



Visual Story

ACO Australian
Chamber
Orchestra

THE NEILSON, ACO ON THE PIER Visual Story

Your easy guide to attending
an ACO Relaxed performance.

Welcome to *Pinocchio* at ACO On The Pier. This guide will help you know what to expect when you attend the performance.



About the Show

Pinocchio is a 30-minute show combining an actor and theatrics with original music played live on stage by string and percussion musicians, this reimagined tale is filled to the brim with joy, wonder and just a touch of real magic.

After the performance, there will be a 15-minute Q&A with the musicians on stage.

Performance Details

The performance will be held at **12pm on Wednesday 15 July**.

The performance will be in a theatre called **The Neilson** located within **ACO On The Pier** (Level 1 of Pier 2/3 on Hickson Road).



This will be an Auslan Interpreted Performance.

If you have any questions or would like to visit before the concert, please call us on 1800 444 444 or email boxoffice@aco.com.au.

Getting to ACO On The Pier

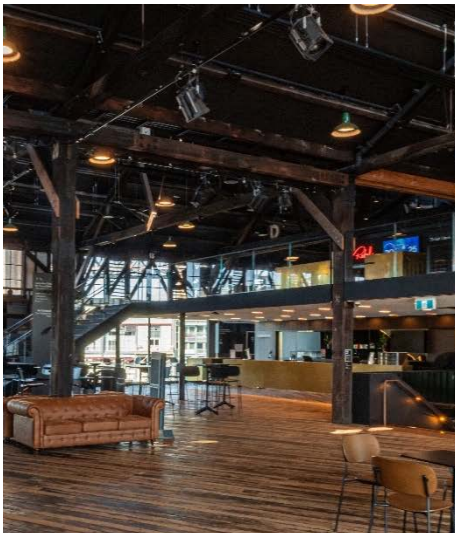
We are located on **Level 1, Pier 2/3, 13A Hickson Rd, Dawes Point, NSW**.

Train/Metro: Barangaroo Metro Station and Circular Quay are within walking distance to ACO On The Pier (10–15 minutes).

Bus 324 or 325 (Watsons Bay to Walsh Bay): drops off near Pier 2/3.

Look for the roundabout with a red car sculpture. The entrance to Pier 2/3 is next to it.





Arriving at ACO On The Pier

Access to this performance will be via the stairs or external lift located at the far end of the western side of Pier 2/3.

To help you find your way, look out for signage and our friendly ACO staff who will be there to assist you.

You can find out more about visiting on the ACO website [Plan your Visit](#) and '[Accessibility](#)' pages.

Inside ACO On The Pier

When you reach the Pier, take the lift or the stairs up to level 1.

If you take the lift, the doors will open on the other side of where you entered and you can see through the glass walls of the lift as you move between floors.

Before the Performance

You can sit and relax in our foyer on Level 1 while taking in the views of Sydney Harbour **from 9.30am onwards**. You will also find the following:

- Ticket Desk
- Theatre Bar
- Toilets
- Path to the theatre
- Quiet Space

This area might be busy with other people waiting to see a show. You will hear background music in this area and the fans might be on in the ceiling.

Front of House Team

Our friendly Front of House team are here to help you at any time. They wear black ACO t-shirts and name badges.

They also wear 2-way radios so they can communicate with each other.



Ticket Desk

If you need to collect your ticket/s or have any questions, our friendly team at the Ticket Desk can help you.

You will find them in the foyer.



Food and Drink

You can buy drinks and food at our **Theatre Bar**, or you are welcome to bring your own. The bar is open from 10.30am before the performance.

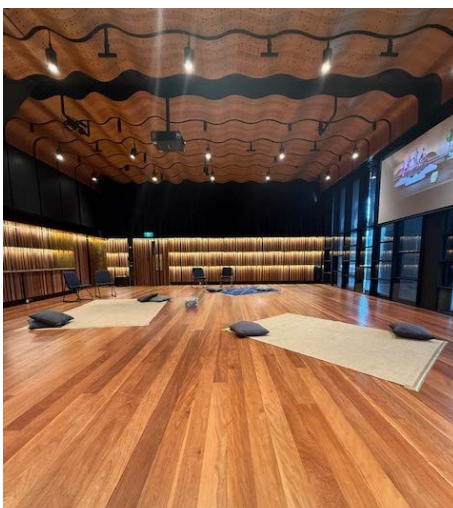
You can bring drinks into the theatre. Please enjoy food before or after the show.

Speak to one of our friendly team behind the bar if you have any questions.



Toilets

These signs show you where the toilets are. Accessible toilets are located on every level.



Creative Play Activities

You will see three creative play tables in the foyer where you can **Make Your Own Pinocchio Nose**. There are instructions to help you.

If the area is too busy for you, you are welcome to ask a friendly Front of House team member to bring you a set to make in our Quiet Space.

The Quiet Space

If the foyer is too busy for you or you need a break during the performance, you can go to the **Quiet Space** in **The Studio**. Our Front of House team can help you find it.

The quiet space has chairs, rugs, and cushions, and you can watch the performance from there if you prefer.



Entering The Neilson (theatre)

The Theatre will be open around **11.50am**. You may hear an **announcement or bells** to let you know when it is time to take a seat in the theatre.

There are three doors to enter the theatre:

Door 1 Crawford Corridor / Harbour Bridge Side

Door 2 down the corridor next to the Ticket Desk

Door 3 above the Ticket Desk on level 2.

An usher will greet you, check your ticket, and help you find a seat.

If you would like to sit near the Auslan Interpreter, please enter via Door 1.



Inside the Theatre

You can choose any seat you like. There are fixed seats in the seating bank and balcony.

You will see music stands and chairs on the stage area. Our ushers are available during the performance if you need any assistance.





The Show

The show begins at 12pm. The lights will dim when the show is about to begin. It runs for about 30 minutes and the actors will let you know when it is the end.

DURING THE PERFORMANCE

- There is **one actor** who plays both **Geppetto** and **Pinocchio**.
- If you are sitting on the carpet at the front, the actor may walk near you during the performance.
- The actor moves around the performance space throughout the show.

SOUNDS

- Live musicians perform throughout the show.
- The musicians create music and sound effects using instruments.
- Some sound effects are also played through the theatre speakers.
- During one part of the performance, the percussionist walks through the balcony and appears from behind the stage carrying a small percussion kit. He plays instruments including **drums, whistles and horns**. Shortly after this, a gate falls and creates a loud bang.

LIGHTING

- The lighting changes throughout the performance.
- Near the end of the show, there is a **brief blackout** that lasts about **five seconds**.
- After the blackout, the stage is lit with **UV (black) lighting** for a short time.

SMOKE AND HAZE

- Towards the end of the performance, after the whale scene, there is **theatrical haze and smoke** on stage.
- If you are sensitive to smoke or haze, please speak to a member of the ACO team before the performance. We will be happy to help.



Noise reducing
headphones



Hat or
sunglasses



Stimming or fidget
toy or device

During the Show

You are welcome to move around during the performance. If you need to take a break during the show you can do so whenever you need to.

The **Quiet Space** will be available throughout in The Studio, and Theatre Bar will also remain open.

You are welcome to come back into The Neilson at any time during the show.

Sensory Experiences

During your visit, you might notice:

- People around you and some waiting in lines.
- Sounds of instruments, voices, and clapping.
- Smells from food or drinks in the venue.
- You can bring things that help you feel comfortable, like:
 - Headphones
 - Sensory toys
 - Sunglasses or a hat

We hope you enjoy your time at ACO On The Pier. Our Front of House team are available to assist you at any time.