

# Visiting Suncorp Stadium

This Story can help me prepare for my visit to Suncorp  
Stadium



autism  
spectrum  
AUSTRALIA

Aspect  
Autism Friendly

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# What is a visual story?

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Visual stories are used to prepare people for a new environment or situation.

Visual stories can help me to become more familiar with a place or process and know what to expect before I attend.

Being prepared and knowing what to expect can help to reduce my anxiety and stress.

Visual stories are written in an easy read format and use pictures to provide greater accessibility for everyone.

This Visual Story has been developed in collaboration with Autism Spectrum Australia.





# About Suncorp Stadium

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Suncorp Stadium is a 52,500-seat capacity, state-of-the art, world-class Stadium.

The Stadium is home to the Brisbane Broncos, Dolphins, Queensland Reds and Brisbane Roar.

The Stadium also hosts the Queensland Maroons for annual State of Origin matches as well as National teams.

Concerts, Boxing and Extreme Sports are also hosted at the Stadium.



# Accessibility at Suncorp Stadium

There are several accessible features at Suncorp Stadium.

I can find out more about the different options on the Suncorp Stadium Accessibility webpage.

Information on the webpage includes:

- Accessible Drop-off and Pick-up
- Accessible Parking
- Accessible Ticketing
- List of Accessibility Facilities

I can also call or email the Stadium's reception for more information on accessibility

Phone: 07 3331 5000

Email: [info@suncorpstadium.com.au](mailto:info@suncorpstadium.com.au)



# Hidden Disabilities

## Sunflower Program

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Suncorp Stadium is a proud member of the Hidden Disabilities Sunflower Initiative.

The Sunflower is a globally recognised symbol for Hidden Disabilities.

Wearing a Sunflower Lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support time and understanding.





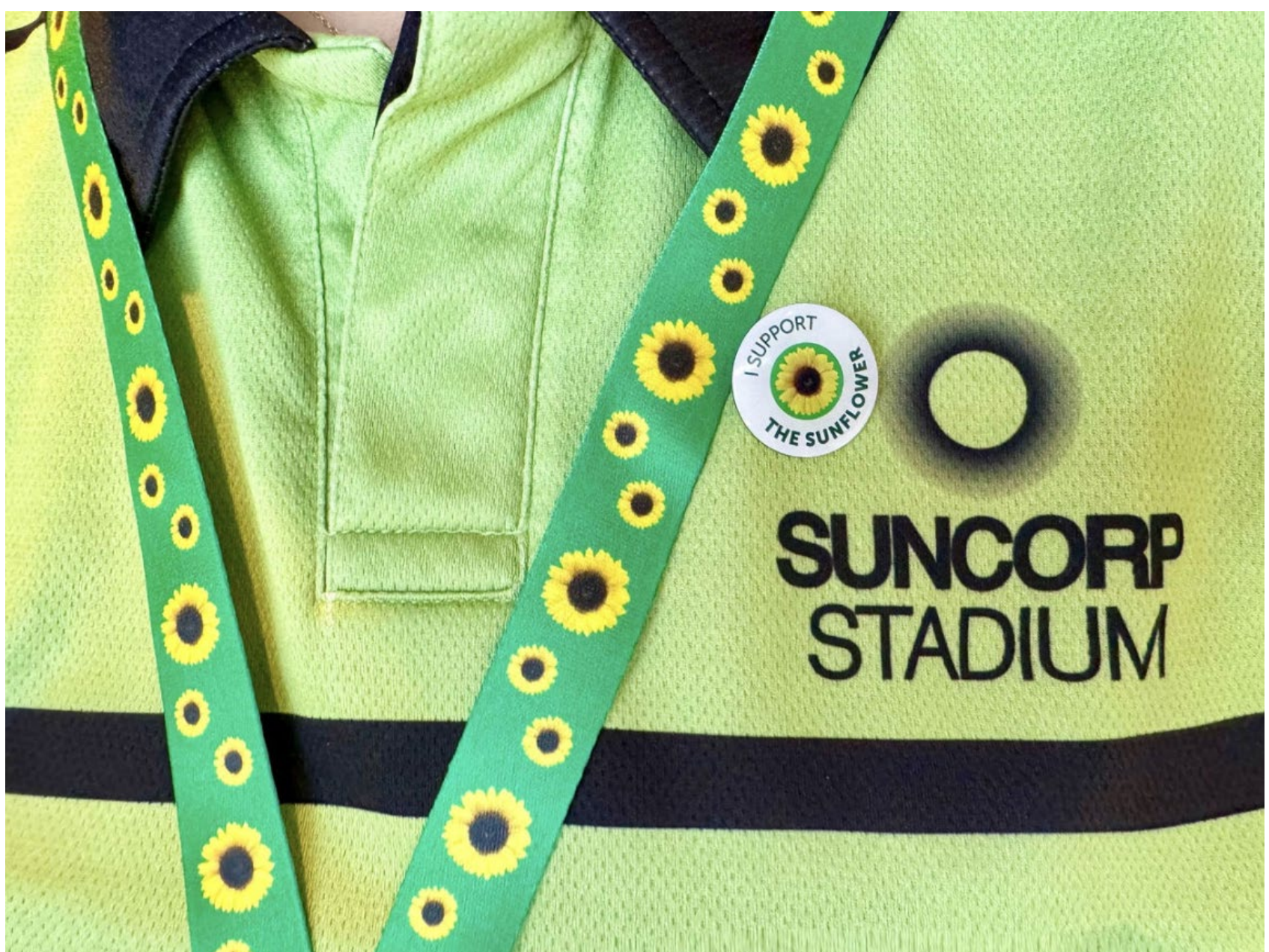
## Sunflower Program cont.

Suncorp Stadium staff wearing the sunflower logo are specially trained to help.

If I already have a Sunflower lanyard I can bring it with me.

If I don't have a Sunflower lanyard, I can collect a free lanyard from staff at the information desks and corporate entrances.

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



# Braille House

Suncorp Stadium has proudly worked with Braille House to make facilities and services more accessible and inclusive for those who are blind or have low vision.

Braille House is a not-for-profit organisation that transforms the lives of blind and vision impaired people by providing expert tuition in Braille and Moon and producing and giving access to reading material and other tactual resources through their extensive library of books, maps and more.





# Braille House cont.

I may notice some helpful things at the Stadium including:

- Braille and large signage
- Accessible seating, doorways and seating
- Elevator supports
- Internal ramps and stairs that incorporate tactile ground surface indicators (TGSIs); and
- Many of our internal ramps have handrails and twin rails to support cane detection

If I need help, several Suncorp Stadium staff have been trained in guiding people who are blind or have low vision.

I can ask any staff member for assistance, and they can either help me or find another staff member who can.

Suncorp Stadium welcomes guide and assistance dogs.



# Sensory Experiences at 11

## Suncorp Stadium

During my visit to Suncorp Stadium, I might have different sensory experiences.

- It might be loud. There might be sirens, announcements at half time, loud music suddenly during pauses in play, fireworks, cheering and yelling
- It might be bright with floodlights, fireworks and strobe lights
- It will be crowded inside and outside the Stadium, especially before and after the event
- I will have to queue and wait
- Some of the seats are undercover, and some are not. I could get sunburnt being outside, or I might get wet if it's raining
- I can bring a hat, sunglasses, sunscreen or a raincoat



# What to bring to Suncorp Stadium

Sometimes it is busy, noisy, bright and loud at Suncorp Stadium.

I can bring things to help me enjoy my visit.

Things I might want to bring:



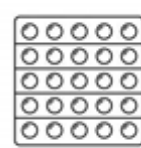
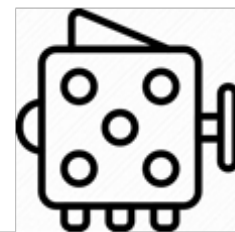
Sunglasses and Hat



Headphones



Water bottle



Sensory tools

There are things that I am not allowed to bring into the Stadium. This depends on the event that I am attending.

I should check the event website to check what I am allowed to bring.



# Service Dogs

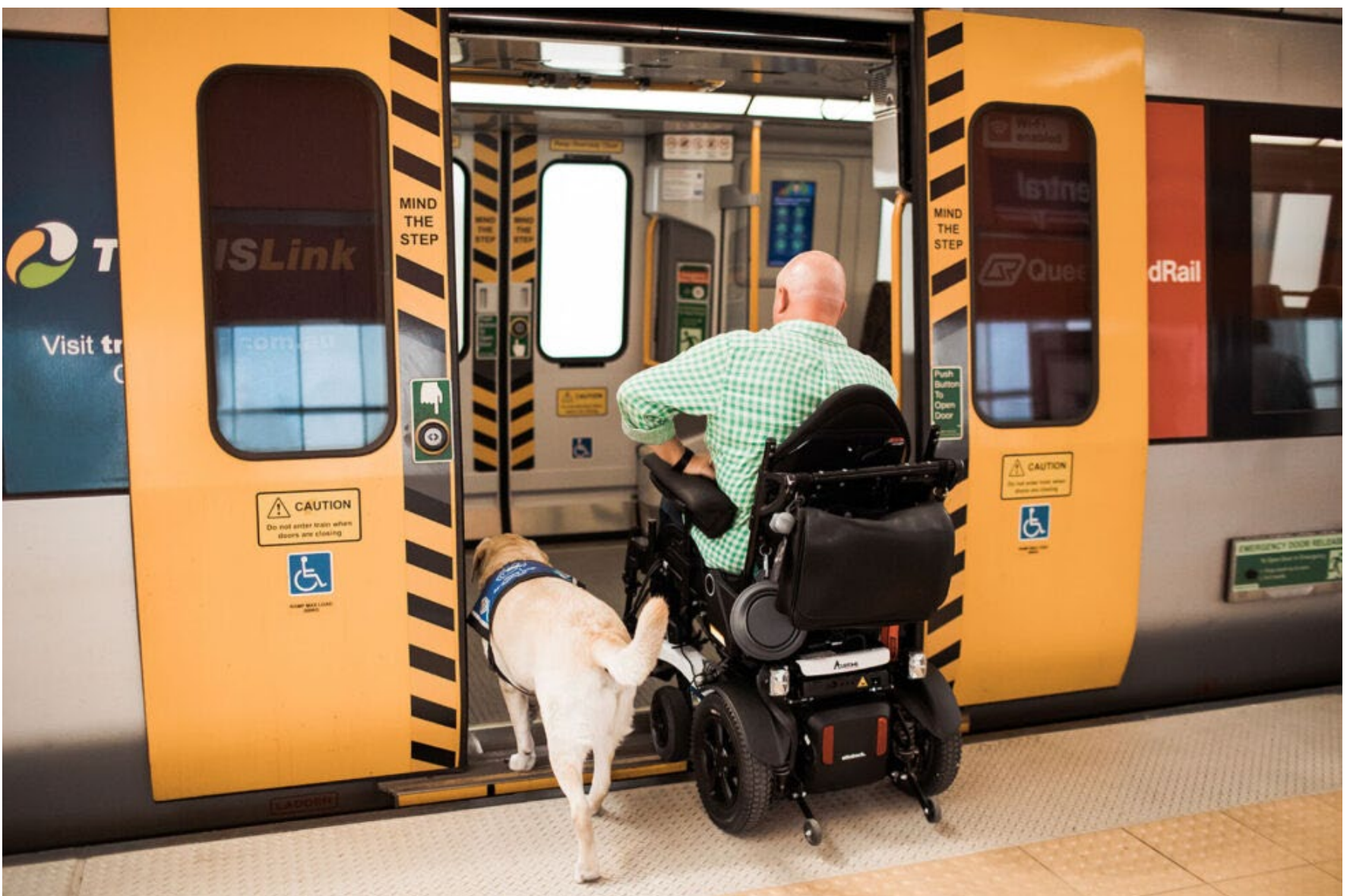
13

I can bring my service dog to events at Suncorp Stadium.

I should make sure it wears its identification vest, and I should bring its ID documents with me.

This will help staff and other patrons know why it is there.

If I need a relief area for my service dog, I can ask staff at the information desks to tell me where these are.





# Accessible Tickets

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I can book an accessible ticket for my trip to Suncorp Stadium by visiting the [Ticketek.com.au](https://www.ticketek.com.au) website.

I can also book my accessible ticket by calling Ticketek's Accessibility line on 1300 665 915.

I can also find information on how to book accessible and companion seats by [visiting the Ticketek website here](#).



## Suncorp Stadium

At some events like concerts at Suncorp Stadium there will be an Auslan Interpreter.

I can find out more about booking seats in the Auslan section by visiting the [Auslan Stage Left website here](#).

I can also contact Suncorp Stadium to see if the event I am going to will have an Auslan Interpreter present.





# Getting to Suncorp Stadium

Suncorp Stadium is located at:

40 Castlemaine St, Milton, QLD, 4064

There is limited availability for accessible parking for the public. I can find more information about this on slide 23.

I can travel by public transport to the Stadium.

Sometimes I can travel for free by train or bus.





## Stadium cont.

If I want to travel to the Stadium for free\*, I must travel within 4 hours of my event starting and within 4 hours of my event ending.

I must show my Suncorp Stadium event ticket to the transport staff.

\*This applies to Queensland Rail City Network (excluding Airtrain) and all Transport for Brisbane bus services.



## Stadium by train

I can travel to Suncorp Stadium by train.

Milton and Roma Street are the main railway stations for travelling to and from Suncorp Stadium.

I will need to travel approximately 1km from Roma Street to get to the Stadium.

I will need to travel approximately 700m from Milton Station to get to the Stadium.

I can travel to the Stadium by regular, timetabled services to Roma Street Station or Milton Station.

Queensland Rail might schedule extra trains after the event so that it is not so crowded.

I can use the Translink journey planner to plan my trip by clicking on [this Journey Planner link](#).



## Suncorp Stadium by train

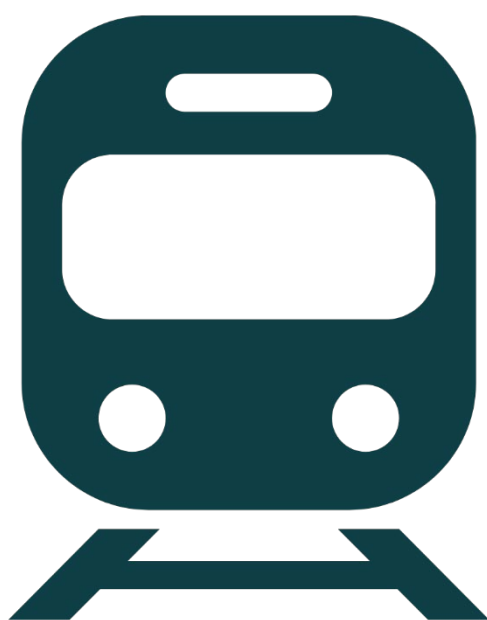
If I want to get closer to Suncorp Stadium I can travel by train and then change to a shuttle bus.

I can use Citytrain services to and from Central Station.

From Central Station, I can travel to the Stadium on a shuttle bus from Anzac Square on Ann Street.

The shuttle bus will drop me off at the Stadium's on-site bus station.

If I need help to get from the train to the shuttle bus, I should call Translink on 13 12 30 before my event to arrange someone to help me.





## Suncorp Stadium by bus

I can travel to Suncorp Stadium by regular, timetabled bus services or by special event shuttle bus.

Special event shuttle buses travel to the Stadium from the City, Carindale, Eight Mile Plains/Mt Gravatt (Garden City), Chermside and The Gap. [I can check the special bus routes on the Translink website here.](#)

I can find out more about the special event shuttle buses by clicking on [this Event Transport link.](#)





# Accessible travel to Suncorp Stadium by bus

All Transport for Brisbane buses are wheelchair accessible.

Transport for Brisbane customer service officers can help me access a lift when I arrive at the Stadium.





# Parking at Suncorp Stadium

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There is restricted parking at Suncorp Stadium.

Parking is only allowed for 15 minutes in the area surrounding the Stadium from two hours before my event starts until my event ends.

I can be fined or have my vehicle towed for breaking the rules.

I can find the best alternatives to driving by visiting the [Stadium website's Getting Here page](#).





# Accessible Parking at Suncorp

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There is a limited amount of accessible parking on Castlemaine and Cordova Streets.

Note: I must apply to use these accessible parking spots.

To apply for an accessible parking spot, I must enter a lottery. This gives everyone a fair chance to get an accessible parking spot.

I can only apply for the lottery for an accessible parking spot if I hold a:

- Queensland Disability Parking Permit or;
- Australian Disability Parking Permit.



## parking lottery

I can enter the lottery by clicking on [this information on accessible parking lottery link.](#)

The lottery closes 1 week before the event I am attending. I will need to apply for the lottery before it closes.

I will be contacted a week before my event if I have been successful in securing a park.





# Accessible transport by taxi

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If I am travelling by taxi or car, and I need accessible drop-off to the Stadium, I can use the set down areas at:

- Castlemaine Street (near Chippendall Street) and;
- Caxton Street (between Hale Street and Castlemaine Street).

I can view these set down areas by clicking on [this Suncorp Stadium Seating map link](#).



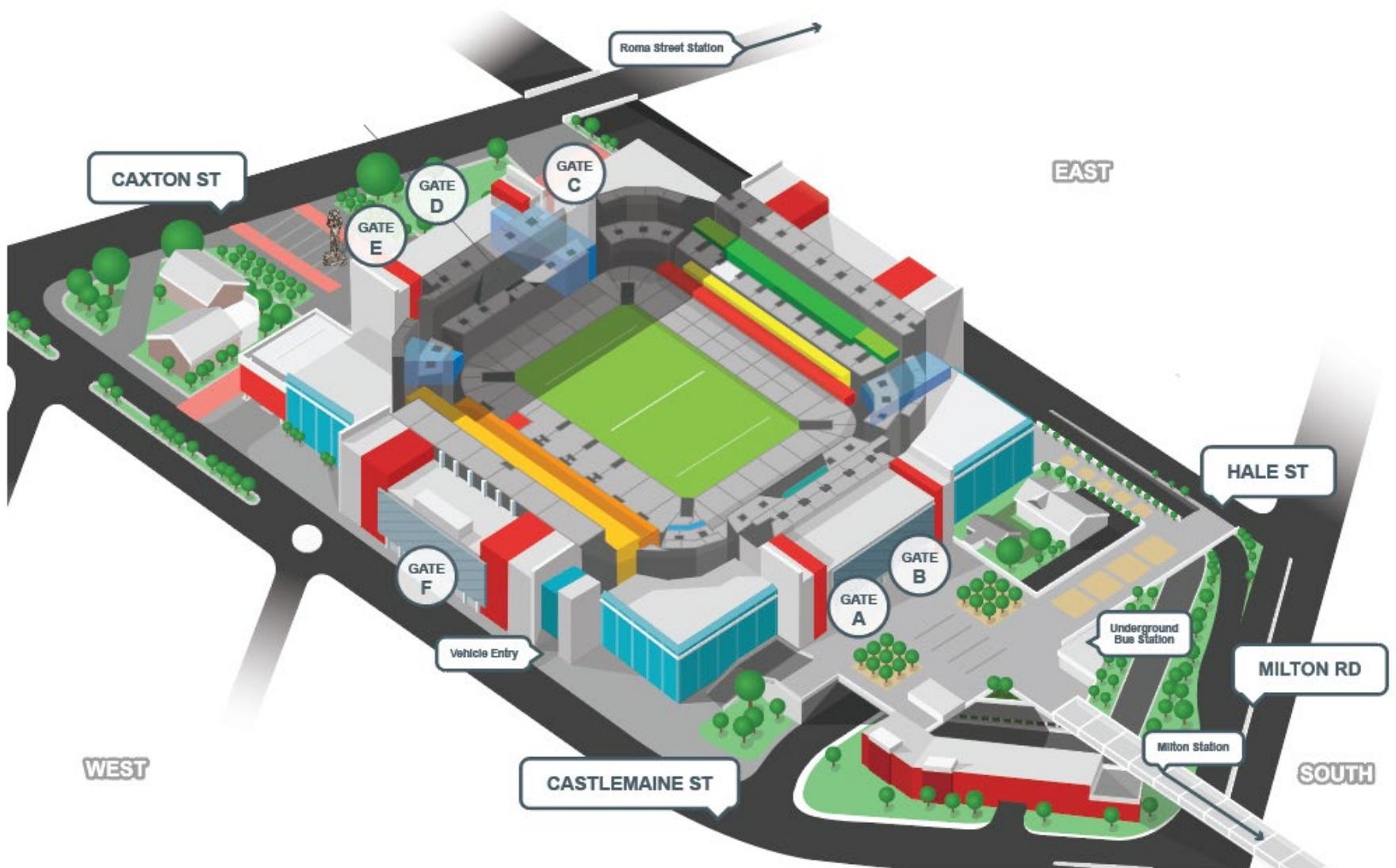


# Entering the Stadium

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The Stadium is a large building with many entrances. These entrances are called 'Gates'.

The gate on my ticket will be the closest to my seats.

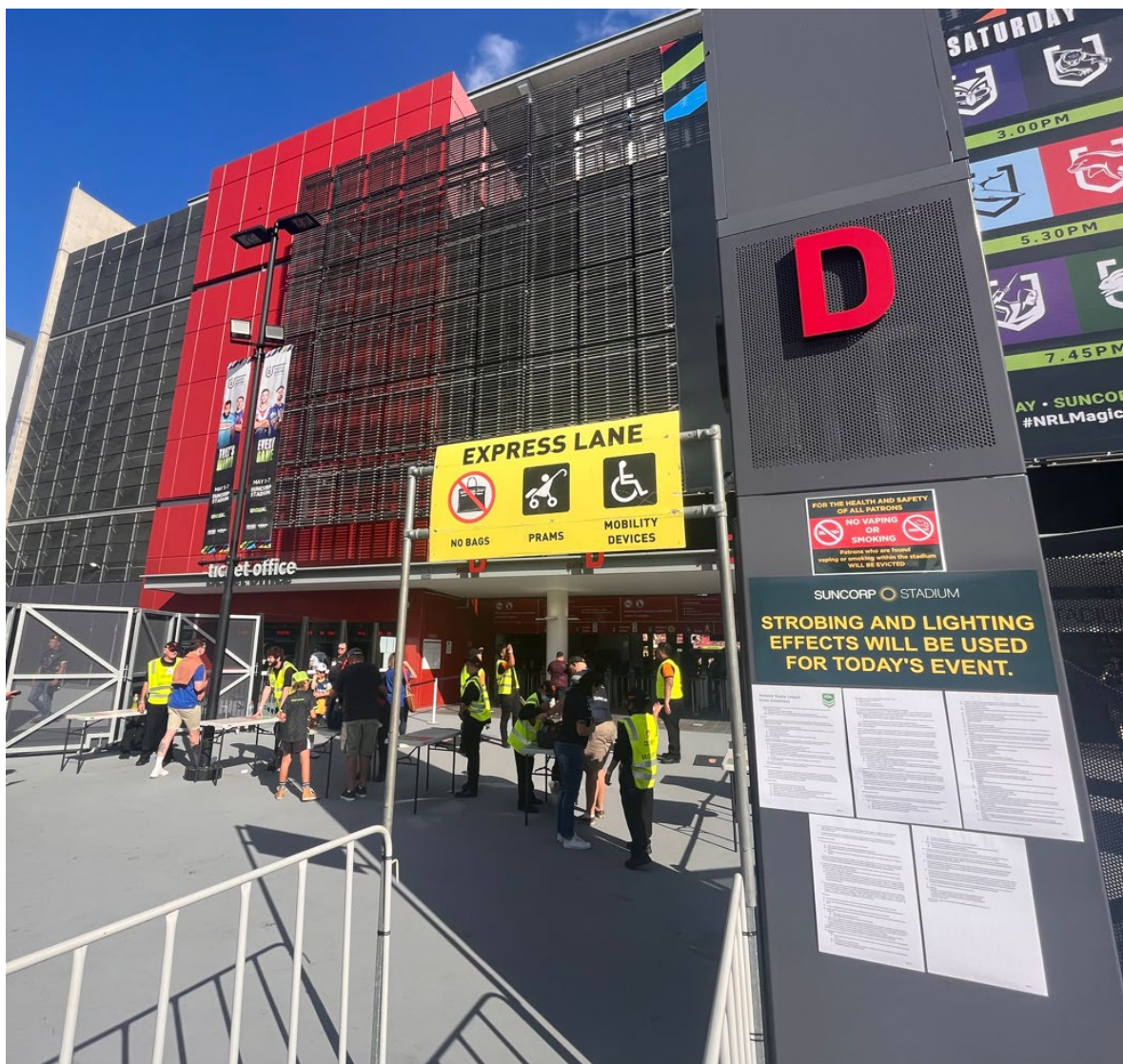


# Express Lane

I will have to go through security screening to enter the Stadium. The security staff will check what is inside my bag to make sure I have only brought safe items to the event.

I can choose to use the Express Lanes if I have:

- Prams
- Accessibility Requirements; or
- No Bags



For most events, I will be allowed to exit and re-enter the Stadium during the event. This is called a 'Pass-Out'.

I should check the 'Pass-Out' process with the Stadium before I go.



# Inside the Stadium

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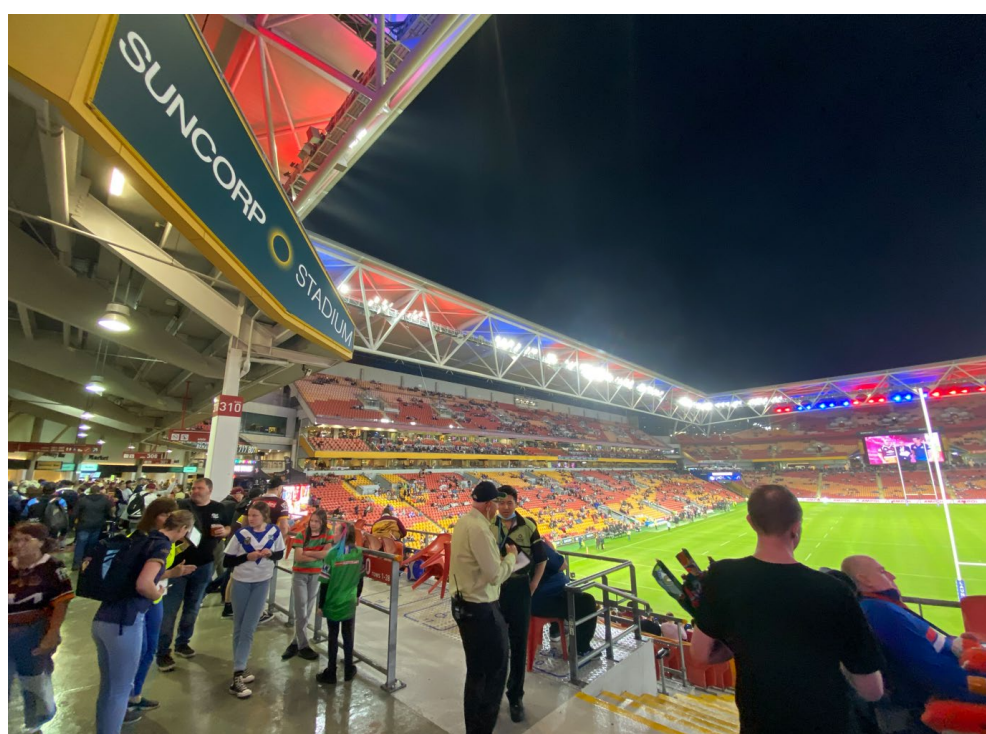
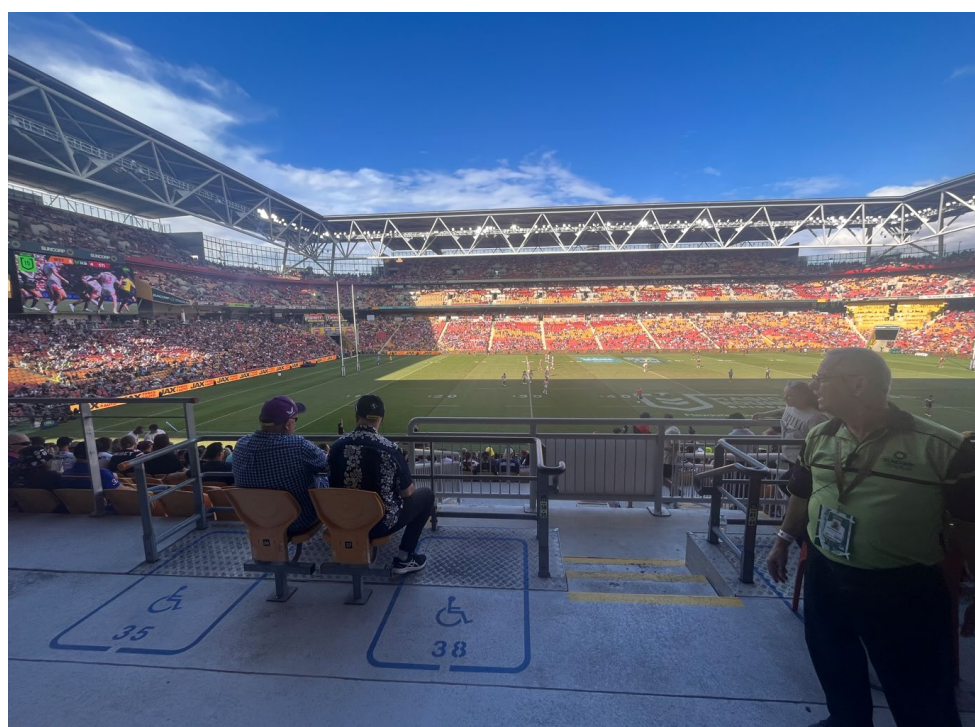
## What does it look like?

The inside of the Stadium is a large rectangle shape.

In the center is a grassy area where most sporting events are played.

If I am coming to a concert, the grass area may be covered by temporary floors.

The middle of the Stadium has no roof so I will be able to see the sky.





# Inside the Stadium cont. 29

## What can I expect?

I will see lots of people, lights and different places to get food and drink.

Other people may be laughing, cheering or yelling chants. It is ok to yell and cheer for my team or favourite singer.

People in the crowd may be very excited or may look angry (especially if their favourite team is losing).

This is normal but if I am feeling uncomfortable, I can talk to a Suncorp Stadium staff member.





# Finding my way around the Stadium

When I enter the Stadium, I will be on level 3 unless I enter through Gate F.

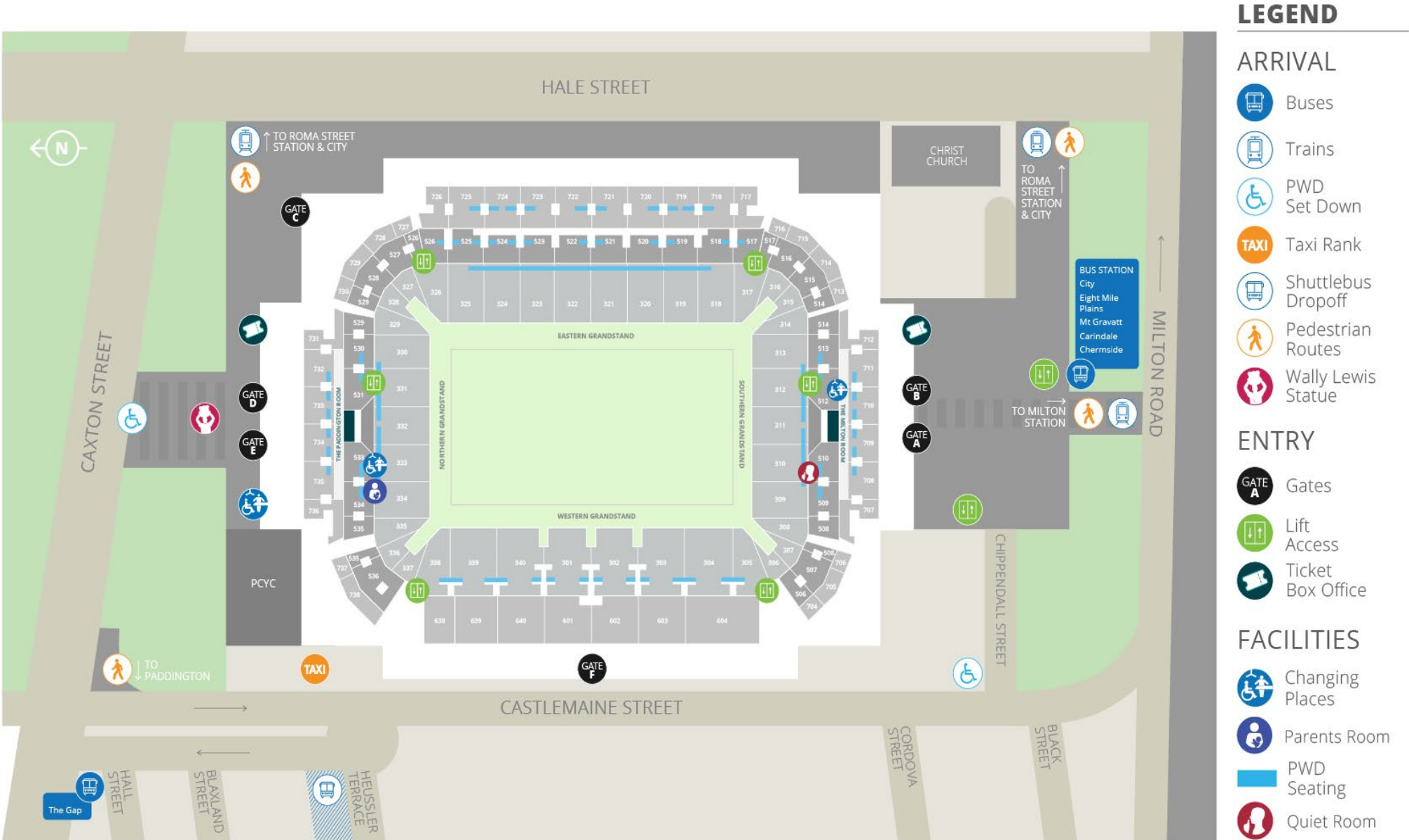
Level 3 is the main level of the Stadium.

If I need help to find my way around, I can ask staff at the information desks located directly opposite the entrance.

I can also ask for help from an [Accessibility Attendant](#).

There are staff located at each seating area that can help me find my seat if I need.

# Accessibility Map



I can view a map of the seating by clicking on [this Suncorp Stadium Seating Map link](#).



# Stadium Staff

The Stadium has programs to ensure staff are trained in accessibility needs.

In addition to this, there is a Special Needs Coordinator who is available at all events.

I can ask any staff member if I need to speak with the Special Needs Coordinator at the Event.



I can ask any Suncorp Stadium Staff Member for assistance while I am at the venue.

I can also ask for specific help from an Accessibility Attendant who has the role of promoting accessibility throughout the event.

I can also find the Accessibility Attendant by looking for a staff member with a Pink vest with the below logo printed on the back.

I can ask the Accessibility Attendant for help with:

- Wheelchair assistance
- Directional assistance
- Help with vision loss
- Help with hidden disability requirements; or
- Help with any issues, concerns or complaints





# Quiet Room

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Suncorp Stadium has a Quiet Room. A Quiet Room is a safe space for people to go if they become overwhelmed.

If I feel overwhelmed or need to take a break during the event, I can use the Suncorp Stadium Quiet Room. I can find the Quiet Room on level 3 at the Milton Road / Southern end of the Stadium inside Gate A to the left.

The Quiet Room will:

- open when the Stadium gates open
- stay open throughout the event
- close 30 minutes after the event finishes

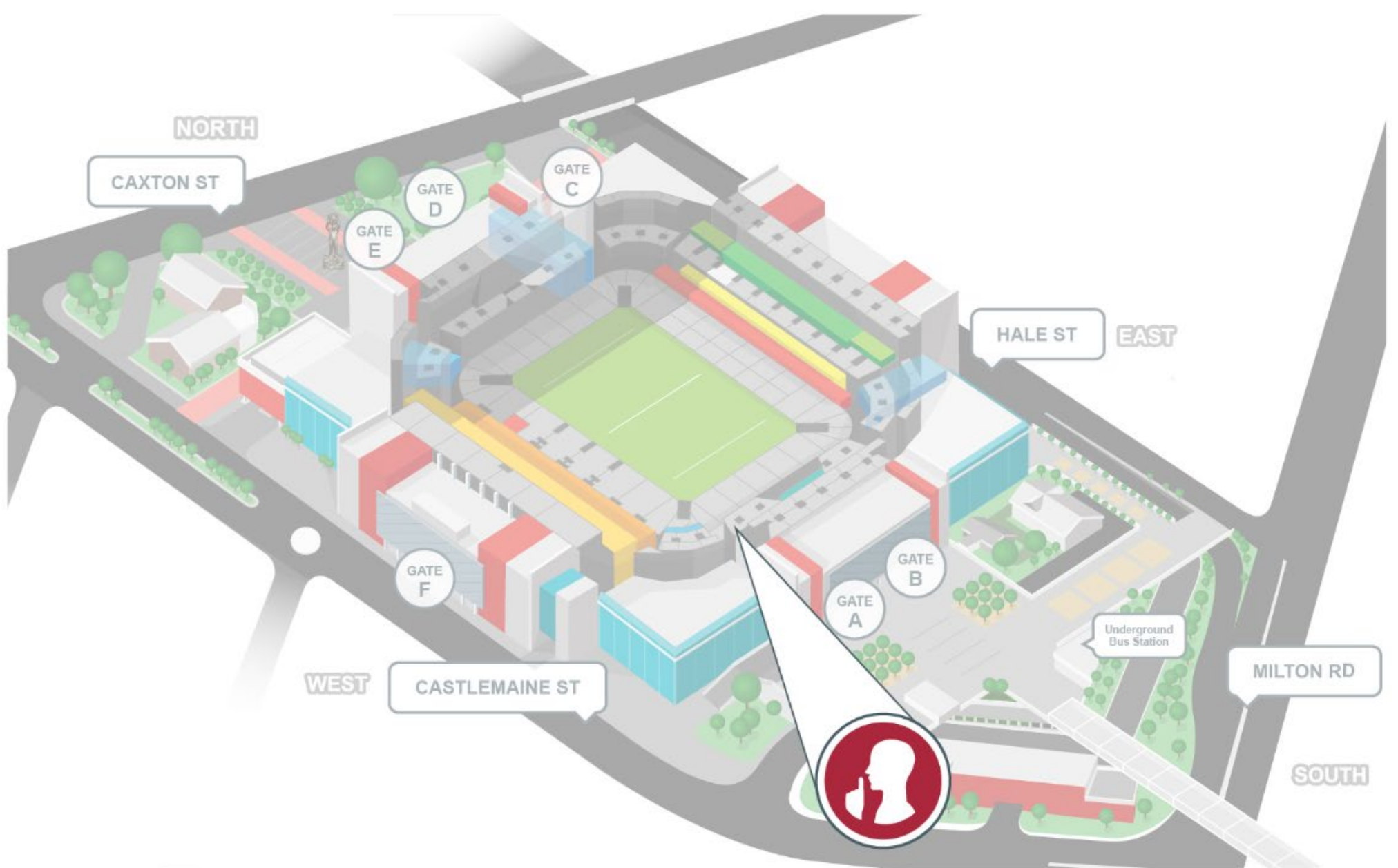


# Quiet Room cont.

35

If I think I will need to use the Quiet Room during my event, I can try and book a seat on the southern end of the venue.

I can choose to visit the Quiet Room when I arrive at the Stadium so that I know where it is.





# About the Quiet Room

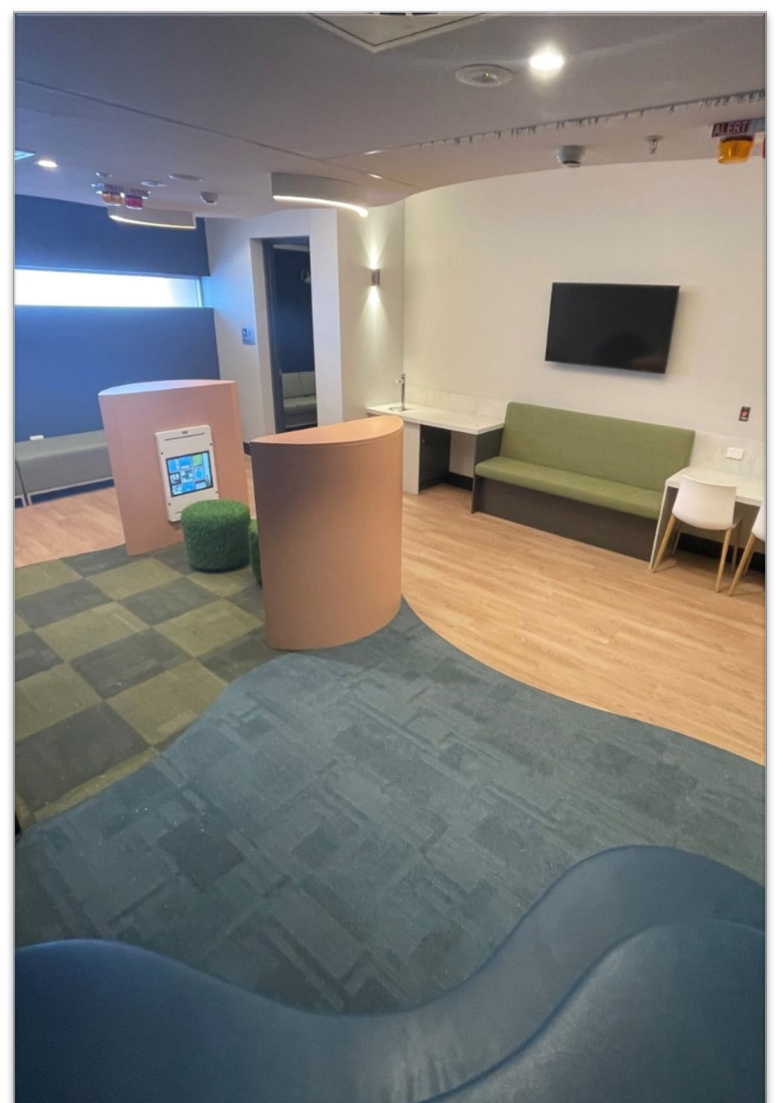
I can ask for help from Suncorp Stadium staff to find the Quiet Room.

When I find the Quiet Room, I can enter the Quiet Room by myself, with my carer or with my guardians.

A Suncorp Stadium staff member will be in the Quiet Room in case I have any questions.

The Quiet Room has:

- Adjustable lighting
- Different spaces that have curtains for privacy
- Sensory items
- Comfortable seating
- Communication board/cards
- Supportive trained staff



# Using the Quiet Room

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Quiet Rooms are for anyone who needs to take a break from the sensory or social environment.

I should be understanding of other people using the space. Quiet Rooms are not social spaces.

It is OK to have a panic attack/meltdown. I can use my own strategies to get calm.

Otherwise, I should try to keep talking to a minimum (like a quiet carriage on a train).

I can watch the event on the TV in the Quiet Room, however the volume will be off so it doesn't disrupt others.



Suncorp Stadium has two (2) registered Changing Places facilities.

Changing Places help allow people with high support needs to participate in all elements of community life.

I can find one facility on the Northern end of the venue next to the Parents Room inside Gate E on Level 3.

I can find the other facility on the Southern end of the venue opposite the Milton Room on Level 5.

I will need to hold a MLAK key to access the facilities.

These are only available on request before arriving at the Stadium via the [Changing Places website here](#).



## Features

The Changing Places facilities have:

- A powered height-adjustable adult-sized change table.
- A constant-charging ceiling track hoist system.
- A centrally-located peninsula accessible toilet.
- Circulation spaces as defined in the Changing Places Design Specification 2020.
- An automatic door with a clear opening operated via a MLAK key.
- A privacy screen.
- Accessible shower.

If I need to access the Changing Places facility on a non-event day, I can access the Level 3 Changing Places from the Northern Plaza near the Wally Lewis statue if I have an MLAK key.



# Parents Room

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Suncorp Stadium has a Parents Room on the Level 3 concourse

I can find the Parents Room on the Northern end of the venue next to the Changing Places Facility inside Gate E on Level 3.

I can access the Parents Room by asking a Staff Member at the Information Desk nearby to let me in.



## Features

The Parents Room includes:

- Multiple private feeding locations
- Able and Accessible change tables
- Creche
- Bottle warming facilities; and
- Adult and child amenities.





## Audio Loops

Suncorp Stadium has a hearing assistance / audio loop throughout the venue.

If I am in the venue, I can download the Listen Everywhere app to connect to my hearing device.

### HOW TO ACCESS THE HEARING AUGMENTATION

**1**

**Connect your mobile device to 'Suncorp Stadium FREE WiFi'**

**2**

**Scan the QR Code & download the 'Listen Everywhere' app**

**3**

**Open the app and connect your hearing device - may require Bluetooth**



# Food and Drink at the Stadium

43

There are many options for food and drink inside the Stadium. Depending on the size of the crowd, not all outlets will be open.

All outlets have Gluten Free Options.

If I need a wider variety of Gluten Free options, I can visit the Gluten Free outlet on Level 3 near aisle 327.





# Food and Drink at the Stadium cont.

44

If I need Vegan options, I can visit the Vegan outlet on Level 3 near aisle 306 or I can check with outlets throughout the venue.

It might get very busy during breaks

I can go to get food and drink during the event when it is quieter.



# Food and Drink

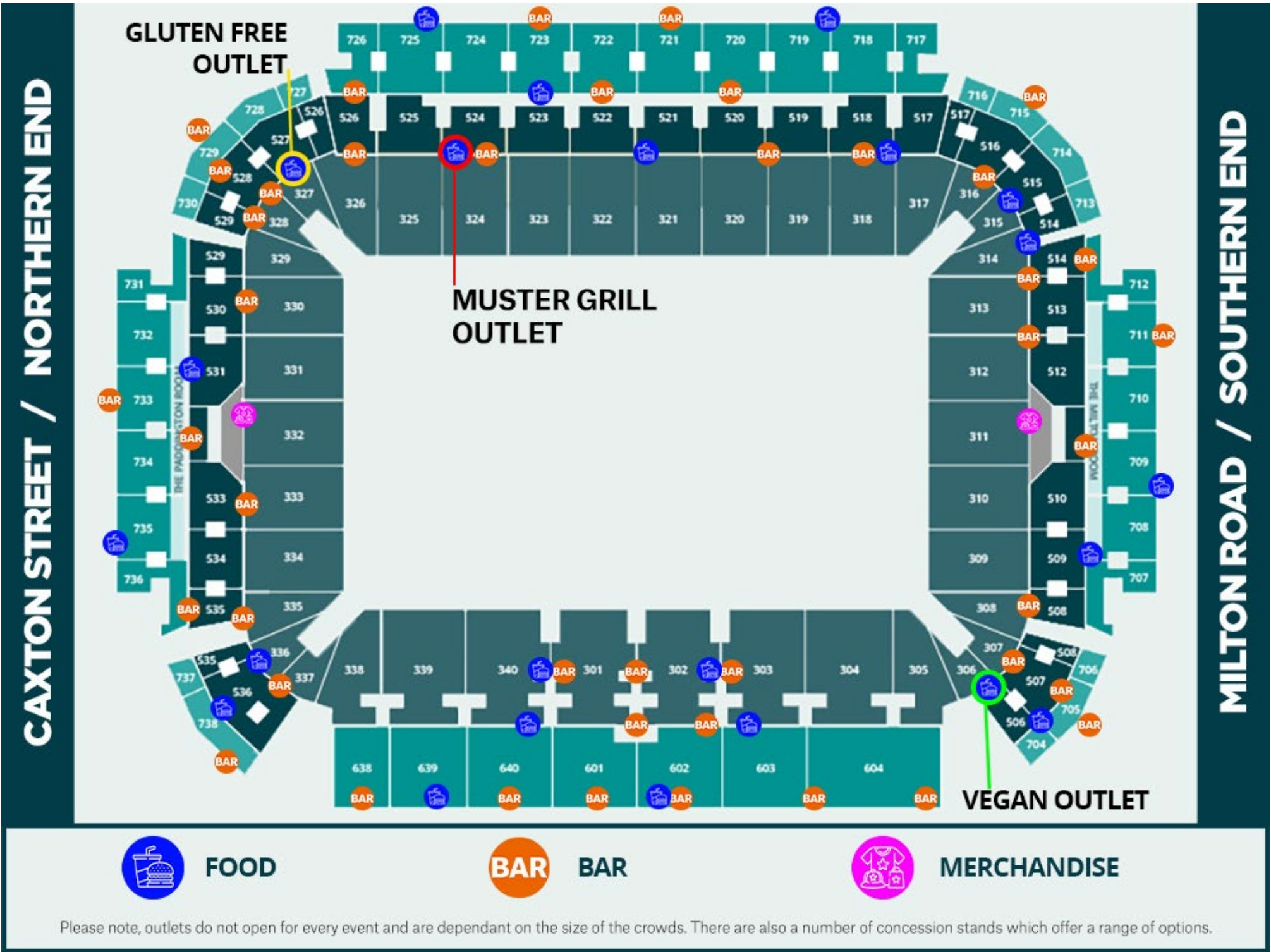
## Outlets

45

Depending on the size of the crowd, not all outlets will be open.

There are Members' Bars with seating, TVs and a bar. I can only access the Members' Bars if I am a Member of the Stadium or of the clubs.

Members' Bars are open only for sports matches.





# Members Emerald Lounge

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If I am a Suncorp Stadium Member I can access the Stadium through the dedicated Members entrance at Gate C.

Members have access to the airconditioned Emerald Lounge on Level 5 as well as Members Bars on Level 3.

Members can also book dining in the Members Restaurant in the Emerald Lounge. Sometimes for larger events like State of Origin, the Restaurant is closed for special dining functions.



## Lounge cont.

Members and their guests are required to meet the [Members Dress Standards](#) and wear smart and neat casual clothing.

If I want to become a Suncorp Stadium Member, I can [visit the website](#) or contact the team directly using the details below:

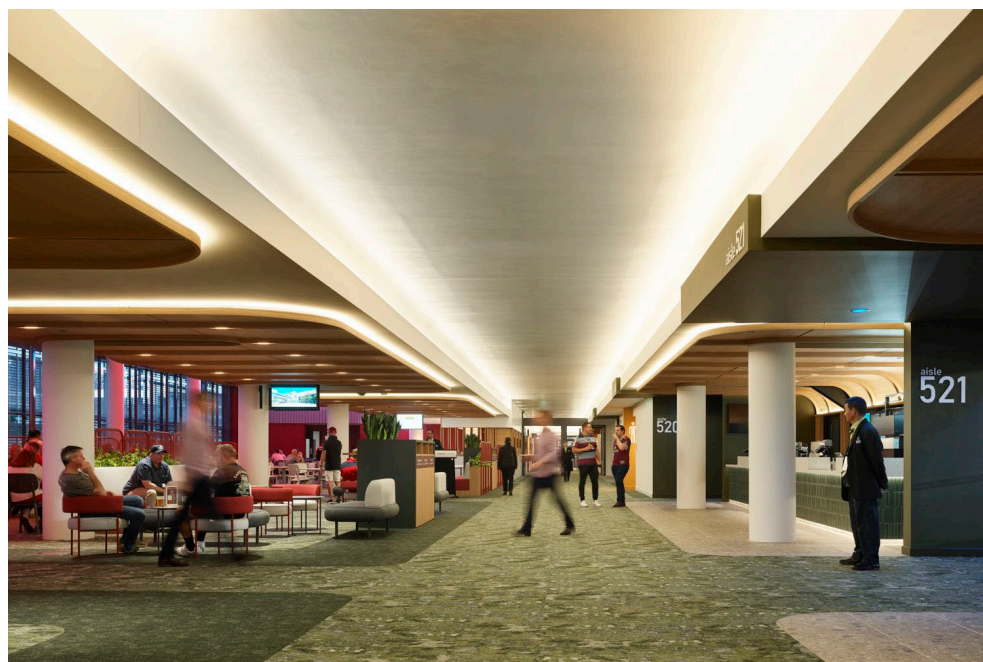
Email: [members@suncorpstadium.com.au](mailto:members@suncorpstadium.com.au)

Phone: (07) 3331 5050





# What does the Members Emerald Lounge & Restaurant look like



I may experience loud patrons in the Emerald Lounge.

The room is big and can hold a lot of people. I might notice colourful, themed, lighting and I will see big tvs at either end as well as many normal sized tv screens.

At either end of the lounge there are smaller spaces which may be quieter for me if I need a break.



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Stadium Members

Facilities Map

I can view the Stadium Members Facilities map [on the website here](#).





# Leaving the Stadium

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At the end of the event, it will be very busy with lots of people trying to leave the Stadium.

I can leave the Stadium before the event finishes to avoid the crowds or wait for other people to leave the Stadium first.

I can visit the Quiet Room whilst I wait.

I should check the [Stadium map](#) to find out the best exit for my transport choice.





# Thank You

Thanks for visiting Suncorp Stadium.





# How did we do?

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Suncorp Stadium is committed to continued improvement in all aspects of the venue.

If I have any feedback on this Visual Story or anything else, I can contact the Stadium using the details below.

Phone: (07) 3331 5000

Email: [info@suncorpstadium.com.au](mailto:info@suncorpstadium.com.au)

