



Visual Story

ACO
OnThePier

Visual Story

Your step-by-step guide to
attending an ACO performance.

Welcome to ACO On The Pier. This guide helps you know what to expect when you visit the ACO Families production of **'Where To Hide A Star'**.



About the Show

You will see a magical story by **Oliver Jeffers**. It's about stars, friendship, and adventure.

The story will be told on stage with **live music** played by four musicians from the **Australian Chamber Orchestra (ACO)** and two actors playing the role of **The Boy and The Girl**.



Relaxed Performance

RP

The performance will be held on **Thursday 8 October 2025 at 12:00pm**.

It will be shown in a theatre called **The Neilson** located within **ACO On The Pier** (Level 1 of Pier 2/3).



This will be an Auslan
Interpreted Performance

If you have any questions or wish to visit us before you come, you can contact us by phone on 1800 444 444 or email boxoffice@aco.com.au to arrange.



Getting to ACO On The Pier

We are located on Level 1, Pier 2/3, 13A Hickson Rd, Dawes Point, NSW 2000.

Public Transport:

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.

Access to Pier 2/3 is from Hickson Road, opposite the roundabout with an artwork of a smashed red car on it.



Arriving at ACO On The Pier

The entrance to ACO On The Pier is halfway down Pier 2/3 and accessible from either side.

You can enter the Pier on either side and there will be signs like this to help you reach your nearest entrance.

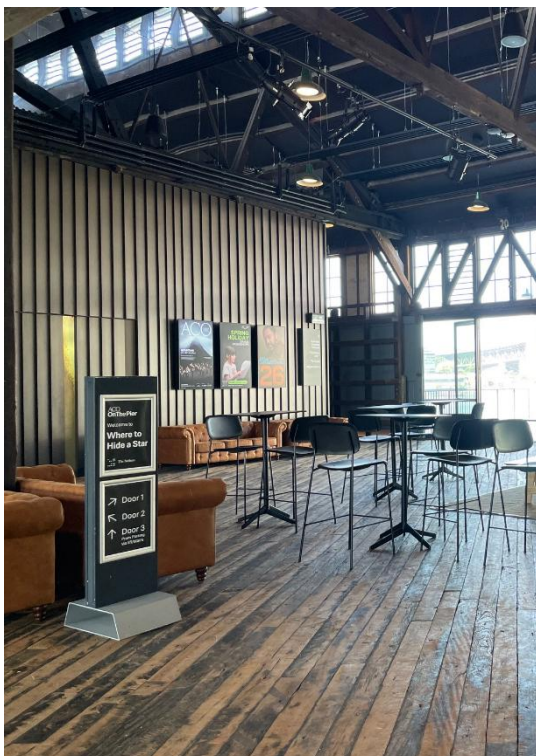
You can find out more about visiting the ACO website [Plan your Visit](#) and '[Accessibility](#)' pages



Inside Pier 2/3

When you enter Pier 2/3 you can 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 right through the lift as you move between floors.



Before the show

You can wait in our foyer on Level 1. There are seats as well as

- A Ticket Desk
- Theatre Bar
- Creative Craft
- Toilets
- Corridors to The Neilson
- Quiet Space

This area might be busy with other people waiting to see a show.

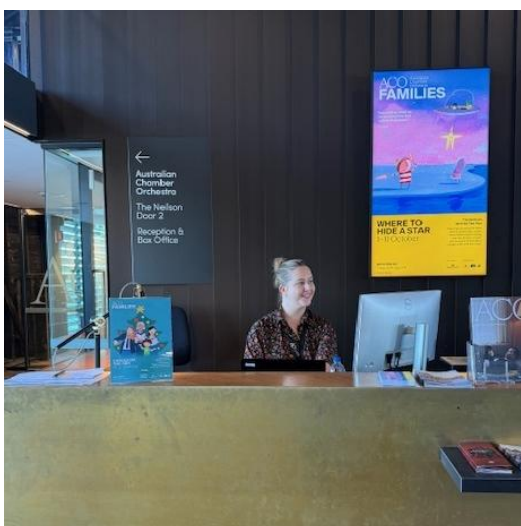
You will hear background music in this area.



Front of House Team

Our friendly Front of House team are here to help you at any time. They will be wearing black t-shirts with ACO badges and a smile!

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



Ticket Desk

If you need to collect your ticket or have a question about your ticket, our friendly team at the Ticket Desk can help you.



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 before and after the show.

You can drink in the theatre but no food please.

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 five creative play tables where you can **Make Your Own Star Finder**. There are instructions to help you.

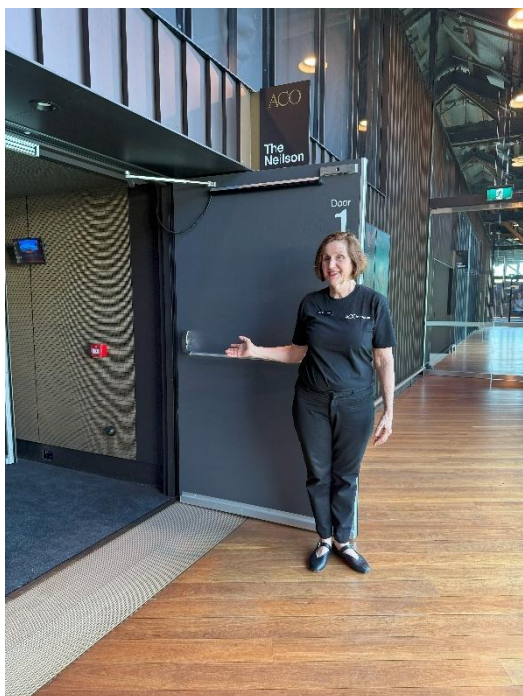
If the area is too busy for you, you are welcome to ask a Front of House team member to bring you a set to make in our Quiet Space.



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 3 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. You can sit in a chair or on the carpet, wherever you feel comfortable. There are fixed seats in the seating bank and balcony.

You will see a stage, where the 4 musicians (a string quartet) will play throughout the show.

The Actors will come out from either side of the stage throughout the show.



The Show

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

The two actors play The Boy and The Girl. The actors might walk near you if you are sitting on the carpet and will move around throughout the performance.

Changes to the show:

The lighting and sounds have been adapted for this performance, but you may experience them changing throughout.



During the Show

The house lights will be dimmed but will remain on throughout 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, and **Theatre Bar** will also remain open.

You are welcome to come back into The Neilson at any time during the show. Our ushers will also be available to assist you at any time.



Sensory experiences

During your visit, you might notice:

- People around you and some waiting in lines.
- Sounds like music, storm noises, and clapping.
- Lights changing and paper snow falling.
- Smells from food or coffee in the foyer.



Noise reducing headphones



Hat or sunglasses



Stimming or fidget toy or device

You can bring things that help you feel comfortable, like:

- Headphones
- Sensory toys
- Sunglasses or a hat

