



# A day at CommBank Stadium **My visual story**







Commbank Stadium acknowledges the Traditional Custodians of Australia's land, sea, and community, and pays respect to Elders past and present. Commbank 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 Commbank Stadium website [Visit Commbank Stadium's website](#)



# Map of the area

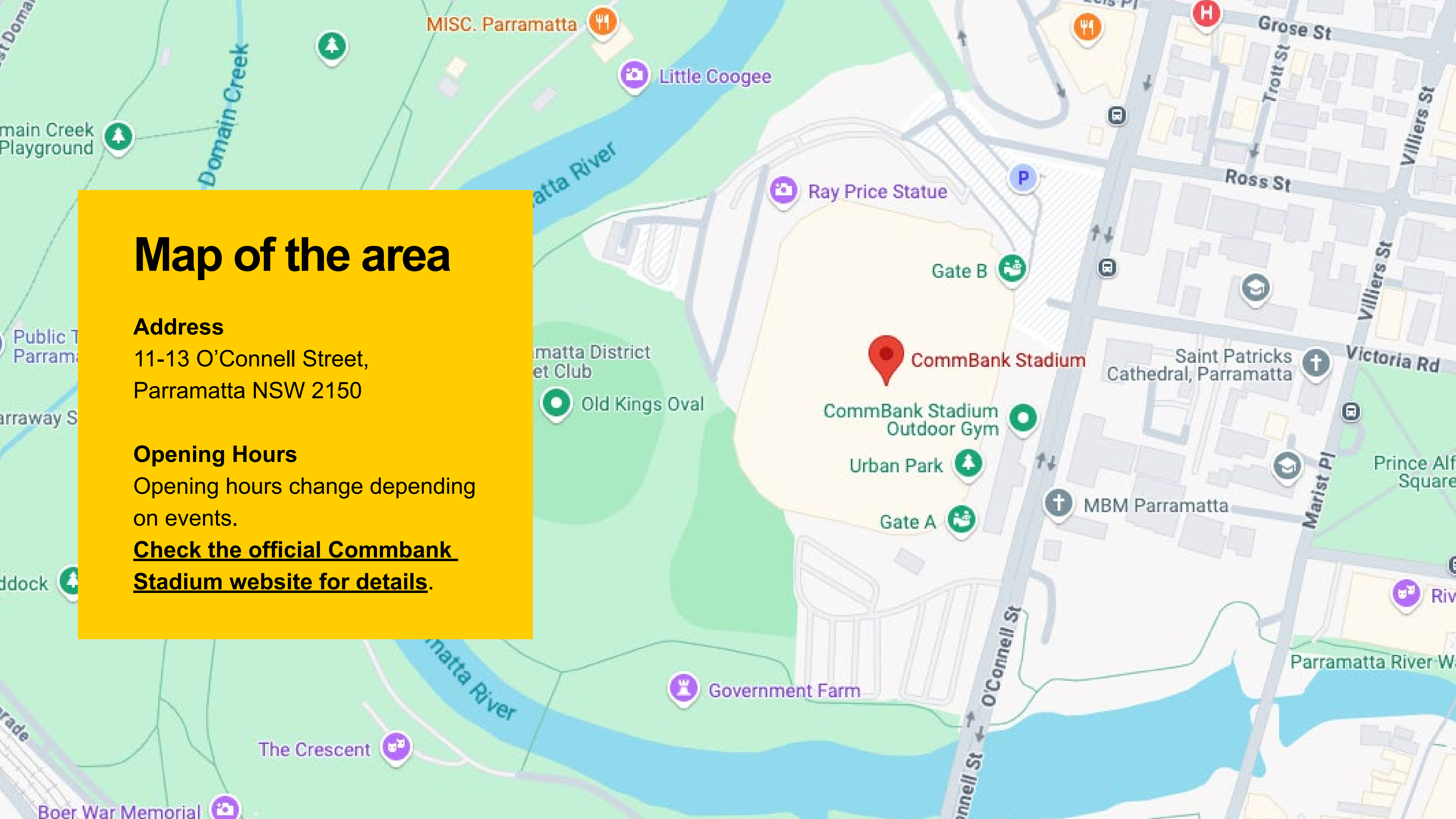
## Address

11-13 O'Connell Street,  
Parramatta NSW 2150

## Opening Hours

Opening hours change depending  
on events.

[Check the official Commbank Stadium website for details.](#)







# **The Hidden Disabilities Sunflower Lanyards**

## **Commbank Stadium supports and recognises the Hidden Disability Sunflower**

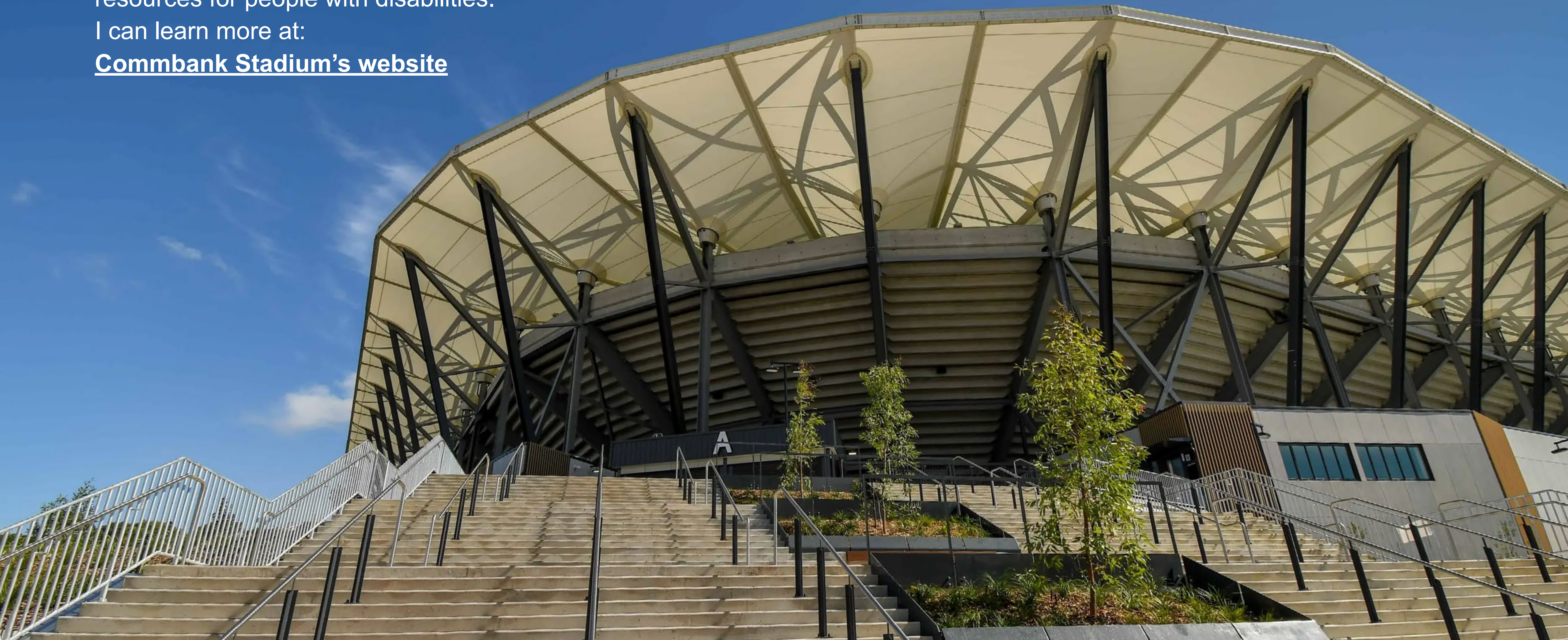
The Sunflower is a globally recognised symbol for Hidden Disabilities. The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time, and understanding. There will be a limited number of lanyards available at the stadium.

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

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





# Accessibility

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



## 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 this form** so we can help.

\*Tickets must be purchased before



## Toilets and changing facilities

- Accessible toilets are located throughout the stadium.
- A Changing Place is located adjacent to Gate C and can be accessed from the Level 1 concourse and also external to the Stadium.



## 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

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



## Lift access

- Lift access to all upper floors in the Western Stand (Levels 2 to 4) is available internally at Gate F.
- Lift access is available for patrons ticketed to Gate A who may require assistance with the stairs up to the Level 1 concourse entry.



## Hidden Disabilities Sunflower lanyard

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



## Auslan and language support

(Available for some events only)

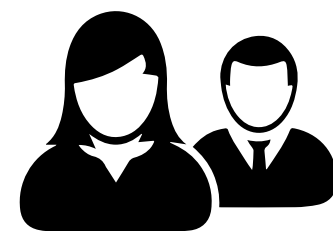
- Some concerts offer **Auslan interpreters**.
- Extra **language support** may be available if requested.



# Accessibility

## I am going to Commbank Stadium. The stadium is fully accessible.

### Staff



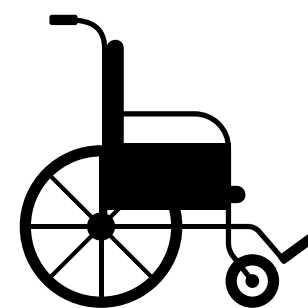
If I need help, I can ask the **staff**. It's a good idea to contact them before my visit if I have any questions or want to talk about accessibility needs

### Gates



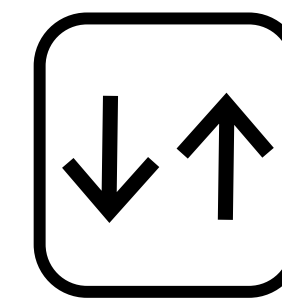
At the gate, I will tell the **staff** if I need help. They will help me get to the **seat** using the lift.

### Arena floor



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

### Lifts

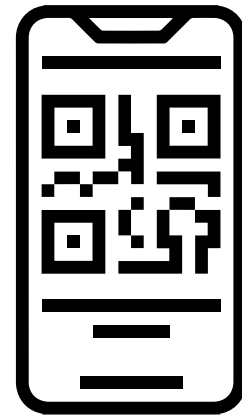


If I have seats on Levels **2-4**, I can use the **lift** after I enter from Gate F or Gate A who may require assistance with the stairs up to the Level 1 concourse entry.

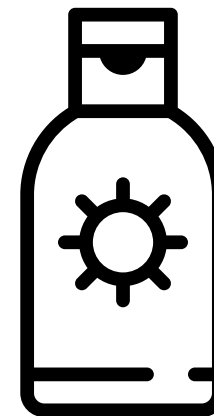


# What to bring

## Things I might want to bring



Printed or mobile  
**tickets** for entry

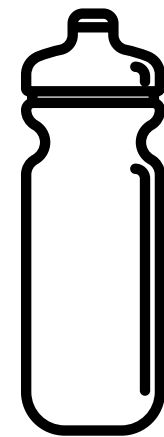


Sunscreen is  
available at  
the venue. Wall  
mounted units  
are located on  
the L1 concourse

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



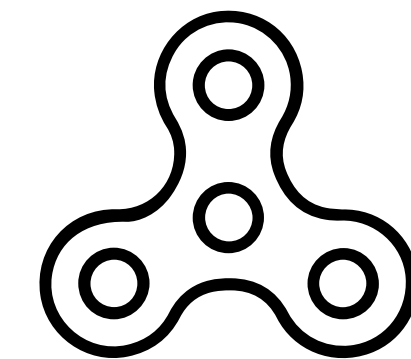
**Jacket** or **poncho**  
or **umbrella**  
(should remain closed inside)



Refillable **water bottle**  
(no glass)



**Headphones**

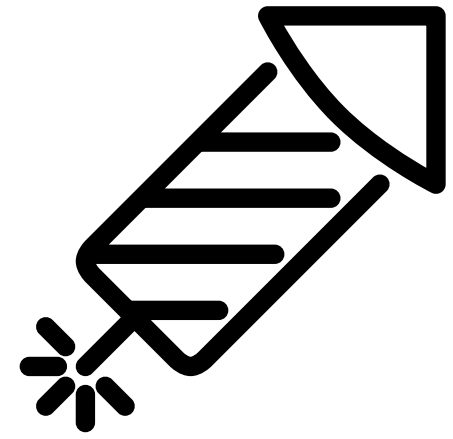


**Sensory items**  
(earplugs, fidget tools, sunglasses)

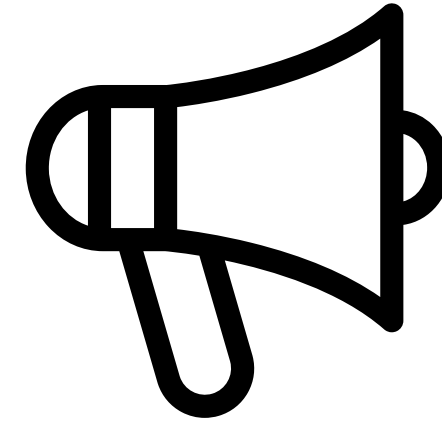


# Things I **can not** bring:

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



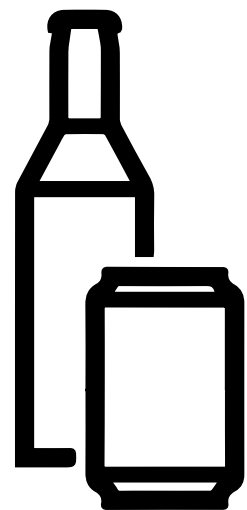
**Flares & Fireworks**



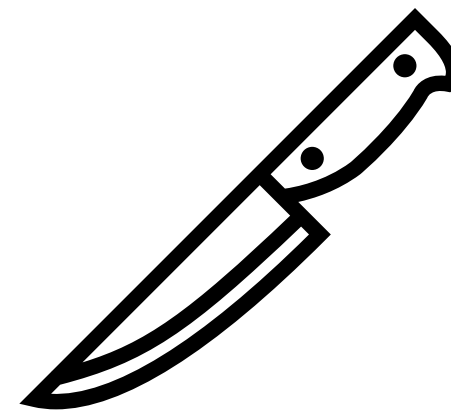
**Noise-making** devices  
(air horns, whistles or megaphones)



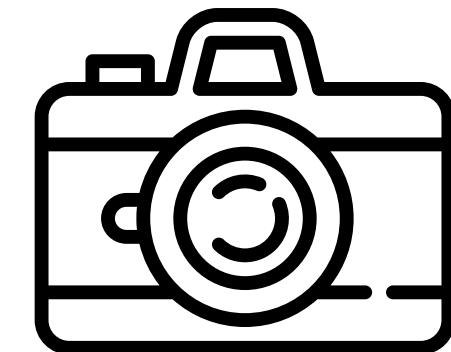
**Skateboards, bikes  
or scooters**



**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**.
- **All people** entering the venue must hold a **ticket**.
- **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 **Commbank Stadium website** for 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 [Commbank 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.

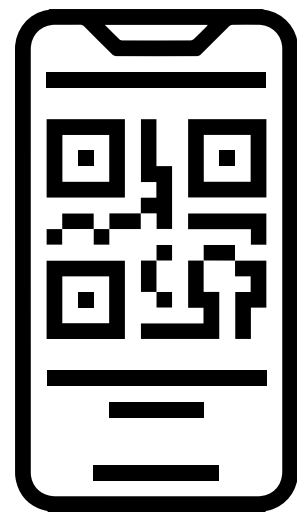
## Bringing your own food & drink

- 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.



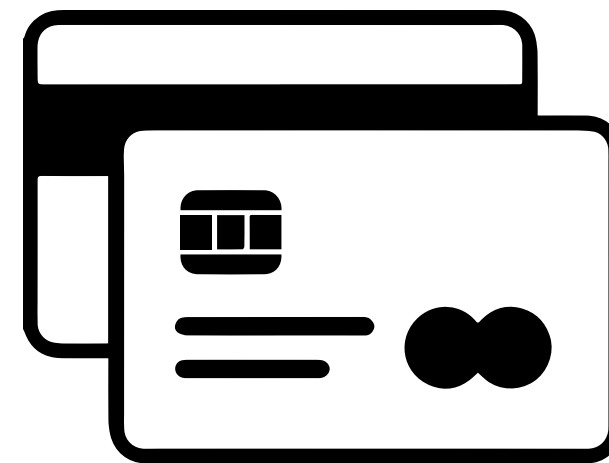


# Booking tickets and pricing



## 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**.

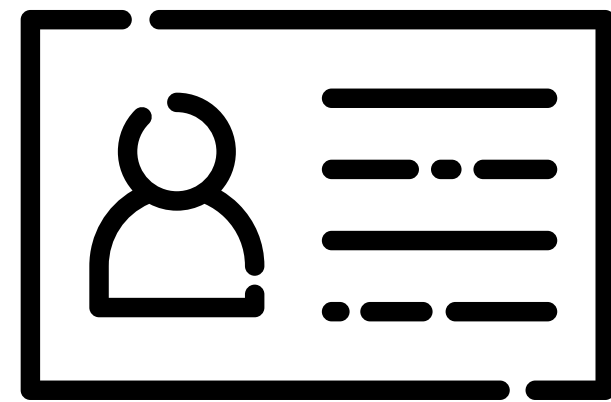


## Refund policy

- **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.

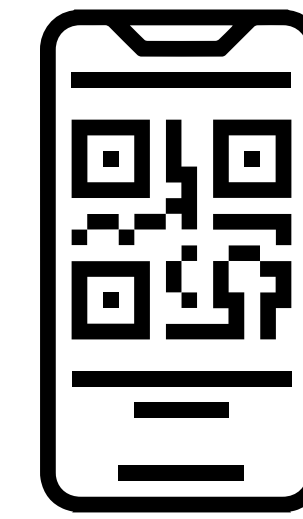


# Booking tickets and pricing



## 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 **Commbank Stadium website** for full **ticketing terms and conditions**.



# Ok, so where are we going?

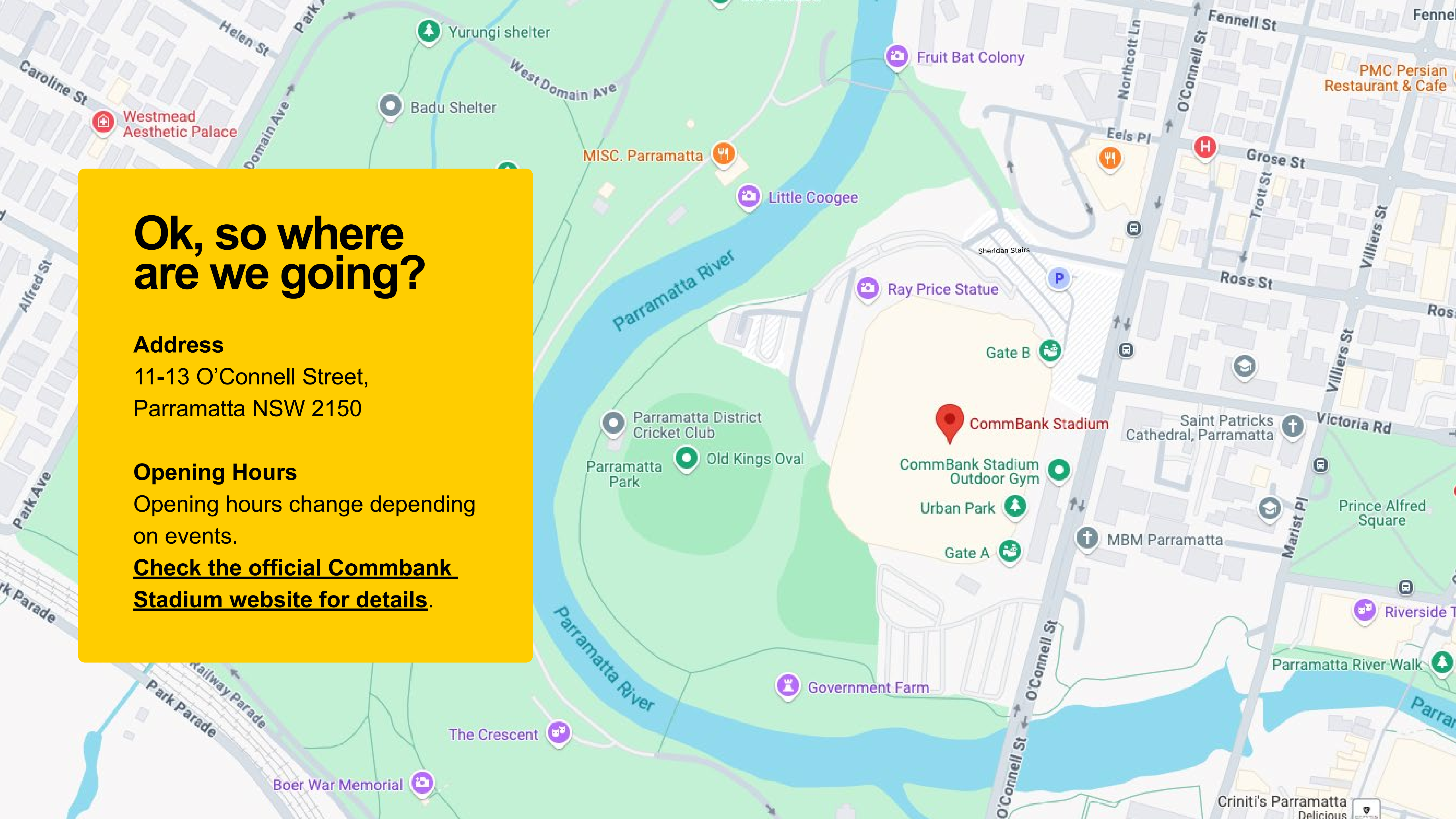
## Address

11-13 O'Connell Street,  
Parramatta NSW 2150

## Opening Hours

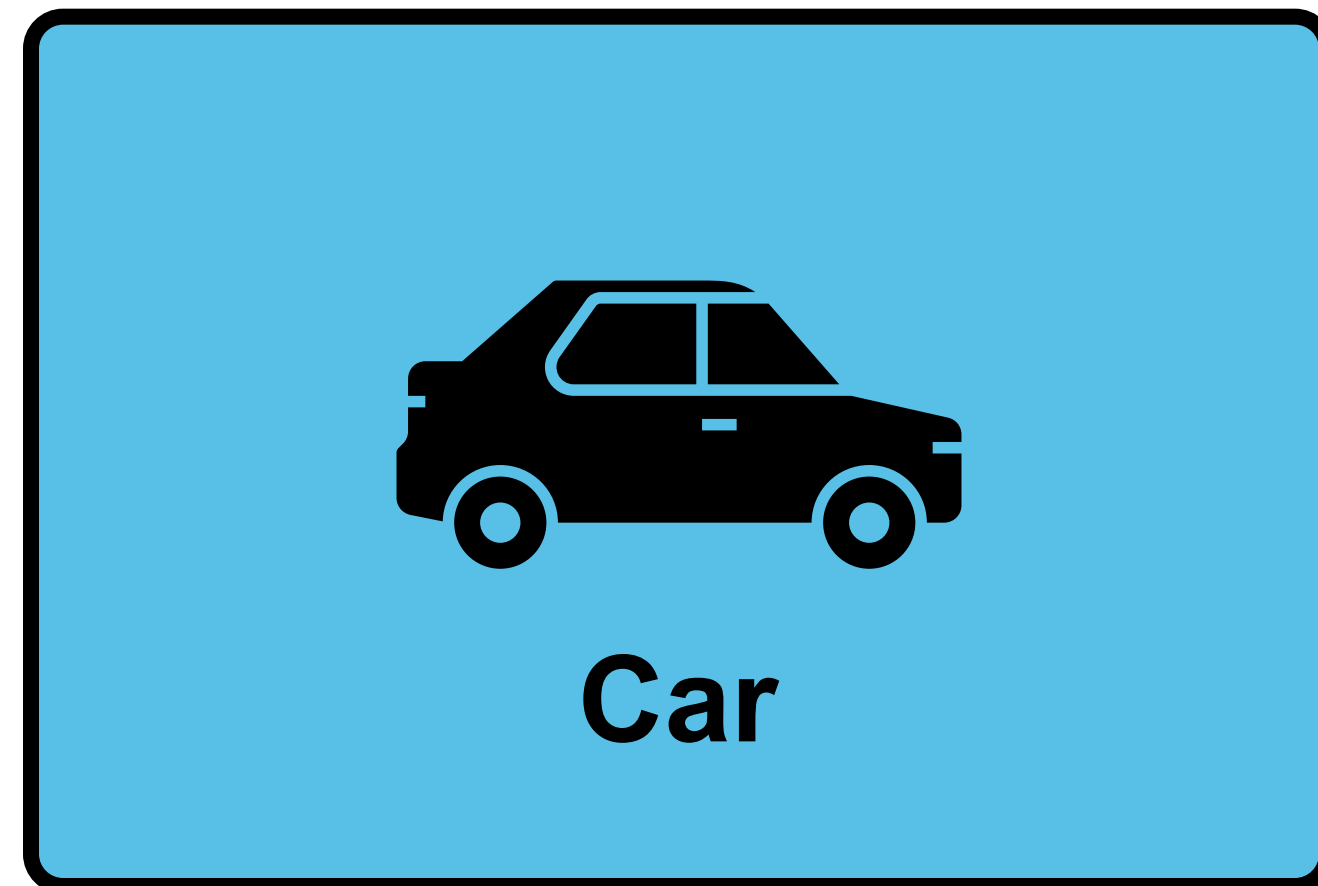
Opening hours change depending  
on events.

**Check the official CommBank  
Stadium website for details.**





# How will we get there?



I can book an accessible car park at CommBank Stadium.

A small number of accessible parking spaces are available in the Stadium's northern car park on event days.

I need to book my accessible parking space online. Bookings usually open **ten days before each event.**

When I book, I need to give my Mobility Parking Scheme permit number. This is to check that I have a valid permit.

Accessible parking spaces are limited, so bookings depend on what is available.

I can visit the Stadium's website to **submit an accessible parking request.**



# How will we get there?



**Taxi/Rideshare**

I can be dropped off or picked up at CommBank Stadium.

There is a special drop-off and pick-up area for people with mobility or accessible needs. This is next to the Stadium entry, along the **Gate 1 service road**.

Sometimes, after big events, **O'Connell Street may be closed for up to 30 minutes.**

If this happens, I won't be able to access the Gate 1 service road until O'Connell Street re-opens. I can check the event details or ask staff if I need more information on the day.



# How will we get there?



**Bus**

I can catch a bus to CommBank Stadium.

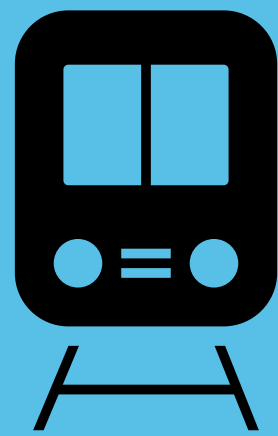
All public buses to Parramatta are fully accessible. I can catch a bus to Parramatta Interchange (near Parramatta Station). From there, I can catch another bus to CommBank Stadium.

When there's a big event, extra buses help people get to and from the Stadium.

I can visit **transportnsw.info** to plan my bus trip and check the times.



# How will we get there?



**Train/Light rail**

I can catch a train to CommBank Stadium.

Sydney Trains run often to Parramatta Station.

All Sydney Trains are fully accessible. This means I can use them if I have a wheelchair, mobility aid, or pram.

When there's a big event, extra train services help people get to and from Parramatta.

I can visit **transportnsw.info** to plan my train trip and check the times.





# 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.**

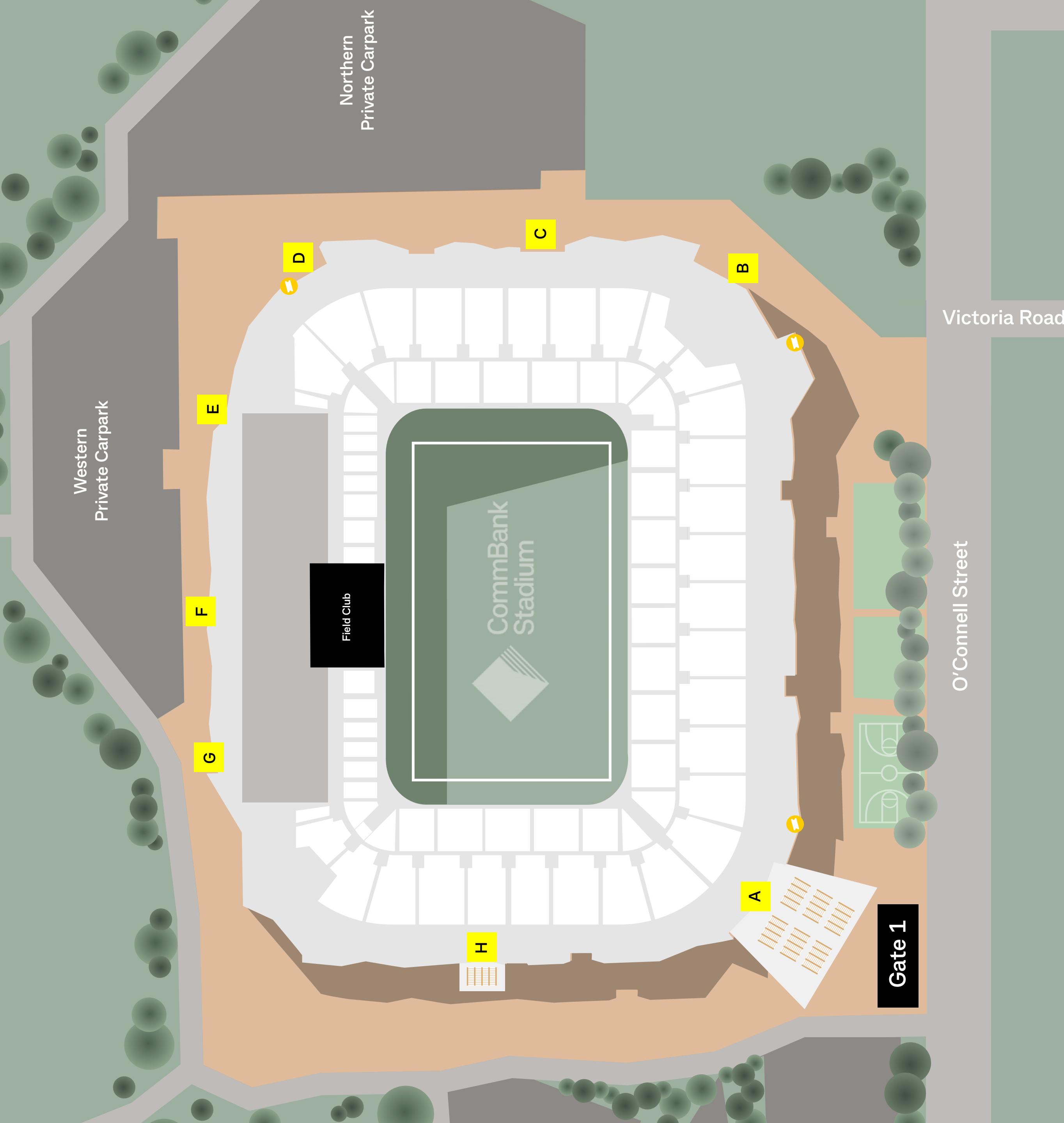
## What should I do first?

- 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.

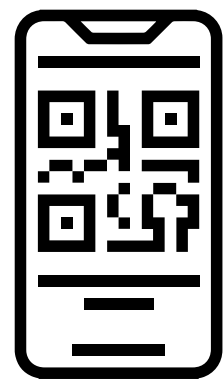
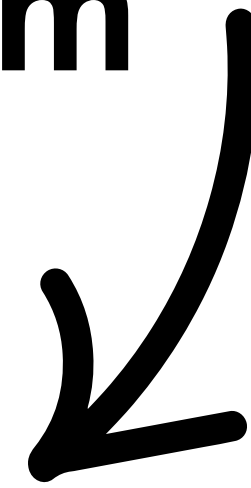
## Suggested path routes

- I can use the signs and ask staff for help if I need directions.
- If I want to plan ahead, I can check the Commbank 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.



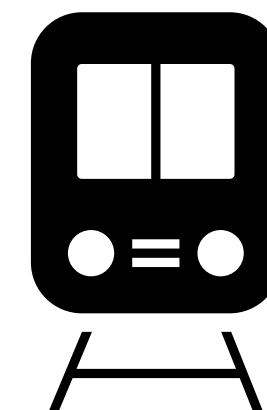
### 3. Event Experience

- 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** and staff will help manage the crowds.



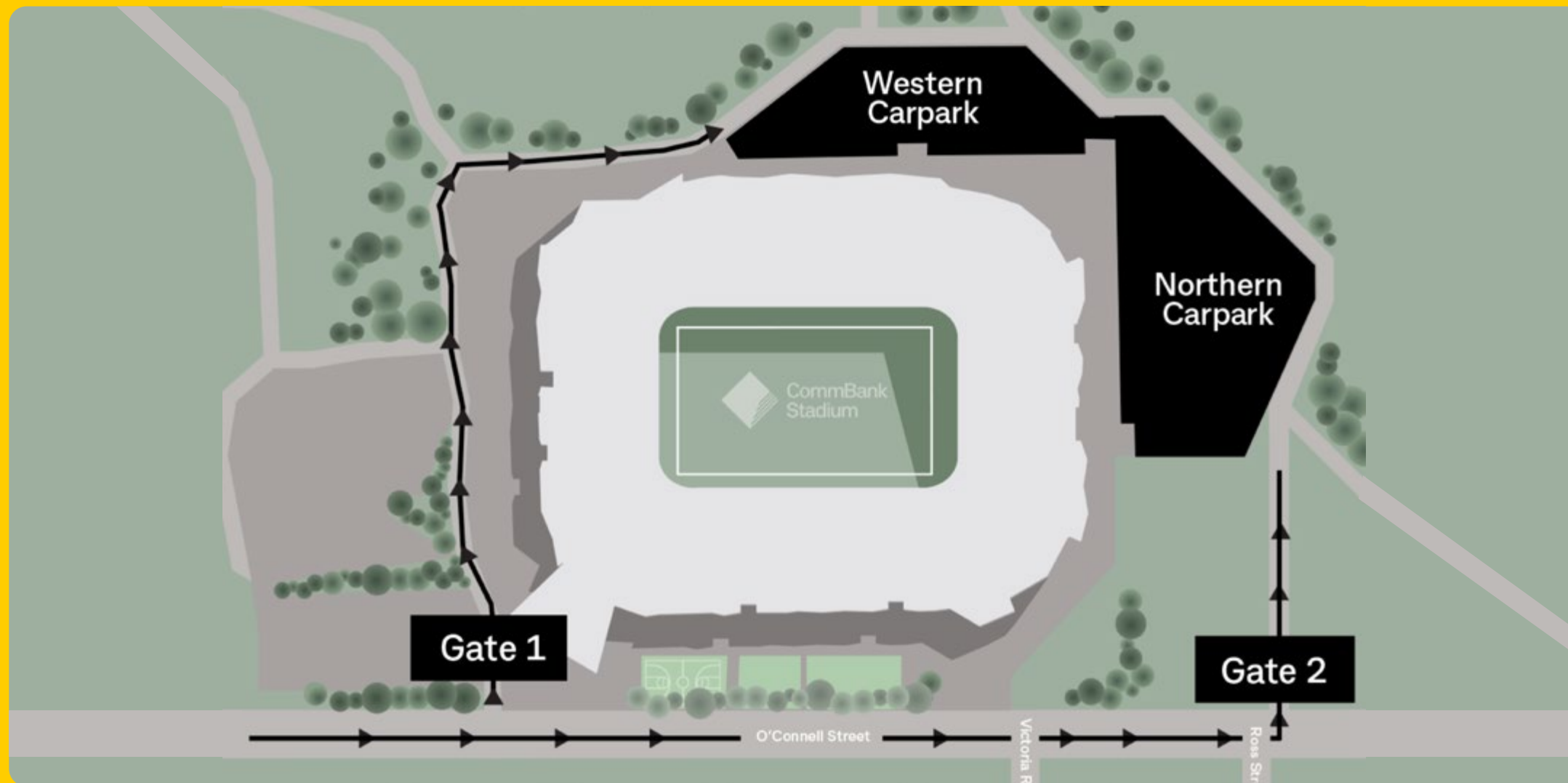
### Public transport options

- 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.
- I can check the **Commbank Stadium website**.



# Getting home/leaving

## Getting Home – End of Event Information



### Parking & rideshare

- I know traffic can be busy when everyone leaves, so I might need to allow **extra time**.
- 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 my seat.
- 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 **Commbank 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.

## Support

- There are **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.commbankstadium.com.au/the-stadium/contact\\_us](http://www.commbankstadium.com.au/the-stadium/contact_us)**

Get in touch for general enquiries  
**9360 6601 | [info@venuesnsw.com](mailto:info@venuesnsw.com)**

