

PLANNING YOUR VISIT TO CARRIAGEWORKS

SOCIAL STORY

WHAT IS A SOCIAL STORY?

A social story is a visual and written step by step guide to assist you with your visit.

This guide provides information on how to access Carriageworks, what to expect when you arrive and who to ask for assistance.

As Carriageworks hosts all kinds of events, some specific information for your visit may not be included in this guide. Please [visit our website](#) or contact us for more details.

BEFORE YOUR VISIT	4
HOW TO ACCESS CARRIAGEWORKS VIA THE MAIN ENTRANCE	5
VISITING EXHIBITIONS	15
ATTENDING CARRIAGEWORKS EVENTS	16
LEAVING THE CARRIAGEWORKS BUILDING	20
HOW TO ACCESS CARRIAGEWORKS FARMERS MARKET	21

BEFORE YOUR VISIT

Visit our website to see [What's On](#).

We are open Wednesday to Sunday, 10am – 5pm.

During these hours, you can give us a call:

(02) 8571 9099.

Or email us: info@carriageworks.com.au.

Service animals are welcome at Carriageworks.

The precinct has accessible bathrooms and level access to each of its venues, including the Public Space.

HOW TO ACCESS CARRIAGEWORKS MAIN ENTRANCE



Our main entrance
is accessed via
245 Wilson Street.



When you arrive, you will see a staircase that leads to our main entrance.



There is an accessible ramp next to these stairs which also leads to our main entrance.



At the bottom of the stairs and ramp is the Shared Pathway. This pathway is used by pedestrians, vehicles and bicycles.



Always look left and right before crossing the Shared Pathway.



The main entrance to the building is through the automatic glass door to the right of the Carriageworks sign.

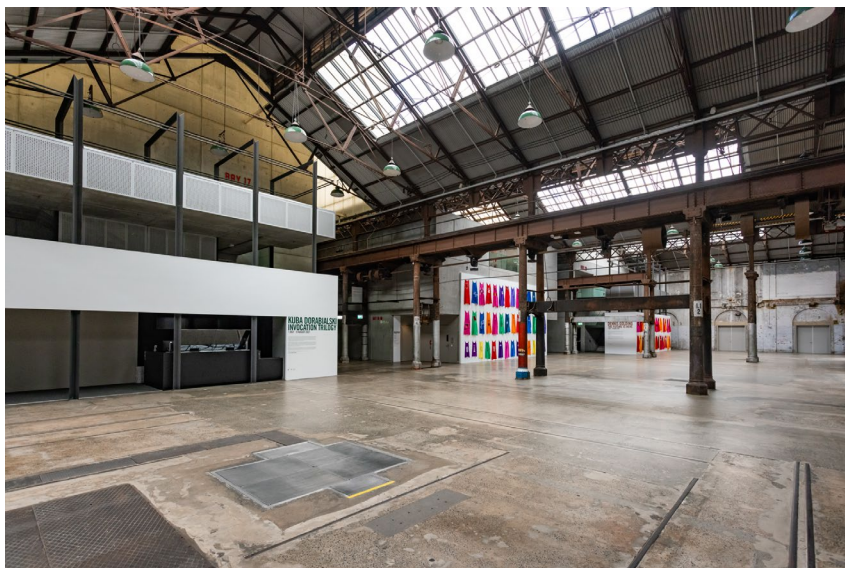
In wet weather, the floor may be slippery. Please be careful in these conditions.



Through the glass door is the Public Space.

You can access most of our galleries, theatres, venues and facilities from here.

There may be other visitors in the building.



You may also see signs with information and instructions for finding your way around the building.



Our Visitor Services desk is located across from the main entrance.

Here you will find our Visitor Services Officers (VSOs).

VSOs can provide you with details about what's on and other information for your visit.

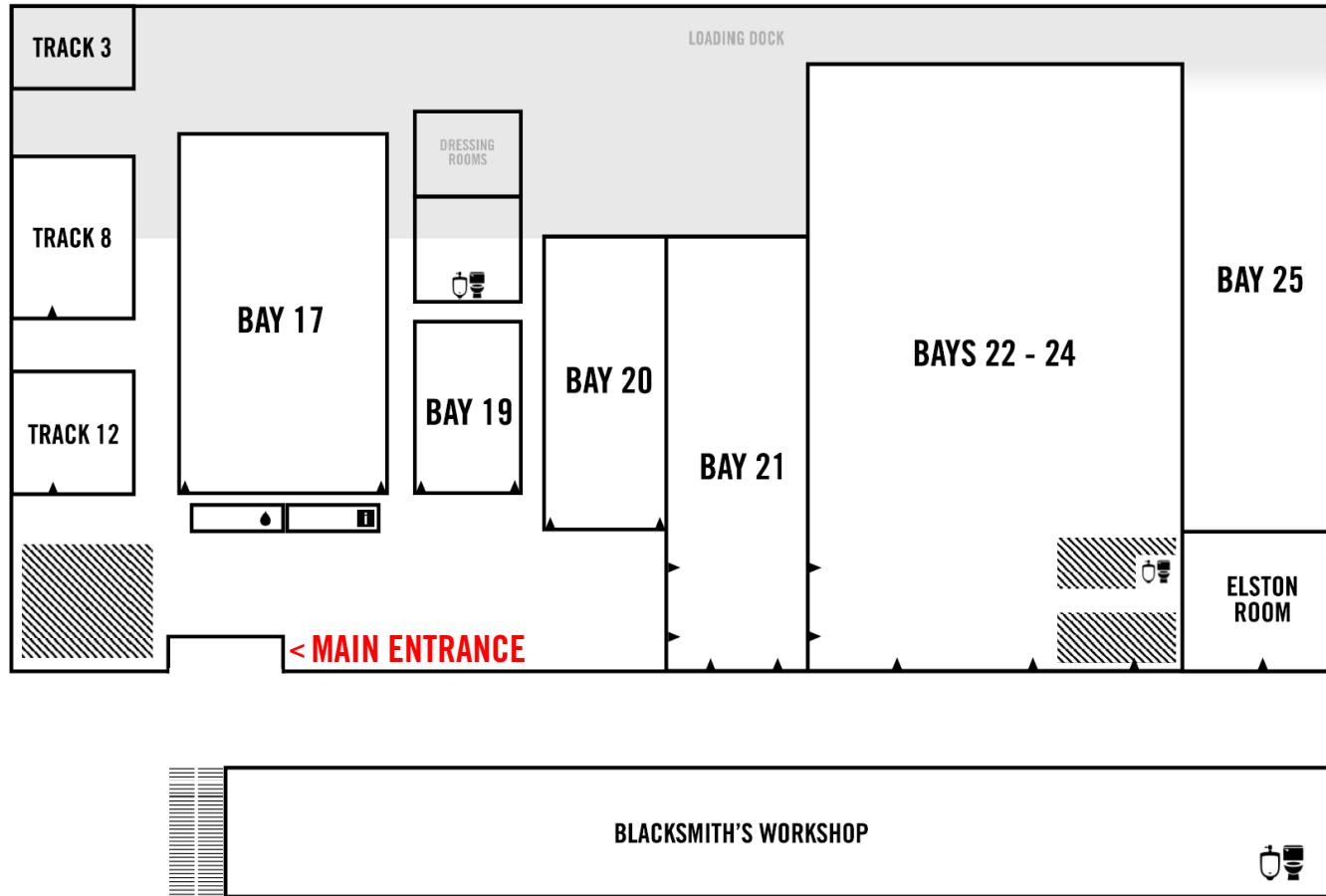


You can ask our VSOs if you need to borrow a wheelchair or a large print version of the wall labels.

VSOs answer calls from this desk, so you may hear a phone ring when you are close.

Our Front of House team may also be available to provide you with information.

VSOs and Front of House team members will be dressed in black and will be wearing a Carriageworks badge.



Here is a map of our precinct which shows the location of various venues: Tracks & Bays.

These venues are open specifically for exhibitions, events and performances, so some spaces may not be open to the public during your visit.

Areas highlights in grey are “Back-of-House” and are not accessible to the public.



Our bathrooms are located behind Bay 19.

Follow the passageway to the right of the Visitor Services desk and Bay 17 to reach the bathrooms.



The accessible bathrooms are located between the male and female bathrooms.

You can ask our VSOs or Front of House staff to help you find them.



Benches around the Public Space are available for you to sit and take a break on.



There are also communal tables with stools to use. You can have something to eat or drink here.

Food and drinks are not permitted in exhibition spaces.

VISITING EXHIBITIONS



Carriageworks holds visual arts exhibitions in different parts of the precinct. The could include images, objects, videos, installations and sometimes performance.

Please do not touch the art.
This will help keep the works clean and safe.

Some spaces might be dark.

There may be signs in the exhibition telling you how to stay safe and experience the exhibit. Please follow these signs.

ATTENDING EVENTS



Ticketed events mostly take place within theatres and other spaces such as our Bays and Tracks. Your ticket will tell you which venue your event takes place in.



On Time, Sarah Rodigari
Sat 19 Jun, 12.30pm

Thank you for registering for Sarah Rodigari's performance of *On Time*. We look forward to you to Carriageworks this Sat 19 Jun.

Please note

As there is no dedicated seating for this performance we advise that you arrive 10-15 min earlier than performance start time.

COVID-19 Safety

Masks are strongly recommended while visiting exhibition. Please practise physical distancing times. All guests are required to scan in using Code available on entry to the building. Find out about our [COVID Safety plan](#).

Getting here

Carriageworks is located in a residential area Wilson Street, Eveleigh. We recommend arriving by public transport as there is limited on-street parking. Redfern station is a brisk 10 min walk. Please call 8571 9099 or [email us](#) for any access requirements.

Food & beverage

Ticketholders will be sent an email prior to the event to help plan your visit. This email may include information about parking, how to get here and food & beverage.



Before you leave home, bring along a copy of your ticket.

It can be stored on your personal device or printed on paper.



Your ticket will show you the venue of the event and seat number if required.

You can show your ticket to one of our friendly Front of House staff who can show you where you need to go.



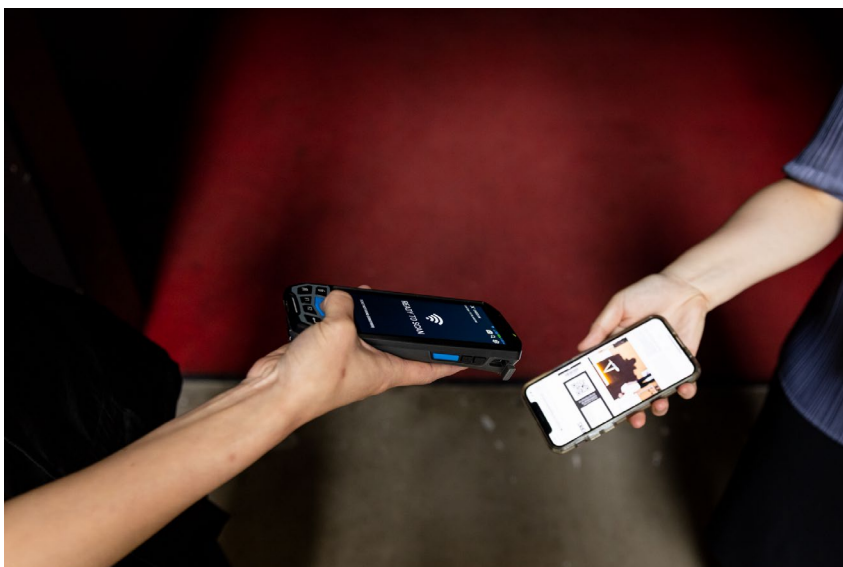
You may have to wait in line to enter the theatre. Our staff may guide you to the queue.

Doors will open around 15 minutes before the start of the show.

Bells will be rung about 5 minutes before show time. This will be broadcasted in the Public Space. This will remind you the show is about to start.



The images in this example are for the venue “Bay 20”.



Show your ticket at the door.

A staff member will scan your ticket.

It may be dark as you enter.

Our events sometimes have reserved seating.



If you need assistance, our Front of House team is available to assist with finding your seat.

LEAVING THE CARRIAGEWORKS BUILDING



When you are ready to leave, return to the Public Space.

You can exit through the same door that you entered Carriageworks.

If you need to call a taxi, our VSOs or Front of House can assist you.

HOW TO ACCESS CARRIAGEWORKS FARMERS MARKET



The Carriageworks Farmers Market is located next to the Carriageworks building, under the shelter, in an area called the 'Blacksmith's Workshop'.

The Market is held every Saturday from 8AM – 1PM.



There will be over 45 stallholders and lots of other visitors at the market including dogs.

Dogs must be leashed at all times.



You can find organic and biodynamic produce, artisan breads, boutique wines, single origin coffee, herbal teas, meat, eggs, freshly harvested honey and freshly cut flowers.



There is also ready to eat food and drink such as coffee, pastries, bacon and egg rolls, crumpets, Pho, pies and sandwiches, plus other delicious treats.

Seating is available on the Shared Pathway or inside the main building, however pet dogs must be kept outside.



Service animals are allowed in all areas of the precinct.



The Farmers Market information desk is inside the market, next to the accessible ramp.

Our staff can provide information about what's on and help you with your visit here.

You can also buy Carriageworks honey or tote bags from this desk.

Thank you for reading our Social Story.
We hope you found it helpful.

Should you have any queries about your visit, contact us via phone at (02) 8571 9099 between Wednesday – Sunday, 10am – 5pm or email: info@carriageworks.com.au.

We look forward to welcoming you to Carriageworks soon. We hope you enjoy your visit.