

# Playhouse

## Civic Theatre Newcastle

### **Visual Story**

This Visual Story has

- Information about the Playhouse
- Options for travelling to the Playhouse
- Accessibility information

This visual story has been made to support people to plan for arriving at the venue.

We aim to use plain English to make it as accessible as possible.



## **Acknowledgement of Country**

City of Newcastle acknowledges that we operate on the grounds of the traditional country of the Awabakal and Worimi peoples.

We recognise and respect their cultural heritage, beliefs and continuing relationship with the land, and that they are the proud survivors of more than two hundred years of dispossession.

CN reiterates its commitment to address disadvantages and attain justice for Aboriginal and Torres Strait Islander peoples of this community

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## About the Playhouse



The Playhouse is a 195 seat theatre that is part of the Civic Theatre building in Newcastle.

The Playhouse is a place for performances and ticketed shows.

It is not open all the time, but will open at least 1 hour before the start of a show.

If you need to speak to staff before the show, the Ticket Office Counter is open on weekdays, 10am to 2pm, and 1 hour prior to a performance

## Getting to the Playhouse

The Playhouse is located at 375 Hunter St, Newcastle.

You can get to the Playhouse by walking, by catching the Newcastle Light Rail, by catching the bus, by Taxi or Uber, or by driving and parking nearby.



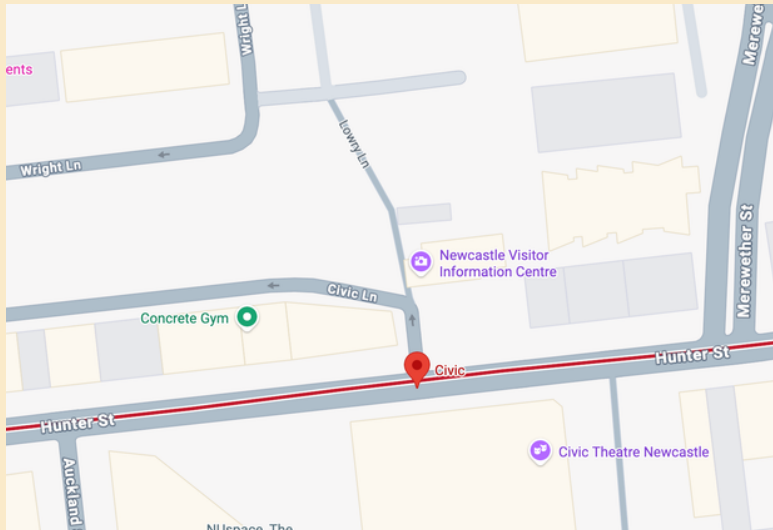
### Driving

There is no car parking at the Playhouse. There is paid parking available a short walk away, at Wright Street Carpark. You can park here for up to 4 hours during the day. There is no time limit after 5pm.

Accessible Parking spaces can be found near the Civic Theatre on:

- Burwood Street - 5 spaces
- Auckland Street - 2 Spaces

Find other accessible parking locations on the [Newcastle Accessible Parking Map](#)



## Arriving by Light Rail

You can catch the Newcastle Light Rail to the Playhouse. Get off the light rail at the 'Civic' stop on Hunter Street. This stop is opposite the Playhouse.



## Arriving by Bus

Hunter Bus Network routes 11, 13 and 23 stop on King Street. The closest stops are:

- University House (Stop 230048)
- King St after Auckland St (Stop 230049)

It is then a short walk to the Playhouse.

## The Venue



The entrance to the Playhouse is on Hunter Street, right across from the Civic Light Rail Station.



When you go through the doors to the Playhouse, you will have to take the lift or the stairs to get to the Playhouse Foyer on Level 1.

The lift is to the left of the stairs.  
You start on the ground floor (G).



The Box Office Counter is located on Upper Ground (UG).

To get to the Playhouse Foyer, press 1.

To get to the Playhouse Auditorium, press 2.

# The Playhouse Foyer



Once up the stairs, you're in the Playhouse Foyer.

Here you'll find the Box Office where you will collect your ticket if you didn't bring a digital ticket.

The Box Office in the Playhouse is open one hour before a show.



Once you've collected your tickets, you may want to buy a drink and relax before the show starts.

You'll find the Bar and the Box office next to each other.

## Before the Show



You can sit or stand in the foyer to wait for the doors to open for the show.

The Foyer can get busy and sometimes quite loud as people wait for the doors to open for the show.



There is free, filtered water available in the foyer, next to the bar service area.

## Helpful Staff



If you have any questions about the venue or the show, you can ask the Box Office attendants or Ushers in the Foyer.

They usually wear black clothes with a “Civic Theatre” logo on the chest.

## Toilets



If you need the toilet, these are located on the Playhouse Foyer level, at the top of the stairs, to the right near the lift.



There is a wheelchair accessible toilet, female toilets, male toilets, and a baby change table available.

## When the Doors Open



When it's time to enter the theatre auditorium to watch the show, you will hear an announcement, sometimes followed by a bell-like sound.

This is to let people know go into the theatre to start finding their seats.

You'll have to go up a second flight of stairs, or another level in the lift (Level 2).

## Before You Enter the Theatre



When you get to the theatre level, there will be a small gathering space. This is where people get their tickets checked.



In this space, you may see information relating to the show, or it may be empty.

## At the Doors



An usher will be at the door to check your ticket before you enter the theatre. Make sure you have your ticket ready to show them.

It is also important to switch your phone off or to "silent" mode.



You are not allowed to take photos inside the theatre.

## Entering the Theatre



Once you're in the theatre, you'll need to find your seat. You can find your seat using the number and letter combination marked on your ticket.

An usher may tell you to head in a certain direction to find your seat.

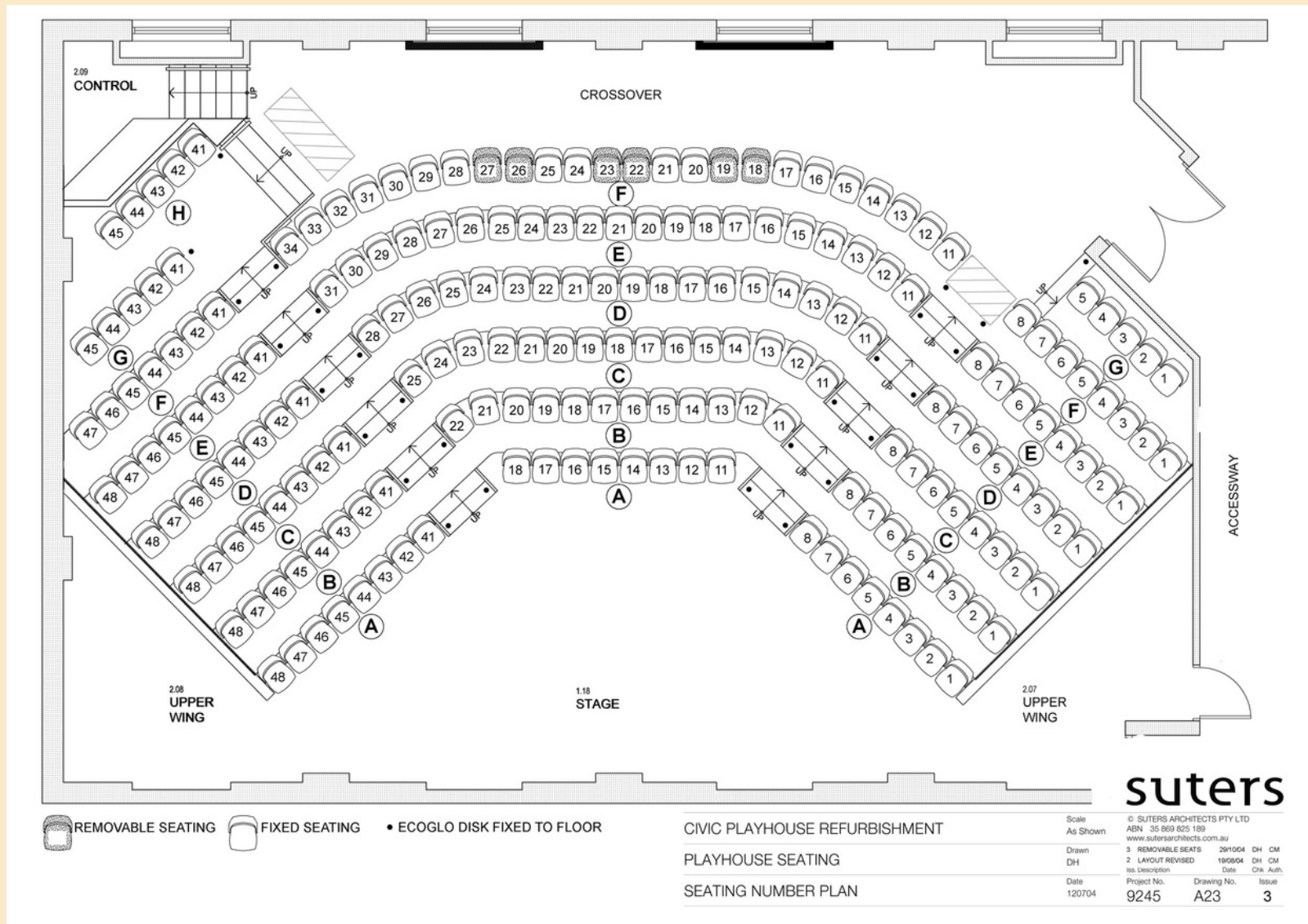


The ROW is indicated by a letter. You'll find it on a small plaque at the end of each row, in the aisle.

The SEAT number will be on the seat itself.

You may need to walk in front of other people to get to your seat. Other people may need to walk in front of you to get to their seat.

# The Playhouse - Seating Map



## During the Performance



The theatre may be dark or lowly lit.

There may be bright lights or loud noises.

There may be times when actors interact with the audience, or they may not.

If you see something you think is funny or well done during the show, you can clap or laugh. Other people may do this too.



Once the show starts, if you need to leave, you may not be allowed to re-enter the theatre.

Every show will be different. You can find more information about your show by looking at the [Civic Theatre Newcastle website](#).

## At the End of the Performance



At the end of the performance, the actors will bow, and everyone will clap and cheer.

The lights will come back on when it is time for everyone to leave the theatre.

It can be busy. You may have to wait in line while everyone leaves.

## Accessibility Information



### **Wheelchairs & Mobility Aids**

The Playhouse is wheelchair accessible, with seating for wheelchair users in selected rows only. It is best to advise the staff when booking your ticket if you need a wheelchair space.

For safety reasons, mobility aids cannot be stored in the auditorium once you have been seated.



### **Assistance Animals**

Animals trained to assist people with disabilities are welcome at our venues. To ensure appropriate seating is allocated, please advise your requirements when booking your tickets.



### **Assisted Hearing**

Auracast (assisted listening technology) may be available for you to use. Auracast receivers can be collected from the Ticket Office prior to the performance. Devices are available with headphones or a neck loop for hearing aid users.

## Questions and Additional Information

If you have questions or want more information, you can:

Visit the Civic Theatre website [civictheatrenewcastle.com.au](http://civictheatrenewcastle.com.au)

Email [civicticketoffice@ncc.nsw.gov.au](mailto:civicticketoffice@ncc.nsw.gov.au)

Call the Ticket Office/Box Office on  
[02 4929 1977](tel:0249291977)

**Thank you for visiting The Playhouse!**