

Civic Theatre Newcastle

Visual Story

This Visual Story has

- Information about the Civic Theatre
- Options for travelling to the Civic Theatre
- 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 Civic Theatre



The Civic Theatre is the City of Newcastle's main theatre.

The Civic Theatre 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 Civic Theatre

The Playhouse is located at 375 Hunter St, Newcastle.

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



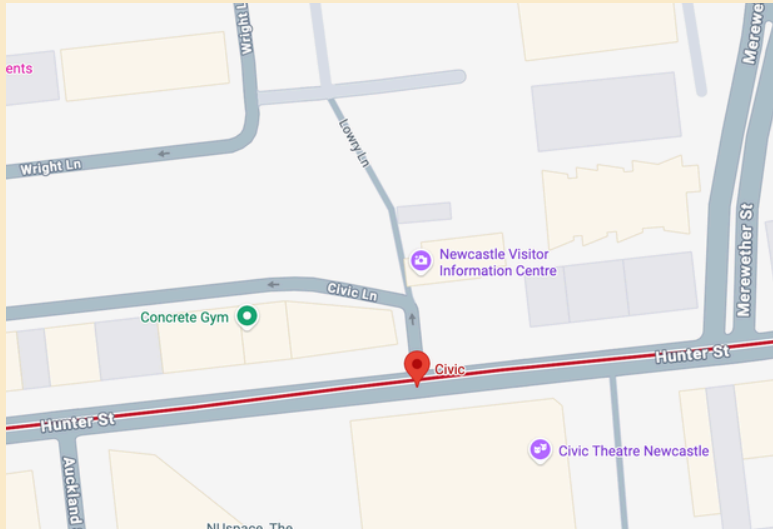
Driving

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 Civic Theatre. Get off the light rail at the 'Civic' stop on Hunter Street. This stop is opposite the Civic Theatre.



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 Civic Theatre.

The Venue



There are two ways to enter the Civic Theatre

One entrance is on Hunter Street, opposite the Civic Light Rail Station.

If you need to visit the Box Office, this is the best entrance.





The second entrance is through the main doors on Wheeler Place.

This may be the best entrance for you if you have accessibility requirements, like using a walking aid or wheelchair.





You can also enter the Civic Theatre Bar and the Civic Theatre Café from Wheeler Place.

All of these entrances connect to the Main Foyer.



The Main Foyer



The main foyer is where you can relax before the show, and also has most other things related to your visit.

In this area you will find the bar, toilets, and comfy seats for waiting.



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

The Ticket Counter in Civic Theatre is open one hour before a performance.



If the Civic Theatre Café or Civic Theatre Bar are open, you can get some food or a drink.



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

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

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.

The Dress Circle



If your ticket says you're seated in "The Dress Circle", this means you're sitting in the upper level of the theatre.

To get to your seat, you'll have to go up the main stairs.

There is no lift access to this part of the theatre, and it is not accessible to people with wheelchairs or walking aids.

If you are concerned about your ticket or seating, speak to the friendly staff at Box Office. They will help you.





At the top of the stairs is another foyer.
Here you can relax before the doors open.



There is also a Bar and toilets on this level.

Toilets



If you need the toilet, there are two locations: on the Ground Floor and upstairs in the Dress Circle.



There is a wheelchair accessible toilet, female toilets and male toilets on the ground floor in the Main Foyer, near the box office.

These are each clearly signposted.

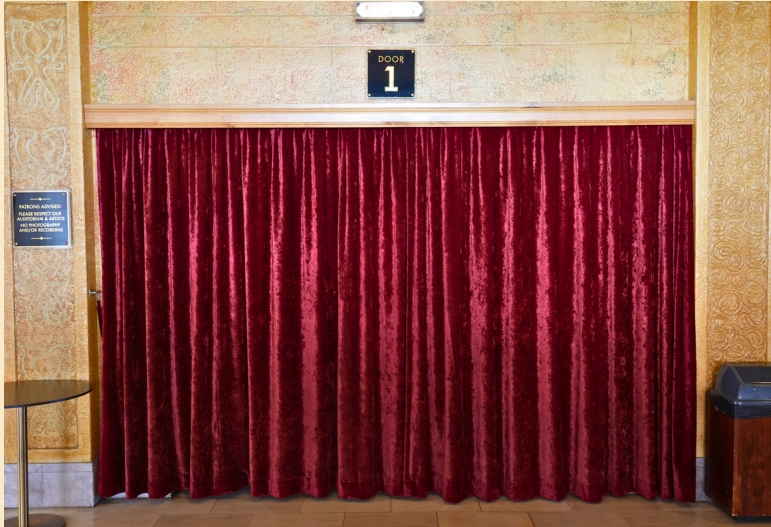


Male and female toilets are also located at the end of the Civic Theatre Bar to the left of the Main Foyer.



There are also male toilets and female toilets located upstairs in the foyer for the Dress Circle.

Doors



There are four doors you can enter through to find your seat. Your door will be listed on your ticket.

The doors will be closed and the curtains will be drawn before it is time to enter the theatre.



Doors 1 and 2 are in the Main Foyer.



Doors 3 and 4 are upstairs in The Dress Circle.



When the Doors Open



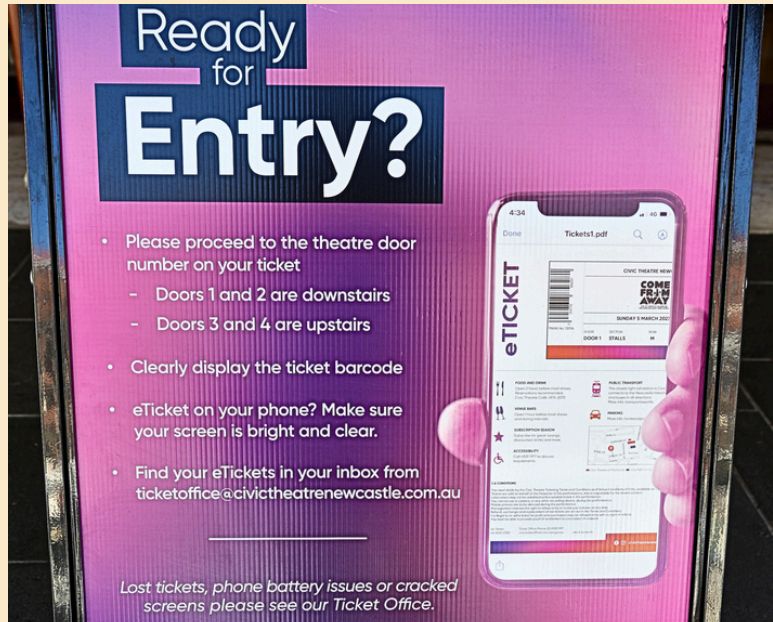
When it is time to enter the theatre auditorium to watch the show, you will hear an announcement, sometimes followed by a bell-like sound.

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

It may become quite crowded, and you may have to wait in line to be let in or to get to your seat.



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.



While you are in the theatre, you are not allowed to take photos or videos of the performance.

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

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.

Seating allocations for Wheelchair users

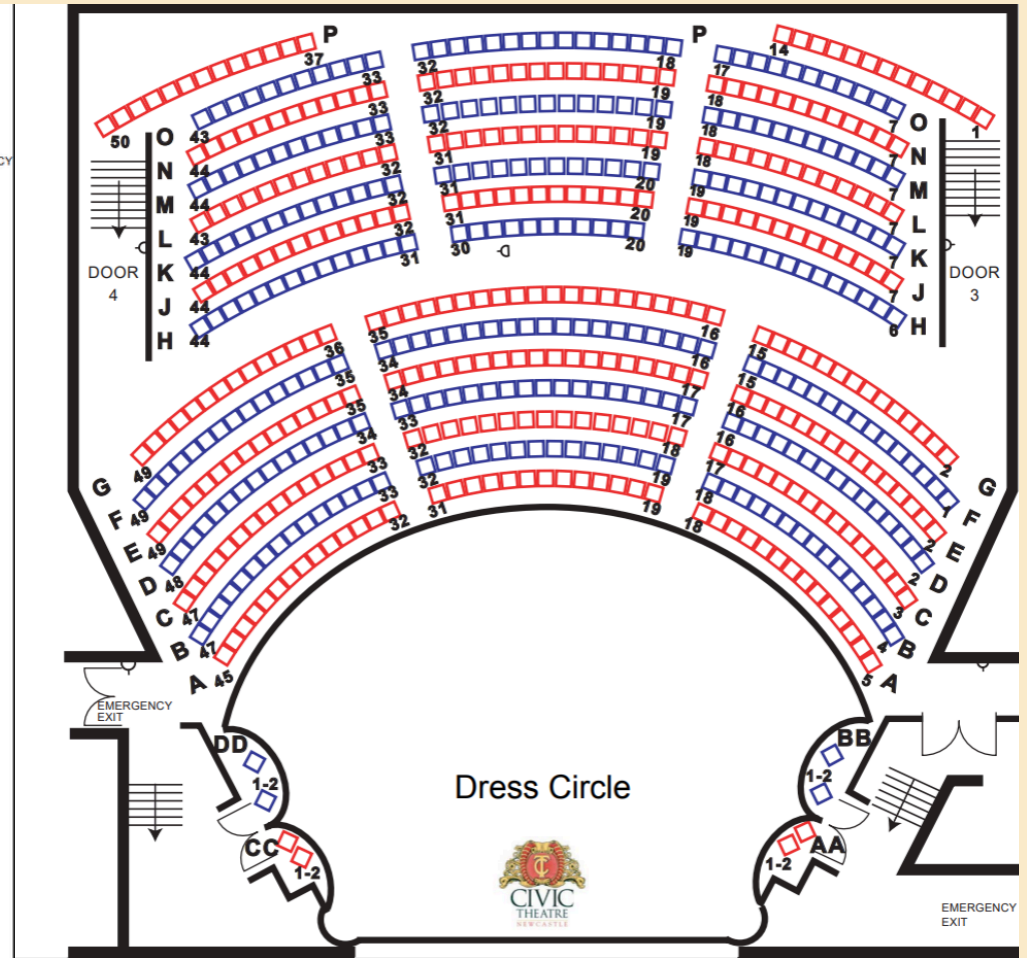
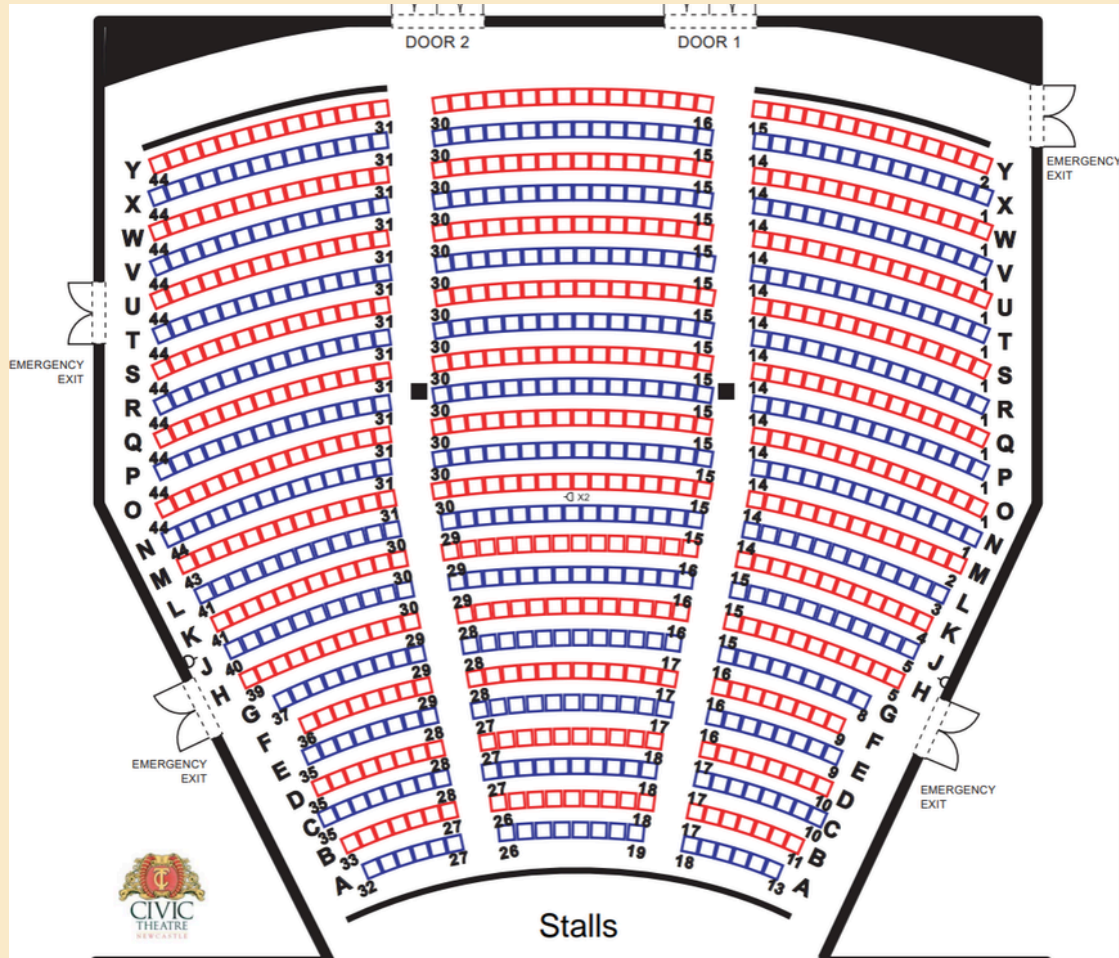


If you use a wheelchair, you will likely be guided to rows **M** and **O**.

These rows have designated spaces for wheelchair users.



The Civic Theatre - Seating Map



During the Performance



The theatre space 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 Newcastle Website](#).

At the End of the Performance



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

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 Civic Theatre 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.

The Dress Circle (upper level) is **not** wheelchair accessible.

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

Email civicticketoffice@ncc.nsw.gov.au

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

Thank you for visiting the Civic Theatre!