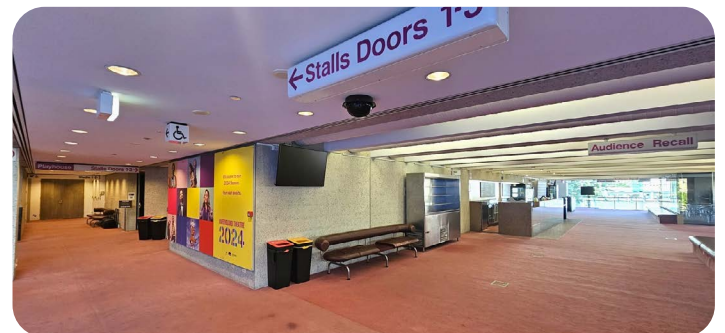
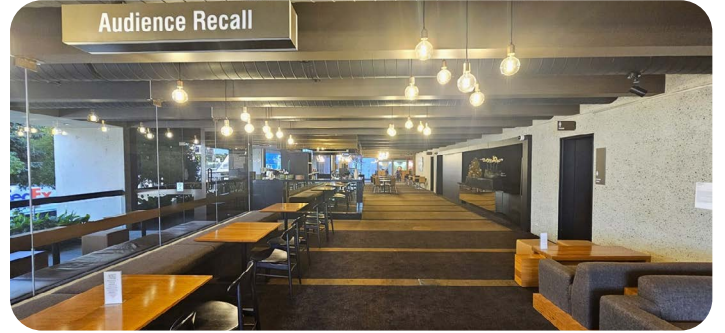
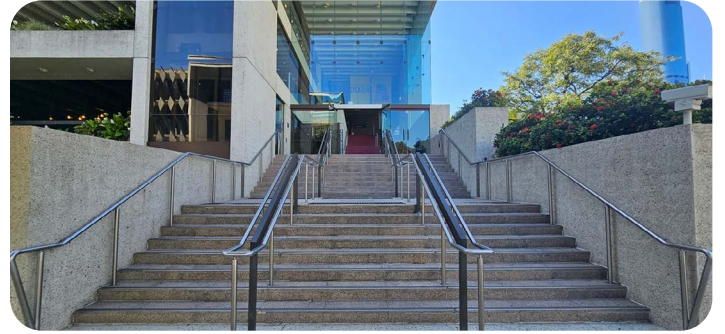
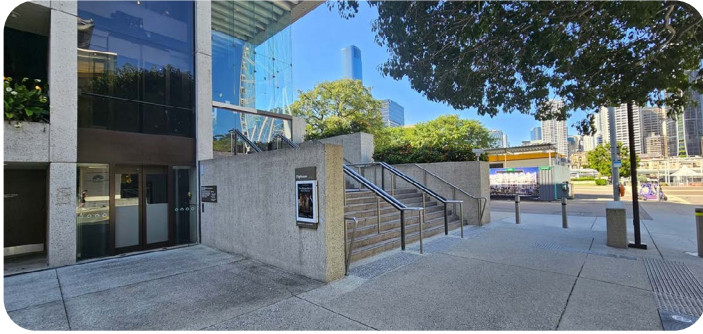
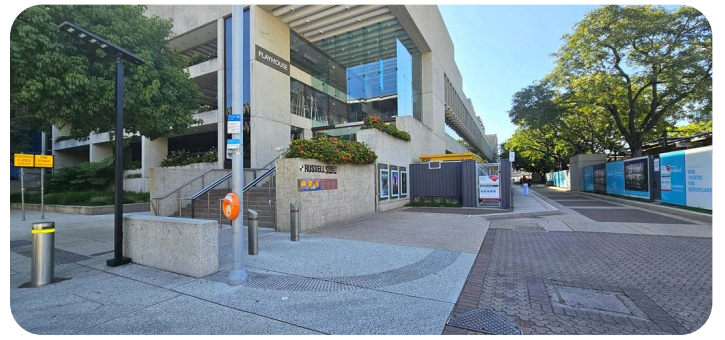
1. People mingling & queueing
2. Marketing materials & posters
3. Red carpet (inside)
4. View out onto South Bank



### Feel

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









## 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.



## Assistive Listening Technology

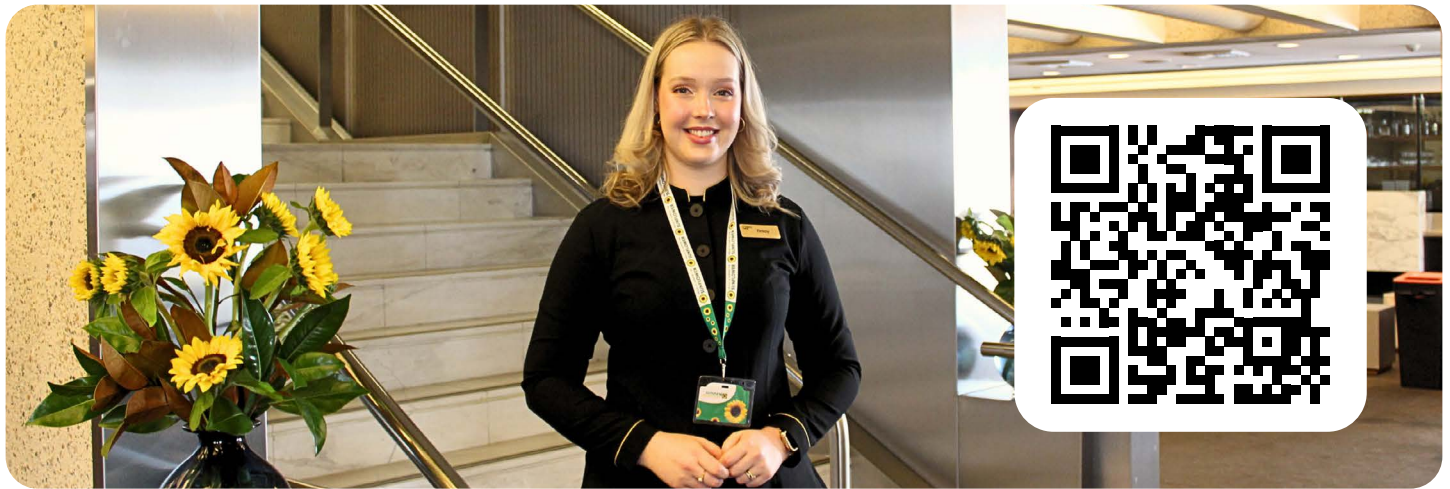
ListenTech is assistive listening technology that uses radio frequency to transmit sound. The device is designed to function with telecoil-equipped hearing aids or cochlear implants. QPAC staff will be available to demonstrate the technology and answer any questions you may have. Please call QPAC Group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





## 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.



## 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](https://qpac.com.au/feedback)