

# Visual Story

## Sydney Symphony Orchestra concerts at the Sydney Opera House

«SYDNEY»  
«SYMPHONY»  
«ORCHESTRA»



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# Acknowledgement of Country



The Sydney Symphony Orchestra acknowledges the Gadigal people of the Eora Nation, the Traditional Custodians of this land and water.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples today.



# Inclusion Statement

## **You are welcome here.**

We want you to feel it is OK to be your authentic self here without judgement.

Please let us know if there is anything we can do that would make you feel more comfortable and included – for instance show you to a quieter area.

You are also welcome to use your own strategies to help you feel engaged and relaxed.



# What is a Visual Story?

Visual stories are for **everyone!**

It uses words and pictures to explain what might happen in a new place or situation.

It can make it easier to understand what to expect, and can help things feel a bit more predictable.

It is written in a clear way, so the information is easy to follow.



# About the Sydney Symphony Orchestra

The Sydney Symphony Orchestra was established in **1932**.

It is the largest orchestra in Australia and performs **more than 150 concerts** a year.

The Sydney Symphony is currently made of **89 permanent full-time musicians**.



# About the Sydney Symphony Orchestra

The **conductor** leads the musicians to help them play together.

The orchestra's chief conductor is **Simone Young**.

There are also guest conductors for different performances or series.



# About the Sydney Symphony Orchestra

Many of the Sydney Symphony's concerts are performed at the Orchestra's home in the Concert Hall at the **Sydney Opera House**.

Sometimes they perform in other venues in Sydney, like the **City Recital Hall**, and the **Sydney Town Hall** where the *Sydney Symphony Summer Series* concerts will be.

You can learn more about Sydney Symphony Orchestra on their website: [sydneysymphony.com](http://sydneysymphony.com)



# About the Venue

**The Sydney Opera House is a special building where people enjoy music, art, and performances.**

It is one of the most famous places in Australia and loved by people all over the world.

The Opera House is on land called **Tubowgule**, cared for by the Gadigal people of the Eora Nation. We say thank you to the Gadigal people and respect their culture and stories.

The Opera House cares about inclusion, the environment, and accessibility so everyone can take part and feel welcome.

**Address:** Bennelong Point, SYDNEY NSW 2000

**Phone:** 1300 764 849

**Website:** [sydneyoperahouse.com](https://www.sydneyoperahouse.com)



# Getting to the Sydney Opera House

The Sydney Opera House is at **Bennelong Point**.

It is close to **Circular Quay**.

It takes **5 to 10 minutes** to walk from Circular Quay to the Sydney Opera House.

You can travel by **ferry, train, bus, or light rail** to Circular Quay.

There is also a **Wilson Car Park** and **Taxi Stand** if you'd like to come by car.

See page 19 for more details.



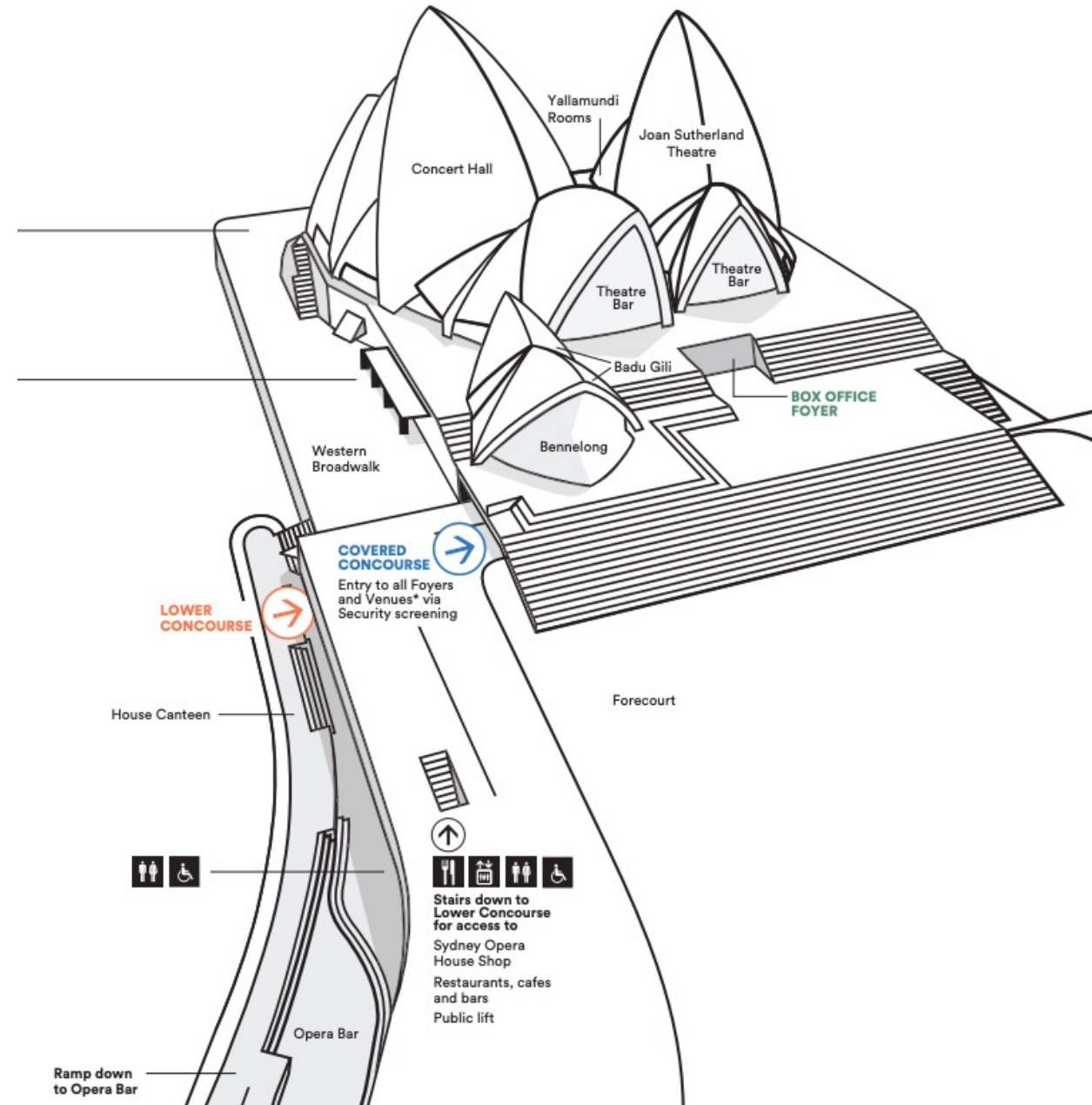
# Getting to the Sydney Opera House

The Sydney Opera House is big and has lots of different parts.

The two main parts are the **Concert Hall** and the **Joan Sutherland Theatre**.

It has many bars, restaurants, and tourist activities.

To view a larger version of this map, [click here](#).



# Accessibility Features

**Click on the linked items to learn more.**

- [Courtesy Bus and Accessible Buggy Service](#)
- [Wheelchair and Mobility Access](#)
- [Courtesy Wheelchairs](#)
- [Accessible Toilets](#)
- [Accessible Journey Videos](#)
- [Hearing Loops](#)
- [Audio described Sydney Opera House Tours](#)
- [Audio described concerts](#)
- [Tactile Tours](#)
- [Auslan Interpretation](#)
- [Assistance Animal](#)
- [Companion Card](#)



# Sensory Information

**During your visit to the Sydney Opera House you might have different sensory experiences.**

These could include:



Bright lights



Unexpected touch



Dark areas



Sounds like clapping,  
announcements, instrument  
tuning



Crowding



Instruments that range from  
soft to very loud, and low to  
high pitches

# What to Bring / What Not to Bring

Sometimes it is busy, noisy, bright and loud at a Sydney Symphony Orchestra concert.  
**You can bring things to help you enjoy the day.**

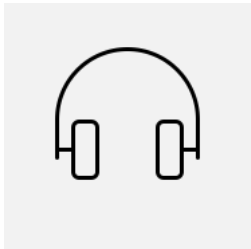
Things you might want to bring include:



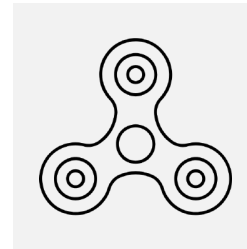
Sunglasses and Hat



Water Bottle



Headphones



Sensory Tools

If you bring a backpack, you will need to give it to the person at the cloak room facility in the main foyer, as backpacks and other large bags are not allowed inside the Concert Hall. Handbags are allowed.

# Food and Drink

- You can buy food and drink in the **Main**, **Southern**, and **Northern Foyers** before the concert and during intervals.
- **You cannot eat any food inside the Concert Hall.**
- You can drink water in the Concert Hall but not alcohol or other drinks.
- You cannot bring any food or drinks other than water from other shops.
- You can pay for food or drinks with cash or a bank/credit card.



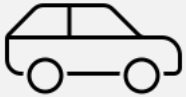
# Food and Drink

If you would like to get food or drink elsewhere before the concert there are some options in the Opera House Precinct:

- [Opera Bar](#)
- [House Canteen](#)
- [Bennelong Restaurant](#)



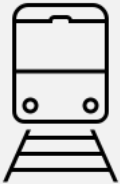
# Planning my Journey



**Car** – Wilson Parking operates the Sydney Opera House car park. You can pre-book a parking spot at [bookabay.wilsonparking.com.au](https://bookabay.wilsonparking.com.au)



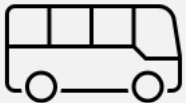
**Ferry** – The closest ferry wharf is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.



**Train** – The closest train station is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.



**Taxi/Rideshare** – The closest designated taxi rank is at the **Macquarie St Gatehouse**. From there it is a 2-minute walk to the Sydney Opera House.



**Bus** – The closest bus stop is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.



**Light Rail** – The closest light rail station is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.

# Arriving at the Sydney Opera House

This is the **forecourt** of the Sydney Opera House.

To access the Concert Hall, you must go underneath the large staircase, in front of the Opera House also known as the “**Monumental Steps**”.



# Arriving at the Sydney Opera House

- The entrance to the Concert Hall is on the left about halfway under the steps.
- You will need to go through a **security check point** where any bags will go through an **x-ray machine** and you will have to walk through a scanner.
- You can get to the Sydney Opera House early when the security check point is quieter and the lines have less people.



# Arriving at the Sydney Opera House

- Once you have passed through the security checkpoint, you can walk up the stairs and into the main foyer.
- To your left there is a **Cloak Room** desk for any bags that are the size of a backpack or larger.
- If you have one of these, you must cloak your item, or you cannot go into the Concert Hall.
- It can be loud and crowded in the main foyer. If it becomes too loud you can wear headphones and sit down on the benches and chairs available to the public.



# Arriving at the Sydney Opera House

- To cloak your item, you must line up in front of the **Cloak Room desk** and hand the item to the attendant.
- The Cloak Room attendant will hand you a ticket with a number on it and will put the item behind the counter and keep it safe.
- You must keep this ticket in a safe location on your person.
- After the concert, you will need to give it back to the Cloak Room attendant to retrieve your bag.
- [Click here](#) to view the map of the main foyer.



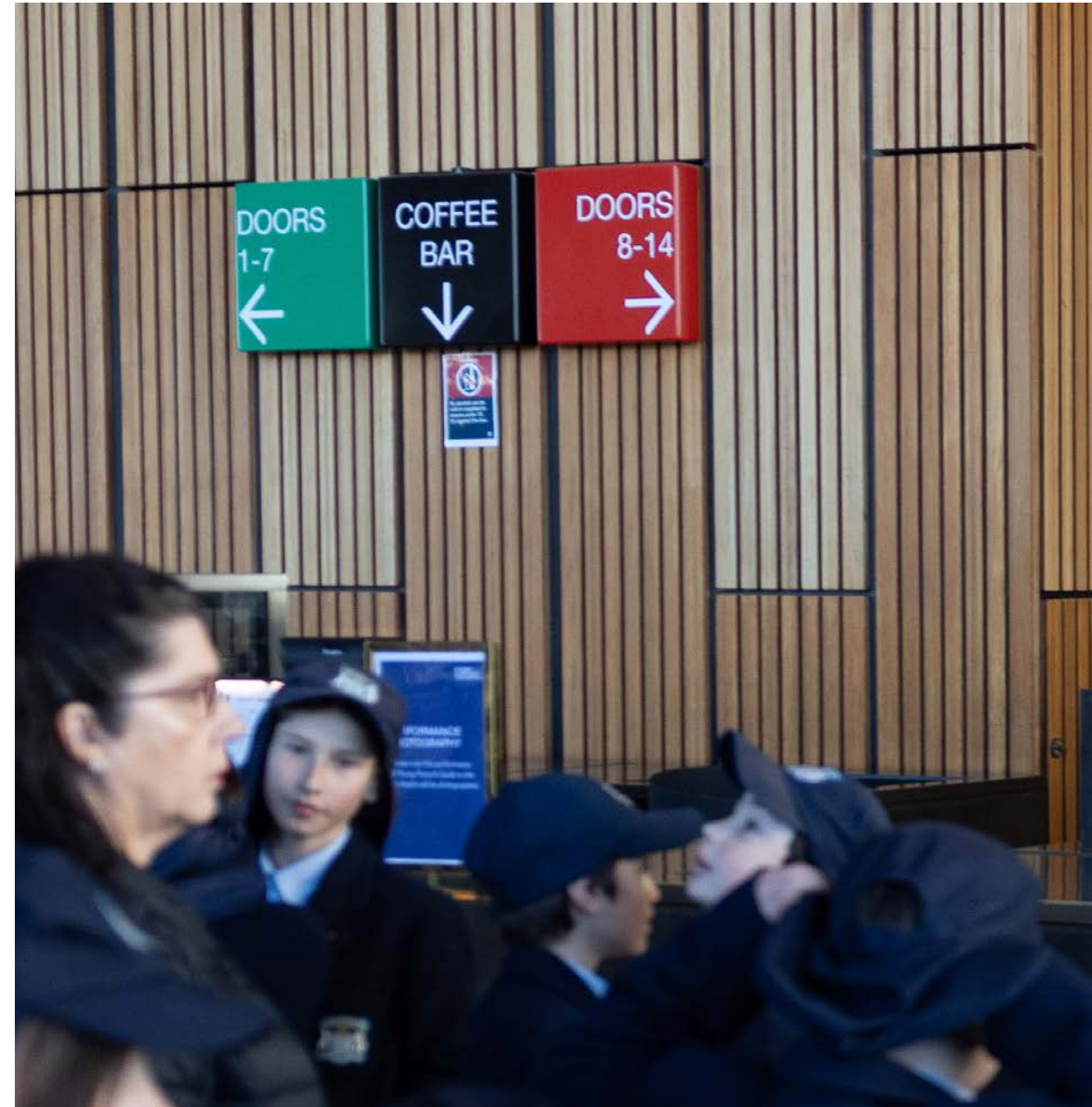
# Arriving at the Sydney Opera House

- If you don't need to cloak any items, you can go straight to the next set of stairs.
- If you received your ticket/s by email, you can either show a printed copy of the ticket/s or show your ticket on your phone.
- An usher will scan your ticket.



# Before the Concert

- After your ticket is scanned, you can walk up the stairs or take the escalator to the **Southern Foyer**.
- At the top of the stairs, you will see **red and green** signs for different doors to the Concert Hall.
- **You can look at your ticket to see what door your seat is closest to.** You can follow the red or green signs to that door.
- [Click here](#) to view the map of Southern Foyer.
- You can pick up a free program from the black shelves in the Southern Foyer before you enter the Concert Hall.
- It can be loud and crowded in the Foyer areas. If you get overwhelmed, you can wear headphones and find a quiet area to sit in.



# Before the Concert

In many cases, there is a **pre-concert talk** that begins 45 minutes before the concert starts.

This takes place in the Northern Foyer where a speaker will talk about the music that is going to be performed in the concert.

There are chairs available and the talk will finish with enough time for you to get to your seat.



# Before the Concert

- When you get to your door, another usher will look at your ticket and help you find your seat by giving you clear directions and by pointing.
- You can find your row by looking at the **black letters** on the ground near each row.
- You can find your seat number by looking at the **silver numbers** on the back of each seat.
- Once you've found your seat, you can sit down and enjoy the concert with the Sydney Symphony Orchestra!
- It can be loud in the concert hall, with the sound of audience members and musicians playing their instruments. If you get overwhelmed, you can wear headphones or exit the Concert Hall until the performance starts. Just be sure to take your seat before the doors close!



# During the Concert: Expected Behaviours

- You may talk in the Concert Hall before the concert starts. Once the concert starts, please remain silent.
- You can clap, but please wait until after each piece of music has finished. In an orchestra concert there are commonly pieces of music with multiple movements.
- Most people will clap only at the end of the music and not between movements.
- You will know the piece of music has finished when the conductor turns around to face the audience.
- For more information about concert etiquette, please see our [hidden curriculum guide](#).



# During the Concert

- Most concerts will last **1 and a half to 2 and a half hours**, including the 20-minute interval. Sitting in a concert involves a lot of sitting still and quiet. If needed, you can use quiet fidget tools.
- During interval, you can leave the Concert Hall to go to the toilet, get a drink or snack, or you can stay in your seat.
- During the interval an announcement will play through the PA system that finishes with some music. This announcement tells you that the concert will start again in 10 minutes, 5 minutes, and 1 minute.



# After the Concert

Once the concert is finished, you will exit through the same door you entered through.



# Leaving the Sydney Opera House

- If you have cloaked an item, now is when you need the ticket the cloak room attendant gave you. The cloak room lines at the end of a concert can be very busy and loud. If you would like to wait until the lines have less people, you can.
- Once you have your cloaked item/s, or if you didn't need to pick an item up from the cloak room, you can walk back down the main foyer steps and out into the courtyard. You do not need to pass through security again.
- There are plenty of public transport options available, or you can go to the taxi rank on Macquarie Street if you need a taxi.



# Frequently Asked Questions



## Where are toilets/accessible toilets located?

Toilets are available in the **Main Foyer** and in the **Northern Foyer** of the Concert Hall. Ask an usher and they will be able to point you to the closest toilet.



## Where can I get help?

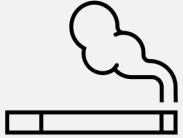
The ushers who are located throughout the Concert Hall journey will be able to help with any questions you have.



## Where can I go if I feel overwhelmed or need somewhere quiet?

During the concert, you can exit the Concert Hall and sit outside the door where it will be quiet. If you do leave the Concert Hall, you may not be allowed to re-enter until there is an appropriate pause in the music. This could be a long time.

# Frequently Asked Questions



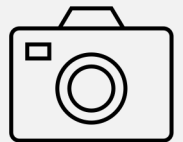
## **Can I smoke or vape?**

The Sydney Opera House is a smoke and vape free space. You are not allowed to smoke or vape anywhere inside or outside the Sydney Opera House.



## **What should I wear?**

You should dress in a way that makes you feel comfortable!



## **Can I take pictures or film the performance?**

Flash photography and filming are not permitted during the performance. You are welcome to take photos at the end of the performance during the final applause.

# Frequently Asked Questions



## How will I find out about any disruptions or changes?

The Sydney Symphony Orchestra will contact the person who booked the tickets if there are any changes to the performance.



## Who should I contact for more information?

For further information about the performance, you can contact the Sydney Symphony Orchestra on **02 8215 4600** and at [info@sydneysymphony.com](mailto:info@sydneysymphony.com), or for more information about the venue, you can contact **02 9265 9333**.



## Where/how can I provide feedback?

After the concert you will receive a post-concert survey to the email the booking was made under. You can also contact the Sydney Symphony Orchestra phone number above.

# Thank you!

Thank you for visiting the Sydney Symphony Orchestra at the Sydney Opera House.

**See our guides below for further detailed information to help with your visit:**

[How to Book a Ticket for a Concert](#)

[Hidden Curriculum for Attending a Concert](#)

**“SYDNEY”  
“SYMPHONY”  
“ORCHESTRA”**

