

ACCESSIBILITY GUIDE

Adelaide Convention Centre provides a range of accessibility options & facilities.

Public Transport

Adelaide Convention Centre is conveniently located on North Terrace close to the Adelaide Train Station, various bus routes, Adelaide Train Station tram stop & taxi rank.

Parking

Adelaide Convention Centre operates the Riverbank & North Terrace Car Parks, which are located directly underneath the Centre & operate 24 hours per day, 7 days per week.

- The Riverbank Car Park is accessed via Festival Drive & the North Terrace Car Park is accessed from North Terrace.
- Accessible car parking spaces are located on each level.
- Both car parks are fitted with video surveillance camera systems, with regular security patrols.
- The Riverbank Car Park has a height restriction of 1.96m on Level 1 & 2m on Level 2. The North Terrace Car Park has a height restriction of 2m.

Special consideration to reduce distance of travel & cope with large volumes of traffic for disabled passengers unloading can be made upon request.

For more information on our car parks, please visit: adelaidecc.com.au/attending/car-parking.

Lift & Escalators

The entire Centre, which is spread across three floors, is completely accessible, with lift & escalator access to all levels.

In addition, there are several external lifts that provide access to the Centre from both North Terrace & the Riverbank Promenade.

Signage & Announcements

- Digital signage is located throughout the venue to provide direction to guests visiting the Centre.
- Braille is on standard room door signage & can be arranged in event spaces.
- A hearing augmentation system (hearing loop) is available upon request. Please notify your Event Planner in advance should your event require use of these services.
- An audible PA system is installed throughout the Centre & used in the event of an emergency. Centre team members, in their role as Fire Wardens, will assist people with a disability.
- Clearly identifiable exit signs are also located throughout the Centre.

Toilets & Bathrooms

Accessible toilets are located throughout the Centre & strategically placed directly adjacent to event spaces across all three levels of the venue. Accessible toilets are compliant with accessibility standards, at the time of construction.

Please contact your Event Planner should you require:

- Bathrooms to be identified as gender neutral in your event space.
- Additional sanitary disposal units.

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Event Requirements

Please contact your Event Planner should your event require:

- Room set ups allowing for wheelchairs, mobility scooters & other accessibility aids.
- Reserved areas &/or seating for wheelchair users, people who lip read or need to be close to interpreters, or people with low vision or hearing.
- Seating in 'stand up' areas for those who need to sit down.
- Registration desk & catering table heights varied.
- Stage ramps or a wheelchair/limited mobility lift. Ramps are provided in compliance with the Disability Discrimination Act. A portable wheelchair/limited mobility lift can also be installed into our staging units & is easily operated by the user.

Quiet Rooms

Adelaide Convention Centre offers two dedicated quiet rooms. These are located on the upper level of the East Building & can be utilised as prayer rooms, sensory rooms or quiet spaces.

Subject to availability, other rooms can also be converted into quiet rooms.

Please contact your Event Planner should you wish to confirm a quiet room within your event space.

Parent Room Facilities

Two accessible, purpose-built parent rooms with private & secure facilities for feeding, changing & other baby care needs, are available in convenient locations.

First Aid

Two dedicated first aid rooms are located in the Centre's East & West buildings. In addition, the Centre is equipped with defibrillators & qualified first aid team members are readily available.

Any medical requirements should be directed to a Centre team member who will contact the appropriate qualified first aid team member to assist.

Assistance Animals

Assistance animals are welcome in the Centre. Please contact your Event Planner to discuss arrangements for toileting & water access.