

# Visual Story



Merlin

# 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 help me to become more familiar with a situation or event, and know what to expect before I attend.

Being prepared and knowing what to expect can help to reduce my anxiety and stress.



**SYDNEY  
TOWER EYE**



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**This is the Visual Story contents list.  
The contents list tells me what is inside of the visual  
story.**

**I can use the contents list to help me find  
information in the visual story more easily.**



**SYDNEY  
TOWER EYE**

# Accessibility

The Tower has a range of accessibility tools available. If you need help finding these, please ask one of our friendly staff members.

These include:

- Magnifying glass
- Magnifier strip
- Magnifier sheet
- Ear plugs
- Noise-reducing ear protection



The Tower is fully wheelchair accessible.

There are lifts to access the different levels inside the Tower.

Depending on the size of my wheelchair, some large, motorized wheelchairs may not fit in certain areas of the Tower.

# Accessibility



Mobility aids, such as wheelchairs, are available at no cost. I leave my ID with a staff member, which I retrieve once I return the wheelchair. If I don't want to leave my ID with staff, I can leave a deposit of \$25 that I get back once I return the wheelchair.

I will have to leave my ID with the tower team at reception. I will get my ID back when I return the wheelchair.

Assistance animals are welcome at the Tower.

The Tower supports the Hidden Disabilities Sunflower. The Sunflower is a globally recognised symbol for non-visible disabilities.

If I have any questions about accessing the Tower, I can submit an enquiry before I visit here:

[Submit a request – The Sydney Tower Eye](#)



# Hidden Disabilities

## Sunflower Lanyard

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.

I can collect a Sunflower lanyard to wear at the Sydney Tower Eye if I would like one.

It's OK if I don't have a lanyard, I can still ask for help, if I need.

If I already have a Sunflower lanyard, I can bring it with me.





# Neurodiverse Stickers

Sydney Tower Eye offers neurodiverse stickers, which I can collect at the main admissions desk upon arrival.

This traffic light communication sticker set will enable me to easily share my communication preferences without needing a dialogue.

I can place the sticker somewhere on my clothing so that the Sydney Tower Eye team can very easily identify it.

I should take a green sticker if I enjoy communication and am open to talking, exploring freely, and getting involved with the team at the Tower.

I should take an orange or yellow sticker if I am shy or want limited interaction and communication.

I should take a pink or purple sticker if I would like to share information with the Sydney Tower Eye team.



# Sensory Backpacks

Sydney Tower Eye has Sensory Backpacks which are specially designed for sensory support and make your experience more enjoyable.

I can borrow a backpack at no cost and use this while I am visiting. This can be collected at the main admission desk on arrival.

The backpack includes:

## **Water Cube Timer**

a calming visual aid to help manage time

## **Squishy Koala Toy**

something soft to help calm anxiousness

## **Soft Kangaroo Toy**

something soft and tactile to carry

## **Lego Pieces**

ideal for the sensory seeker!

## **Friendship Bracelet Kit**

ideal for creativity

## **Tower Trivia Booklet**

an engaging activity to learn more about the Tower and its views

**I will need to return the Sensory Backpack to the Sydney Tower Team when I am ready to leave.**



# Opening Hours

This is Sydney Tower Eye.

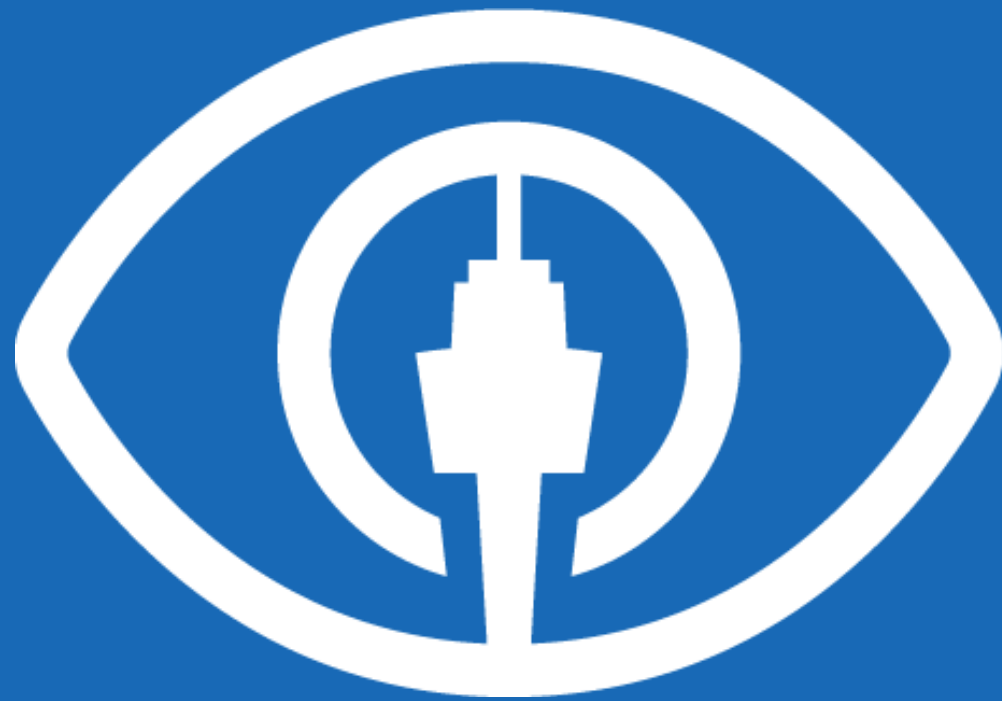
Sydney Tower Eye opens daily at 10am.

As the opening hours can vary, I can check these before visiting the Sydney Tower Eye website, as shown below:

<https://www.sydneytowereye.com.au/plan-your-day/before-you-visit/opening-hours/>

# Sensory Information

During my visit to the Tower, I might come across different sensory experiences.



These include:

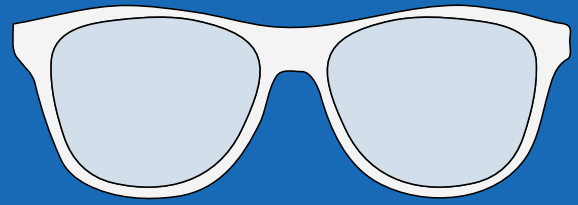



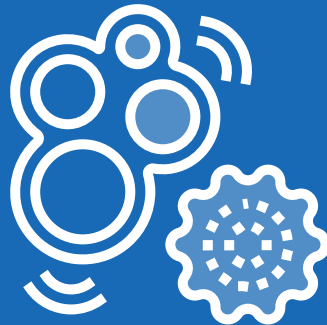


- Lots of artificial lighting
- Crowding and small spaces
- Loud noises
- A few people yelling unexpectedly on the VR Rollercoaster experience
- Security screening
- Flash photography
- Heights
- On windy days, the lift to the main deck might sway

There are seats throughout the Tower where I can take a break if I need.

# What to Bring

Sometimes it is busy, noisy, bright and loud at the Tower. I can bring thing to help me enjoy the day.

Things I might want to bring are:

<p><b>Sunglasses</b></p> 	<p><b>Hat</b></p> 	<p><b>Headphones</b></p> 	<p><b>Water Bottle</b></p> 
<p><b>Sensory Tools</b></p> 	<p><b>Sunflower Lanyard</b></p> 	<p><b>Printed Visual Story</b></p> 	

# Where to find the Tower

The Tower Eye is located at 108 Market Street, Sydney New South Wales 2000

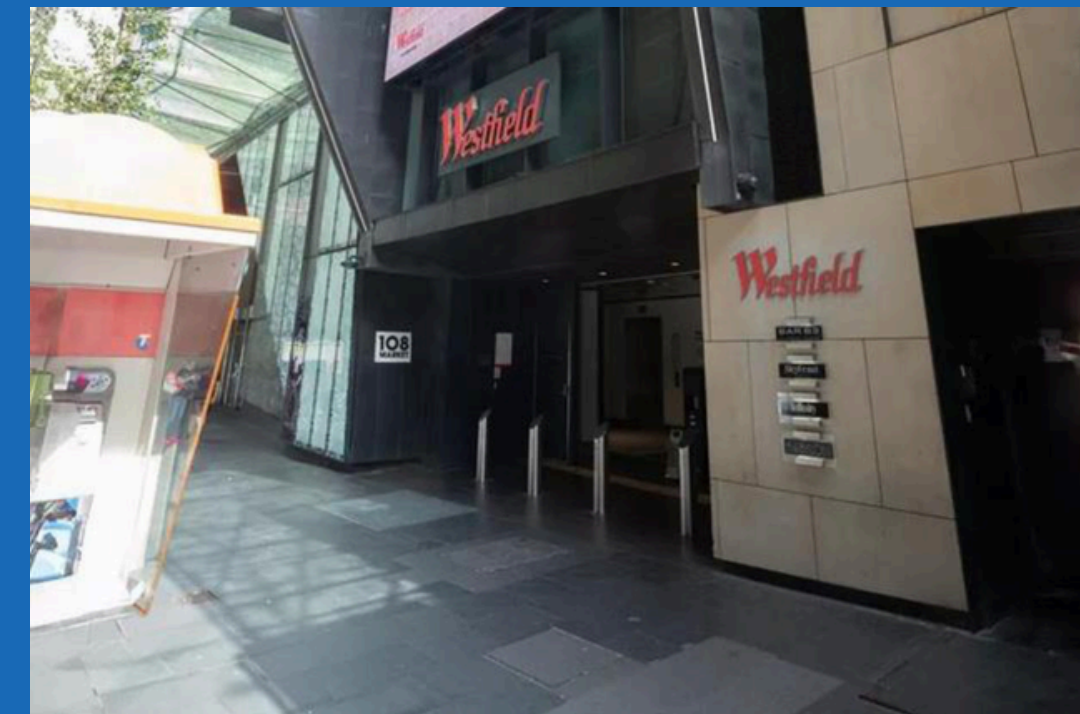
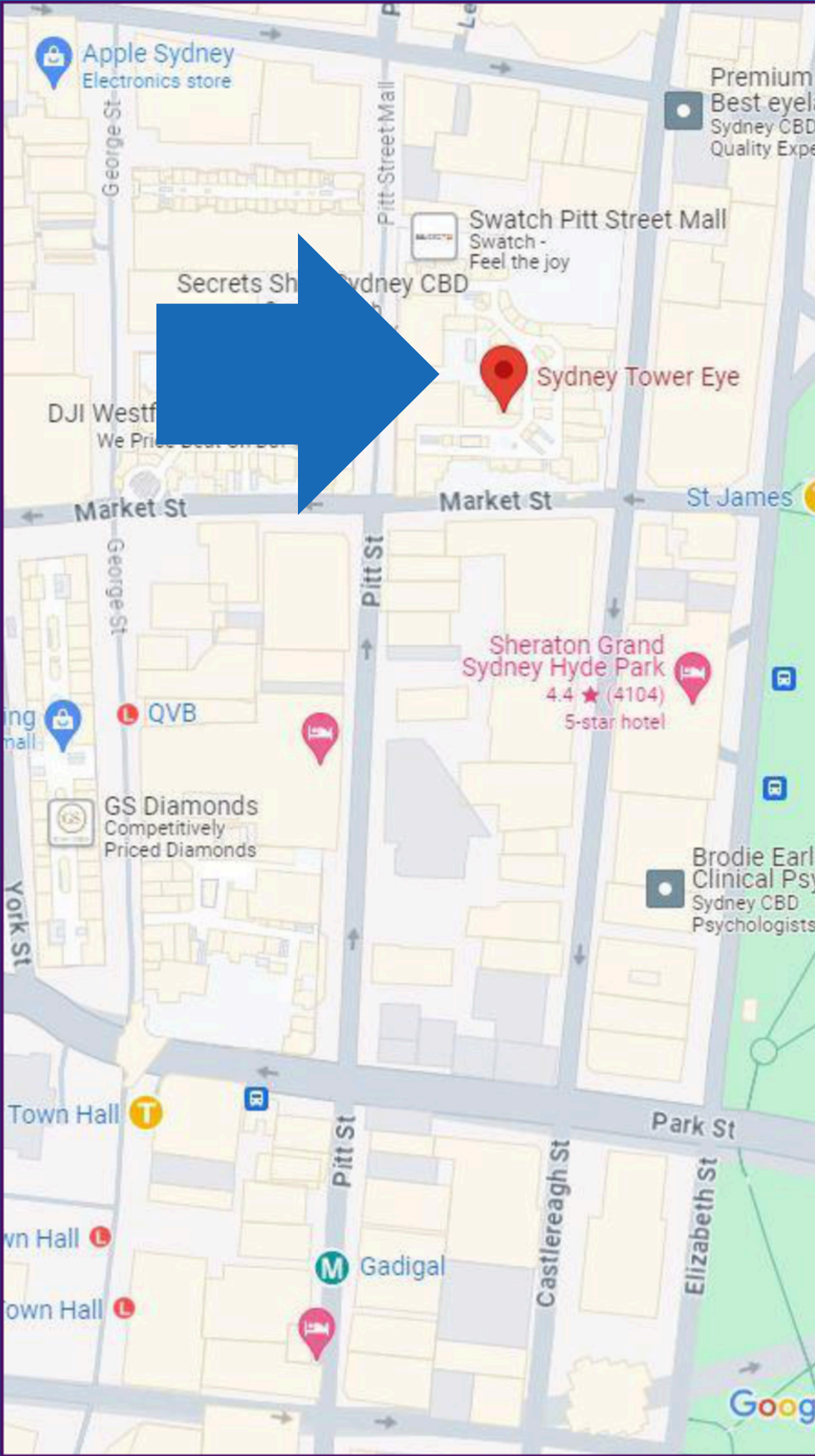
Entry to the Tower Eye is only via the Westfield Shopping Centre.

If I am entering via the MARKET ST entrance, I will need to:

- Walk to 108 Market Street
- Enter Westfield Shopping Centre
- Turn to the left and head to the lifts, Press Level 5
- Exit the lift and walk into the food court
- Turn left and our information desk is at the end of the corridor

The Shopping Centre may be noisy, so I can wear my ear defenders.

Lighting can also be very bright, so I can wear my sunglasses if I want.



# Where to find the Tower

If I am entering via the Zara Retail Shop entrance, I will need to:

- Walk through Pitt Street
- Walk in the entrance that has Zara

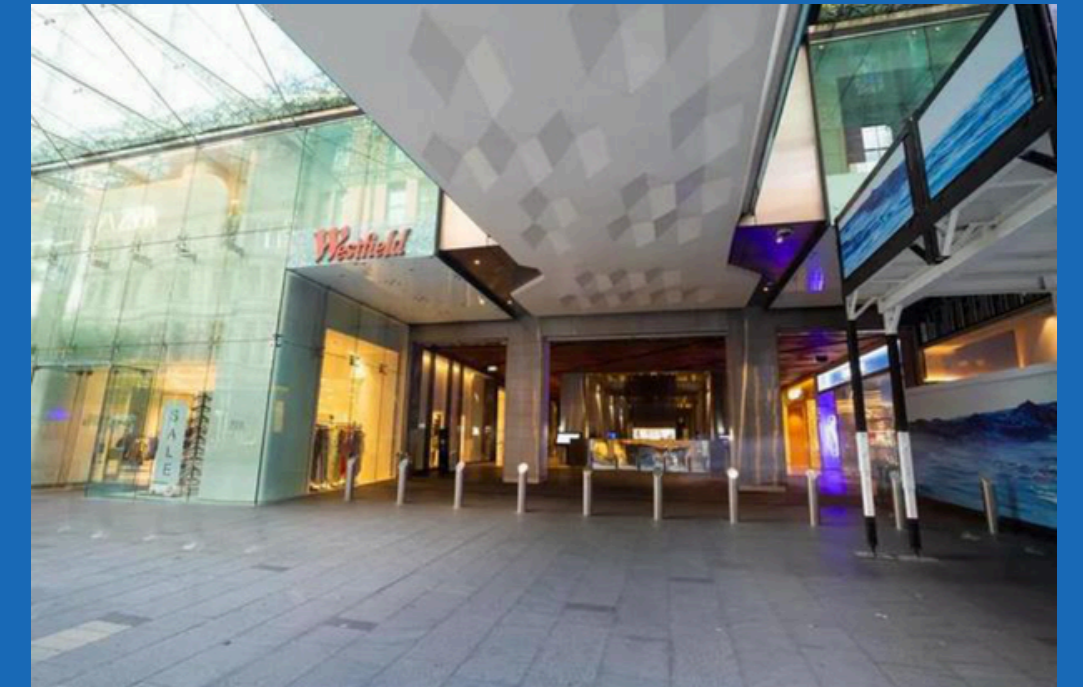
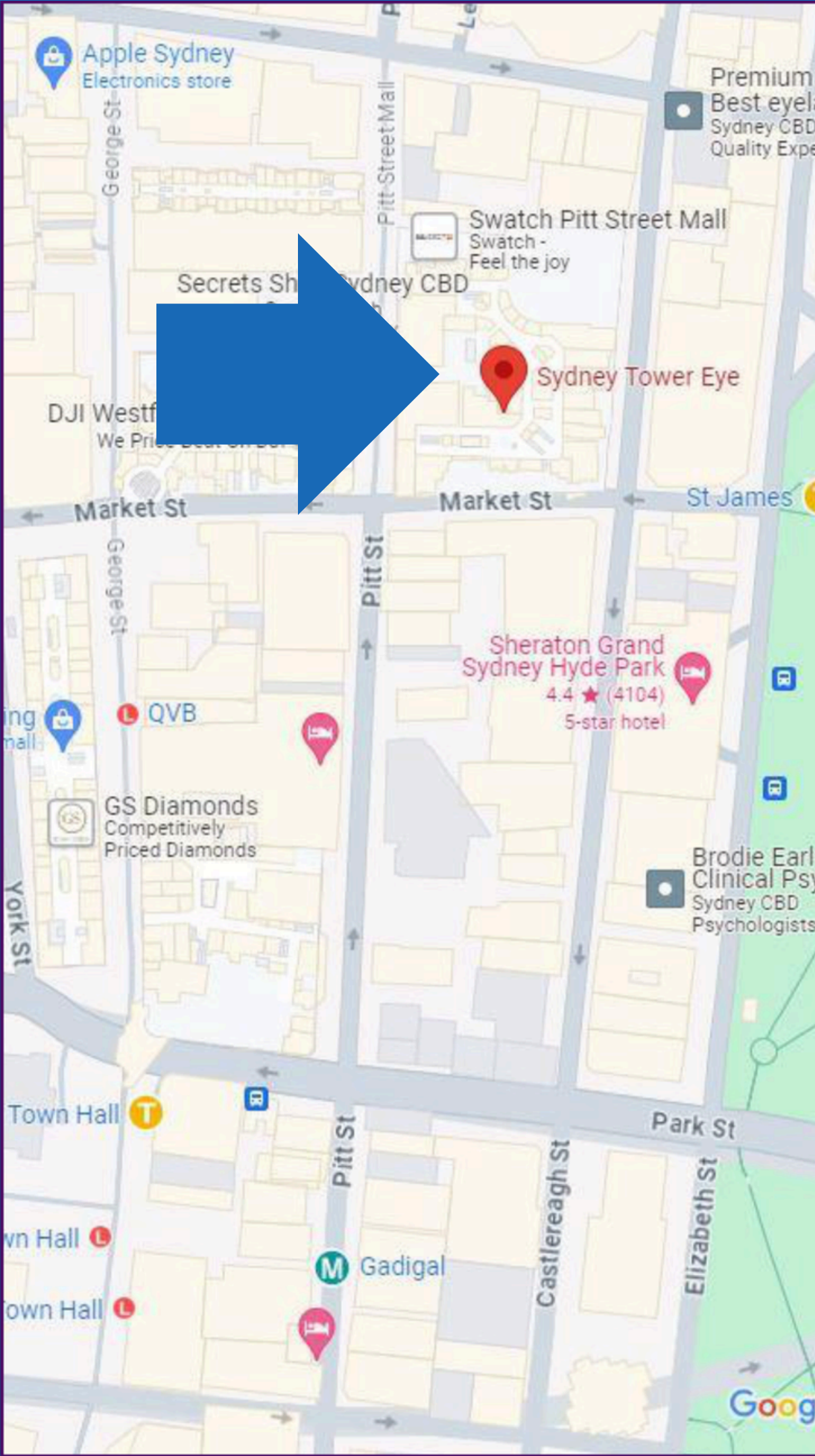
When you get to the escalator

- go UP until you reach level 5
- Sydney Tower Eye Information Desk
- is located right next to the escalator on Level 5

I will need an admission ticket to get in to the Tower.

I can purchase my ticket prior to visiting online via our website:

[Tickets Passes & Experiences | Sydney Tower | Sydney Tower Eye](#)





# How to get to the Tower

## **Walking**

Sydney Tower Eye is in the heart of the Sydney City Centre – just look up!  
Find us on Level 5 of Westfield.

## **Train**

Sydney Tower Eye is a short walk from Town Hall or St James train station.

## **Bus**

If I have a ticket for Big Bus Sydney, I will need to get off at 60 Castlereagh St.  
I can also take any bus that goes to George Street, Castlereagh Street and Elizabeth Street.

## **Metro**

Sydney Tower Eye is a 7-minute walk from Gadigal Station or 8 minutes from Martin Place Station.

## **Taxi or Uber**

If I take a taxi or uber to the Tower, I can ask to be dropped at the corner of Market and Pitt Street or Market and Castlereagh Street.

# Who to ask for help

I can ask Tower staff for help if I need.

They will be wearing:

- Black pants/ shorts or skirt
- Black polo shirts with Sydney Tower Eye Logo
- Lanyards around their necks with name badges.

I can find staff throughout the attraction or at the information desk.



# Toilets

If I need help finding the toilet, I can

- Look for signs
- Ask a Sydney Tower Eye Team Member

The closest accessible toilet to the entrance of Sydney Tower Eye is located before the Tower Information Desk

There are accessible toilets located on the Observation Deck. I can ask for help if I need.

The hand dryers can be very loud while I am trying to dry my hands. I can wear my noise-cancelling headphones in the bathroom if I find the hand dryer too loud.



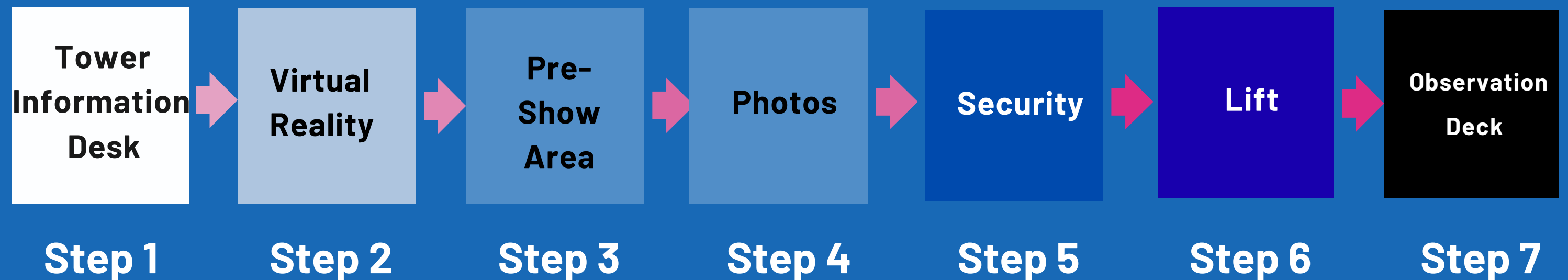
# What to Expect at the Tower



There are many steps before accessing the Observation Deck at the top of the Tower.

Each room will be closer to the highest point at the Tower.

I can use this schedule to help me know what is coming next.



# Information Desk

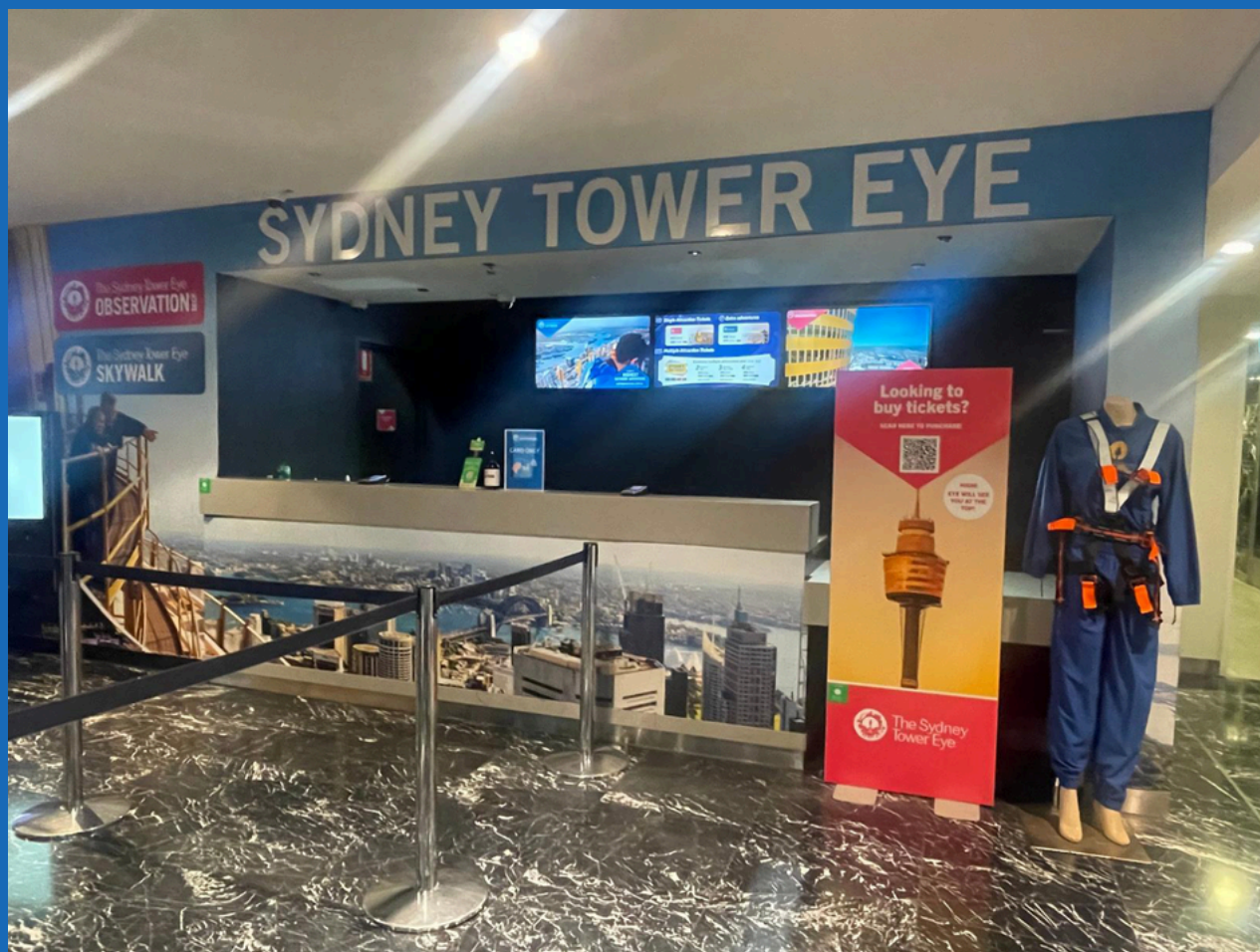
**Step 1 is the Information Desk**

**I can buy tickets here.**

**It might be crowded, noisy and I might need to wait in line.**

**If I have pre-purchased a ticket, I will show the Sydney Tower Eye team my ticket (printed or on device) as I enter. I will need to hold on to my ticket because it will be checked again.**

**Sydney Tower Eye Team can answer my questions or help me if I get lost. I can ask for ear defenders, earplugs or a magnifying glass as well if I need them.**



# Virtual Reality

Step 2 is the Virtual Reality Experience.

I need to buy tickets for Virtual Reality experience.

I can ask for help with purchasing tickets from any of the Sydney Tower team.

The Virtual Reality experience can be scary and loud.

I will need to wear VR Goggles which will cover my face, which I can remove at any time.

I can ask the Tower Team to stop my experience if I feel scared or if the noises are too loud.





# Pre-Show Area

**Step 3 is the Purple Room.**

**When I enter the Purple Room, I will hear some music which can be very loud. I can wear my ear defenders at any time.**

**As I proceed through the Purple Room, I will notice some information about Sydney Tower Eye.**

**I can take some time to read the information and rest on the seating.**

**There may be some spotlights shining on objects and the walls, which may be bright. If it is too bright, I can wear my sunglasses.**





# Photobooth

**Step 3 is the Photobooth.**

**I can have my photo taken and purchase it at the end of my visit to the Tower. The Photobooth has a bright flash.**

**The Photographer might speak to me to tell me where to stand or how to pose.**

**If I do not want my photo taken I can say no.**

**I should wait for the people having their photo taken to finish before I walk past.**

**Sensory warning:**

**The camera uses a flash. This is very bright. I can wear sunglasses if I need to**





# Security

**Step 4 is Security.**

**I must go through security so that Tower Team and visitors are safe.**

**It might be loud, bright and crowded.**

**I might have to wait in line to go through this step.**

**I can wear my ear defenders if it is too loud.**

**I must take everything out of my pockets and place it in the security tray. If I have a bag, I must put this on the security tray.**

**I will need to walk through the security metal detector.**

**As I walk through the metal detector, I might hear a long, loud beeping sound.**

**I might be asked to double check my pockets in case anything was left inside.**

**When the security guard is finished, I will collect my things and move on to Step 5.**

**I can ask for help from any team member at any time.**



# Queueing for Lifts

After security it might be crowded, noisy and I might need to wait in line.

I can wear my ear defenders if it is too noisy.

If I feel uncomfortable travelling in the lift I can ask for a Lift Buddy from the Sydney Tower Eye Team.

The Lift Buddy is a staff member that will accompany me on the travel up to the Observation Deck in the lift.

I can ask for help at any time.



# Our Lifts

**Step 5 is the lift.**

**The lift will take me to the top of the Tower.**

**The lift has bright walls and plays music.**

**I might need to use my ear defenders if it is too loud.**

**There is a camera inside the lift that I can look at to see visitors in the lift below me.**

**They can see me too - I can wave to them, and they might wave back.**

**I might feel the lift sway if it is a windy day. My ears might pop like on an airplane.**

**This is because it goes so high up in the sky.**

**It usually takes 45 seconds to 1.5 minutes to reach the top of the Observation Deck. Sometimes it can take up to 5 minutes to reach the top.**

**I can look at the screen inside the lift to see how close I am.**



# Observation Deck



**Step 6 is the Observation Deck.**

**The lift will take me to the top of the Tower, and will open onto the Observation Deck.**

**When I exit the lift, it might be bright, crowded and noisy.**

**I might need to wear my ear defenders if it is too noisy.**

**There are plenty of places for me to sit all around the deck.**

**I can look at the views of the city through the Binocular Telescopes.**

**I can ask for help at any time.**





# Eating and Drinking

**I can eat food on the Observation Deck.**

**There is a kiosk where I can purchase coffee, cakes, drinks and snacks.**

**If I need help, I can ask the Sydney Tower Eye Team.**

**I can bring my own food with me if I want to.**

**It is OK to drink from a water bottle whilst visiting the Observation Deck.**





# Leaving the Observation Deck

**When I have finished visiting the Observation Deck, I will need to leave via the lift. To enter the lift, I will need to select the down button which is positioned in between all of the lifts.**

**When the lift opens, I will need to press the “P” button which is located inside the lift. The lift has bright walls and plays music. I might need to use my ear defenders if it is too loud.**

**There is a camera inside the lift that I can look at to see visitors in the lift below me. They can see me too - I can wave to them, and they might wave back.**

**I might feel the lift sway if it is a windy day. My ears might pop like on an airplane.**

**When the lift door opens, I can EXIT and make my way into Magic Memories Photo Collection. I can follow all of the Sydney Tower Eye signage which will help me.**

# Exiting the Lift



# Magic Memories Photo Collection



**When I enter the Magic Memories Photo area, I can have a look and purchase my photos, if any were taken.**

**I can have a look at the photos and choose not to purchase them.  
If I would like to purchase any photos, I will need to have a key card.**

**The Magic Memories Team Members will be wearing back polo t-shirts and back pants.**

**I can ask for help at any time.**



# Our Gift Shop

Sydney Tower Eye has a gift shop, it is located when I exit the lift, after walking through Magic Memories Photo collection.

The gift shop has bright lights from the ceiling which are positioned onto the products. If it is too bright, I can wear my sunglasses.

The gift shop sells lots of different things like Towers, animal plushies, keyrings and t-shirts. If I have a key card, I can purchase something from the gift shop.

I do not need to buy something if I don't want to.

If I want to purchase something, I can take it to the counter and one of the team will help me with processing the sale.

I can ask for help and assistance from the Sydney Tower Eye Team at any time.



# Thank you for visiting



If I have any feedback or questions, I can email:

[ste.pos@merlinentertainments.com.au](mailto:ste.pos@merlinentertainments.com.au)

