



Vivid Sydney 2024

Accessibility Visual Story

SYDNEY
vivid
24 MAY - 15 JUNE 2024



Vivid Sydney Visual Story

This is a Visual Story for Vivid Sydney 2024.

It was created with Autism Spectrum Australia and Get Skilled Access.

This Visual Story will tell you about the accessibility information available for Vivid Sydney and will help you prepare for a new environment or situation.

This Visual Story is designed to provide greater accessibility for everyone planning their Vivid Sydney journey.

There is a lot of information in this document about things like public transport, crowds and what to bring.

I can use the table of contents on the next page to click on the section I would like more information on.

I can find more information on the Access and Inclusion [page on the Vivid Sydney Website](#) such as wheelchair hire, audio services and accessible viewing areas.

If I can't find the information I am looking for, I can call the Vivid Accessibility Officer on [02 9372 8830](tel:0293728830) or I can [fill out this form](#) and someone will get back to me.



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Communication Board

This communication board can help me communicate without speaking.

I can print this communication board at home and bring it with me when I come to Vivid Sydney. I can also access the communication board at [Access Ability's Website](#).

I can point to the symbol which describes my needs. The person I am using this board with will ask me yes or no questions to get more information to help me.



Vivid Sydney 2024 Communication Board



<p>Yes</p>	<p>No</p>	<p>Accessible toilet</p>	<p>Changing Places</p>	<p>Where is</p>
<p>Drinking fountain</p>	<p>Food and drink</p>	<p>Quiet space</p>	<p>Rest area</p>	<p>Accessible parking</p>
<p>Public transport</p>	<p>First aid</p>	<p>Ambulance</p>	<p>Police</p>	<p>Security</p>
<p>Question</p>	<p>Write it down</p>	<p>Check in</p>	<p>I don't speak English</p>	<p>Deaf/Hard of hearing</p>

About Vivid Sydney

What to expect

Vivid Sydney is a large event that showcases art, new ideas and technology.

For 23 days and nights, Vivid Sydney illuminates the city. This year, it will turn the streets into a colourful display of art installations and 3D light shows, casting a magical glow on Sydney's famous buildings and city areas.

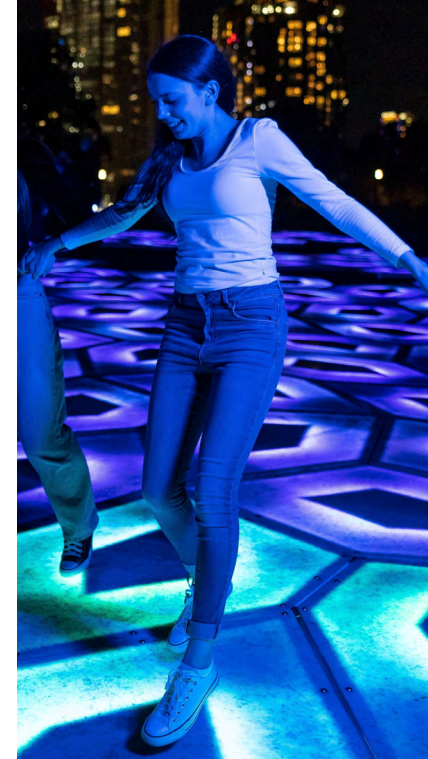
Vivid Sydney is owned, managed and produced by [Destination NSW](#), the NSW Government's tourism and major events agency.

When: Friday 24 May to Saturday 15 June 2024.

Times: 6.00pm to 11.00pm each night.

I can choose to travel around at my own pace.

I can choose to discover as much or as little as I want.





Vivid Light Walk

For more information

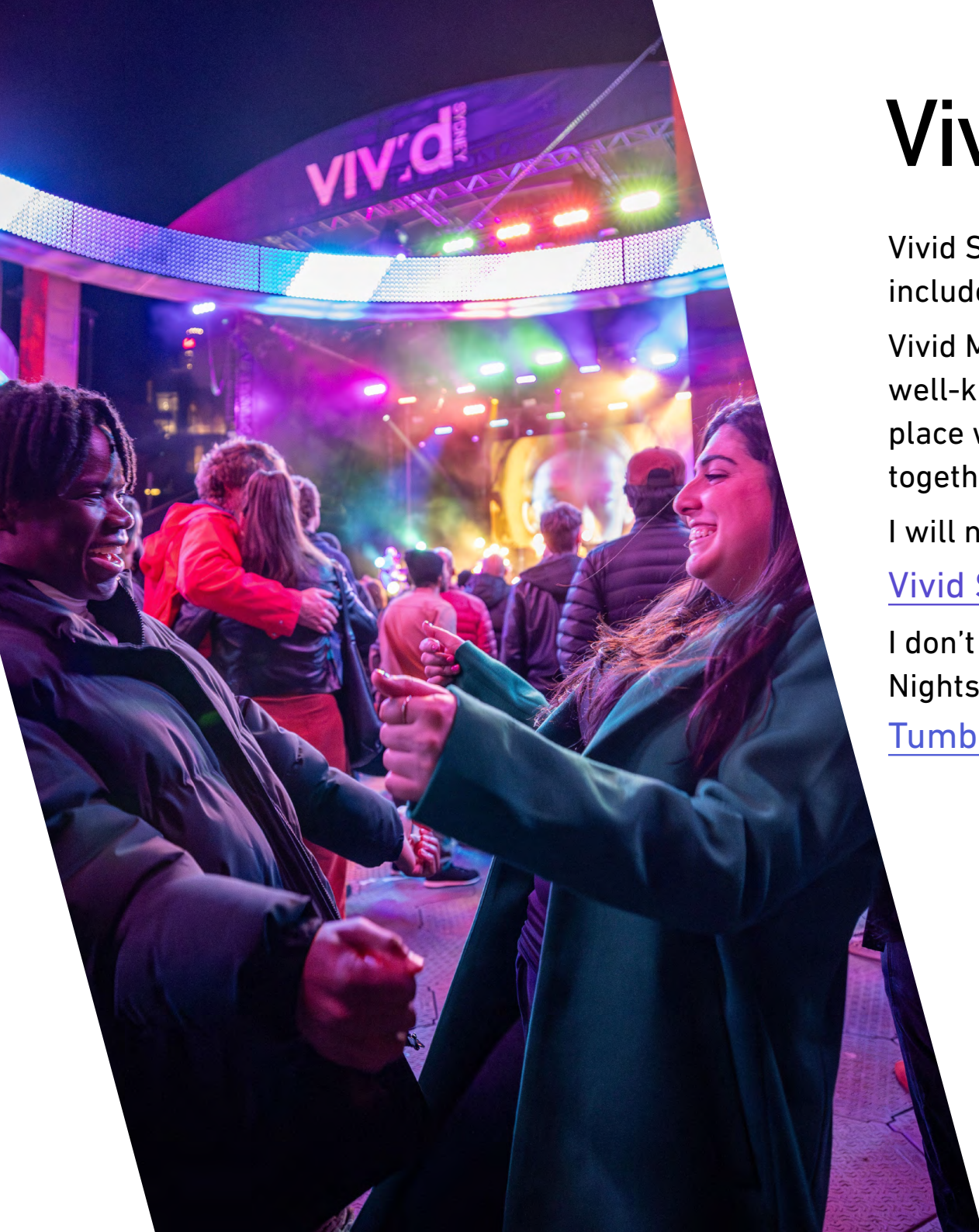
Visit the [Vivid Sydney website](https://www.vivid.com.au/sydney)

The Vivid Light Walk is an 8km free adventure covering:

- Circular Quay
- The Rocks
- Walsh Bay
- Barangaroo
- Darling Harbour
- Goods Line

Parts of the Vivid Light Walk are steep up-hill or down-hill. All paths are bitumen or concrete with some paths linking the various light attractions.

The Vivid Light Walk is accessible for mobility devices and prams.



Vivid Music

Vivid Sydney has a section called Vivid Music that includes live music performances.

Vivid Music offers a wide range of performances by well-known and new artists. Sydney will become a place where people can discover and enjoy music together.

I will need to buy a ticket at

[Vivid Sydney's Website](#)

I don't have to pay for the shows at Tumbalong Nights. I can plan ahead and know what's on at the

[Tumbalong Nights website page](#).

Vivid Ideas

Vivid Sydney has a section called Vivid Ideas that includes live presentations and talk on inspiring topics.

Vivid Ideas is a place for inspiring new thoughts and rethinking old ones. It is a compassionate and understanding place where people will talk about current topics. The audience will actively listen and might take part in discussions. This event brings exciting conversations and interactive activities to Sydney.

I will need to buy a ticket at

[Vivid Sydney's Website](#)



Vivid Food

Vivid Sydney has a section called Vivid Food that includes places to eat and drink.

Vivid Food celebrates the diverse food industry in Sydney and NSW. It will show what makes dining here so special, from street food cooked over open flames to dishes by top chefs. There is something for everyone to enjoy.

I will need to buy a ticket at
[Vivid Sydney's Website](#)



Vivid Food

The Vivid Fire Kitchen is returning in 2024 with 23 nights of flame festivities showcasing local and international pit masters. There will be many people at the Vivid Fire Kitchen, especially on weekends. If I would like to visit the Vivid Fire Kitchen when it is less crowded, I can come on a weeknight (Monday-Thursday night).

For directions to get to Vivid Fire Kitchen visit our [access and inclusion page](#).



Accessibility and Sensory Map

I can download the accessibility map on the [accessibility page on the Maps and Guide page our website](#) it will also be available to download via a QR code on the light boxes at the event.

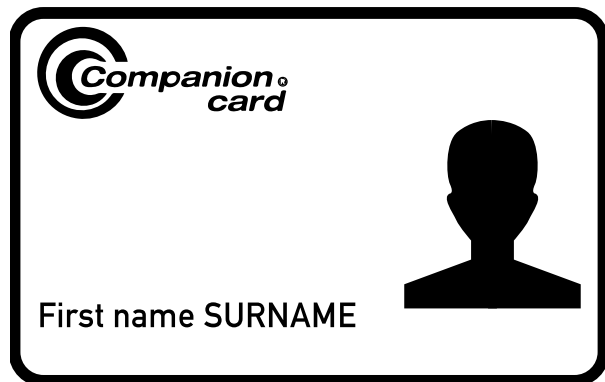
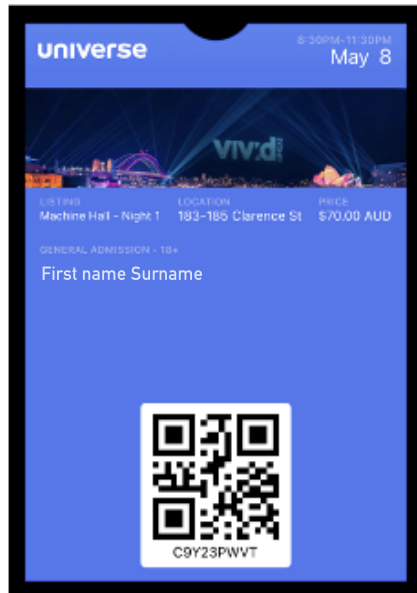
Or I can click on download now below.

[Download Now](#)

This is a light box



Before I Arrive



Tickets

If I have purchased a ticket to any of the Vivid Ideas, Vivid Music or Vivid Food events, my digital ticket will be sent to my email or mobile via Universe and can be scanned from my mobile device. I don't need to print these tickets.

Companion Cards

Support workers or essential companions of people with disability are offered free entry to some Vivid Sydney events. I will need to show my companion card to ticket staff when I get to an event. I can book my companion card tickets online using the [companion booking page](#).

Before I Arrive

Crowds

There will be many people on the Vivid Sydney Light Walk, especially on weekends. I need to allow for additional time to move around or see the attractions. If I would like to see Vivid Sydney when it is less crowded, I can come on a weeknight (Monday-Thursday night).

Hidden Disability Sunflower Lanyard

Vivid Sydney supports the Hidden Disability Sunflower. The lanyard is a way for me to indicate to Vivid Sydney staff that I may need extra support, time, and understanding. There will be limited number of lanyards available. I can register my interest to receive a lanyard via the register now button below or by visiting our [accessibility page](#).

If I would like to purchase my own Sunflower product, I can visit the [Hidden Disabilities Sunflower website](#).

It is ok if I don't have a lanyard, I can still get help when I need it. Look out for Vivid Sydney staff wearing the 'Can I help you?' badge.

[Register Now](#)



Gig Buddies

Vivid Sydney supports Gig Buddies.

Gig Buddies is an organisation that will pair me with a volunteer buddy. My buddy will share similar interests to me.

I can sign up to join Gig Buddies at

[Join Gig Buddies Sydney - Make Friends - Australia](#)

I could attend Vivid Sydney with my buddy.

It is ok if I don't have a buddy, I can still attend Vivid Sydney and get help when I need it.



What else to bring?

It can be busy, noisy and loud at Vivid Sydney. I can bring things to help me feel more comfortable, such as:

- Headphones
- Water bottle
- Sensory tools
- Phone or tablet
- Credit or bank card (to buy food and drink)
- Wet weather clothing
- Communication board
- Opal card



Getting to Vivid Sydney

If I have specific transport questions, I can contact Transport for NSW on:

Main phone: [131 500](tel:131500)

Translating and Interpreting Service (TIS): [131 450](tel:131450)

Teletypewriter (TTY) Service: [1800 637 500](tel:1800637500)

The Transport for NSW website features trip planners with maps and journey details, including information on accessible travel on public transport.

Website links for Transport for NSW

[Transport for NSW Home Page](#) [Accessible Travel](#)

Public Transport - Train



Circular Quay Station is open on weekdays throughout the festival.

On:

- Saturdays
- Sundays
- Monday 10 June

Trains will not drop off passengers at Circular Quay from 6pm-11pm.

Trains run frequently to Wynyard Station on weekdays and weekends.

The Rocks and Circular Quay locations

For access to The Rocks and Circular Quay locations, I need to take:

- George Street station exit
- Continue via George St.

Barangaroo and Darling Harbour

For access to Barangaroo and Darling Harbour locations, I need to take the Wynyard Walk station exit.

Goods Line and Darling Harbour

On weekdays and weekends trains run frequently to

- Central or
- Town Hall

For access to The Goods Line and Darling Harbour South locations, I need to take the

- Grand Concourse or
- Railway Square exits at Central.

From Town Hall, take the

- George Street or
- Cathedral exits

continuing to Darling Harbour via Druitt Street or Bathurst Street.

Public Transport - Bus



Bus

Some buses will be affected by closed roads and use different routes and stops. On Friday nights and weekends, buses that usually run to and from Circular Quay will be relocated to Martin Place while road closures are in place, so I need to allow extra time to travel towards the harbour.

For more information on bus services and changes during Vivid Sydney, and to plan your trip visit the [Transport for NSW](#) website.

Public Transport - Ferry



Ferries will be very busy during Vivid Sydney, especially on the weekends.

I will need to allow extra travel time if I plan on catching the ferry. A different transport option might be better for me if I want to avoid big crowds. There may be long queues at the wharves in the afternoons on weekends. There will be signs telling me where the trains and buses are if I decide I don't want to catch the ferry.

I will need to get off the ferry once it reaches its final stop. I won't be able to stay on the ferry and take the return trip. This is to make sure that everyone gets the chance to catch the ferry!

I can catch a ferry to Darling Harbour from Circular Quay and get off at Barangaroo Wharf or Pyrmont Bay Wharf.

If I get off at Barangaroo Wharf, I will be close to

- [Sea Life Sydney Aquarium](#)
- [Wildlife Sydney Zoo](#)
- [Cockle Bay](#)
- [King Street Wharf](#)

If I get off at Pyrmont Bay Wharf, I will be close to the [Australian National Maritime Museum](#).

For more information on ferry services and other transport options during Vivid Sydney visit [Transport NSW's information page](#).

Public Transport - Light rail



Light Rail - Circular Quay

L1 Dulwich Hill Line light rail services run between Central Grand Concourse and Dulwich Hill via Darling Harbour.

L2 Randwick light rail services run between Circular Quay and Randwick via Central Station (Chalmers Street)

L3 Kingsford services run between Circular Quay and Juniors Kingsford via Central Station (Chalmers Street) through the heart of the Sydney CBD along George Street.

On Friday, Saturday and Sunday evenings, L2/L3 services will not run between Town Hall and Circular Quay for pedestrian safety. I will need to catch the light rail to Town Hall and continue along George Street to Circular Quay.

Light Rail - Darling Harbour

- [The Paddy's Market stop](#) is the right stop if I want to go to the Powerhouse Museum and the Chinese Garden.
- [The Exhibition Centre stop](#) is the right stop if I want to go to Tumbalong Park and the International Convention Centre Sydney Exhibition halls.
- [The Convention Stop](#) is the right stop if I want to go to the International Convention Centre.
- [The Pyrmont Bay stop](#) is the right stop if I want to go to the Australian National Maritime Museum and Pyrmont Bay Park.



Road Closures

Some roads will be closed and there will be new parking restrictions from 3pm every afternoon until 1am in the morning. There will be lots of traffic on the roads that remain open so I should allow extra travel time or I can catch public transport.

For more information on closed roads and clearways, visit [Live Traffic NSW](#) or download our [Vivid Sydney Road Closure Map](#).

Special Event Clearways

Parts of the road will be 'special event clearways' from Friday 24th of May to Saturday 15th of June. You can't park in a clearway even if you have a parking permit or a mobility permit. There will be bright yellow signs showing where the clearways are. Read the signs carefully and check what times the clearway starts and finishes.

If your car is parked in a clearway it will be towed and you will have to pay a fee to get it back. If your car has been towed, call this number [132 701](tel:132701).

For the latest travel conditions, listed clearway locations and maps visit [Live Traffic NSW](#)



Getting to Vivid Sydney

Pre-Booked Minibus Accessible Parking

Vivid Sydney offers bookable and complimentary accessible minibus parking.

Limited spots are available, Community Groups can make a booking in advance via the link below. I can apply on behalf of my community group using the same link:

[Apply Here](#)

A Vivid Sydney representative will contact me via email to confirm the booking and advise further details.



Car Parking

Car parking in the city will be busy and there will be lots of restrictions. I might choose to leave my car at home and catch public transport.

If I choose to drive, roads might close while my car is parked. Cars aren't allowed to drive on closed roads or exit car parks on closed roads unless a Police Officer says it's okay.

The closest public car park to Circular Quay is the Sydney Opera House. It has 11 accessible parking spaces on level 1 and 12 accessible parking spaces on level 6 for people who have a mobility permit. I can book these parking spaces online at [Wilson Parking's website](#).

Level 1 and level 6 have access to lifts.

For parking options in the Sydney CBD visit [City of Sydney - Parking](#).



Getting to Vivid Sydney

Accessible Rideshare and Drop-Off/Pick Up Zone



Large crowds and closed roads around Vivid Sydney can make it hard for Taxis and Rideshares to safely drop off and pick up passengers in certain areas of the city. There is a list of accessible pick up and drop off locations on the next page.

Wheelchair Book & Ride

Wheelchair Book & Ride is the centralised booking service for wheelchair accessible taxis in the Sydney metropolitan area.

Wheelchair Book & Ride makes it easier to secure accessible taxi bookings for people who are unable to access public transport because they use a wheelchair.

You can [book a wheelchair accessible taxi online](#) or by calling [139 000](#). The taxi bookings and general enquiries phone line is open 24 hours a day, seven days a week.

Sydney Opera House Free Shuttle

Sydney Opera House operates a free shuttle bus service for elderly and patrons with access needs. Seating is limited and available on a first come, first served basis.

The bus runs between Circular Quay, with pick-up opposite Wharf 2 on Phillip Street and drop-off is at the Opera House site entry. This service will run before and after major performances during Vivid Sydney.

During the day, an alternate buggy service is available from site entry at the bottom of Macquarie Street. The buggy is wheelchair accessible. Please contact the Box Office on [02 9250 7777](#) to confirm operating hours for the shuttle bus and buggy service.

Accessible pick-up and drop off locations

Accessible Pick Up / Drop off Locations	Level 1 Monday-Thursday	Level 2 Fridays, Sundays (excluding 11 June) & Monday 12 June	Level 3 Saturdays & Sunday 11 June
Hickson Road at Pier 1 Hotel, The Rocks	Open	Open	Closed
George Street at Lower Fort Street, The Rocks	Open	Open	Open
Loftus Street north of Reiby Place, Circular Quay	Open	Open	Closed
Circular Quay East (cnr Alfred St & Phillip St)	Open	Closed	Closed
Phillip Street south of Albert Street	No Taxi Rank	Open	Open
Sydney Opera House - Security gatehouse at the northern end of Macquarie Street	Open	Open	Open
Watermans Quay, Barangaroo	Open	Open	Open
Iron Wharf Place near Sofitel, Darling Harbour	Open	Open	Open
Zollner Circuit east of Darling Drive, Darling Harbour	Open	Open	Open
Railway Colonnade Drive, Central Station	Open	Open	Open

Facilities Available



Toilets

Vivid Sydney has several accessible toilets and changing places.

There are toilet facilities located at the following locations:

- Hickson Rd, near Hickson Road Reserve.
- Circular Quay, near the Overseas Passenger Terminal.
- Circular Quay East, under the Cahill Expressway.
- Circular Quay West, under the Cahill Expressway.
- Circular Quay Railway Station.
- Pumphouse at Barangaroo Reserve.
- Barangaroo Central
- Tumbalong Park
- Darling Harbour, near Palm Grove
- Central Station Grand Concourse.
- The Goods Line, South and North



There are changing places facilities located at:

- Circular Quay, under the Cahill Expressway.
- Tumbalong Park, Darling Harbour

Facilities Available



Wheelchairs

The Vivid Sydney Light Walk and installations are mobility device accessible. Some installations have ramps installed. Some paths are steep and may require assistance.

The crowds might make it hard to move around on busier nights, usually weekends and the Monday the public holiday.



Assistance animals

I can bring my certified assistance animal. They must be on a leash in all part of Circular Quay, The Rocks, Barangaroo and Darling Harbour.





Sensory Information

When I visit Vivid Sydney, I might come across different sensory experiences. Vivid Sydney has speciality lighting, projections, visual effects and moving light effects such as motion activated interactive lighting and chasing lights.

These include:

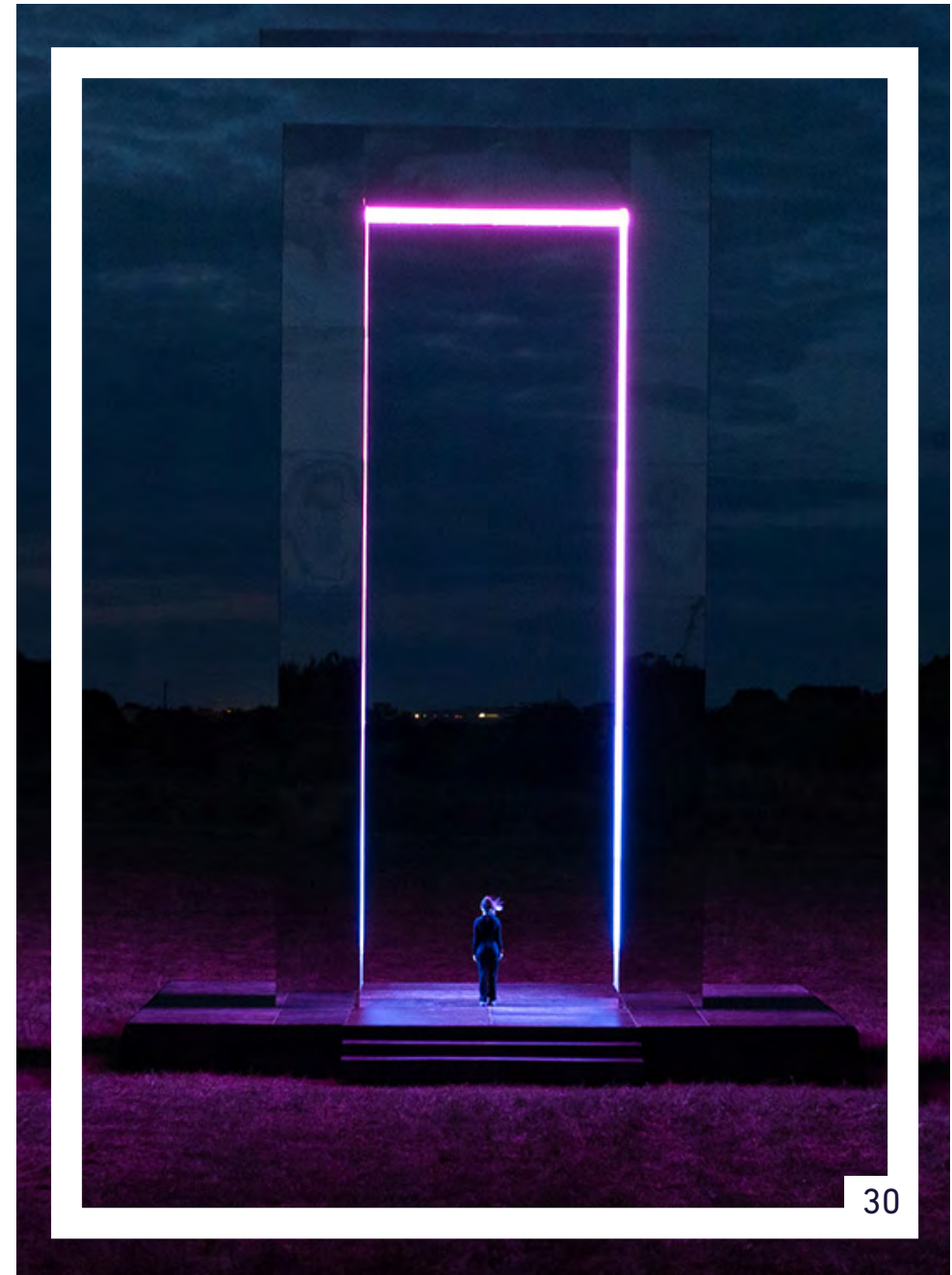
- Very bright areas
- Very dark areas
- Flashing lights
- Things you can touch and feel
- Loud areas
- Announcements that comes through speakers
- Steep inclines and declines
- Crowding
- Motion responsive light and sound

Low Sensory Installations

There are low-sensory installations I can attend if I feel overwhelmed by bright lighting and loud noises. The low-sensory installations still have lights and sounds but they are at a lower level.

The low sensory installations are:

- [Embrace](#)
- [Vivid Lights on Sydney Harbour](#)
- [Future Natives](#)
- [Our Connected City](#)
- [Migrating Light](#)
- [Portal](#)
- [Nest](#)
- [Stateless](#)
- [Chairwave](#)
- [Barani](#)
- [Omnivisu](#)
- [Poem Booth](#)
- [Humanity/Humility](#)
- [Global Rainbow](#)

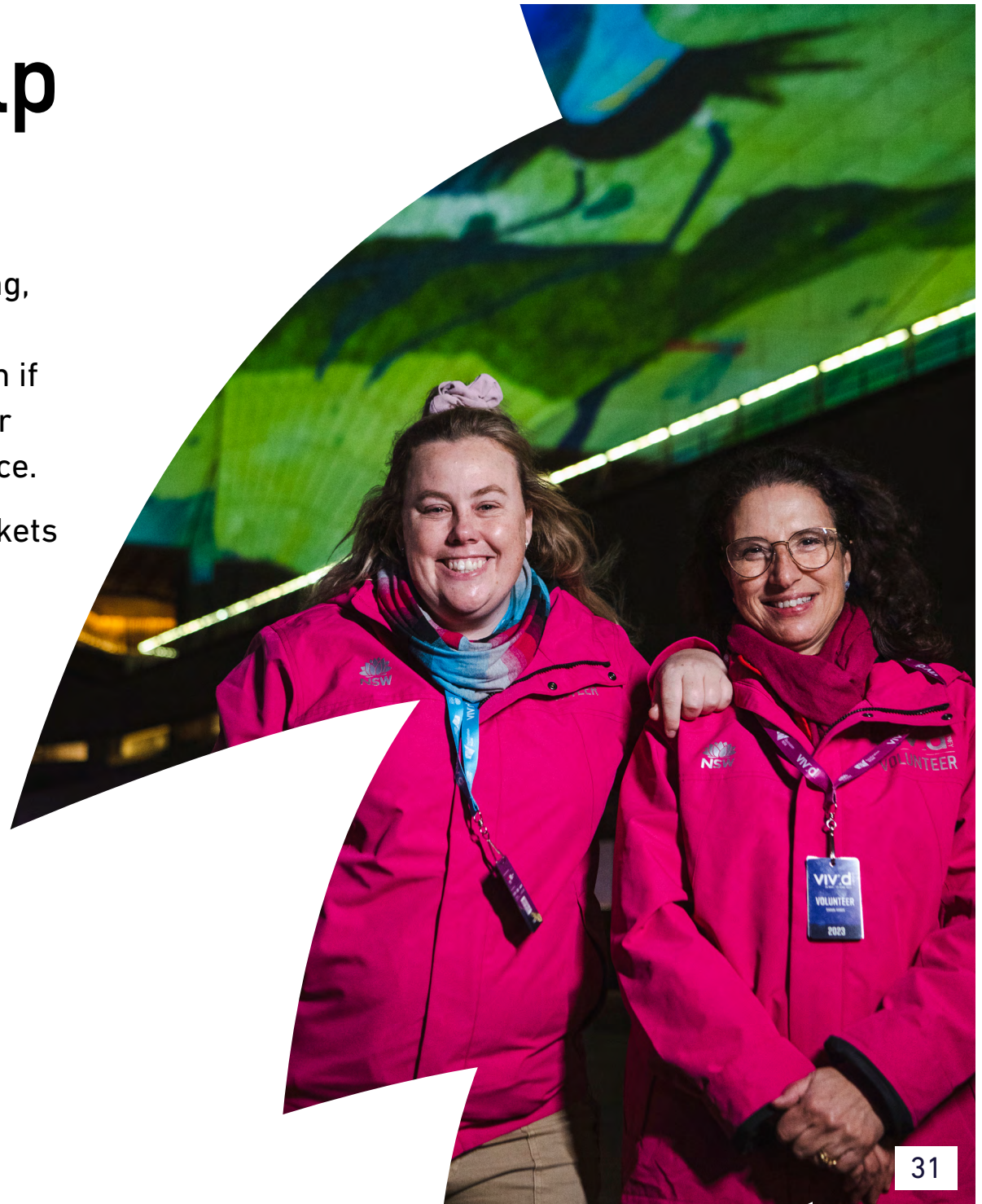


Who to ask for help

Staff

Vivid Sydney staff can support me with wayfinding, directions and communication during the event. I will need to bring a support worker or companion if I require hands-on assistance such as wheelchair pushing, side by side support or trained assistance.

Vivid Sydney staff will be wearing bright pink jackets labelled volunteer and colourful Vivid lanyards.



Who to ask for help

Information Booths

Vivid Sydney will have five (5) information booths staffed by friendly volunteers. At these booths, volunteers will guide me to the online festival maps, program information, and advise on other useful information to help plan my Vivid Sydney journey. The volunteers can also provide advice on the best viewing points, the best times to visit, and other tips to help make the most out of your experience.

Information booth locations include:

- East Circular Quay near Gelatissimo
- West Circular Quay, George St
- Darling Harbour
- Barangaroo
- Central Station



When I arrive



AD Audiovisual Services

Vivid Sydney offers audio descriptions of each of the Light Walk installations. I can access them by scanning the QR code on the installation light boxes along the Light Walk, or by clicking the link below to visit the audio description webpage on the Vivid Sydney website.

[Audiovisual Descriptions](#)

Cinewav

Cinewav will allow me to watch an installation or the drone show while listening to a soundtrack on my smartphone.

I can access the audio by clicking on the link below or by scanning the QR code on each of the installation light boxes.

[Cinewav Website](#)

When I arrive

Accessible Viewing Areas



I don't need to book seats for the accessible viewing areas. I can bring a blanket and front row view while taking a break from the crowd.

Sydney Opera House

There is a supervised viewing area at the Sydney Opera House. I will be able to see the Museum of Contemporary Art, Circular Quay and other harbourside lighting attractions. The area is open from 6pm every night.

Hickson Road Reserve, Dawes Point

There is a supervised viewing area at the Hickson Road Reserve at Dawes Point. I will be able to see the Sydney Opera House and other harbourside lighting attractions. The area is open from 6pm each evening.





When I arrive

Museum of Contemporary Art Australia

There is a supervised viewing area at the Museum of Contemporary Art. I will be able to see the Sydney Opera House and other harbourside lighting attractions. The area is open from 6pm each evening.

Cockle Bay

There is a supervised viewing area at Cockle Bay. I will be able to see the water screen installation Hika Rakuyo.

Tumbalong Park, Darling Harbour

There is a supervised viewing area at Tumbalong Park, Darling Harbour. I will be able to see Tumbalong Park Stage. The area is open from 6pm each evening.

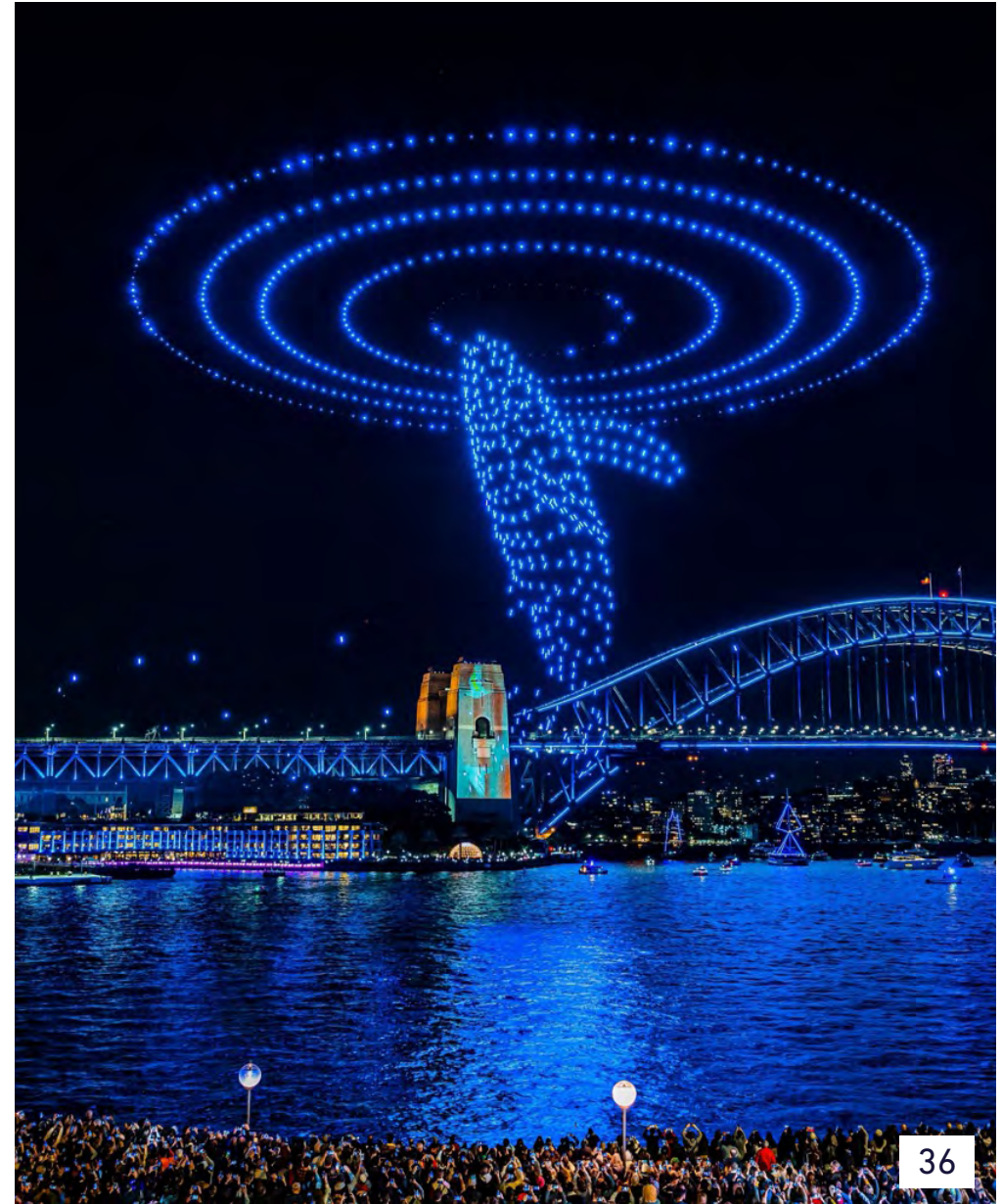
Love is in the air - Drone Show

The Love Is In The Air drone show will be held on the following dates:

- Saturday 8th June
- Sunday 9th June
- Saturday 15th June

The drone show will start from 9.10pm. The drone show might start at a different time if the weather is bad. Vivid Sydney will tell you on their social media page.

I can see the drone show from Circular Quay. There will be many people at the drone show. I need to allow for additional time to move around.



When I arrive

There are lots of places I can buy food while at Vivid Sydney.

Vivid Food

The [Vivid Food program](#) will host over 17 events across the CBD. I can book a ticket on [Vivid Sydney's Website](#) for the Vivid Chef Series and the Vivid Residence events.



Vivid Fire Kitchen

There will be big crowds at the Vivid Fire Kitchen, especially on the weekends. I will need extra time to move around and to buy food. If I would like to visit when it is less crowded, I can come on a weeknight (Monday - Thursday night).

For more information on the Vivid Fire Kitchen visit this page: <https://www.vividsydney.com/event/food/vivid-fire-kitchen>

When: 6pm-11pm Monday - Sunday

Where: [The Goods Line](#)





The Rock Markets

The Rocks Markets – Vivid Sydney Edition

I can attend The Rocks Markets if I want to experience some live music by local artists or eat some delicious treats.

Visit [our accessibility page](#) on how to get to The Rocks.

When: 4pm-10pm Friday, Saturday and Sunday

Where: George Street and Playfair Street



Street Food Live

Located at the Overseas Passenger Terminal in Circular Quay, this area has various stalls serving carnival style food.



There will be many people at the Overseas Passenger Terminal. I need to allow for additional time to move around or purchase food. If I would like to visit when it is less crowded, I can come on a weeknight (Monday-Thursday night).

When: 6pm-10pm each night

Where: [Overseas Passenger Terminal Forecourt](#)

Deals & experience

Discover the best Vivid Sydney experience and find great deals on Vivid Cruises, restaurants and fine dining, Sydney hotels and more. Visit [the deals page on our website](#).



When I arrive

Safety

Vivid Sydney has several First Aid tents on the Vivid Light Walk. If I am feeling unwell or if I have hurt myself, I can find help at these tents. I can find these locations on the [Accessibility Map](#).

There are First Aid tents located at the following locations:

- Circular Quay
- The Rocks
- Barangaroo
- Darling Harbour
- The Goods Line

What if it's raining?

Vivid Sydney will still go ahead in all kinds of weather. The Light Walk is outdoors. Please be prepared for all weather conditions and bring a raincoat, umbrella, or spray jacket.

Water refill Stations

Water is available from several water refill stations. I can find these locations on the [Accessibility Map](#).



Leaving Vivid Sydney

At the end of my Vivid Sydney Journey

The lights go off at Vivid Sydney at 11pm each night but I can leave at any time. There might be big crowds leaving the event. I can use the same transport to get home that I used to get here.

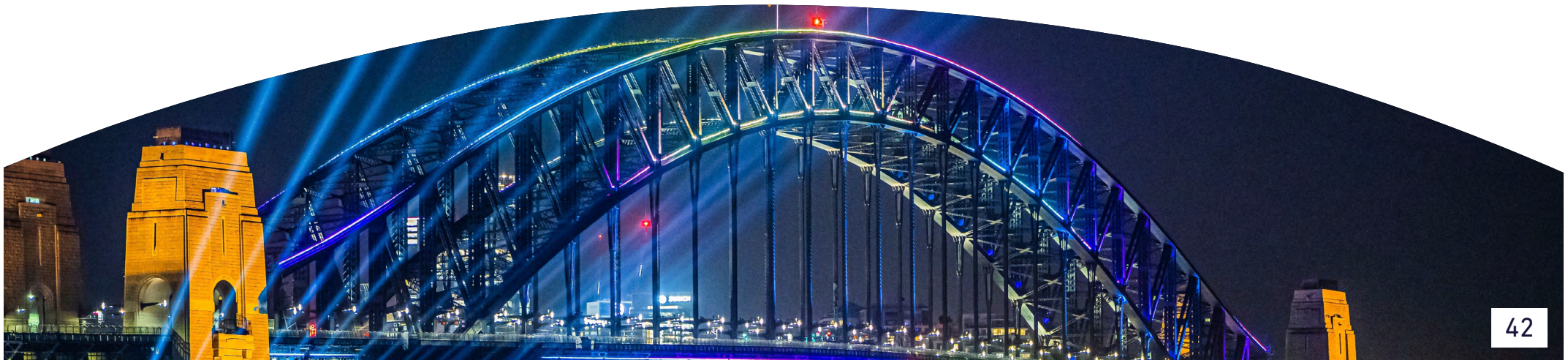
Have your say

V We would like to know about your experience on the Vivid Light Walk and how we can make it more accessible and enjoyable for you.

Please email us at vivid.access@dnsw.com.au

More information

Visit our [accessibility page](#) or call [02 9931 1190](tel:0299311190)





SYDNEY
vividTM
24 MAY - 15 JUNE 2024

**We hope your Vivid Sydney
journey shone bright!**

