

The background of the entire slide is a vibrant, colorful image of an aquarium tank. In the center, a large shark swims towards the left. To the right, a school of yellow fish swims. The tank is filled with various colorful coral reefs and sea anemones. In the foreground, two children are seen from behind, looking into the tank. The word "SEA LIFE" is written in large, white, bold, sans-serif capital letters across the middle of the image. A small, orange, five-pointed starfish is placed over the letter "A". Below "SEA LIFE", the word "Sydney" is written in a smaller, white, sans-serif font.

# SEA LIFE

## Sydney

### **A Visual Story**

Visual stories are used to prepare a person for, and increase the predictability of a new environment or situation. This helps bring familiarity to a process and to reduce anxiety and stress. Visual stories are written in an easy to read format and use pictures to provide greater accessibility for everyone.





# Accessibility

The Aquarium has a range of accessibility tools available. These include:

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

The Aquarium is fully wheelchair accessible. There are some areas which have long sloping ramps.

Mobility aids such as wheelchairs are available at no cost. I will have to leave my ID with reception. I will get my ID back when I return the wheelchair.

The Aquarium uses a lot of blue coloured moving lights, this can be a trigger for balance disorders.

Assistance animals are welcome at the Aquarium.

The Aquarium supports and recognizes the Hidden Disability Sunflower.





# The Hidden Disability Sunflower Lanyards



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.

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.



# Sensory Information

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

These include:

- Smell of ocean, fish and cleaning products
- Moving blue lights on the floors and walls
- Very bright areas
- Very dark areas
- Things I can touch and feel
- Very loud areas
- Crowding

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

I may need to wait my turn to see some of the animals.





# What to bring to SEALIFE Aquarium

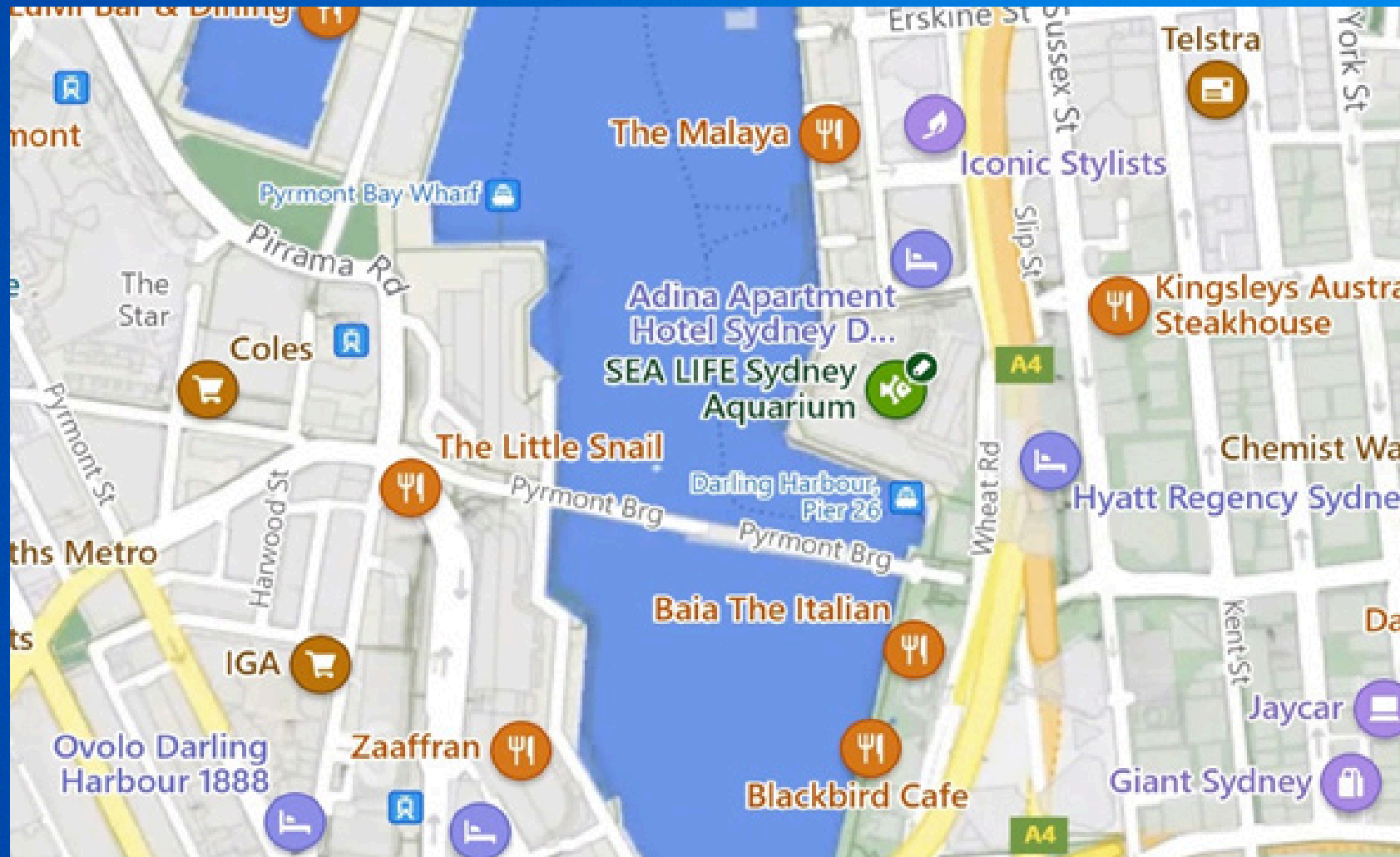
Sometimes it is busy, noisy, bright and loud at the Aquarium.  
I can bring things to help me enjoy the day.

Things I might want to bring are:





# Where to find the Aquarium



Sea Life Sydney Aquarium is located at 1-5 Wheat Road, Sydney NSW 2000

The Aquarium is open at different times on different days. I can check what times the Aquarium is open going to this website link:

[www.visitsealife.com/sydney/plan-your-day/before-you-visit/opening-hours/](http://www.visitsealife.com/sydney/plan-your-day/before-you-visit/opening-hours/)

I will need a ticket to get in to the Aquarium

I can buy my ticket online at:

[www.visitsealife.com/sydney/tickets](http://www.visitsealife.com/sydney/tickets)



# Parking

I can park at one of the Wilson parking stations near by.

I can receive discounted parking at Wilson parking if I am visiting the Aquarium.

To get discounted parking I will need to:

- Pre-book my parking online or via the Wilson Parking App
- Select from one of these car parks:
  - 100 Murray Street (Harbourside)
  - Citipark
  - Darling Park
  - 383 Kent Street
  - 321 Kent Street
- Enter the promo code 'MERLIN' before I pay

I can find the parking stations listed on the SEALIFE website







# Public Transport

## Train

The Aquarium is a short walk from Town Hall or Wynyard train station.

## Bus

If I have a ticket for Big Bus Sydney, I can ride to the Aquarium stop on Wheat Road.

I could also take any bus that goes to Market Street or King Street and walk down the hill to Darling Harbour.

## Ferry

I can catch the Public ferry services to Darling Harbour.

The ferry will depart from Circular Quay (Wharf 5) every half an hour.

## Light Rail

The Aquarium is a short walk from either the Convention Centre or Pyrmont Bay light Rail stations.





# Toilets

There are toilets located at the entrance, middle and exit of the Aquarium.

I should try to go to the toilet before I go inside the Aquarium as it is hard to get to the toilet from the middle of the Aquarium.

The toilets are located just after the Sealife entry, after the Antarctic Penguins exhibit, and in the cafe at the end of the aquarium.

There are changing facilities located in both the ladies bathroom and the accessible bathroom.

I can ask for help to find the toilets if I need.



# What to expect

There are lots of things to see and do at the Aquarium.

These might include:

- Interactive activities
- Projections
- Sea animals like sharks, jellyfish, and penguins
- Walk through tunnels to see the sea life swimming around me
- Areas that have open air
- Talks about the animals
- Virtual Reality

There might be other things to see and do at the Aquarium, I can check on the Aquarium website to see what is on before I visit.



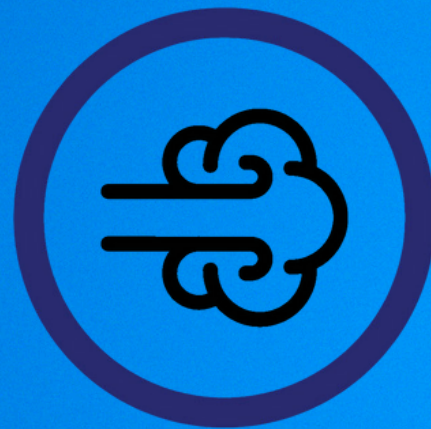


# Symbols I will see in this Visual Guide

These symbols will help me prepare for spaces that might have bright lights, smells, loud sounds, dark spaces, smoke machines or be very visual.



Dark  
Spaces



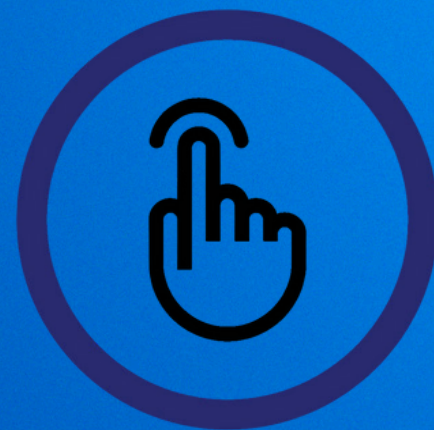
Smoke



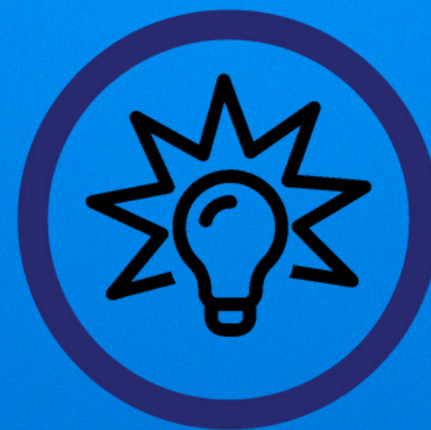
Smells



Loud  
Sound



Touch



Strobe  
Lighting



Sudden  
Sound



# Entering the Aquarium

The entrance to the Aquarium is from Darling Harbour.

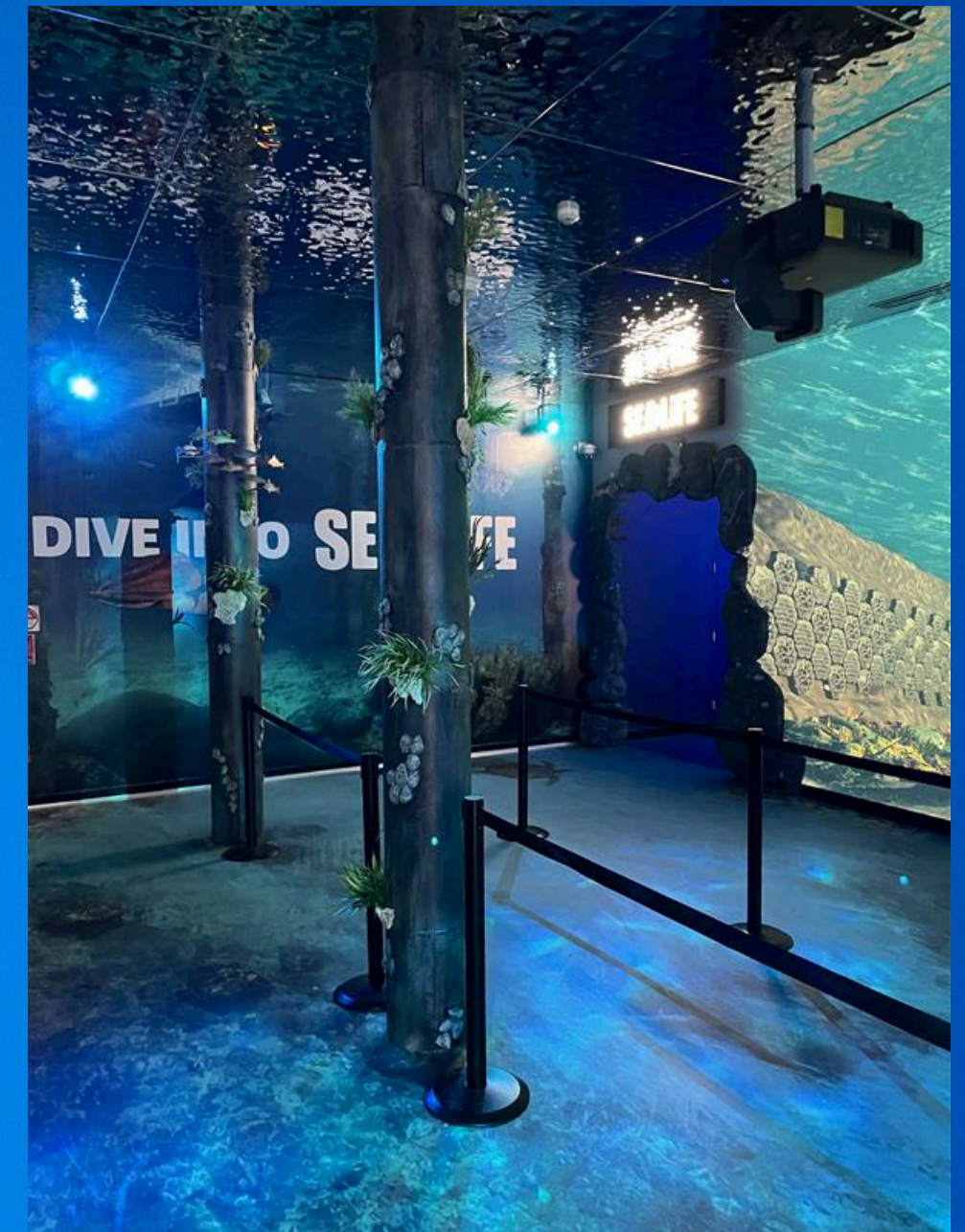
I may have to line up to get in.

After I enter I can interact with the interactive signs on the walls.

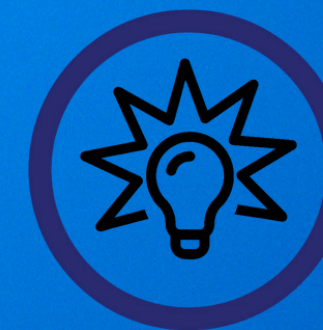
There are many moving blue lights in the entry I may want to wear sunglasses in this area.

While inside the Aquarium:

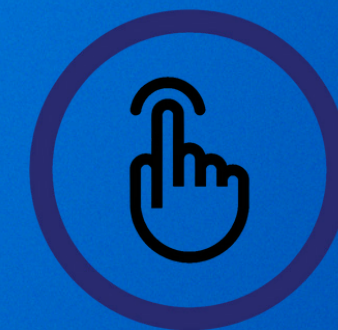
- I may want to wear sunglasses or a hat to help with the blue lights
- I may want to wear noise-cancelling ear protection or headphones



Aquarium Entry



Strobe  
Lighting



Touch



Loud  
Sound





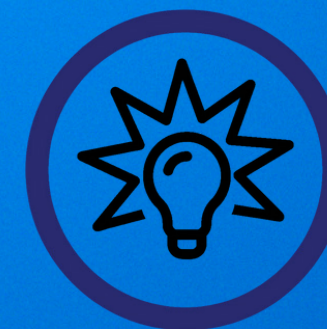
# Shipwreck

The first zone of the Aquarium is the Shipwreck area.

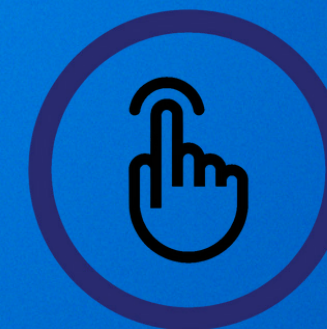
- In this zone, I can see the Little Penguins and lots of smaller fish species.
- This area can get loud and busy with many people. I may want to wear my noise-reducing earmuffs or headphones. There are lots of small tanks so I may need to wait my turn to view some animals.
- There are some interactives that I can interact with. Some of these interactives may make a loud noise when I or another person uses them.



**Sudden  
Sound**



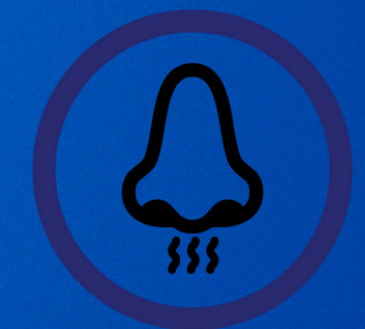
**Strobe  
Lighting**



**Touch**



**Loud  
Sound**



**Smells**

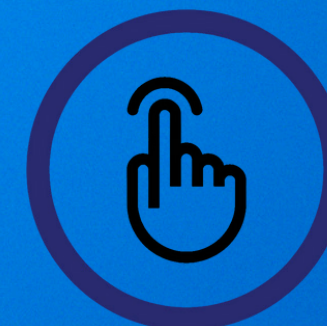


# Darwin's Lab



In Darwin's Lab, I can interact with the items on the shelf or use the microscope on the table to look at the items around the microscope.

- I may need to wait my turn to use the microscope.
- There is a QR code that I can scan with my phone to see the map of SEA LIFE. I can also see the times of the keeper talks on this screen.



Touch



# Jurassic Seas

In Jurassic Seas I can learn about animals with all different types of unusual adaptations

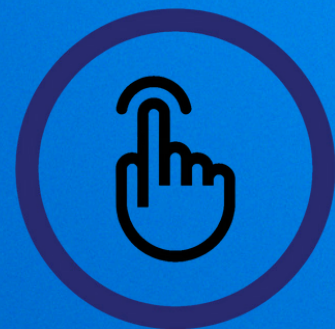
- In Jurassic Seas, I can see a lot of different animals. There may be a team member in this area who I can ask questions.
- There is a water station in this area that I can use to refill my water bottle. I can also use the medallion machine for an additional cost to purchase a SEA LIFE themed coin.
- When I have finished in this area I can continue through the Aquarium by going through the tunnel with rib cage.



Loud  
Sound



Smells



Touch







# Conservation Quay

In the conservation area I can look at the Pygmy Perch conservation and breeding area through the windows.

In this area, I can get my photo taken by the photographer.

If I do not want my photo taken I can say no and walk through the area.

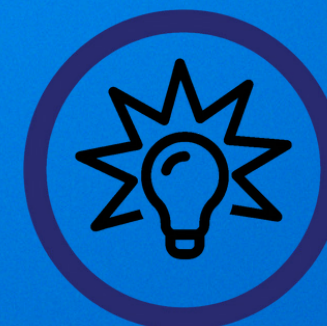
I should wait for the people having their photo taken to finish before I walk past.

## Sensory warning

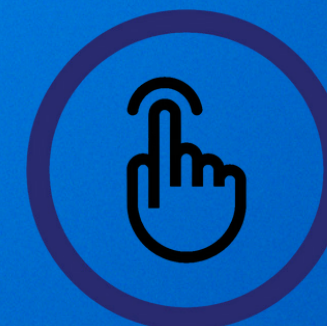
- The camera uses a flash.
- This is very bright.
- I can wear sunglasses if I need.



**Sudden  
Sound**



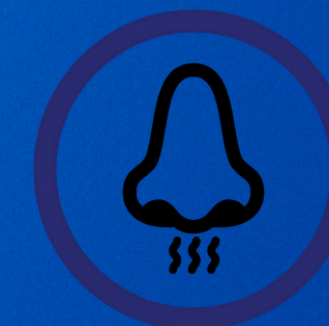
**Strobe  
Lighting**



**Touch**



**Loud  
Sound**



**Smells**



# Rocky Shores & Rockpool

In the Rocky Shores area:

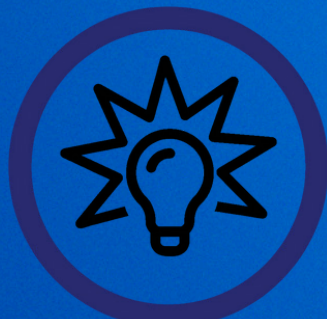
- There are some dark areas in this space so I may need to be careful when walking through.
- This area has a lot of ripple lights on the floors. This may affect my balance if I have vision difficulties.
- Near the end of the zone there is a large tank that comes out from the wall. I may need to take extra care around this tank

At the Rockpool I can touch the animals in the water

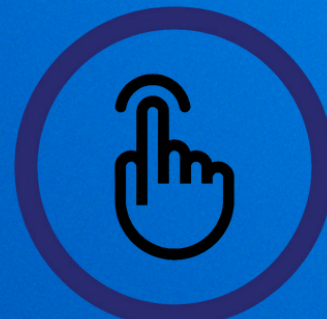
- I can NOT pick the animals up and must be gentle when touching them.
- I can ask the team member that is at the Rockpool questions.



Dark  
Spaces



Strobe  
Lighting



Touch



Loud  
Sound



Sudden  
Sound



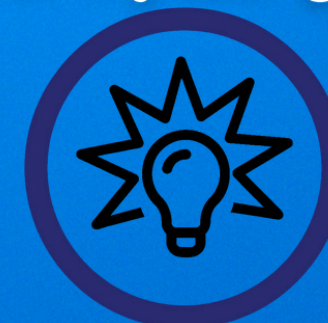




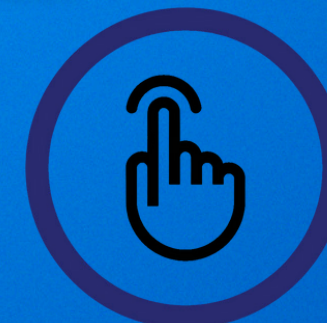
# Dugong Tunnels

There are ramps that lead down and up from the Dugong Tunnels.

- I can skip the tunnels if I don't want to go down the ramps. There is a small gate that I can push open to skip the tunnels.
- Inside the tunnels, I can see animals like Pig the Dugong, Ocellated eagle rays, and lots of fish species.
- I can wear sunglasses or a hat to help with the bright sunlight that shines through the water.
- The tunnels can get busy and loud so I may want to wear my headphones.
- If I have purchased an additional ticket for the Behind The Scenes tour. I can wait at the meeting point on Dugong Deck for my tour guide.



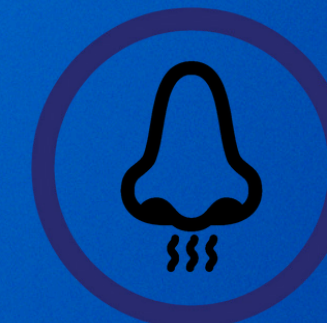
**Strobe  
Lighting**



**Touch**



**Loud  
Sound**



**Smells**



# Dugong Deck

On Dugong Deck I am able to sit and rest.

I can get something to eat at the Snack Shack using my bank card.

If I have purchased an additional ticket for the Behind The Scenes tour. I can wait at the meeting point that is on Dugong Deck for my tour to start.

The talk times for Dugong Deck are:

- Dugong Discovery Talk - 11am
- Ray Revelation Talk - 12:30pm
- Dugong Discovery Talk - 2:30pm

The talks and interactives on Dugong Deck can be loud at times. I may want to wear my noise-reducing earmuffs or headphones.



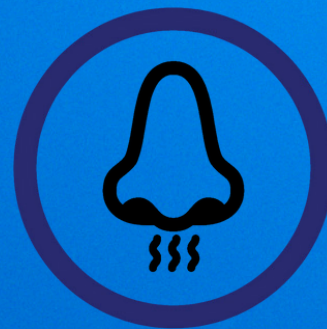
Sudden  
Sound



Touch



Loud  
Sound



Smells



# Shark Tunnels

In the shark tunnels I can see Grey Nurse Sharks, Wobbegong sharks, and other shark and ray species.

- The shark tunnels have lots of ramps to go up and down from the tunnels.
- The shark tunnels can get busy and I may have to wait in line to get into the tunnels.
- I may want to wear a hat or sunglasses for the bright lights. I may also want to wear my noise-reducing earmuffs or headphones.
- The lights in the tunnels may affect me if I have balance difficulties
- I can skip this area through the shortcut door at the top of the ramps if I don't want to go into the tunnels



Dark Spaces



Sudden Sound



Strobe Lighting



Touch



Loud Sound



Smells







# The Penguin Expedition Boat Ride

The Aquarium has a special experience called the Penguin Expedition Boat Ride.

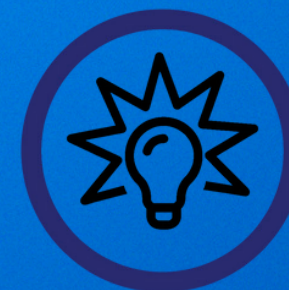
It is a short (3-5 minutes) boat ride that slowly floats around the Penguin enclosure

Things I need to know about the Penguin Expedition Boat Ride:

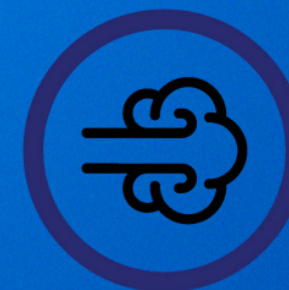
- I can choose to ride the boat ride if I want to
- I do not need an extra ticket
- I might have to line up and wait
- It is ok if I have to wait a long time, I will still get to ride
- It is very cold inside the penguin enclosure, I might want to wear warm clothes
- At the beginning of the boat ride, I will be sprayed with a small amount of fake snow
- The snow will not make me wet
- The boat might bump on the sides of the enclosure, it is OK the boat will not tip over



Sudden  
Sound



Strobe  
Lighting



Smoke



Loud  
Sound



Smells



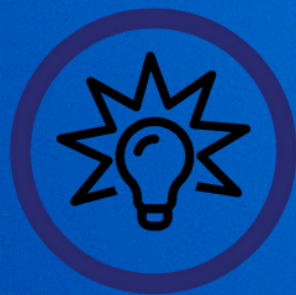
# Macquarie island

In the Macquarie island zone I can view the King and Gentoo penguins.

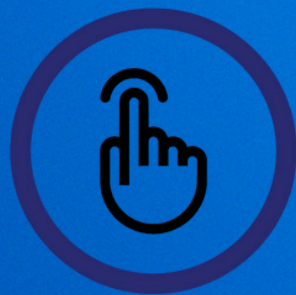
- In this area I can also crawl into the penguin viewing area in I want to. I may have to wait my turn to go into this space.
- There is a water station where I can refill my water bottle or have a drink of water.
- There are bathrooms at the end of this area. I can use the bathrooms if I need to.



Sudden  
Sound



Strobe  
Lighting



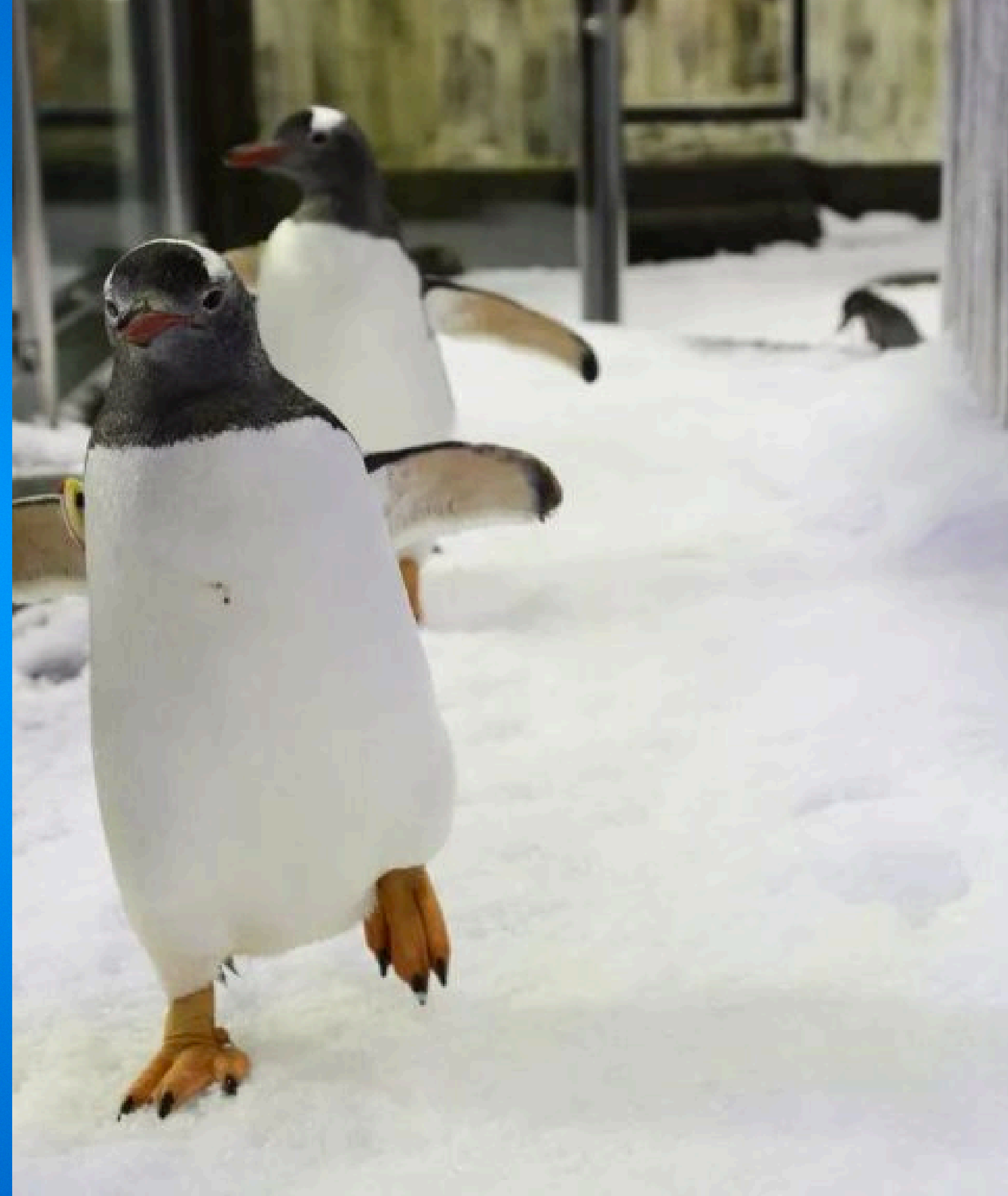
Touch



Loud  
Sound



Smells





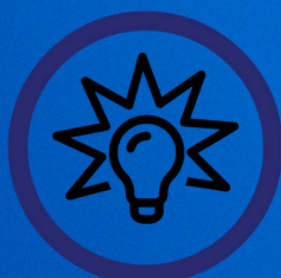
# Virtual Reality

Virtual Reality is an optional additional experience

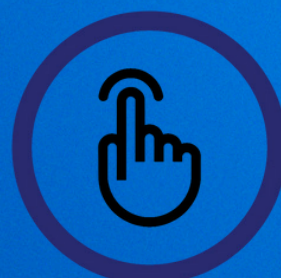
- Virtual Reality is an additional purchase that I can buy with a bank card. I can purchase this online on the SEA LIFE Sydney website or in person at virtual reality on the day.
- Virtual Reality costs \$15 per person and \$20 for two people.
- I don't have to do Virtual Reality if I don't want to.



Sudden  
Sound



Strobe  
Lighting



Touch



Smells





# Sensory Room

The sensory room is a calm space designed to support me if I start to feel overwhelmed or overexcited. This is a free space that I can use if I want to.

Things I need to know about the sensory room:

- The room has as 8 person occupancy.
- This is a dedicated quiet zone.
- I can access this room by speaking to a member of staff at VR, or messaging the phone number on the door.



Dark  
Spaces



Touch



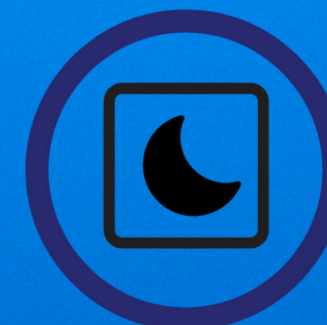




# Jellyfish garden

In the Jellyfish garden zone, I can see upside-down jellyfish and moon jellyfish.

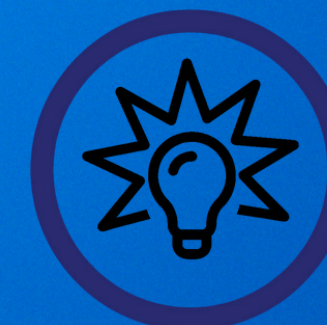
- I will be careful when going through the area as there are many mirrors that can make it hard for me to see the path through.
- Jellyfish garden is a dark area so I may want to take my time moving through this area.
- I may have to wait my turn to see some of the Jellyfish up close.



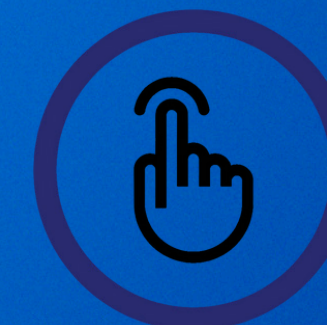
**Dark  
Spaces**



**Sudden  
Sound**



**Strobe  
Lighting**



**Touch**



**Loud  
Sound**



# Bio Beach & Turtle Beach

In this area, I can walk along the interactive projection beach, get my photo taken in the photo booth for an additional charge, and/or leave feedback on the Ipads near the exit ramp.

This area can get loud with lots of guests and children playing. I may want to wear my headphones in this area.

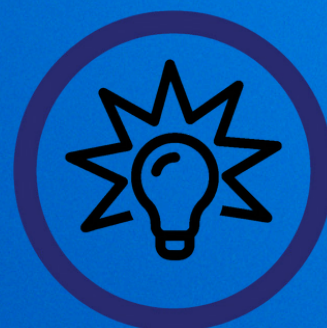
When I would like to leave the aquarium I can go down the wooden ramp in Turtle Beach that leads to the gift shop.



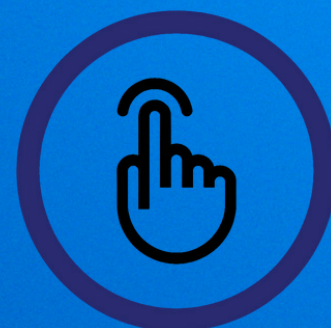
Dark Spaces



Sudden Sound



Strobe Lighting



Touch



Loud Sound







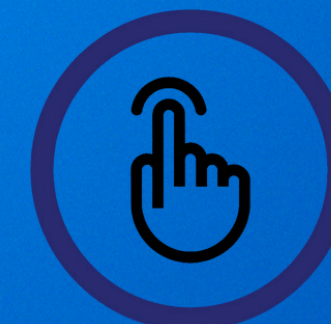
# Gift Shop

The Aquarium has a gift shop, it is located at the exit of the Aquarium.

- The gift shop sells lots of different things like sea animal plushies, keyrings and books.
- If I have a bank card, I can buy something from the gift shop.
- I do not have to buy something if I don't want to.
- I can look at the different things the gift shop sells before I go to the Aquarium by looking at the SEALIFE website.



Sudden  
Sound



Touch



Loud  
Sound





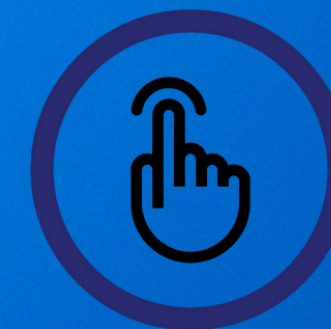
# Immersive Game Box & Cafe

The immersive Game Box & Cafe area is located after the gift shop and photo sales area.

- This area can have loud music at time so I may want to wear my headphones.
- I can speak to the team members in the cafe to learn more about the Immersive Game Box experience.
- I can also scan the QR code at Immersive Game Box if I don't want to talk to a team member.
- I can use the bathrooms in this area if I need.



Sudden  
Sound



Touch



Loud  
Sound



# Aquarium Rules

There are rules that I need to follow inside the Aquarium.

These rules help keep me and the animals safe.

The most important rules to remember are:

Rule 1: Do not bang on tanks

- I must not hit, tap or bang on the glass.

Rule 2: No eating food or drinking inside the Aquarium

- I must not eat inside the Aquarium
- It is ok to drink from my water bottle if I need

The Aquarium staff will help to remind me of the rules if I forget.







# Eating & Drinking

I must not eat inside the Aquarium.

I can eat inside the café or outside of the Aquarium.

It is OK to drink from a water bottle inside the Aquarium.

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

If I have a bank card with me I can buy food from the Aquarium café.

The café sells pies, pastries, sandwiches and drinks.



# Who to ask for help

I can ask Aquarium staff for help if I need.

They wear blue SEA LIFE t-shirts.

I can find staff throughout the Aquarium or at the ticket desk.







# Leaving the Aquarium

When I am finished at the Aquarium I can leave.

If I am with a group or my family I should wait for them to be finished too.

I can visit the Aquarium another day If I would like.

