

Visual Story

Carnival of the Animals Relaxed Performance

Saturday 12 September
12.30pm

«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**.
- The **conductor** leads the musicians to help them play together.
- Usually the Orchestra follows the main conductor **Simone Young**.



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**.
- You can learn more about Sydney Symphony Orchestra on their website: 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.



What is a Relaxed Performance?

- A relaxed performance is designed to create a welcoming and supportive environment for people with neurodiverse needs, sensory sensitivities, autism, anxiety, or anyone who may benefit from a more flexible performance setting.
- The performance takes place in a welcoming, judgement-free environment.
- We want you to be your authentic self, so if you need to move around, take a break and come back or do whatever you need to feel comfortable, that's completely OK.



Relaxed Performance features

For our relaxed performance you can expect:

- The lights in the concert hall to remain at about 75% brightness.
- Reduced audience numbers.
- The doors to the concert hall to remain open – this is so you can come in and out if you need to.
- At the start of the performance the orchestra will demonstrate how loud and soft they will play during the concert.
- A generally relaxed vibe – if you need to get up, move around, make noise – this is OK!
- A quiet room staffed by our friends at Aspect (Autism Spectrum Australia)



Carnival of the Animals Performance Notes

- This concert will last approximately **55 minutes**.
- There will not be an interval.
- Movements from the following pieces of music will be played:
 - *Carnival of the Animals* by Camille Saint-Saëns
 - *Animalia* by Alex Turley
- There will be a presenter, **Thea Rossen**, who will talk about the music from the stage.



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](#)
- [Assistance Animal](#)
- [Companion Card](#)
- [Staffed Quiet Room](#)



Sydney Opera House

Rules & Expected Behaviours

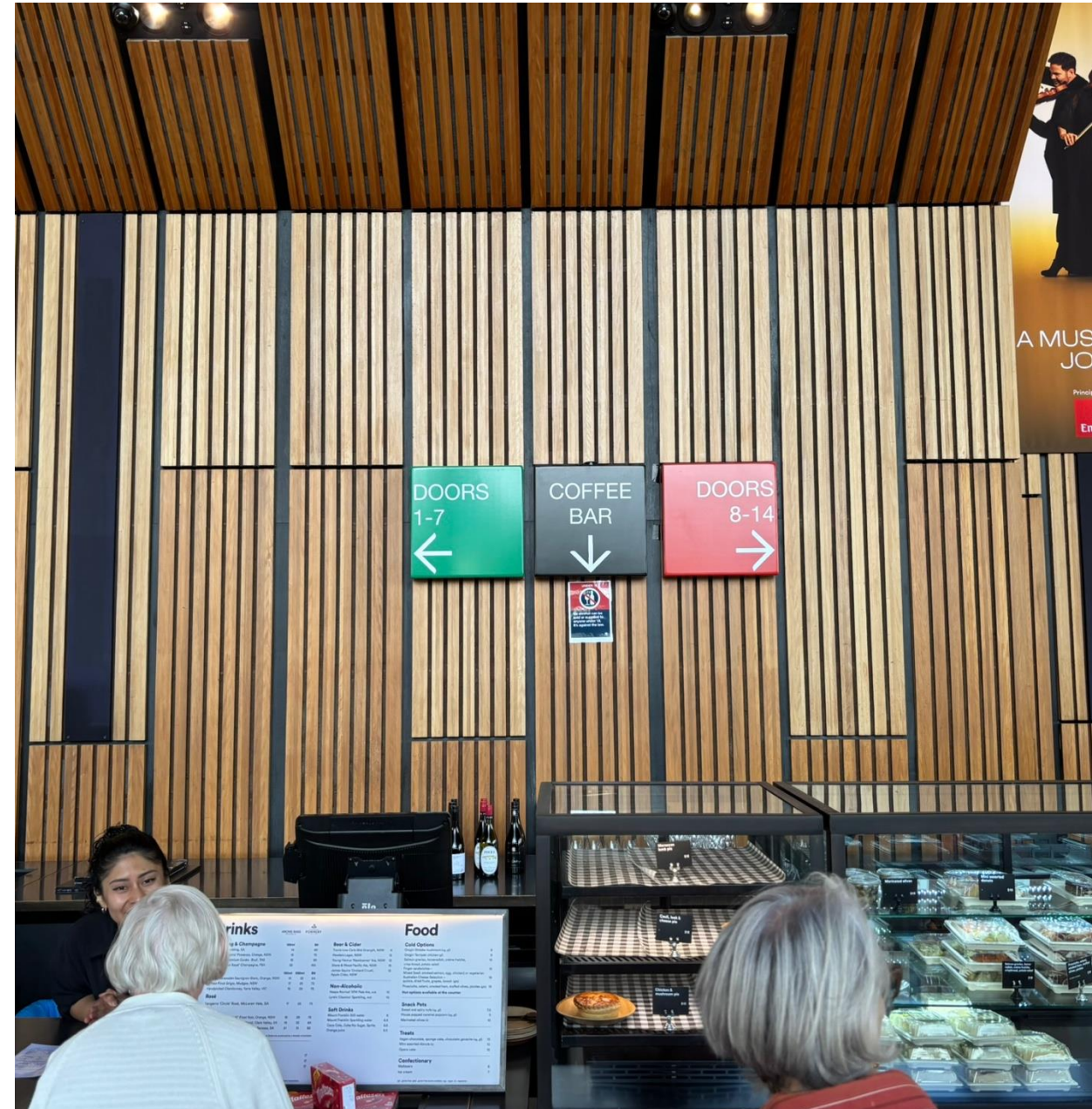
- **Dress code** – you can dress in a way that makes you feel comfortable!
- **Security Processes** – there is a security checkpoint before you enter the Sydney Opera House. If you bring a bag you will be asked to put it through an x-ray machine and you will need to step through a scanner.
- Your ticket will be scanned by an usher when you arrive.
- You can pick up a free program from the black shelves in the foyer before you enter the Concert Hall.
- Flash photography and filming are not permitted during the performance.



Sydney Opera House

Rules & Expected Behaviours

- 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.
- You can buy food and drink in the **Main, Southern, and Northern Foyers** before the concert.
- **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.



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

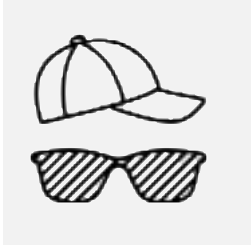


Instruments that range from
soft to very loud, and low to
high pitches

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.

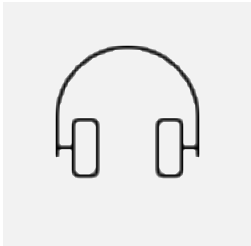
Things you might want to bring include:



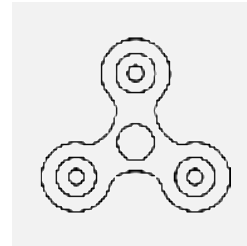
Sunglasses and Hat



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.
- **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.



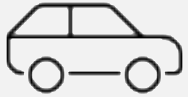
Food and Drink

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

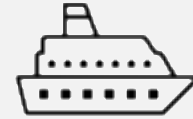
- [Opera Bar](#)
- [House Canteen](#)
- [Bennelong Restaurant](#)



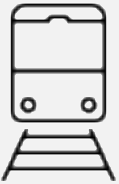
Planning my Journey



Car – Wilson Parking operates the Sydney Opera House car park. You can pre-book a parking spot at bookabay.wilsonparking.com.au



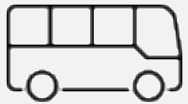
Ferry – The closest ferry wharf is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.



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.

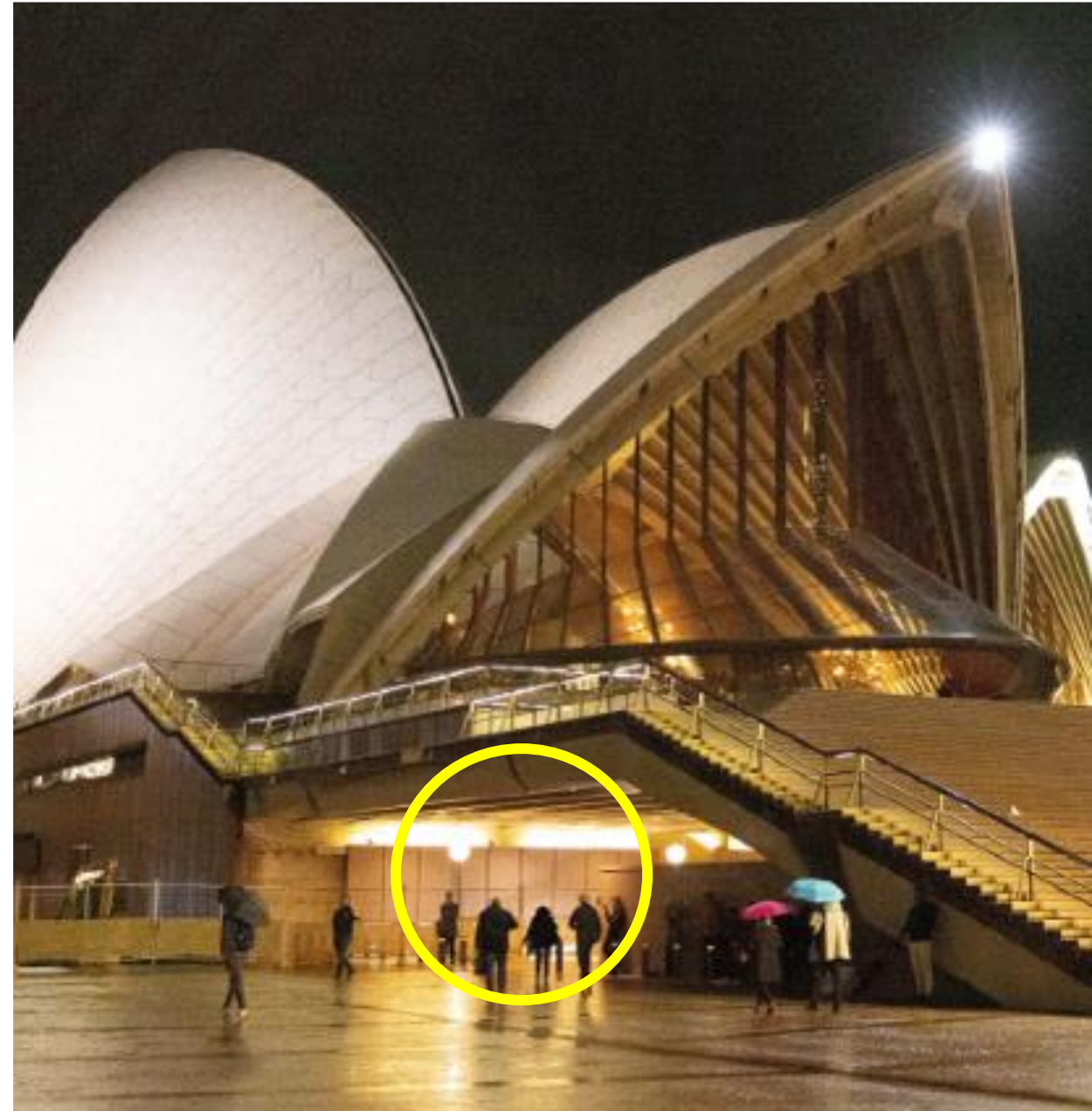


Light Rail – The closest light rail station is **Circular Quay**. From there it is a 5-10 minute walk to the Sydney Opera House.

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.



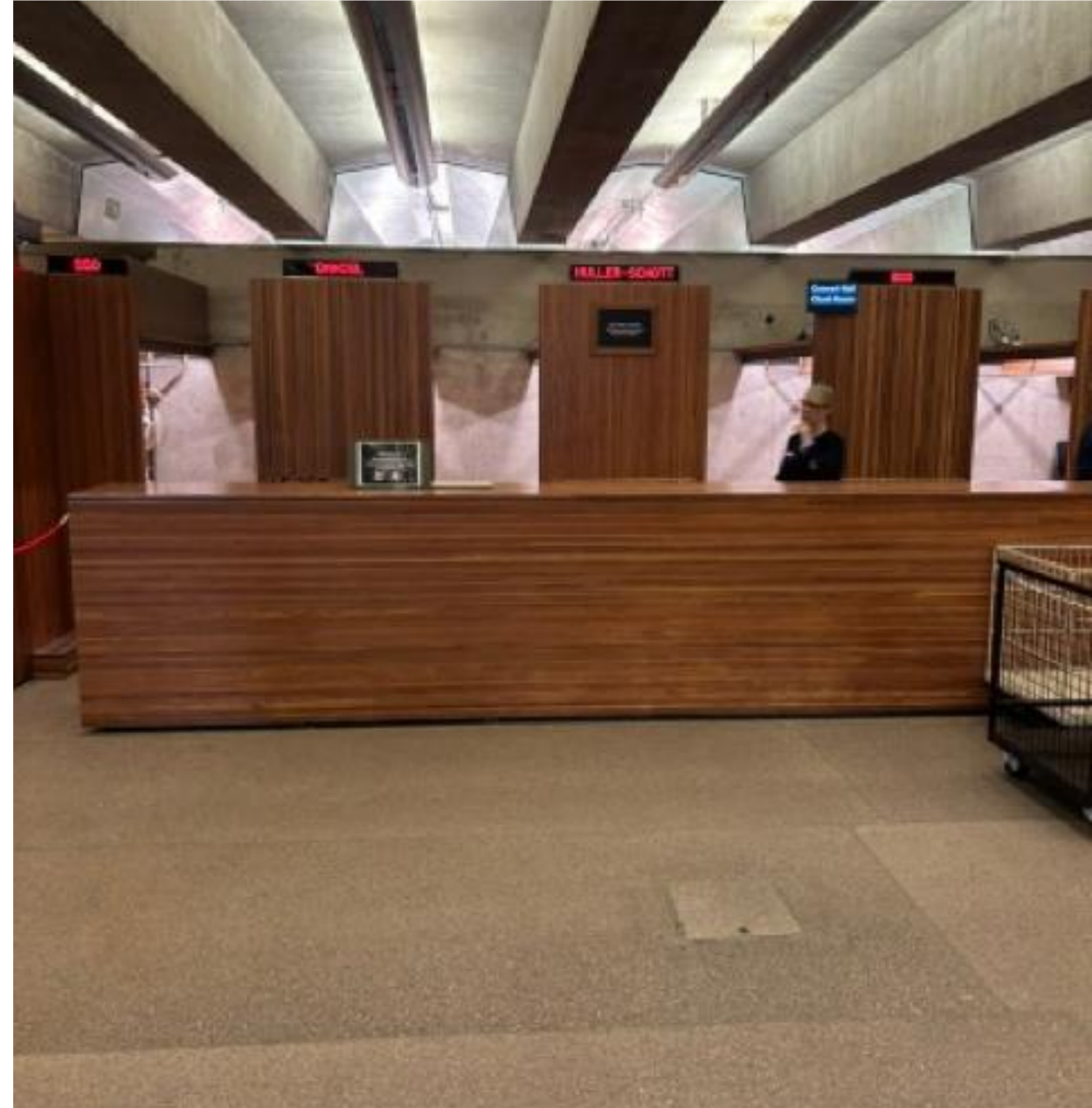
Arriving at the Sydney Opera House

- 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.



Before the Concert

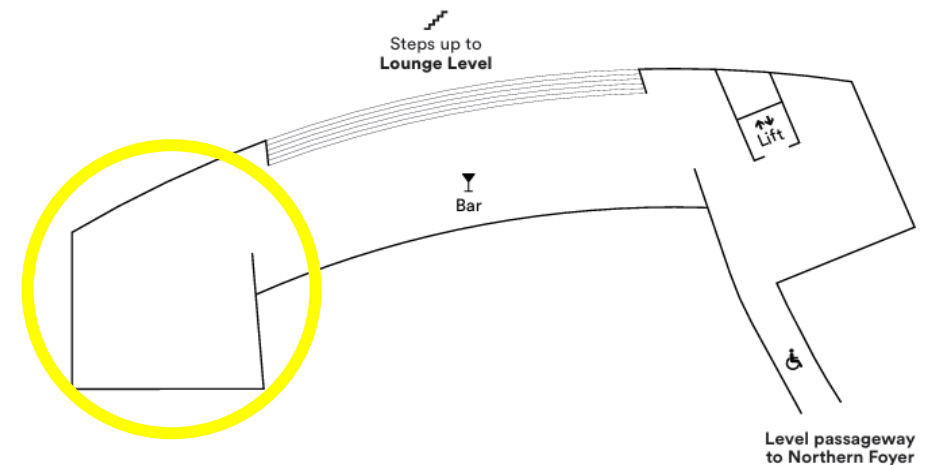
- When you get to your door, another usher will look at your ticket and help you find your seat by giving you clear directions and by pointing.
- You can find your row by looking at the **black letters** on the ground near each row.
- You can find your seat number by looking at the **silver numbers** 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!



Quiet Room

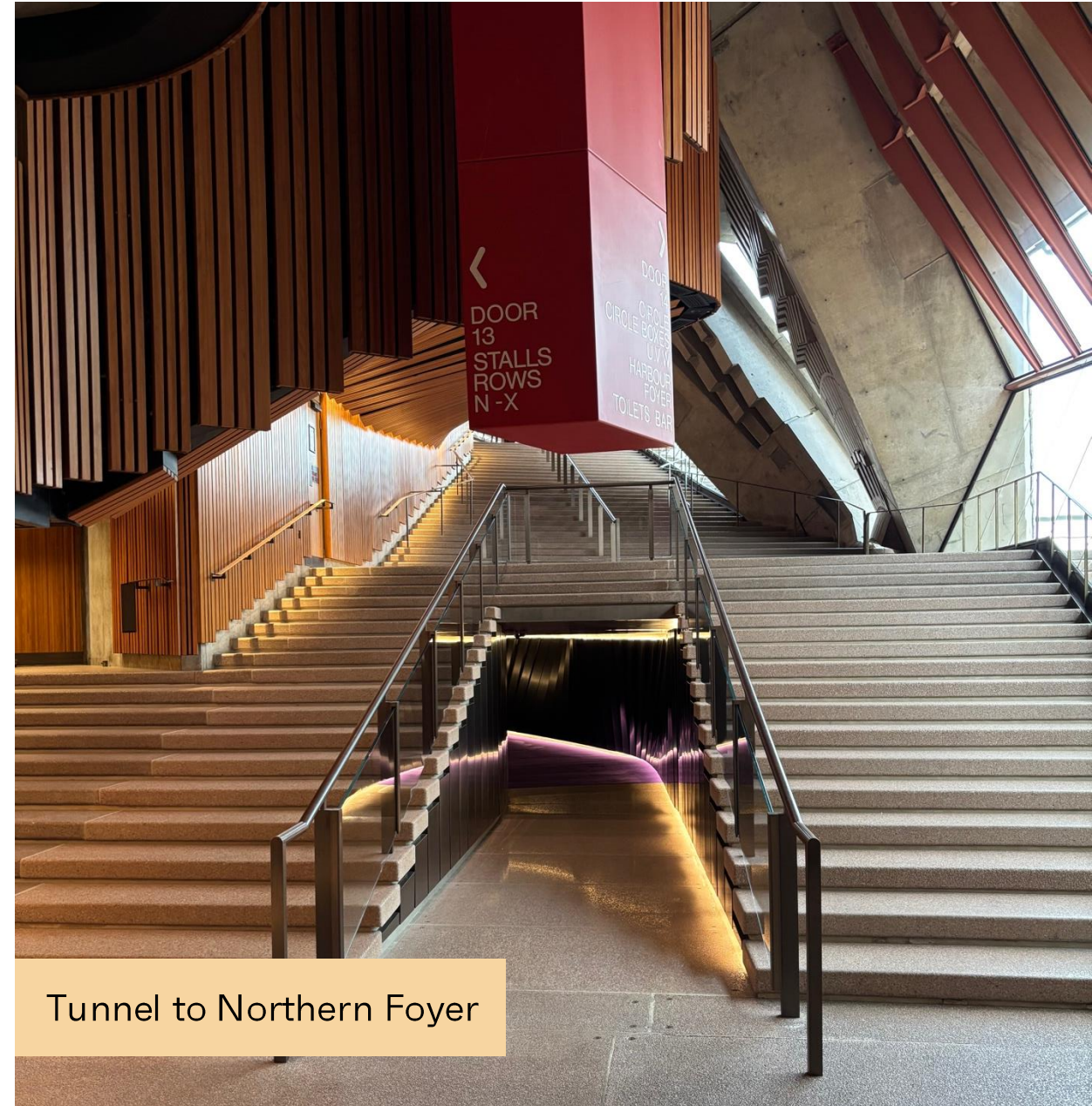
- Our quiet room is located in the **Western Cave on level 2 of the Concert Hall Northern Foyer**.
- This is on the same level as the Southern Foyer and can be accessed easily through a tunnel that goes underneath the steps that lead to door 14. [Click here](#) to find more maps of the Concert Hall spaces.
- The quiet room will be staffed by experienced people from Aspect (Autism Spectrum Australia)
- It is a calm, low-sensory space available **half an hour before, throughout, and 15 minutes after the concert concludes**.
- It provides a place to take a break from noise, crowds, or other sensory stimulation.
- Audience members can come and go as needed.
- The space is available for anyone who would benefit from a quieter environment.

**Concert Hall
Northern Foyer
Bar and caves (level 2)**
Accessibility map



Quiet Room Rules

- Quiet use only
- **Maximum 6 people only** – this is to maintain a calm environment
- Short stays – please limit your use of the space to **20 minutes** so others can access the room when needed.
- Children under 18 must be supervised by a responsible adult.
- Use the space respectfully. This means:
 - Phones on silent
 - Use headphones
 - Respect Others
 - No socializing
 - No loud audio
 - No groups
 - No aerosols or perfumes



Tunnel to Northern Foyer

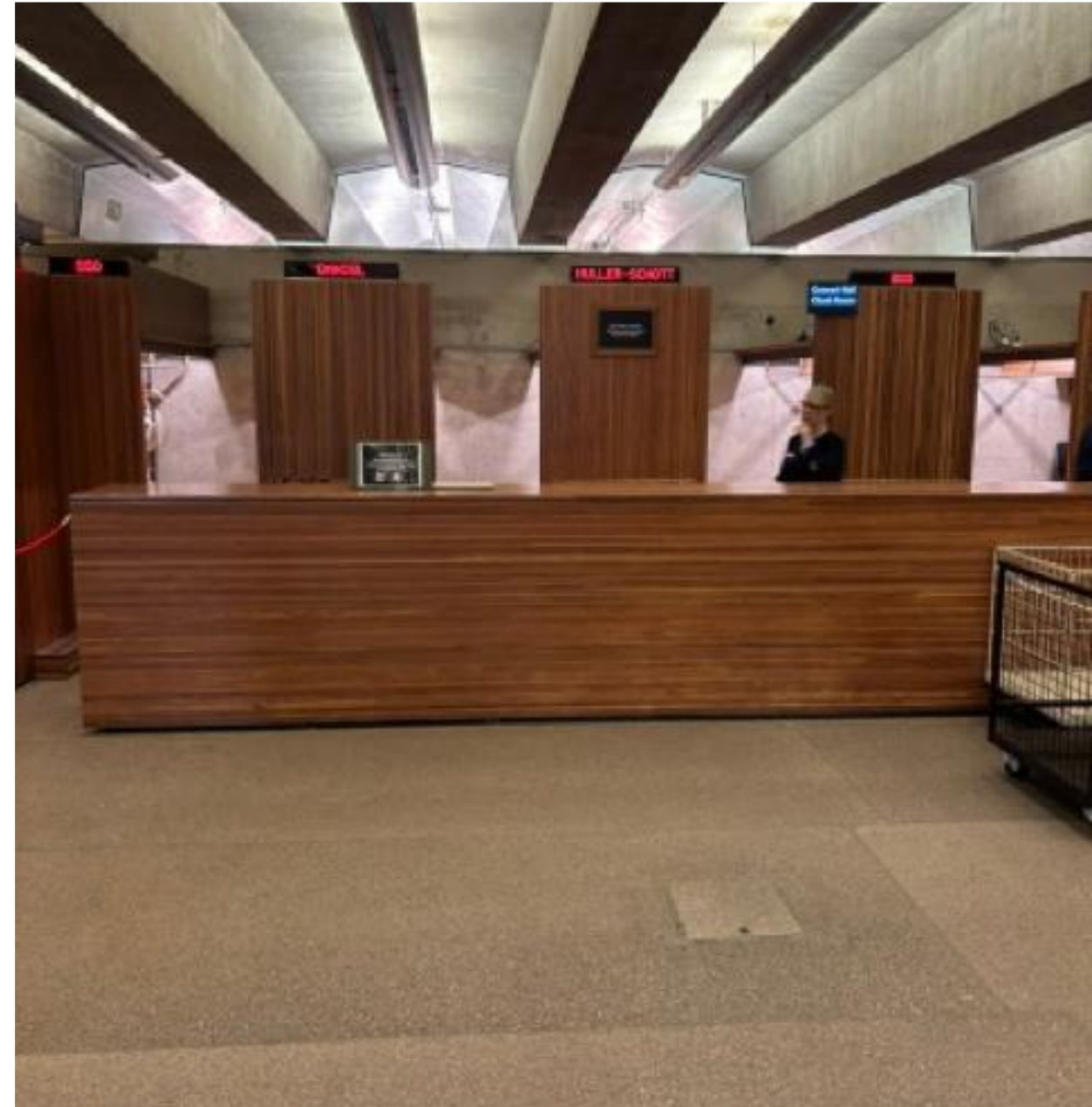
After the Concert

- This concert will last about **55 minutes**.
- Once the concert is finished, you will exit through the same door you entered through.

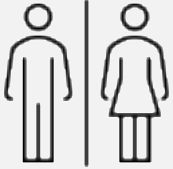


Leaving the Sydney Opera House

- 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



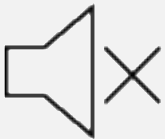
Where are toilets/accessible toilets located?

Toilets are available in the **Main Box Office 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. You can also go to our [quiet room](#) in the Western Cave.

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, 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.

Scan the QR code below to share any feedback you have on this Visual Story:



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](#)

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