



**THE WOOLSTORE
47-61 SUNSHINE ROAD, WEST FOOTSCRAY,
VICTORIA, 3012**

2026

ACCESSIBILITY MANAGEMENT PLAN

Prepared by Ashleigh O’Gara | Untitled Group Pty Ltd

This document is to be continually developed in consultation with key stakeholders. As situations arise, government policies change and suggestions are provided by key stakeholders, this Accessibility Management Plan and its contents and additional plans may change as per feedback from Responsible and Referral Authorities.

We would like to acknowledge the Traditional Custodians of this Land on which we are gathered and operate on. We would also like to pay respect to their Elders both past and present, and extend that respect to other Indigenous Australians present.

ADVERTISED PLAN

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ADVERTISED PLAN

1. OBJECTIVE

The objective of the Accessibility Management Plan is to outline the systems employed by Untitled Group to ensure consideration for an accessible site.

The following items will be addressed in this document:

- Pre Event Communications
- Ticket Pipeline
- Companion Cards
- Hidden Disabilities Sunflower Initiative
- Patron Journey
- Patron Experiences
- Resources
- Site + Structural

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2. PRE EVENT

2.1. COMMUNICATIONS

Untitled Group will provide pre-event detailed information to enable patrons with accessibility requirements to be informed and prepared before attending The Woolstore in the form of social media posts and direct communications via email. Information including:

- Time + distance of travel
- Entry specifics
- Location of Accessible Pick Up + Drop Off
- Site Map of accessible site facilities + amenities available
- Site Map of site facilities + locations available
- Contact information prior and during the festival
- Untitled Group's accessibility email - accessibility@untitledgroup.com.au

2.2. TICKET PIPELINE

Those who purchase a ticket can disclose their access requirements to us at time of purchase. We also provide an option post purchase to contact us to discuss further, or advise us of any requirements.

2.3. COMPANION CARDS

Those who purchase a ticket can redeem their Companion Card online. Throughout the purchase pipeline, customers can choose to disclose their accessible requirements and approve communications moving forward from Untitled Group.

Megatix have allowed us to collate the patron information and provide a direct line of communication for these patrons, pre-event.

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3. JOURNEY

3.1. MAIN ENTRY

Our event entry has a dedicated accessible lane, this lane is built wider in width to accommodate wheelchair access and is logistically placed in the flattest/most level ground point at the entry point.

This lane can process all ticket types and is identifiable by signage that has the following present:

- “ACCESSIBLE” Wording
- International Symbol of Access
- Hidden Disabilities Sunflower Logo

3.2. FLOORING/LEVEL SURFACES

The venue consists primarily of hardstand areas with mostly level surfaces to support ease of movement for wheelchairs and mobility aids. Some grassed areas are located near the food vendors. Level surfaces have been prioritised where possible, with pathways and entry points considered to maximise accessibility across the site.

Installed access ramps and queuing infrastructure have been designed and constructed in accordance with Australian Standards, ensuring safe navigation and compliance with accessibility requirements.

3.3. PUBLIC TRANSPORT

The events are serviced by both Tottenham and West Footscray Railway Stations. Adjacent to the events on Roberts Street and Sunshine Road are multiple bus interchanges servicing routes across the inner West.

Information will be available regarding the journey distance to The Woolstore.

3.4. ACCESSIBLE PICK UP + DROP OFF

For all major events held at The Woolstore, we have 11x accessible car parking spaces on Roberts Street for those patrons with valid parking permits. Temporary signage will be installed throughout the event build to facilitate these parking spaces. As Roberts Street is closed on these events, patrons with accessibility requirements have clear access to the site entrance.

For all minor events held at The Woolstore, we have dedicated accessible car parking available along the hardstand, inside of the Roberts Street gates.

See copy of Traffic Management Plan at 14.3

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4. PATRON EXPERIENCE

4.1. AUSLAN INTERPRETERS

Due to the nature of our DJ Events, we will not have Auslan Interpreters at our Woolstore Series. This information will be communicated to our patrons as our events are announced.

4.2. HIDDEN DISABILITIES SUNFLOWER INITIATIVE

The Hidden Disabilities Sunflower Initiative was established in the UK in 2016 and has been adopted globally to support persons with hidden or non-obvious disabilities. The use of the sunflower lanyard (pin, wristband etc) allows a discreet indication to staff that patrons or staff have a non-visible disability and may need additional support, help or more time.

We will distribute the Sunflower Lanyards upon request from our Event Box Office, at each event.

4.3. SENSORY KITS + SENSORY SPACES

We will have 3x Sensory Kits available at our Crowd Care Marquee for use throughout the event.

For patrons experiencing sensory issues with excessive noise exposure, free earplugs are available on request at the Medical Tent or Crowd Care Tent. Untitled Group will also provide general workers on site free earplugs on request.

4.4. ACCEPTED MEDICATIONS

To gain entry to the event with special medical requirements, you must ensure the following:

- Ensure the medicine is in its original container, with the pharmacy sticker and issued in the name of the ticketholder
- Ensure the quantity carried is the minimal requirement for duration of the event
- DON'T bring non-essential tablets such as vitamin supplements or over the counter painkillers

NOTE: Patrons without approved medicine in its original container, with the pharmacy sticker and issued in the name of the ticketholder will be unable to enter the event with the medicinal items.

4.5. LOWERED HEIGHT AMENITIES

The following amenities at The Woolstore have lowered height accommodations for patrons using a wheelchair:

- Box Office
- Merchandise
- Bars

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- Medical + Crowd Care Facilities
- Free Water locations

4.6. SERVICE ANIMALS

Certified Service Animals are recognised at our Untitled Group events. Assistance animals are trained to assist a person with a disability and meet standards of hygiene and behaviour appropriate for an animal in a public space.

5. RESOURCES

5.1. ACCESS LIAISON

An Access Liaison Promoter representative will be present at our Woolstore Series to maintain clear communications between departments and provide direct support to patrons.

Prior to event live, our Access Liaison will check available wayfinding and ensure the Accessibility Management Plan is adhered to.

Throughout the event, our Access Liaison will monitor these access touchpoints and report back to the ECC to ensure implementation is working effectively.

5.2. HIDDEN DISABILITIES SUNFLOWER INITIATIVE TRAINING

Untitled Group shares the following tools to all Event Teams working across The Woolstore Series.

- [What is the Hidden Disabilities Sunflower?](#)
- [What is A Hidden Disability?](#)
- [What should I do?](#)

5.3. BRIEFINGS

All staff, including any volunteers have been provided briefings via our employee and contractor platform.

6. SITE AND STRUCTURAL

6.1. ACCESSIBLE VIEWING PLATFORM

We have an accessible viewing platform located to the right of our Main Stage, this platform is managed by security. The space provides hardstand flooring, close access to an accessible toilet and Companion Cardholder seating.

The viewing platform is a prime viewing location that is elevated above the general heights of the crowd to allow visibility of the stage and performances.

Chairs are kept on the platform to accommodate patrons who may need to be seated during the performances.

6.2. AMENITIES

All accessible toilets are monitored and managed for strict use by patrons with accessibility requirements only, and adequate ratios are supplied for patrons without accessibility requirements.

Our accessible toilets are located as follows:

- Crowd Care Marquee One (1) x Accessible
- Medical BOH One (1) x Accessible
- Viewing Platform [internally] One (1) x Accessible

6.3. WAYFINDING + SIGNAGE

Signage throughout the event will include the use of contrasting colours for easier readability, with the exemption of Emergency Exit Signage which will include the Australian Standards of capital letters and logos.

The accessible symbol will be positioned at heights, with the Hidden Disabilities Sunflower logo, where appropriate.

6.4. DRINKING WATER

The Woolstore has various free water locations.

Our Crowd Care Team also provide a pit crew who service the stage barrier and provide free water to patrons.

6.5. REST SEATING + CHILL ZONES

We have 5x accessible picnic tables + 15x non accessible picnic tables within the Food Area.

Untitled Group takes pride in offering support to our patrons through Helper Hubs. Hubs ensure a constant presence to address patron queries, provide support, facilitate lost property and offer valuable resources. The Hub will have two trained staff members with a radio available in the case of an emergency.

The Helper Hub will be located next to medical, within a 6x3 marquee, we'll have a trestle table for supplies, suitable lighting, comfy seating for patrons and access to water, basic amenity supplies and blankets. This location ensures assistance is always within reach for event-goers, and offers efficient step up and down facilitation to medical personnel dependent on their status.

ADVERTISED PLAN

7. POST EVENT COMMUNICATION

Post event internal debriefs will be conducted post each event within the series, and a comprehensive assessment of the management of the event in its entirety, inclusive of the Accessible Plan and application. Within these debrief meetings, Event Teams address any issues and incidents and ensure overall operations are reviewed.

Continual review assures and improves the quality and effectiveness of planning processes, implementation and outcomes.

Debrief reports are requested from all subcontractors, suppliers, and stakeholders (including local and state governing health bodies). All reports and data from the event day control room logs and any incident reports are retained by Untitled Group.

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