



A day at
Allianz Stadium
My visual story

Allianz  Stadium



Allianz Stadium acknowledges the Traditional Custodians of Australia's land, sea, and community, and pays respect to Elders past and present. Allianz Stadium is committed to diversity and inclusion and has hosted events to celebrate Indigenous culture.



What is a visual story?

Visual stories are written in an easy-to-read format and use pictures to provide greater accessibility for everyone.

This Visual Story has been developed in collaboration with **Autism Spectrum Australia**. Visual stories are used to prepare people for a new environment or situation.

Before I go . . . I can click on this link to look at the Allianz stadium website [Visit Allianz Stadium's website](#)

Map of the area

Address

Driver Ave, Moore Park NSW 2021

Opening Hours

Opening hours change depending on events. [Check the official Allianz Stadium website for details.](#)





The Hidden Disabilities Sunflower Lanyards

Allianz Stadium supports and recognises the Hidden Disability Sunflower

The Sunflower is a globally recognised symbol for Hidden Disabilities. The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time, and understanding. There will be a limited number of lanyards available at the stadium.

It is OK if I don't have a lanyard, I can still get help if I need. If I already have a Sunflower lanyard I can bring it with me.

Accessibility

Allianz Stadium has many resources for people with disabilities.

I can learn more at:

[Allianz Stadium's website](#)



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Wheelchair Assistance*

- For select events, our Accessibility Squad is here to support your access and inclusion needs.
- If you'd like assistance on event day, simply fill out the form below so we can help. Click here for [Wheelchair Assistance form](#)

*Tickets must be purchased before.



Toilets and Changing Facilities

- **Accessible toilets** are located throughout the stadium.
- **Changing Places** facilities are available for extra support.
- **Gender-neutral toilets** available.



Mobility and Wheelchair Access

- The stadium has **ramps, lifts, and wide pathways** for wheelchair users.
- **Accessible seating** is available—check with the ticket provider

Accessibility

Allianz Stadium has many resources for people with disabilities. I can learn more at: [Allianz Stadium's website](#)



Assistance Animals

- **Accredited assistance animals** are welcome.
- **Relief areas** are available for assistance animals.



Hidden Disabilities Sunflower Lanyard

- The stadium supports the **Hidden Disabilities Sunflower Program**.
- Staff are trained to assist guests wearing a **Sunflower Lanyard**.

Accessibility

Allianz Stadium has many resources for people with disabilities. I can learn more at: [Allianz Stadium's website](#)



Auslan and Language Support

- Some concerts offer **Auslan interpreters**.
- Extra **language support** may be available if requested.



Quiet Rooms and Sensory Resources

- **Quiet Rooms** provide a calm space for visitors.
- **Sensory maps** and **communication boards** are available.
- **Trained Staff & Guest Support.**
- Staff are trained to **support guests with accessibility needs.**

Accessibility

I am going to Allianz Stadium.
The stadium is fully accessible.

Staff



If I need help, I can ask the **staff**. It's a good idea to contact them before my visit **if I have any questions or want to talk about accessibility needs**.

Gates



All gates have an **accessible entrance**. I will use the gate on my ticket to get to my seating.

Arena floor



At the gate, I will tell the **staff** if I need help. They will help me get to the **arena floor** using the **lift**.

Lifts



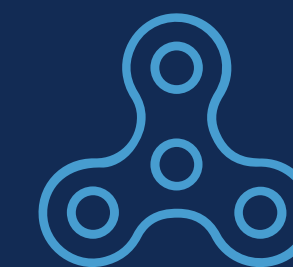
If I have seats on **levels 2-6**, I can use the **lift** after I enter. If I need help getting to the lift on **level 6**, I will ask the **staff**.

Auslan seats



I bought **Auslan seats for a concert**, I will follow the details on my ticket. I will enter through the **arena gates** and go down to the arena. If I need help with the lift, I can ask the **staff**.

Sensory room



The room is **located near Gate 2**. I will speak to staff for help finding them. **Sensory bags are available**. I can ask a staff member for one.

Sensory information

Events at Allianz Stadium can be **busy, noisy, bright and loud**

Events at the stadium can be loud and have unexpected noises. I can bring **noise-cancelling headphones** or my own **earplugs**. I can also ask for **earplugs** from staff.

Sensory room

There is a sensory room near Gate 2.
I can ask staff for directions.

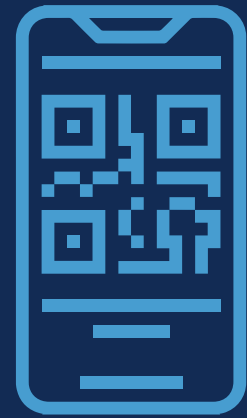
Quiet room

There is a quiet room near Gate 2.
I can ask staff for directions.



What to bring

Things I might want to bring



Printed or mobile
tickets for entry



Sunscreen
(non-aerosol), sunglasses
and hat for sun protection.



Jacket or **poncho**
(umbrellas are not allowed)



Refillable **water bottle**
(no metal or glass)



Headphones



Sensory items
(earplugs, fidget tools, sunglasses)

Things I can not bring:

For a full list of permitted and prohibited items, visit [Allianz Stadium's website](#).



Flares & Fireworks



Noise-making devices
(air horns, whistles or megaphones)



**Skateboards, bikes
or scooters**



**Alcohol. Metal, aluminium
or glass water bottles or cans**



Weapons



Professional **cameras,**
tripods or **drones**

Rules



Entry & Security

- I will enter only through the **gate on my ticket**.
- I must wear a **wristband** if I am on the **arena floor**.
- **Security checks** and **bag screening** are required.
- I will not bring **large bags** (A3 size max).



Venue Facilities

- **Food, bars, and toilets** are available.
- There are **free drinking water** stations.
- I can only **smoke/vape** in **designated areas**.
- The venue is **cashless** – there are **no ATMs**.



Concert Etiquette

- I will **dance safely**.
- I will **sing at a reasonable volume** (not shout).
- I will **not stand on seats, crowd surf, or mosh**.
- I will not **block views** or use **offensive language**.



Weather

- The event runs **rain or shine** – I will bring a **poncho**.
- I will **plan ahead** and check **transport and security rules**.
- I will visit the **Allianz Stadium website** for full details.

Food & Drink

Food & drink options at the Stadium

- I will need to bring an Eftpos card or make mobile payments on my phone because all stores inside the stadium are cashless.
- I can buy food inside the stadium. There are a variety of food and drink stands. I can see the full **menu and dietary options** on the **Allianz Stadium website**.
- Options include **gluten-free, halal, vegan, and vegetarian meals**.



Food & Drink

Where can I eat & drink?

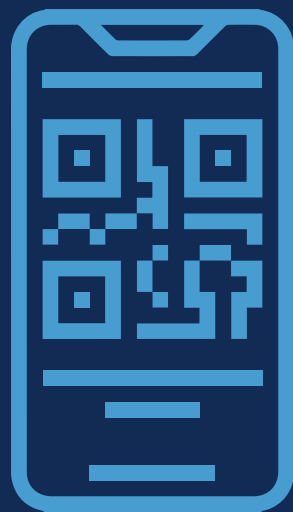
- I can eat or drink any food I purchase inside the stadium at designated seating near the restaurants or at my seat in the stands.

Bringing your own food & drink

- **I can bring a refillable water bottle** (no metal, glass and aluminium).
- I can not bring my own food, except for medical or dietary needs. I can not bring **outside alcoholic beverages** or glass containers.



Booking tickets and pricing



How to book tickets

- I will buy my ticket **online** from **Ticketek**.
- I will **download** my ticket on the **Ticketek app** or add it to my **phone wallet**.



Ticket costs & fees

- **Ticket prices** change depending on the event – I will check the **event page** for details.
- **Service fees** may apply, like **transaction** or **delivery fees**.



Refund policy

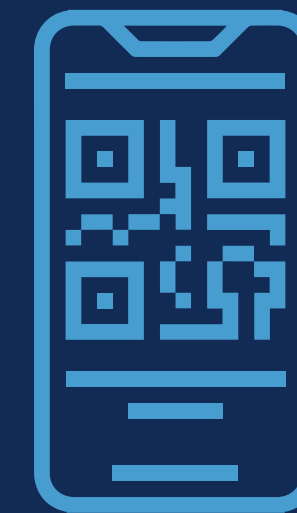
- **All sales are final** – I can only get a **refund** if the event is **cancelled**.
- I will not get a **refund** or **exchange** if I change my mind.

Booking tickets and pricing



Accessibility and Companion Cards

- **Accessible seating** is available for **wheelchair users** and other **disabilities**.
- **Companion Cards** are accepted – I will book through the **accessibility team**.



Additional Fees

- **No print-at-home fees** – tickets are mobile only.
- **Late booking fees** may apply.
- I can visit the [Allianz Stadium website](#) for full **ticketing terms and conditions**.

Ok, so where are we going?

Address

Driver Ave, Moore Park NSW 2021

Opening Hours

Opening hours change depending on events. [Check the official Allianz Stadium website for details.](#)



How will we get there?



Car

I can park in one of these car parks:

- EP2 (off Driver Avenue)
- EP3 (off Driver Avenue)
- Entertainment Quarter car park (off Errol Flynn Boulevard)
- Accessible parking is on the ground level in all these car parks.
- I will check the events page to see which car parks are open.

If someone is dropping me off:

- I can be dropped off on Driver Avenue (north), near Moore Park Road (closest to Allianz Stadium).
- I can also be dropped off on Driver Avenue (south), near Lang Road.

If someone is picking me up:

- I should organise pick-up before the match ends.
- I can ask a Greater Sydney Parklands Ranger or NSW Police at the event to help.

How will we get there?



Taxi/Rideshare

If I am coming by taxi or rideshare (like Uber):

- I can be dropped off:
 - On Driver Avenue (north), near Moore Park Road
 - Or on Driver Avenue (south), near Lang Road

If I need a taxi or rideshare to pick me up:

- I should arrange this before the event finishes to avoid waiting.
- I can ask a Greater Sydney Parklands Ranger or NSW Police at the event to help me find my pick-up spot.

How will we get there?



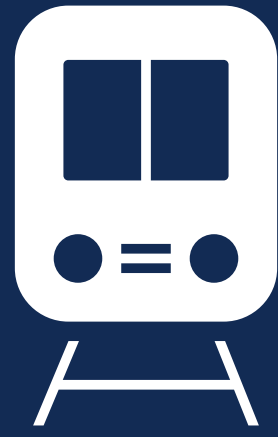
Bus

- I can catch a regular Sydney Bus to stops along Anzac Parade near the stadium.
- Bus routes that stop here are: 339, 373, 374 and 396.
- If I am coming from Bondi Junction Interchange:
- I can catch bus 333, 352 or 440 to Oxford Street.
- Or, I can catch bus 355 to Lang Road, which is a short walk to the stadium.

After the game:

- Extra late-night buses will run from 10pm.
- These buses go to Coogee, Clovelly and Maroubra.
- Late-night routes are: 373, 396 and 339.
- There will also be express event shuttle buses after the game:
- These leave from the Moore Park bus terminal, outside the stadium.
- They go back to Central Station to help people get home.
- Buses may be busy, so I might need to wait.

How will we get there?



Train/Light rail

- I will get off at Central Station.
- From Central Station, I have a few options to get to the stadium.
- I can catch the light rail:
- I will get on a light rail service to Moore Park stop.
- Light rail services will be very busy before and after the event.
- I might need to wait for the next service if it is too full.

After the event:

- I can catch the light rail back to Central Station from Moore Park stop.
- There will also be express event shuttle buses from the Moore Park bus terminal outside the stadium to Central Station to help people get home faster.

If I don't want to wait:

- I can walk between Central Station and Moore Park.
- The best walking path is via Devonshire Street and the Albert 'Tibby' Cotter Walkway.
- I can look at the Moore Park walking route map (PDF 550KB) to help me find the way.



When we arrive

Making My Entry Easy & Stress-Free.

Arriving at a big venue can feel overwhelming.

Here's what to expect when I arrive.

What should I do first?

- I will enter through the gate listed on my ticket.
- There will be security checks and bag screening before I go in.
- If I have any restricted items, I can leave them in the cloakroom (if available).

How long will it take?

- Entry times depend on the crowd, but security and ticket scanning usually take a few minutes.
- If it is a popular event I expect to cue for longer. I can use headphones, my device and stim tools if it's helpful to reduce overwhelm.



Accessibility Lanes & Navigation

- There are special entry lanes for wheelchair users and people who need extra support.
- I can follow signs to find my seat, toilets, food outlets, and help points.

Suggested path routes

- I can use the signs and ask staff for help if I need directions.
- If I want to plan ahead, I can check the Allianz Stadium website for maps and more details.

Sequence of events

My Journey from Start to Finish



1. Arrival and entry

- I will enter through the **gate listed on my ticket**.
- **Security checks and bag screening** will take place when I arrive.
- If I need to go on the **arena floor**, I will be given a **wristband**.



2. Navigating the venue

- I can follow **signs** and ask **staff** to help me find my **seat, food outlets, toilets, and accessible facilities**.
- If I need a break, there are **quiet areas and sensory-friendly spaces** I can use.



3. Event Experience

- The event will **start at the scheduled time**, and I can check my ticket or event info for details.
- I can buy **food and drinks** at special places around the venue.
- If I need **accessible seating or services**, they will be there for me.



4. Sensory considerations

- I might hear **loud music, crowd noise**, and see **bright lights**.
- Sometimes there might be **fireworks or special effects**, like fireworks at 9pm.
- If I need a break, I can go to the **Quiet Room**.



5. Exiting and getting home

- I will follow **staff instructions** to leave safely.
- I can use **public transport or rideshare services** to get home.
- If I want a **quieter way to leave**, I can wait in a **designated space** until it's less busy.

Getting home/leaving

Getting Home – End of Event Information



Event closing & exit process

- The event will finish at the planned time, but I know delays might happen.
- I can **follow staff directions** to find the quickest and safest way to leave.
- **Exits will be clearly marked.**



Public transport options

- After big events, I might be able to catch **extra trains, buses, or ferries.**
- I can check the **Transport NSW website** for **live updates** on times and any delays.

Getting home/leaving

Getting Home – End of Event Information



Parking & rideshare

- If I drive, I need to make sure my **parking ticket is validated** before I leave.
- I can **pre-book a taxi or rideshare** to make sure I have a way to get home.



Avoiding crowds & quiet exit options

- If I want to **avoid the crowds**, I can wait in the **Quiet Room** until it's less busy.
- I can also think about **leaving a little early** if I don't want to be in a big crowd

Frequently asked questions

Disruptions & Changes

- If there are **delays, cancellations, or changes**, I will hear about them on **screens, loudspeakers**, and on the **stadium website**.
- I can also follow **Allianz Stadium's social media** or check their **website** for live updates.

Contact for More Information

- If I have **questions about accessibility or inclusion**, I can contact the **stadium's customer service team**.
- I can visit the **stadium website** to find the right person to contact for accessibility help.

Providing Feedback

- If I want to give feedback, I can do it on the **stadium website** or at **customer service points** inside the stadium.

Frequently asked questions

Toilets & Accessible Facilities

- I can find **toilets, accessible toilets, and Changing Places facilities** throughout the stadium.
- I can **check venue maps** or **ask staff** to help me find the nearest toilet.

Getting Help

- **Venue staff and security** are there to help me if I need it.
- I can look for staff wearing **uniforms and name badges**.
- If I have a question, I can go to an **information desk** at key points in the stadium.

Quiet Spaces & Overwhelm Support

- If I need a calm place, I can use the **Quiet Room**.
- There are also **generally quieter areas** in special seating zones.
- If I want to avoid big crowds, I can think about coming during **off-peak times**.

If I have any feedback or questions I can leave a feedback at
www.allianzstadium.com.au/contact_us

Get in touch for general enquiries
9360 6601 | info@venuesnsw.com

Allianz  Stadium

A proud part of
venues.
new south wales

 **aspect**