



Updated May 2023 V1.0

Access Key

A customised accessibility guide

50 View Street
Bendigo Victoria
Phone 03 5434 6100
[Website](#)



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Glossary

Actively supervise - Parents and carers must have their children within eyesight at all times.

AFFL - Above finished floor level.

Encore - A short performance after the main performance.

TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.



Guidelines

Thank you for choosing to use an Access Key for The Capital. This customised accessibility guide provides convenient information about accessing this theatre. Access Keys are universally designed and suitable for all people, regardless of ability.



For your Access Key to be successful, we recommend you follow these guidelines.

- Access Keys are available online to help you prepare for your visit in advance.
- Access Keys should be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page [24](#).
- Safety information is located on page [25](#).
- Download Access Key in its entirety - 26 pages in total.



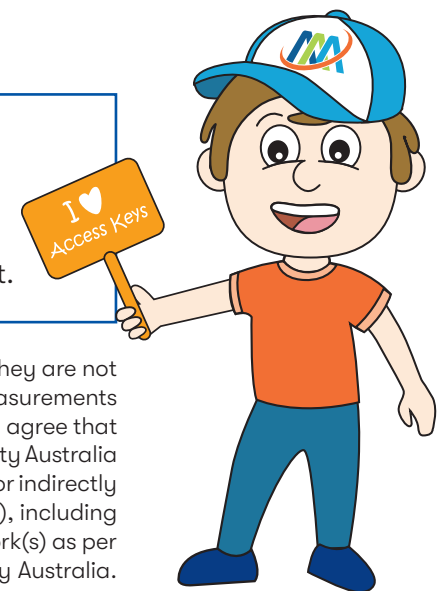
**Access
Ability
Australia**

Access Keys are designed and developed by [Access Ability Australia](#).

To view the full range of free Access Keys available, go to [AAA Library](#).

For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [feedback form](#) to help us ensure continuous improvement.



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Did You Know?

- The Capital is operated by [Bendigo Venues and Events \(BV&E\)](#) and is proudly owned and operated by the City of Greater Bendigo. BV&E operates a suite of venues and performing arts facilities including, The Capital, Ulumbarra Theatre, The Engine Room, Dudley House Gallery and the Bendigo Town Hall.
- The Capital is spread over two levels and includes:
 - The Capital Auditorium (480-seat capacity)
 - Banquet Room (160-seat capacity)
 - The Bendigo Bank Theatre (140 seat capacity).
- Please view the City of Greater Bendigo's [Health and Wellbeing Plan](#) and [Council Plan 2021 – 2025](#) [Mir wimbul](#).
- The City of Greater Bendigo is committed to ensuring that the way people move around the city, access information and buildings, and their overall experience within the community is inclusive and accessible. The Capital has been designed to allow people of all abilities to access performances and events.
- The Capital is a performing arts and events complex that opened in 1991. It was originally built as the Sandhurst Masonic Hall in 1873. It is a National Trust listed iconic building with

towering Corinthian columns and an interior that has been restored to its original grandeur.

- The Capital can accommodate a wide range of performances. Visit [What's On](#).
- All spaces at The Capital are available for [hire](#). It is an ideal location for performances, conferences, corporate events, cocktail parties, meetings, larger group dinners, award nights and [weddings](#). For more information, please call the bookings coordinator on 03 5434 6100.
- The “GoTix” Box Office and The Bendigo Venues and Events Administration Offices are located at The Capital.
- It is recommended that visitors arrive at least 15 minutes before the beginning of a performance.
- Follow Bendigo Venues and Events on [Facebook](#) and [Instagram](#).
- To provide feedback, please visit our [website](#) or contact us on 03 5434 6100 (9am to 5pm, Monday to Friday).

Acknowledgements

The City of Greater Bendigo acknowledges the Dja Dja Wurrung people as the Traditional Owners and original custodians of this land. We pay our respects to their Elders past and present.

The City of Greater Bendigo would also like to acknowledge the support and assistance provided by Access Ability Australia in helping to prepare The Capital Access Key.

Getting There

The Capital is located at 50 View Street, Bendigo. It is next door to The Engine Room and Dudley and is part of the Bendigo Arts Precinct.

See [Google Maps](#).

Train

The V/Line regional train from Southern Cross Station, Melbourne to Bendigo will get you there. The nearest railway station is Bendigo Station, 1.2 kilometres from The Capital.

Bus

The nearest bus stop is at the Queen Elizabeth Oval on View Street, Bendigo, 100 metres from The Capital. Use the regional Eaglehawk bus.

For further information on how to get to The Capital, please visit [Public Transport Victoria](#).



Parking

There is:

- one accessible parking bay in front of The Capital, 30 metres from entrance
- two accessible parking bays at the Queen Elizabeth Oval, 90 metres from the entrance
- a 15-minute parking zone on View Street, at the front of the theatre. This area is also used as a drop off zone
- general parking on surrounding streets throughout the [Bendigo Central Business District](#). Metres and time restrictions may apply

The City of Greater Bendigo has Pay-by-Plate smart parking meters. Coins or credit cards are accepted.

Buses drop off visitors outside the front of The Capital, or park at the nearby Queen Elizabeth Oval.

Bike racks can be found outside the front of The Capital.



Welcome

Welcome to The Capital.

There is stepped and ramped access to the entrance.

Entry to The Capital is through two sets of doors.

The first set are double manual doors, opening outward with a clearance of 1420mm. These doors remain permanently open during operating hours. These doors take visitors into a airlock.

The second set are glass automated doors with a clearance of 1540mm.

There is an undercover area outside the main entrance to the theatre.

The Capital is open one hour prior to any performance.

Our Box Office, located on-site, is open 9am to 5pm, Monday to Friday. The Box Office is located after entry, on the right.



The Capital

Ground Floor

Legend

- Foyer
- Banquet Room
- Breezeway
- Lanyon Room
- Bar
- Bendigo Bank Theatre
- Stage
- Box Office
- Staff Only
- 1 Main Entrance
- ↑ Lift
- Lift not in use

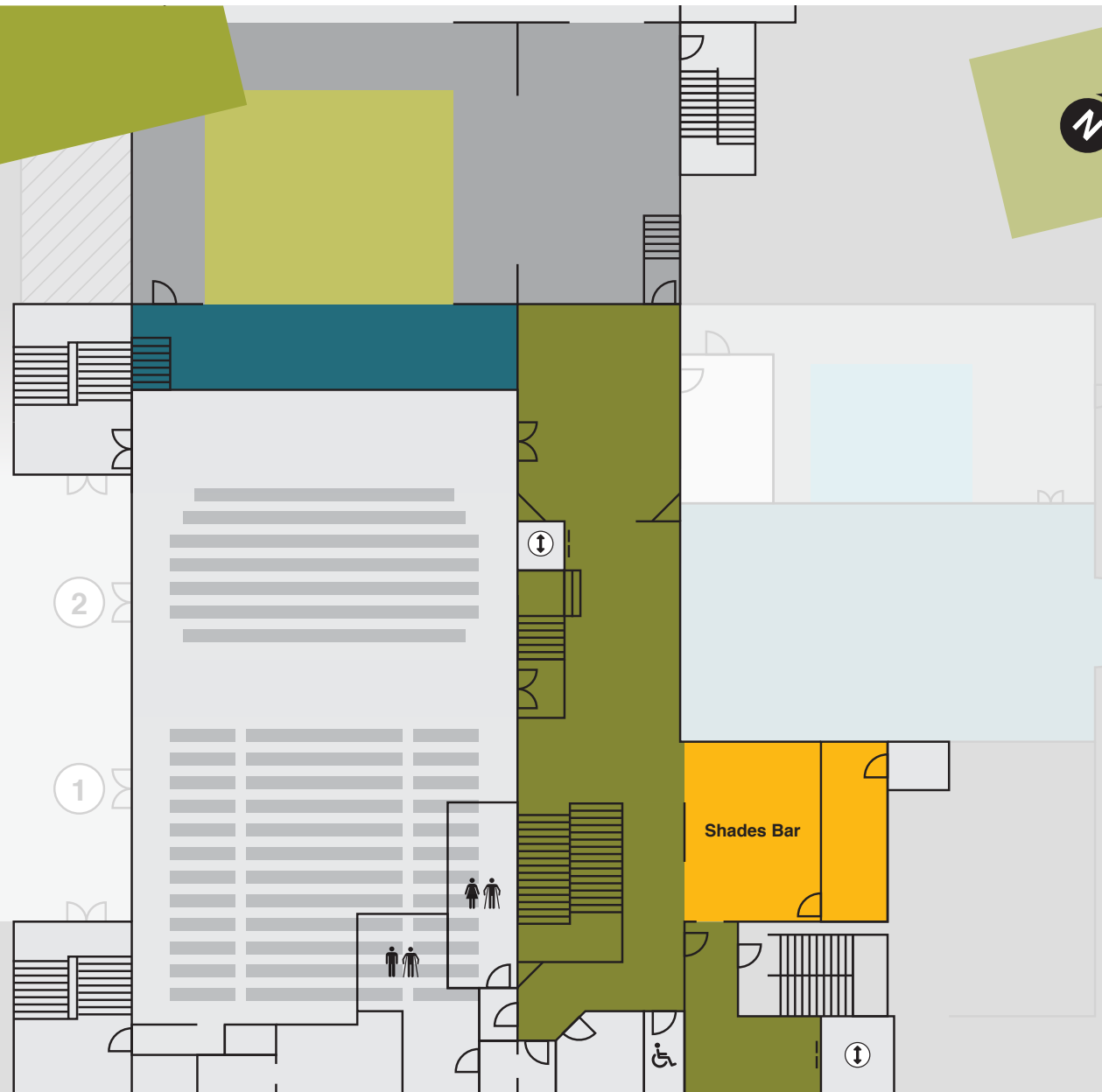


The Capital

Level 1

Legend

- Foyer
- Bar
- Stage
- Back Stage
- Orchestra Pit
- ① Main Entrance
- ② Banquet Room Entrance
- ⬆ Lift





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Staff

Front of House and Box Office staff wear casual clothes with name tags.

Ushers wear all black clothing with a pink lanyard and name tags. They may also have radios and ear pieces.

Bar and café staff wear all black clothing with name tags.

The Capital is staffed during performances and events, including one hour prior.

Staff are available at the Box Office from 9am to 5pm, Monday to Friday.



Ground Floor Toilets

Location: Use corridor past the stairs.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 900mm. Twist lock at 1050mm AFFL
- cubicle space 2325mm x 1785mm
- grab bars to the left and behind toilet
- toilet seat at height 470mm AFFL with left hand transfer
- sink height 845mm AFFL with lever tap at 880mm AFFL
- baby change area within accessible toilet.

Separate male and female toilets.



Feel

Change in ground surface
Shared personal space
(excluding accessible)



Sounds

Echo
Toilet flushing
Water running



Sights

Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Level One Toilets

Location: behind the staircase.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 900mm. Twist lock at 1025mm AFFL
- cubicle space 1990mm x 2955mm
- grab bars to the right and behind toilet
- toilet seat at height 470mm AFFL with right hand transfer
- sink height 820mm AFFL with lever tap at 900mm AFFL
- baby change area within accessible toilet.

Separate male and female toilets.



Feel

Change in ground surface
Shared personal space
(excl accessible)



Sounds

Fan noise
Echo
Toilet flushing
Water running



Sights

Dim lighting
(hallway to toilet)
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

SENSORY GUIDE

Ticketing

To purchase tickets for shows at The Capital:

- book online via www.gotix.com.au
- phone our Box Office on 03 5434 6100
- visit our Box Office on site. The Box Office is open Monday to Friday from 9am to 5pm
- tickets may also be purchased at the Box Office, 1 hour prior to any performance.

It is requested that accessible seating be pre-booked by calling the Box Office on (03) 5434 6100 or visiting. Accessible seating is available in the lower stalls in Row A.

Companion Cards must be presented at the time of booking.

Cash or EFTPOS is accepted.

If visitors require assistance upon arrival, please see Front of House staff or inquire at the Box Office.

A cloakroom service is available. Please see a staff at the Box Office.





Foyers

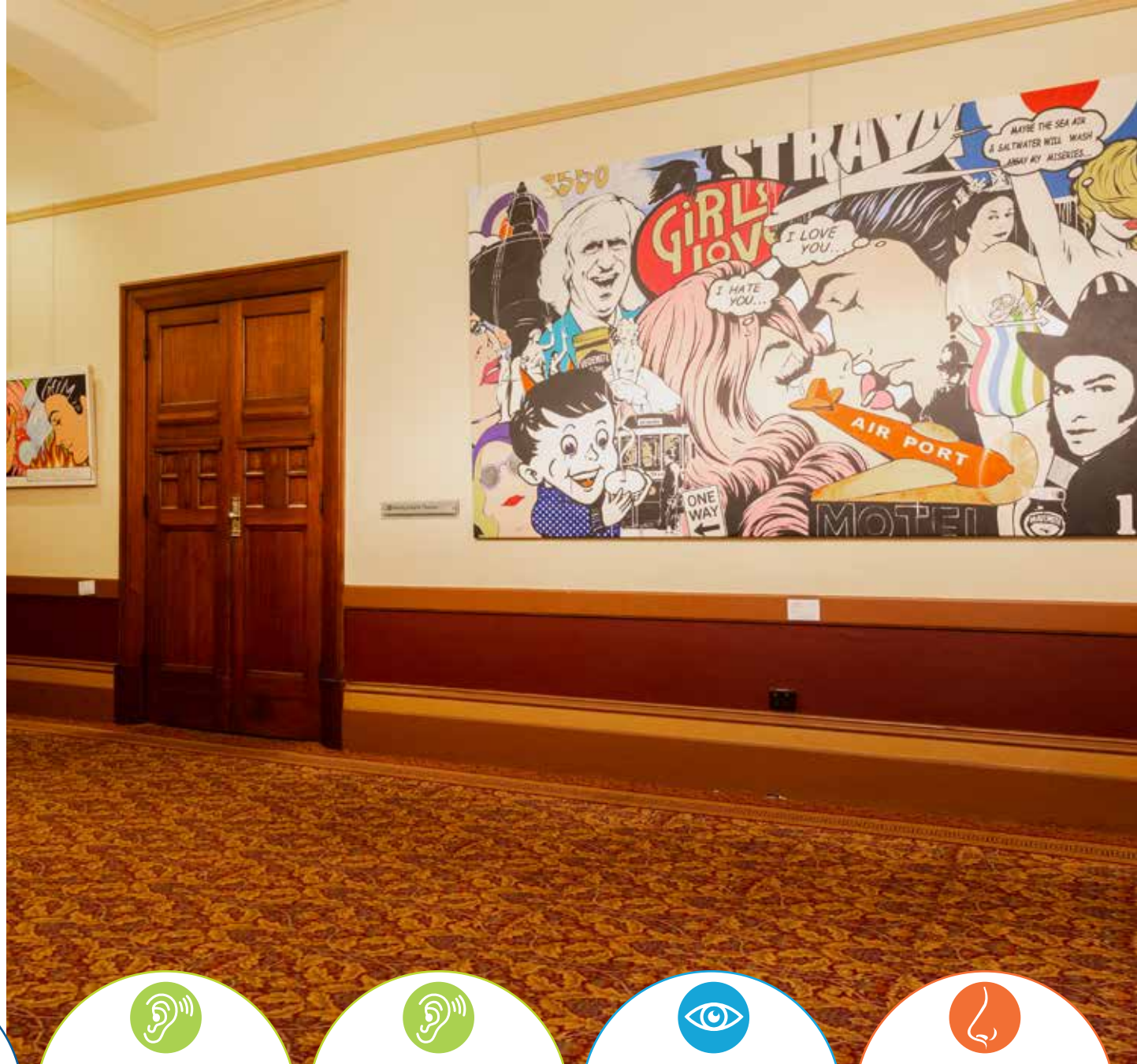
There is a foyer on each level of The Capital.

Ground Floor Foyer

Location: at the end of the entry hallway,
to the left.

Includes access to:

- Banquet Room
- Bendigo Bank Theatre
- Lanyon Room.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Announcements
Background music
Bells (end of intermission)



Sounds

Chimes (end of intermission)
Entertainment
People
Telephones



Sights

Crowd movement
People



Smells

Food/Drink
People
Perfumes

Level One Foyer

Location: directly ahead of lift and stairs.

Includes access to:

- lower and upper stalls of the auditorium
- Shades Bar, opens 1-hour before performances/events.



Shades Bar



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Announcements
Background music
Bells (end of intermission)



Sounds

Chimes (end of intermission)
Entertainment
People
Telephones



Sights

Crowd movement
People



Smells

Food/Drink
People
Perfumes

The Lanyon Room

Location: off the ground floor foyer.

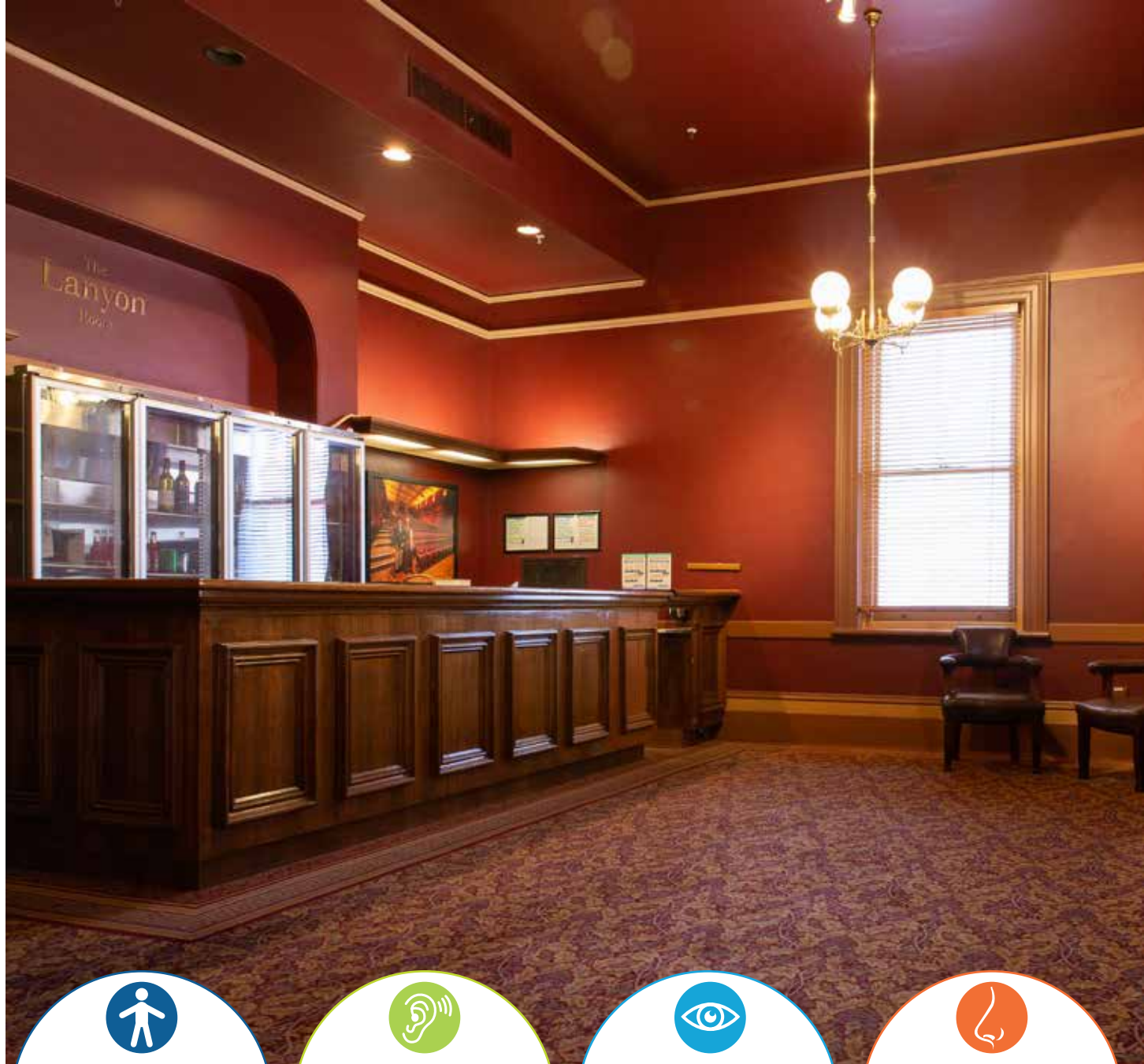
Entry is through manual doors opening inward with a clearance of 730mm. These can be opened to double doors with a clearance of 1500mm.

The Lanyon Room is primarily used as a place to sit and relax for visitors attending The Capital, before a show and during intermission. It may also be used as a thoroughfare for visitors accessing the lift.

It seats 36 people.

Includes:

- chairs with back and armrests
- chairs with backrests only.



Feel

Heating/Cooling
Shared personal space



Sounds

Announcements
Background music
Fridges humming
People
Telephones



Sights

Dim lighting
People



Smells

Food/Drink
People
Perfumes

The image shows the interior of a large, ornate theatre. The seating area is filled with rows of plush, red upholstered seats. The walls are decorated with intricate carvings and arches, and the ceiling features a complex, coffered design with recessed lighting. A wide staircase with a patterned carpet is visible on the left side of the frame.

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The Capital has
two theatres -
Capital Theatre
and Bendigo Bank
Theatre.

Capital Theatre

Location: on level one.

Access

- Stairs
- Lift; go past the staircase, turn right toward the toilets and enter a hallway on the left. Alternatively, you can access the lift via The Lanyon Room.

Overhead signages show which entry doors provide access to rows A-K and L-Z. Accessible entry to the auditorium is via doors that are signed 'Rows A-K'.

Entry door is via a manual door opening outward with a clearance of 700mm. These can be opened to double doors with a clearance of 1440mm.

Accessible seating is available in Row A.

The auditorium has tiered seating with lower and upper stalls.

The doors open approximately 30 minutes before a show starts and remain open until the performance begins.

During pre-show admission, house lights remain on. Aisle lighting remains on during performances.

Ushers and Front of House staff are available on all doors to check tickets, provide directions and help visitors to seating if required.

Allocated seating is displayed on tickets.

Seating rows have aisle lettering and seats are numbered.

The auditorium seats 480 people.



SENSORY GUIDE



Feel
Heating/Cooling
Shared personal space



Sounds
Applause
Music
Performance/Narrator
Retractable seating



Sounds
Sound effects
People
Wrappers crinkling



Sights
Floor lighting
Special effects smoke
Varied lighting
Visual effects
Vivid entertainment



Smells
Food/Drink
Perfumes
Special effects smoke

Bendigo Bank Theatre

Location: off the ground floor foyer.

Entry is via through manual double doors opening outward with a clearance of 1340mm.

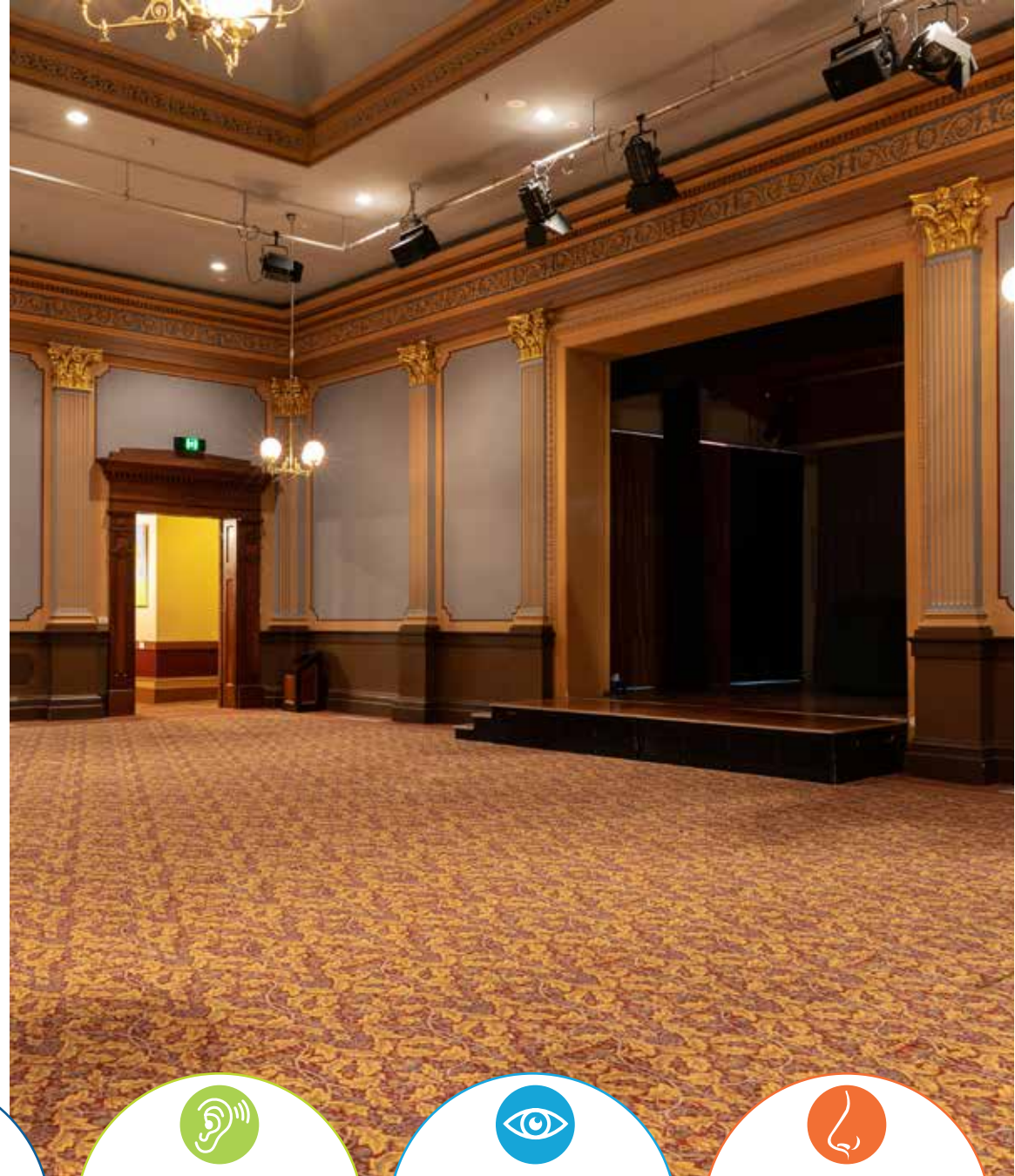
The theatre and Choral Stage are used for small theatrical performances, contemporary and fine music events, meetings, conferences, and wedding ceremonies. It is a great venue for music due to its intimacy and excellent acoustics. It can also be used as a dressing room for auditorium performances or a breakout space for larger conferences.

It can be configured for theatre seating, with round/trestle tables and chairs with backrests or for a stand-up reception.

The doors to The Bendigo Bank Theatre open approximately 15 to 20 minutes prior to performances.

Ushers and Front of House staff are available on the door when this room is used for performances. Staff check tickets, provide directions and help visitors to seating if required.

The Bendigo Bank Theatre seats 140 people, depending on the room configuration.



SENSORY GUIDE



Feel
Heating/Cooling
Shared personal space



Sounds
Applause
Amplified voice
Music | People
Performance/Narrator
Wrappers crinkling



Sights
Varied lighting



Smells
Food/Drink
Perfumes

Performances

Events enjoyed at The Capital may include theatre, opera, orchestras, dance, comedy, musicals, and popular contemporary music. The Capital also hosts a number of large and small meetings, conferences and exhibitions annually.

Food and drink may be consumed in the theatre, excluding hot food and drinks.

Some performances may have one or more 20-minute intermissions. There will be an announcement and full house lights will come on.

During intermission, visitors may wish to leave or remain in the theatre. Theatre doors will remain open during intermission.

A chime or bell will ring when intermission has finished.

Large print signage on theatre entry doors will advise if a performance has strobe lighting, haze, loud noises like gunshots or bright lights.

Information on upcoming performances can be found on our [website](#).





Conclusion of Theatre Events

At the end of performances in the auditorium, full house lights will come on to indicate it's time for visitors to leave.

An announcement may be made to indicate the end of events in the Bendigo Bank Theatre.

Some shows may have an encore. In this case, house lights will remain off. At the end of the encore, full house lights will come on.

When full house lights are on, visitors are requested to leave in an orderly manner. Walking only.

Ushers and Front of House staff are available to guide visitors to exits, including visitors with mobility requirements.

In the auditorium, two additional stepped exit points are open at the conclusion of performances to allow visitors to exit onto View Street. This exit is via manual double doors opening outward with a clearance of 1420mm.

The Banquet Room

Location: off the ground floor foyer.

Entry is through manual double doors opening outward with a clearance of 1260mm.

It is used for conferences, presentations, meetings, and as a tearoom prior to events in other spaces at The Capital. It is also used for wedding catering, for event registrations and as a dressing room for organisations who hire out the auditorium. It is not used for performances.

The Banquet Room can be configured for theatre seating, with round/trestle tables and chairs with backrests or for a stand-up reception. Projector with stage lights can be provided.

Front of House staff may be available at the door if required.

An announcement may be made to indicate the end of an event.

The Banquet Room seats 160 people, depending on the room configuration.



Feel

Heating/Cooling
Shared personal space



Sounds

Amplified voice
Applause
Music
People



Sights

Dim lighting



Smells

Food/Drink

SENSORY GUIDE

Accessibility

Throughout

- Taped phone message with information about services and events.
- Access ramp to main entry door length 9m with gradient 1:12 (8%)
- Clear path of travel from outdoor to indoor areas.
- External terrain of concrete and asphalt.
- Visual communication board.
- Internal terrain of carpet.
- Wayfinding signage throughout.
- Wide, clear internal walkways.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- The Lanyon Room can be used as a quiet Space.
- Pram parking. Please see staff at Box Office.
- Discounted entry prices for holders of government issued pension cards and Companion Cards.
- Storage for mobility aids. Please enquire Box Office.
- Wheelchair for loan.
- Disposable ear plugs on request.
- Pen and paper for exchanging information.
- Staff available to read information to visitors.
- Assistance animals welcome.
- Preshow and intermission background music can be turned down on request.
- Staff very accommodating to people of all abilities.
- City of Greater Bendigo customer service team are accredited with Scope Communication Access Symbol, have access to National Relay Service and TIS if needed.
- Relay service friendly. Use the National Relay Service to contact The Capital on (03) 5434 6100. Find the right contact number or access point for your NRS channel of choice at accesshub.gov.au/about-the-nrs. For help using the NRS, contact the NRS helpdesk accesshub.gov.au/about-the-nrs/nrs-helpdesk
- To contact council in your own language through the Translating and Interpreting Service (TIS) phone 13 14 50 and ask them to contact the City of Greater Bendigo on 1300 002 642.

Foyers

- Box Office counter 1090mm AFFL.
- Shades Bar counter height 1180mm AFFL.



Lift

- Exterior buttons operating height 1210mm AFFL.
- Door clearance 970mm.
- Cubicle space 2100mm X 1100mm.
- Interior buttons operating height 1050mm AFFL.
- Interior buttons with Braille.
- No wheelchair circulation space.

Auditorium

- Rows L-Z entry doors with stepped access only.
- Hearing loop in Rows E-M (seats 5-17).
- Stepped access only to stage from auditorium.

Banquet Room and Bendigo Bank Theatre

- Round table height 750mm AFFL with knee clearance 720mm AFFL.
- Trestle Table height 735mm AFFL.

Safety

Throughout

- Pedestrian crossing from View Street to main entrance.
- Access ramp in front of theatre with single handrail.
- Entry steps to building with steep incline, no colour contrast, no handrails, no TGSi and no stair nosing.
- Main entrance doors and surrounding panels with contrast safety bands 550mm to 2150mm AFFL.
- Main entry airlock with hand sanitiser station 1070mm AFFL.
- Patrolled pathways and nearby carparks.
- No smoking.
- Wet floor signage may be displayed.
- All staff with Working with Children Checks.
- Evacuation maps located throughout.
- Fire wardens on site.
- First aid kit located at Box Office on ground floor.
- Defibrillator is located in the foyer on the ground floor, opposite the staircase.
- Children to be actively supervised at all times.
- Walking only.

- Illuminated exit signs.
- Audible alerts in the case of an emergency.
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.
- For updated information on our COVID policy, please visit our [website](#)

Stairs to Level One

- Carpeted.
- Single handrail.
- No TGSi.
- No stair nosing.

Auditorium

- Stairs to Rows L-Z entry doors with single handrail, no lighting and no TGSi.
- Steps to stage with single handrail and no stair nosing.
- Lower section of auditorium stairs with single handrail, stair nosing and lighting.
- Upper section of auditorium stairs with stair nosing, aisle lighting and no handrails.



Contact

Street Address:

50 View Street
Bendigo Vic 3550

Mailing address:

Bendigo Venues and Events
PO Box 733
Bendigo Vic 3552

Phone: 03 5434 6100

[Website](#)



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