

ARTS HOUSE

Access Key

September 2026



**CITY OF
MELBOURNE**



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Acknowledgement of Country



Arts House acknowledges the Traditional Owners of the land, the Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation, and pay our respect to Elders both past and present and, through them, to all Aboriginal and Torres Strait Islander people.

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Introduction

- This Access Key will **help you prepare** for your visit to Arts House.
- Arts House is the City of Melbourne's space for **theatre, art, and performance**.
- It is located in the **North Melbourne Town Hall** at 521 Queensberry Street, North Melbourne.
- **Everyone is welcome** to visit Arts House during opening hours and event times.
- It is a priority for us to be an inclusive and accessible venue for all.
- Arts House is **open between 11am and 4pm** between Monday and Friday each week.
- Arts House is often **open for performances and events during the evening**. Events have scheduled start times and often require tickets.
- For information on upcoming events, look at [our website](#) or read the **access guide** for the event.
- You can also view an [interactive walk through](#) of Arts House.
- Arts House is **closed on public holidays** and closes for maintenance for a month over summer.

Getting to Arts House

Arts House is located in the North Melbourne Town Hall, at the corner of Queensberry Street and Errol Street in North Melbourne.

We have some resources that can help you with navigation throughout the building, including a [video guide](#) and a [verbal map](#).

Tram

From the CBD (Elizabeth St), take the Route 57 tram and get off at Stop 12, North Melbourne Town Hall. Please note, this is not a level access tram stop and is only occasionally serviced by low floor trams.

Train

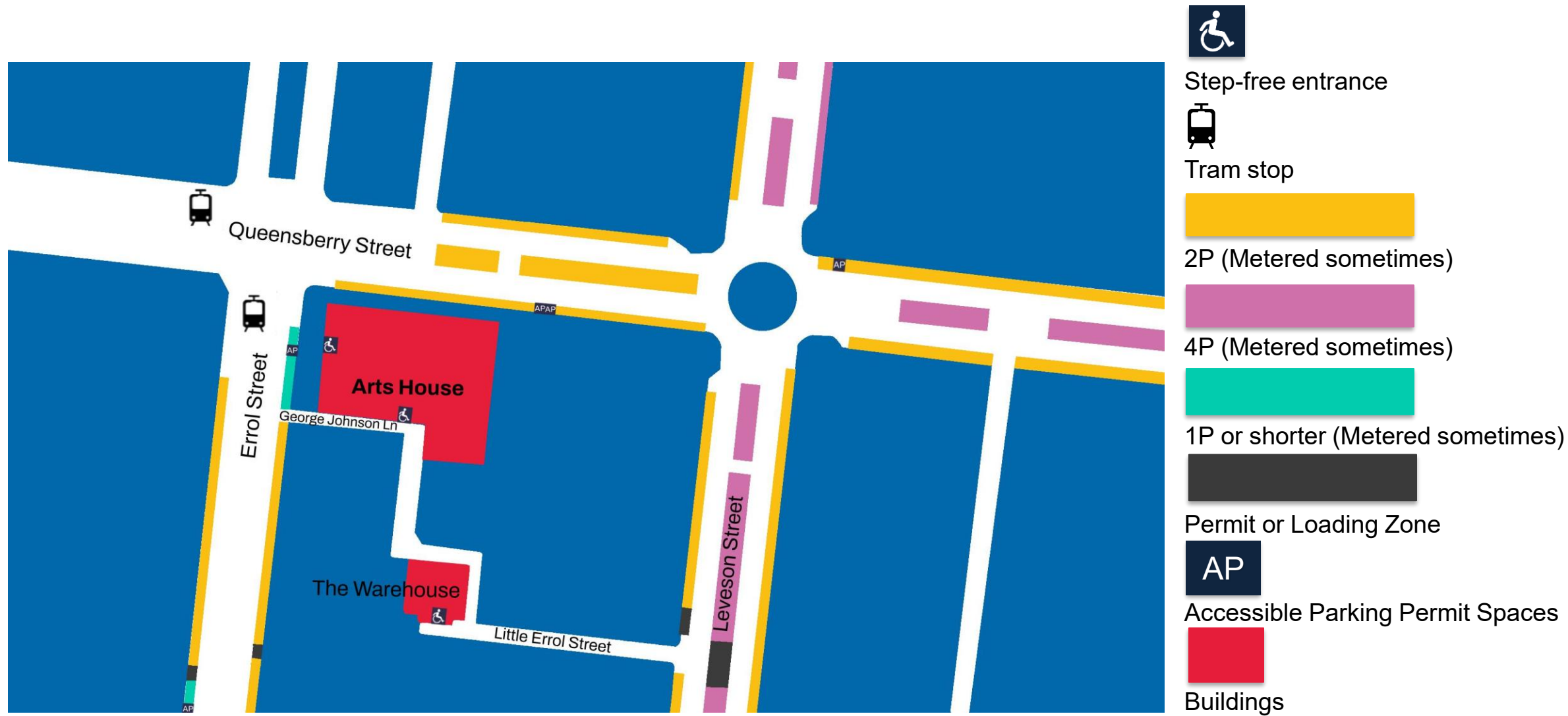
Arts House is 1.1 kms from North Melbourne Train Station (16 minute walk), 1.3 kms from Flagstaff Station (18 minute walk) or 1.2 kms from Arden Station (20 minute walk)

Car

There is street parking around Arts House. There are two accessible on-street parking spaces on Queensberry Street and two on Errol Street for holders of a Disability Parking Permit. On Queensberry St and Levenson St – standard parking is time restricted from 7am – 7pm. Parks are metered on Mon – Fri. On Errol St, Parking is metered and time restricted 7:30am-6:30pm Mon – Fri. Parks are time restricted 7:30am – 12:30pm but not metered on Saturdays.

Walk

Arts House is 2.5 kms from Flinders Street Station, (35 minute walk), and 850 meters from Queen Victoria Markets (11 minute walk).



Entry and Exit

Main Entrance

The main entrance to Arts House is at 521 Queensberry Street. This entrance has stairs with handrails, and the doorway opening is 112 centimeters wide.

Arts House has two **wheelchair accessible entrances** to the building:

Errol Street

84 centimeter wide doorway, next to the post office. This can be accessed via stairs or a ramp. Push the silver button to the right of the door to enter, or ring the doorbell if you need assistance.

George Johnson Lane

110 centimeter wide doorway. Watch out for traffic in the laneway. Push the silver button to the right of the door to enter.

All entrances are paved.



COVID-19 and Viral Safety

You **must not attend** our venue or programs in person if you have any signs of transmissible illness such as:

- a cough
- sore throat
- fever
- shortness of breath
- flu-like symptoms

We will provide a refund if you need to cancel your attendance due to illness.

Please [contact us](#) by 9am on the day of the event. This helps our staff by letting them process your refund during off-peak times.

We cannot provide refunds to events that have already passed.

To minimise the risk of viral transmission, we encourage you to **wear a well fitted respirator** of P2 or comparable standards.

Outside of masked events/hours, this is not something Arts House enforces. Because of this, it is reasonable to expect that most others in the building will not be masking.

Around Arts House



Hand sanitiser available



Masks available



Two [Levoit Core 600s](#) Smart HEPA Air Filters



Staff

During the day, staff can always be found at the reception desk in the foyer at Arts House.

During events, staff at Arts House will be throughout the foyer. They wear black t-shirts or black jackets with the Arts House logo on them.

Our staff are there to assist you, please ask for help if you need it.



The Foyer

When you enter Arts House, you will find yourself in the foyer.

- The foyer is the main **gathering space** for events and the access point for exhibitions.
- Information about upcoming events and performances is available on **posters** on the walls and on **a tablet computer** at the reception desk.
- There is **limited seating available** against the walls of the foyer and the hallway. More seating is available in the quiet space.
- A **communication board** and **pen and paper** are available at reception.
- **Free Wi-Fi** is available for visitors.
- The foyer contains a **lift**.
- A **water cooler** is located nearby the reception desk.
- During events in the evening, a **bar serving alcohol** is run out of the foyer.
- Arts House frequently has exhibitions on in the building. There is **always something to see**.

Sensory notes

Low Lighting



Crowds



Noise:

- People talking
- Appliance buzzing



Limited Seating



Quiet Space

There's a dedicated Quiet Space located on the ground level opposite the accessible bathroom.

It is suitable as a chill out space, prayer or parenting space and features a range of seating options, dimmable lights, sensory and stimming objects and ear plugs. Anyone is welcome to access the Quiet Space during venue operating hours and events.



Sensory notes

Adjustable Lighting



Hard and soft textures



Noise:
- Foyer sound bleed sometimes
- Appliance buzzing



Smells:
- Travelling from bathroom sometimes



Toilets

All toilets at Arts House are gender neutral.

There are toilets on all floors, and wheelchair accessible toilets on the Ground and Upper floors.

There is a toilet on the Basement level with rails and ample room, but the entrance has a very tight turn so may not be accessible for most wheelchair users.

There are two bathrooms with showers and one with a baby change table on the upper level.

The nearest Changing Places facility is a 17 minute walk away at Narm Ngarrgu Library and Family Services.

Sensory notes

Human waste
and cleaning
product smells



Wet textures



Hand dryer
sounds



Echoey room



Lift

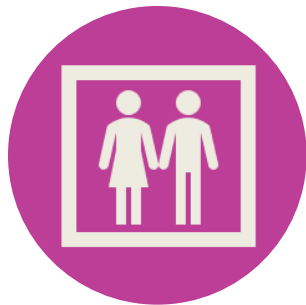
Arts House has a single lift which travels between the Ground Floor, the Basement and the Upper Floor.

You can find the lift on the Ground Floor behind the reception desk. The closest entry to the lift is via George Johnson Lane.

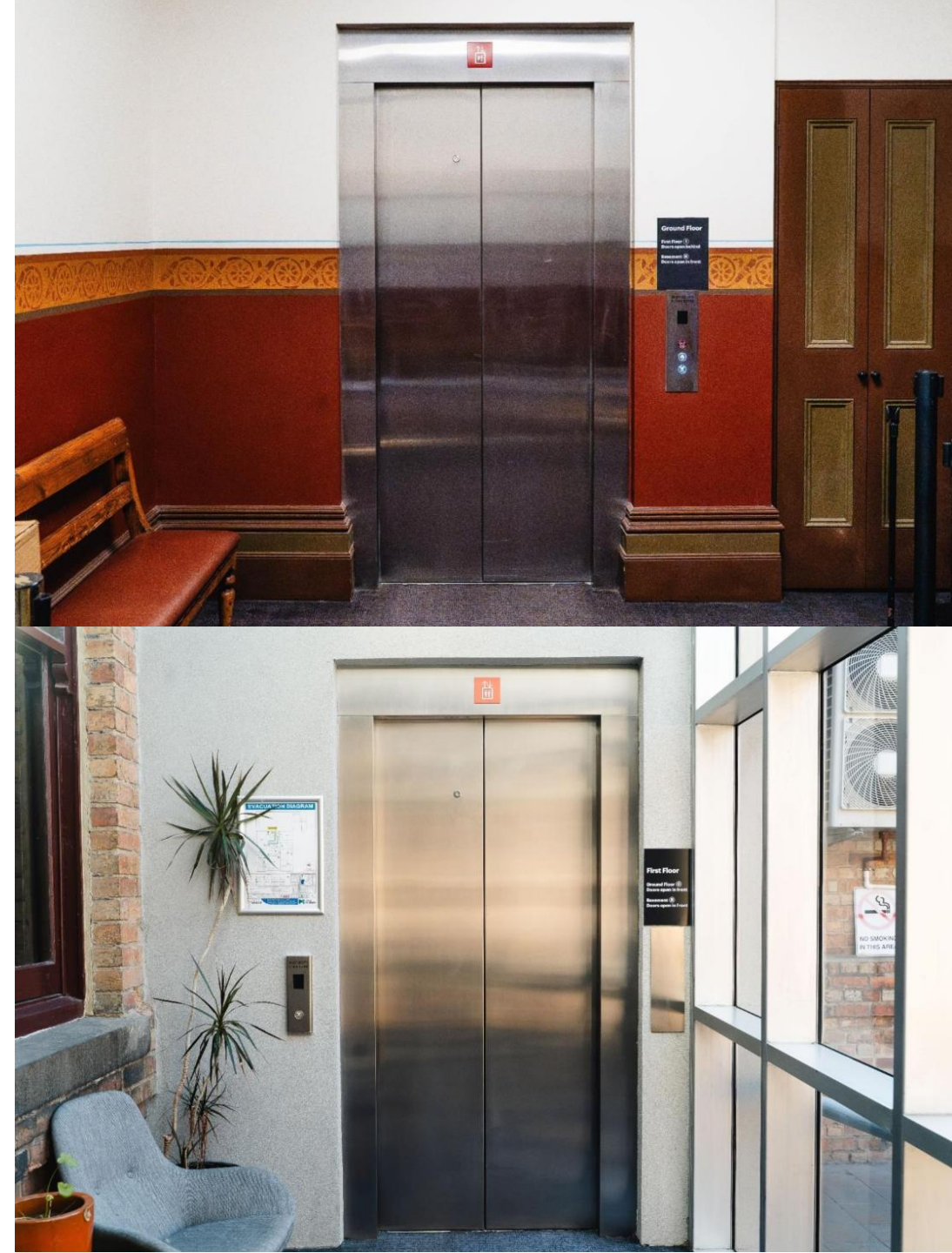
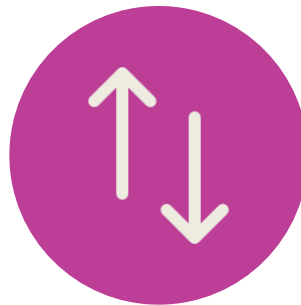
The lift has buttons with braille. It also has audio cues inside.

Sensory notes

Confined
Space



Changes
in altitude



Event Presentation Spaces

Sensory notes

These will change with each event. Please see each event's access guide for specifics.
Some basics to expect include:

Static artworks



**Voices, recordings
and instruments**



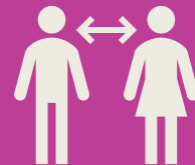
**Dynamic sound
and lighting**



**People moving
around**



**Close proximity
to others**



Note: This might include intense moments. Please see each event's access guide for more information.

Main Hall

Our major presentation space.

Often there will be a large seating bank which overlooks the stage.

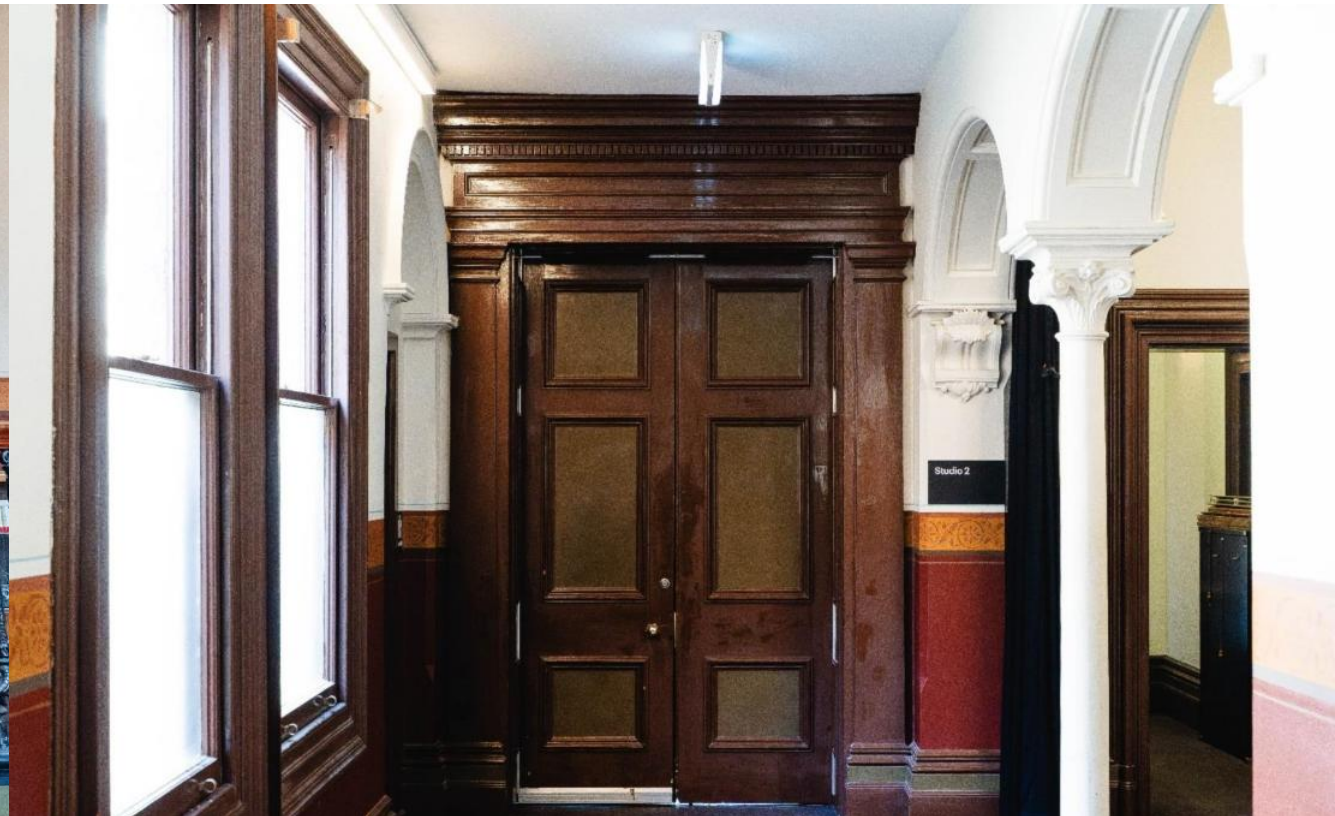
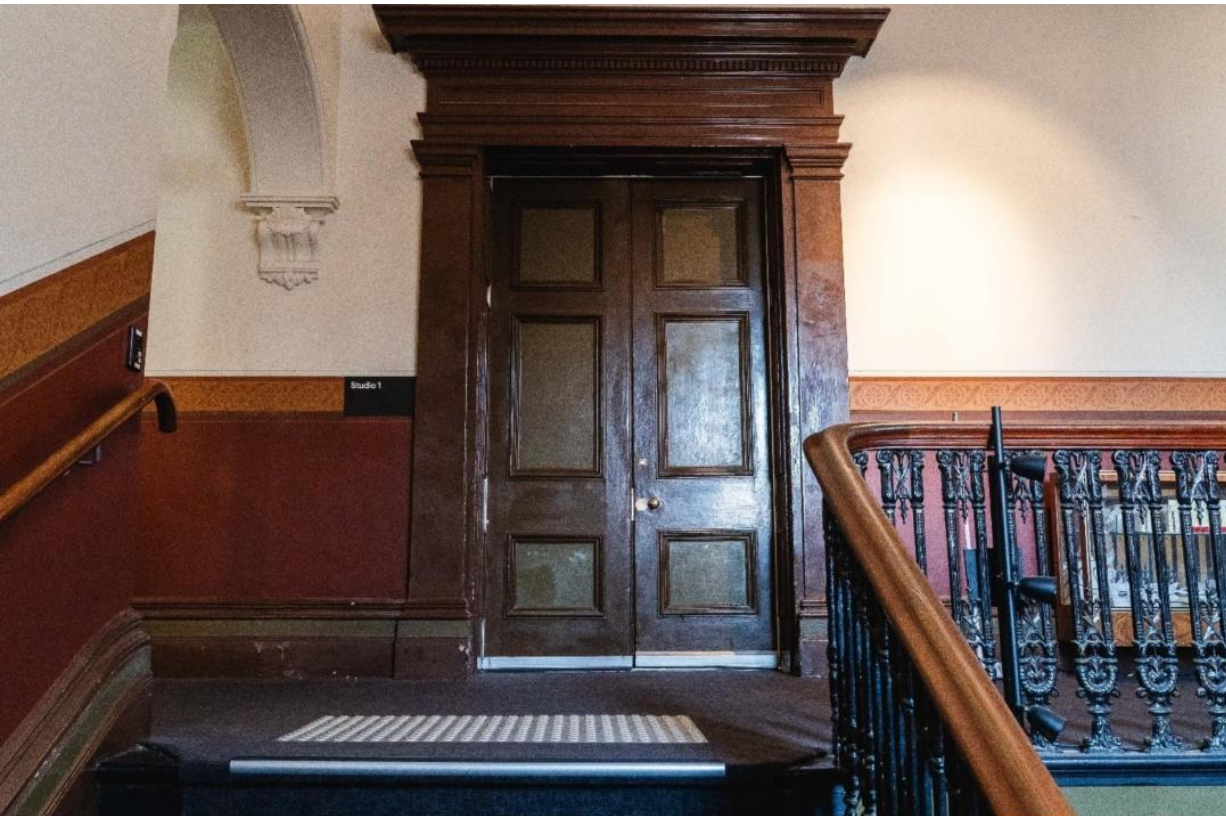
This space can transform a lot depending on which event is inside it.

Please see individual event access guides for more information.



Studios

Located upstairs, our two studio spaces are largely used for artist development but sometimes are host to exhibitions and presentations. For events, please see the access guide for more information.



Supper Room

In the basement of Arts House.

The Supper Room is sometimes a performance space, a gallery space or a space for talks and workshops.

For information about events in the Supper Room, please see individual access guides.



The Warehouse

The Warehouse is Arts House's rehearsal and performance venue, with a dedicated program for Deaf and Disabled artists.

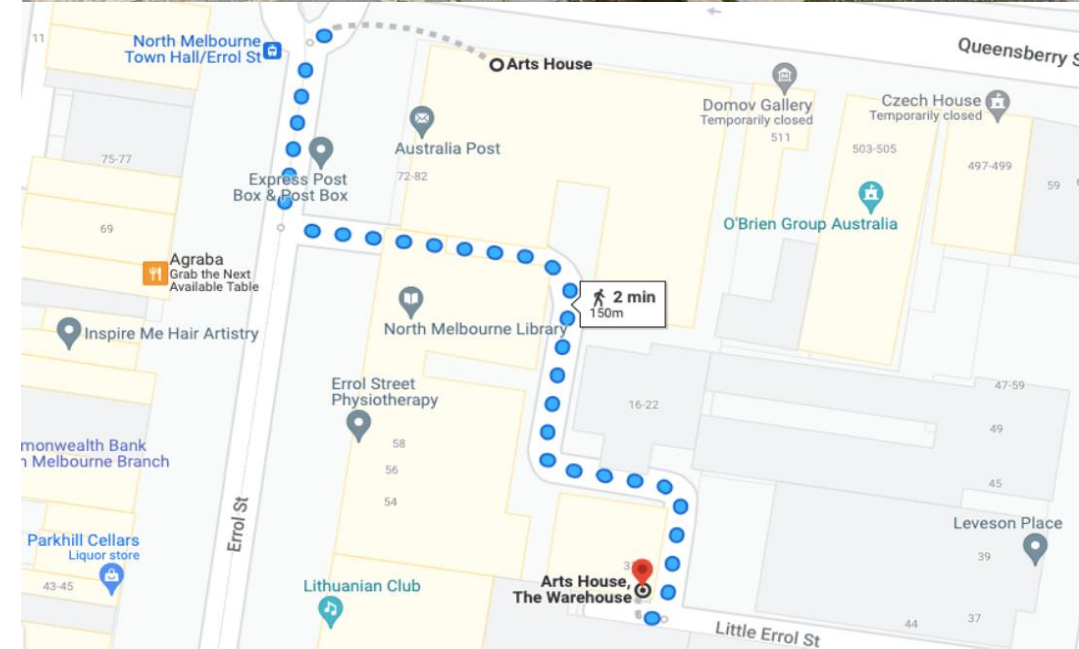
It is a flexible space which also often hosts residencies, meetings, workshops, and roundtables. For information about events in The Warehouse, please see their access guide.

The Warehouse is located in a separate building on the corner of George Johnson Lane and Little Errol Street. Please see the map on page 5 for more information.

A ramp entrance to The Warehouse is located on Little Errol Street. This ramp has a steep incline.

Handrails begin a short distance up and run on either side until the door.

Staff at the Arts House reception desk can help direct you to The Warehouse.



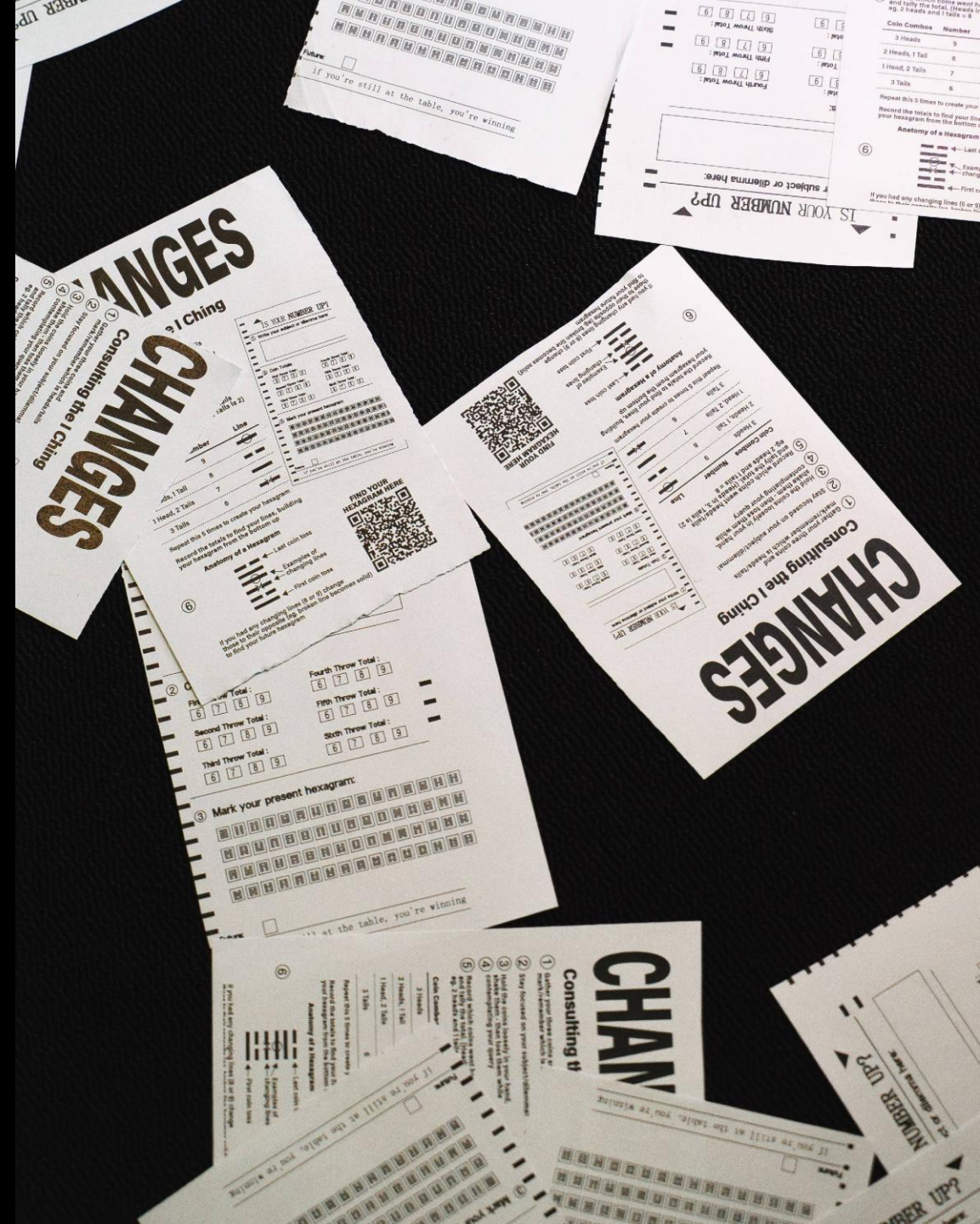
Ticketing and Events

Most events are ticketed at Arts House.

To attend one, you will need to book a ticket to reserve a seat.

Everyone is welcome to visit Arts House, but some events we present may not be a good fit for your tastes and needs.

If an event requires content warnings, they will be present on the Arts House web page, posted by the entrance to the event space and in the event's Access Guide document.



Accessible Events

Arts House is committed to making our events more accessible.

We have multiple Auslan Interpreted and Audio Described events per season. Less regularly, we host events with Open Captions, Relaxed Performances or other more event specific offerings.

Please view our website, read our access guides or contact our team to learn what access services specific events are offering.

If you have any specific questions about your visit that are not answered here, or if there is anything we can do to improve the access for your visit to Arts House, please don't hesitate to contact us.



How to Buy Tickets



Tickets can be purchased **online** at any time.

Click “Buy Tickets” on our website and it will take you to our ticketing platform.

 <https://artshouse.sales.ticketsearch.com/sales/sales>

**ARTS
HOUSE**
Box Office



Tickets can be booked over the **phone** at (03) 9322 3720 between 10am and 4pm Monday to Friday

If you are Deaf or find it hard to hear or speak on the phone, you can connect with us via:

- [National Relay Service](#)
- [Video Relay Service](#)
- TTY (phone 133 677)
- Speak and Listen (phone 1300 555 727)



Our Box Office desk at North Melbourne Town Hall also opens 60 minutes before performance start times for **in person** bookings.

Please check ticket availability ahead of time to avoid disappointment.

Please note there is a \$3.00 transaction fee for paid events. This is applied once per transaction.

Ticketing Types

Access Services

We list certain access services as ticket types e.g. Auslan, Audio Description, Wheelchair seating. **These are full tickets to the show, NOT add-ons.** We sell tickets this way as it helps our team and the service providers we work with anticipate numbers and offer a better service.

Reduced

Our Reduced ticket type is equivalent to Concession pricing. This ticket type is open to anyone who may be facing barriers to attend the arts. We do not ask for any proof or verification.

BLAKTIX

For every ticketed event, Arts House ensures discounted tickets are available for First Nations people. You can book BLAKTIX online when purchasing tickets to any event.

Companion Card

Arts House supports the Companion Card program. You can book your complimentary companion ticket online when purchasing tickets to any show. Only the person whose photograph and details appear on the Companion Card can use the card.

Contact Us

Arts House
521 Queensberry Street
North Melbourne
Victoria 3051

Phone: 9322 3720

Text Enquiries: 0447 570 178

Email: artshouse@melbourne.vic.gov.au

Website: <https://www.artshouse.com.au>

TTY users:

phone 13 36 77 – then ask for – 03 9322 3720

Speak and Listen users:

phone 1300 555 727 – then ask for – 03 9322 3720

Internet relay users:

connect to the [NRS](#) – then type in: 03 9322 3720

Video relay users:

connect to the [VRS](#) – then ask for: 03 9322 3720

Was this Access Key helpful?

Your feedback can help us improve. Please call, text, or email us to provide feedback.



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