

# **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.

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## **BEFORE YOUR VISIT**

If you feel unwell, please stay home to keep yourself and others safe.

Masks are strongly recommended to be worn in all public spaces and seated theatre settings.

## **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](mailto:info@carriageworks.com.au).

Service animals are welcome at Carriageworks.

Our precinct has level access throughout and accessible bathrooms.

# HOW TO ACCESS CARRIAGEWORKS MAIN ENTRANCE



Our main entrance is located at 245 Wilson Street.

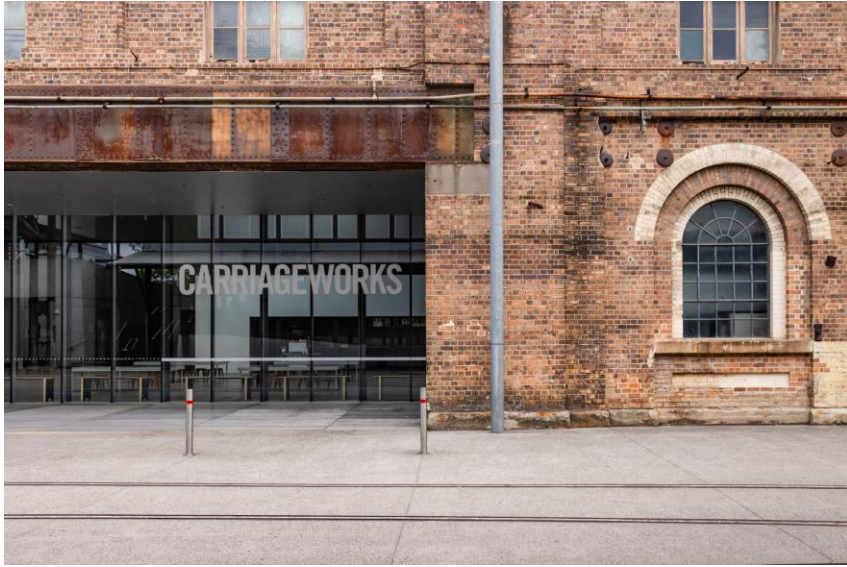


Upon arrival, you will see a staircase. This leads to our main entrance.



There is an accessible ramp next to the stairs.

It also leads to our main entrance.



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



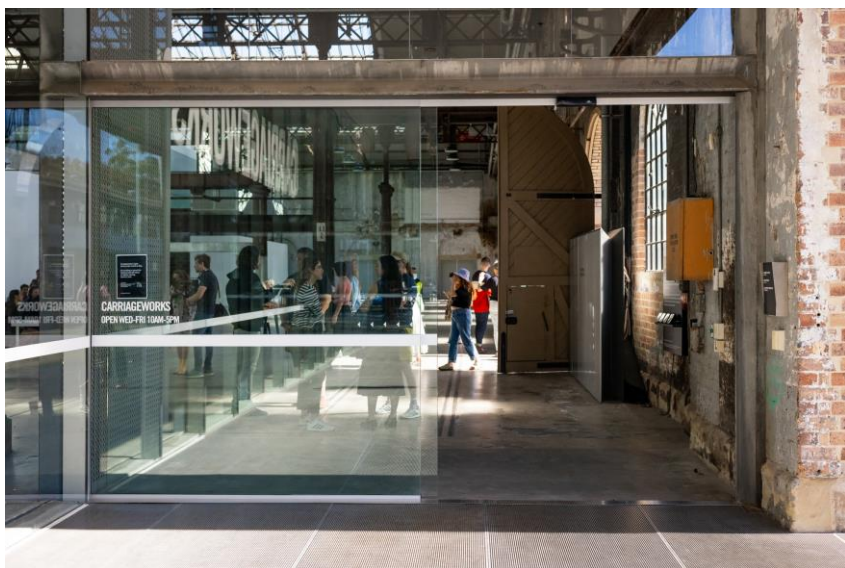
Please look left and right before crossing the Shared Pathway to arrive at Carriageworks.





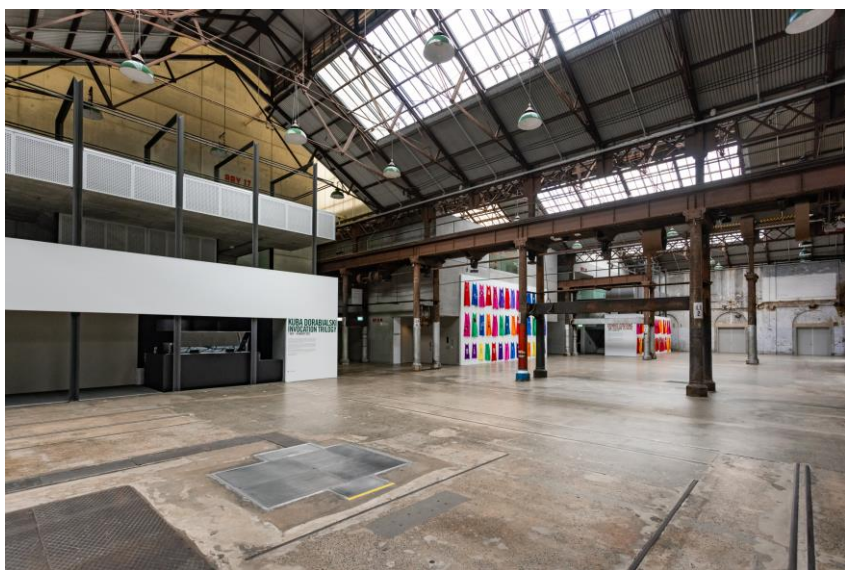
At the main entrance, enter through the automatic glass door on the right.

During rainy weather, be mindful of the floor which may be slippery when wet.



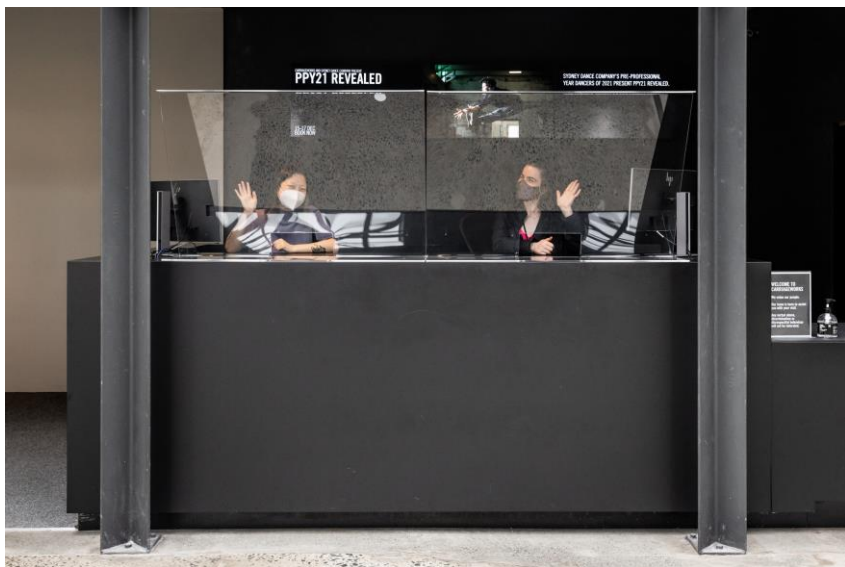
Once you've entered through the glass door, you have arrived in our Public Space.

There may be other visitors in the building.



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

You may also see signs with information and instructions on how to keep everyone safe.



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

This is where our Visitor Services Officers (VSOs) can be found. For safety, there is currently a Perspex barrier on the desk.



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



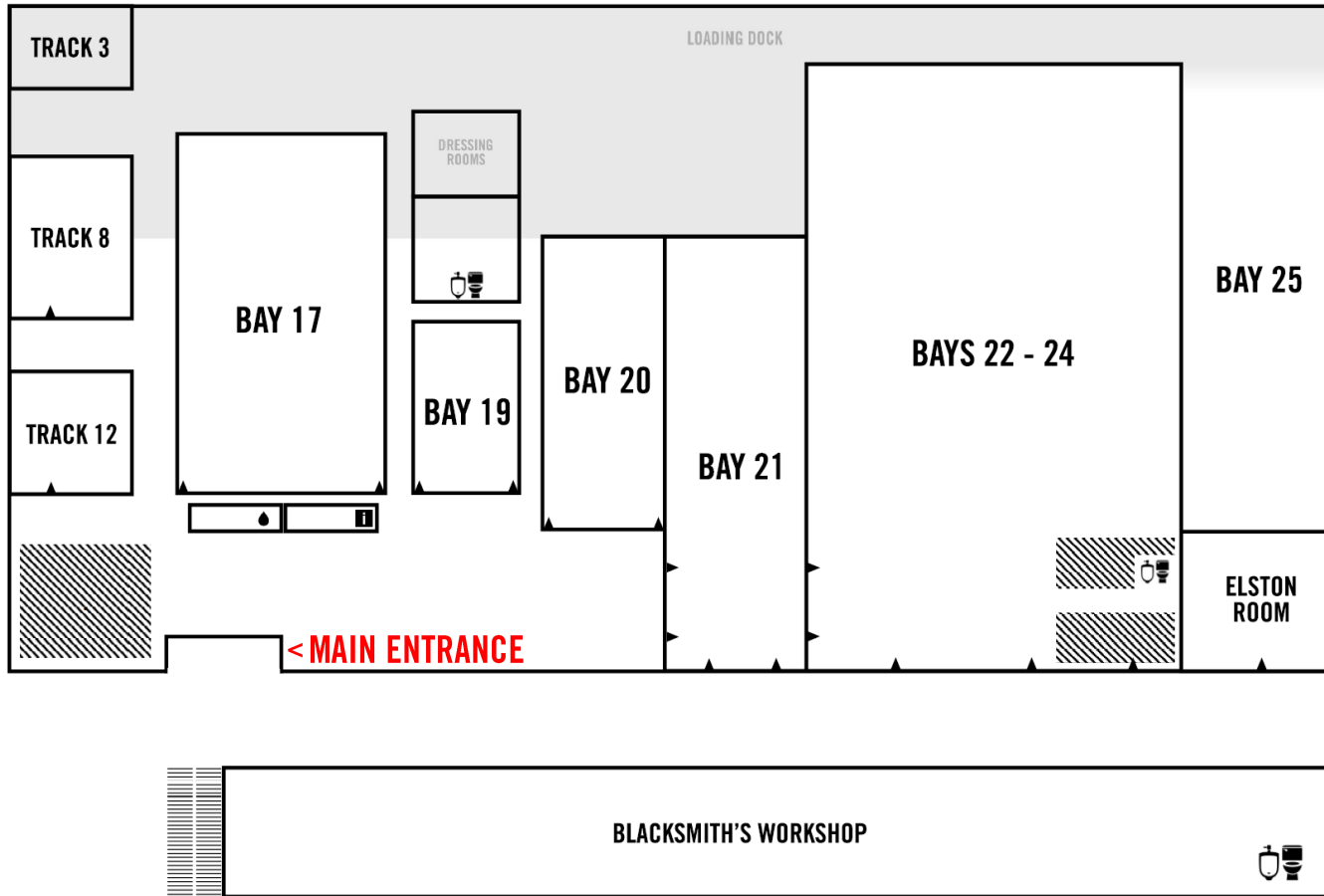
You can also ask someone here if you need to borrow a wheelchair or a large print version of the wall labels.

This is also where our VSOs take calls, 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.

They will be wearing black and 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 be not be open to the public at all times.



Our bathrooms are located behind Bay 19.

Follow the passageway on the right of the Visitor Services desk to reach the bathrooms.



The accessible bathrooms are between the male and female bathrooms.

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



You can take a break on the benches in the Public Space.



There are also communal tables with stools to use.

You can have something to eat or drink here.

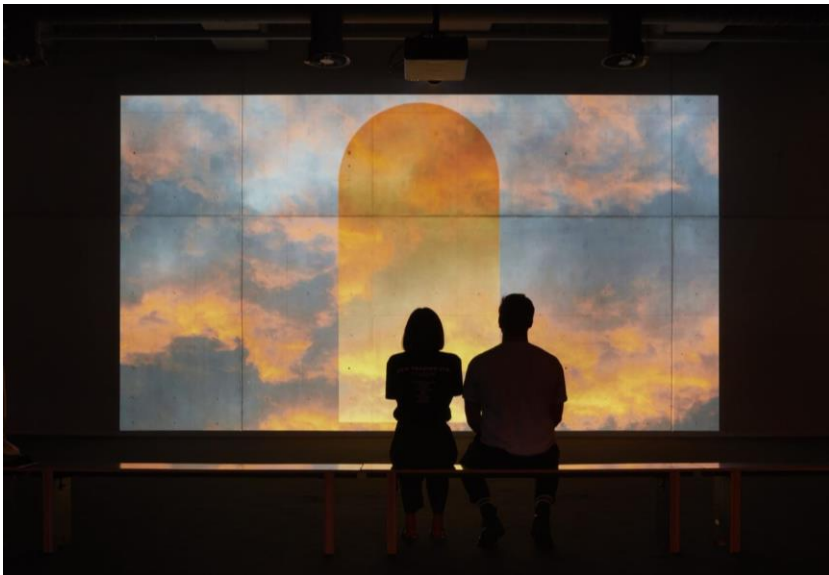
Food and drinks are not permitted in exhibition spaces.

# VISITING EXHIBITIONS AT CARRIAGEWORKS



Carriageworks holds visual arts exhibitions in different parts of the precinct. This might 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 showing you how to be safe. Please follow these signs.

Please speak in a quiet voice in the gallery.



# ATTENDING CARRIAGEWORKS EVENTS



You may be visiting for a Carriageworks performance or another kind of ticketed event. These take place inside the theatres and other spaces.



**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**

The Carriageworks Kitchen is open for food and beverage.

For Carriageworks events, 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.



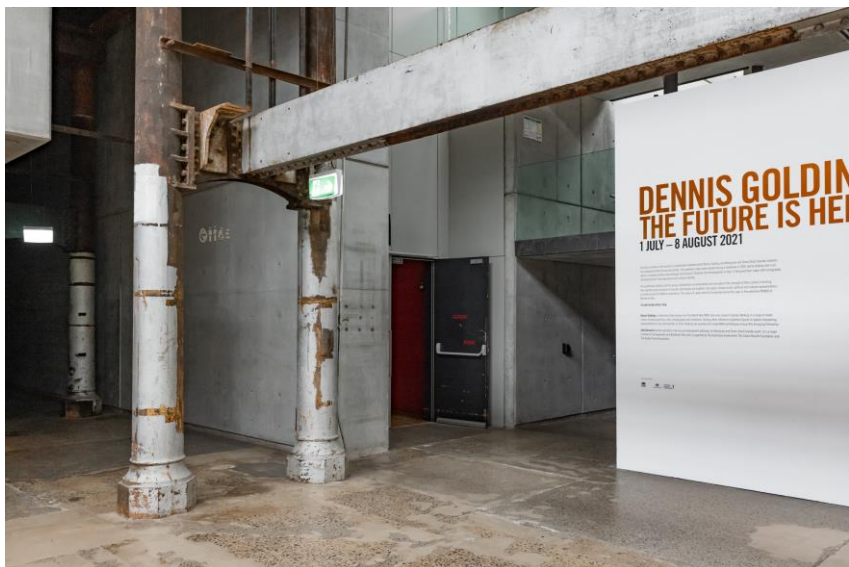
Before you leave home, bring along a copy of your ticket.

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 tell 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 in.



It may be dark as you enter.

Our events may have reserved seating.

If you need assistance, our Front of House team is ready to help you find 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 with this.

# 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 on every Saturday from 8AM – 1PM.



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



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 like coffee, pastries, bacon and egg rolls, crumpets, Pho, pies and sandwiches.

Seating is available on the Shared Pathway.



Service animals and pets on a leash are welcome at the Carriageworks Farmers Market.





You can find our information desk inside the market.

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

Or you can come here to buy Carriageworks honey or tote bag.

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](mailto:info@carriageworks.com.au).

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