



**Visiting Queensland Museum Kurilpa, South Bank**  
For visitors with sensory sensitivities

# Queensland Museum sensory tips

## When to visit

Our regular hours are 9.30am – 5pm daily.

Queensland Museum Kurilpa is usually quieter between 2pm and 4pm on school days with our quietest month being February.

**SparkLab** is an interactive, accessible space for all visitors. Peak visitation times are weekdays between 9.40am and 2pm, Sundays and Queensland school holidays.

## Service animals

We welcome service dogs, however in the interest of a safe and healthy visit for all guests and the protection of our state's historical collection, we ask you leave all other animals at home.

## Purchasing tickets

To avoid queues consider purchasing your tickets online prior to your visit.

You can print your barcoded ticket at home using the PDF sent to you, or open the PDF and use the barcode on your phone, ready to be scanned on entry to the exhibition.

Printing or scanning your ticket will allow you to head straight to the exhibition door and bypass the queue for tickets on **Level 2**.

## Companion card program

We recognise the Queensland Government's **Companion Card** program. The companion of a Companion Card Holder is entitled to free entry.

If you have a Companion Card holder ticket to an exhibition or event, please have your valid Queensland Government issued Companion Card ready to show staff.

# Moving around the museum

## Parking

Accessible parking can be found on the lower level of Queensland Cultural Centre car park below Queensland Museum Kurilpa.

Lifts from the car park to the main entrance on **Level 2** will connect you with lifts to other levels of the museum building.

## Wheelchair access

All entrances and areas in the museum are wheelchair accessible. Lifts are located in the centre of the building to enable access to all levels of the museum.

There is seating around the museum and in **Café Muse** on **Level 2**. Space for wheelchairs is set aside at all of our events and activities, including lectures, workshops and shows.

You can borrow a wheelchair for use within the museum from the **Cloakroom** on **Level 2**. They are free of charge and subject to availability. Motorised wheelchairs are permitted in Queensland Museum Kurilpa.

## Restrooms

There are single user/accessible toilets available on **Level 0** and **Level 2**, as well as in *SparkLab*.

**Café Muse** and **Level 0** have an accessible restroom with an automatic door.

There are ambulant toilets available on **Level 2** and **Level 4**, as well as at the **Café Muse**.

There is an adult change facility with motorised change bench and hoist at our security office, just outside of the museum, opposite **Café Muse**.

There are Family Rooms on **Level 0** and **Level 2**. There is a fold down change table in the toilets on **Level 1** and in *SparkLab*.

## Audio & visual

### Lighting

*SparkLab* contains exhibits that have high voltage causing a strong electromagnetic field and flashing lights that may affect some medical conditions.

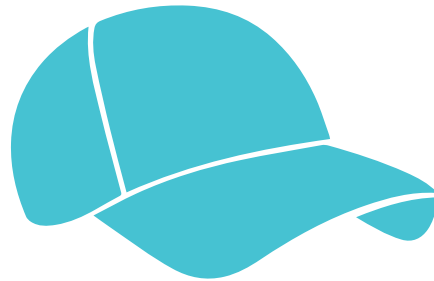
### Sound enhancement

The **Cloakroom** and **Theatre** on **Level 2**, and **Entry Desk** on **Level 0**, are equipped with induction loops that transmit directly to hearing aids with T-coils.

### Sensory kits

Noise cancelling ear protectors and Sensory Kits are available at the Cloakroom on **Level 2** and *SparkLab* entry on **Level 1**.

# Before I visit the museum



The museum is a friendly space where I can feel comfortable and everyone is welcome.

The museum has sensory kits and ear protectors for my use. I may also want to bring my own items that will help me to feel comfortable such as: ear protectors, a hat, sunglasses, a fidget or a comfort toy.



I am going to **Queensland Museum Kurilpa** at South Bank. It is Queensland's main natural and social history museum and also has a science centre called **SparkLab**.

The building is made of concrete and glass and has a big tree out the front.

The banner on the front of the building may be different each time I visit.



There are lots of entries to the museum.

**Level 2** from the **Whale Mall** or from the café on **Level 2**.

**Level 1** on Melbourne Street (pictured).

I can enter on **Level 0** on Grey Street.



The **main entrance** is on **Level 2** near the Whale Mall.

The main entrance has glass doors that open automatically. The pictures on the glass doors may be different each time I visit.



In the museum I will notice there are lots of interesting things hanging above me.

These are very secure and will not fall down.



Sometimes the entrance to the museum can be very bright and can also be noisy.

There may be lots of people visiting the museum.



When I enter the main foyer on **Level 2**, I will see a ticket and information desk and a cloakroom. There are also escalators that go down to **Level 1**.

Museum staff wear a black uniform and a name badge. I can ask them for help if I need directions, a map or a sensory kit to take around the museum.

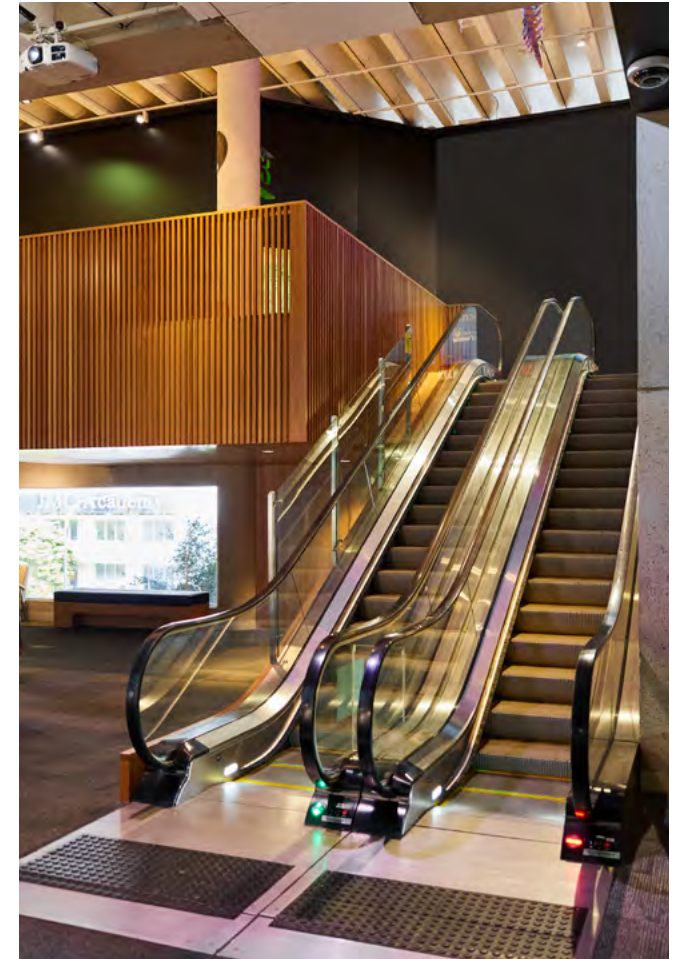
# CLOAK ROOM



A **cloakroom** is a place where I can store things I don't want to carry around with me, like bags, hats and jumpers.

If the **cloakroom** is open, I can ask the staff to store my things if I don't want to carry them.

The staff will take my things and give me a number tag. When I want my things back, I will give the staff my number tag so they can find my things easily.

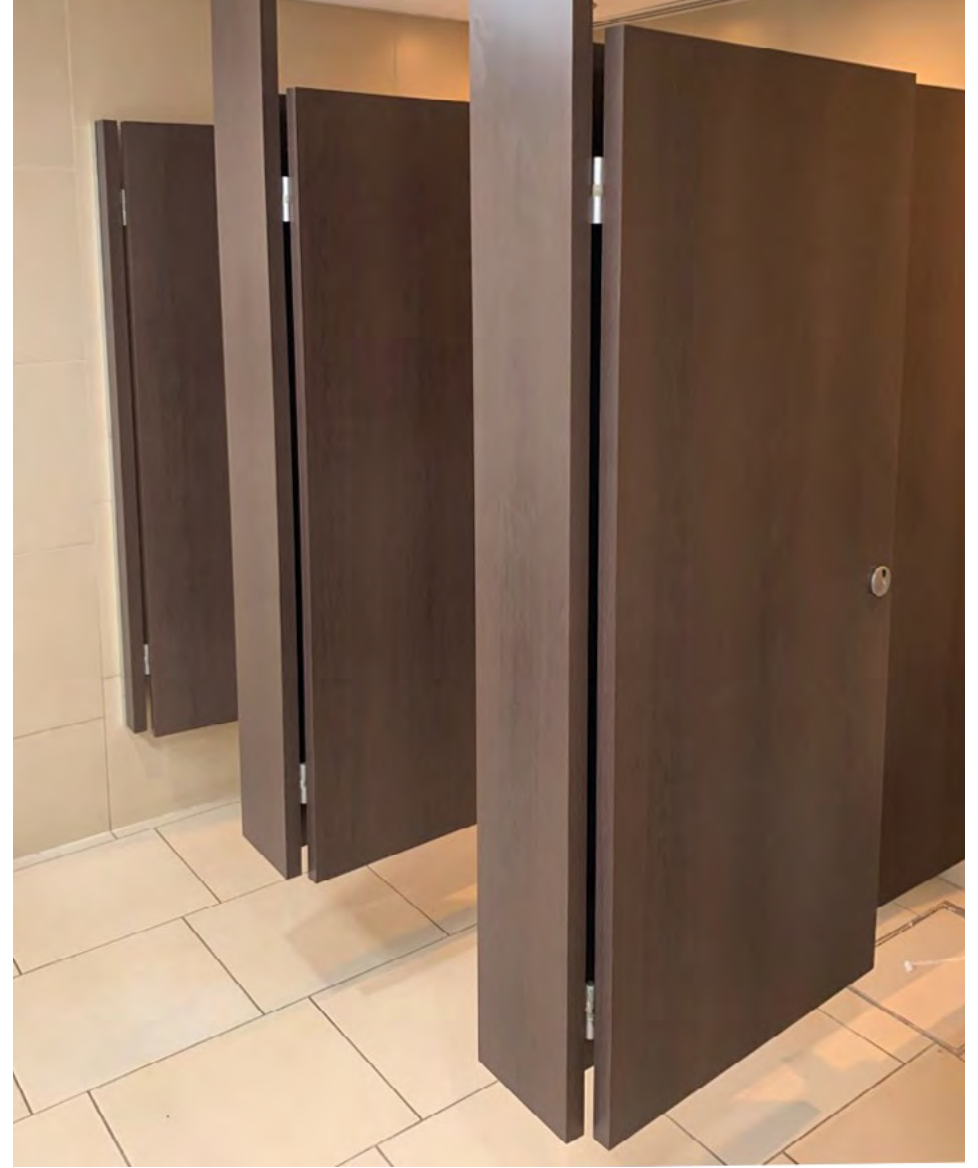


There are lots of places I can visit inside the museum. From the main foyer on **Level 2**, I can either go down or up to look at more exhibits.

If I want to go to another floor, I can take the lifts, the stairs or the escalators to get there.



On **Level 0** I can visit the **Dinosaur Garden**.



If I need to go to the toilet there are lots of toilets on **Level 0**, including accessible toilets.



On **Level 1** I can visit the **Anzac Legacy Gallery** or **SparkLab**. At the **Anzac Legacy Gallery** I can learn about the First World War. I can also see a tank.

There is only one toilet on **Level 1**. It is near the lifts.



**SparkLab** is an interactive exhibition that is all about science. I will need a ticket to enter. Sometimes **SparkLab** can be noisy.

There may be a lot of people queuing to get in. **SparkLab** is also a dark space but has bright exhibits that flash, make noise or move.



In between **Level 1** and **Level 2** is a space called the **Mezzanine** or **Level 1 ½**. Here I can see a display of different types of minerals.

Because this is a smaller space, it can sometimes get busy and noisy.

This is also the main entrance to the **Theatre**.



**Level 2** has a shop where I can buy things.

There are also toilets on **Level 2** and places to sit and rest if I need to.

Seating and resting places are near the cloakroom and the area near the giant squid.



If I walk through **Level 2**, I will see lots of interesting things in cases and on the walls. Some of the exhibitions on **Level 2** change and may be different each time I visit.

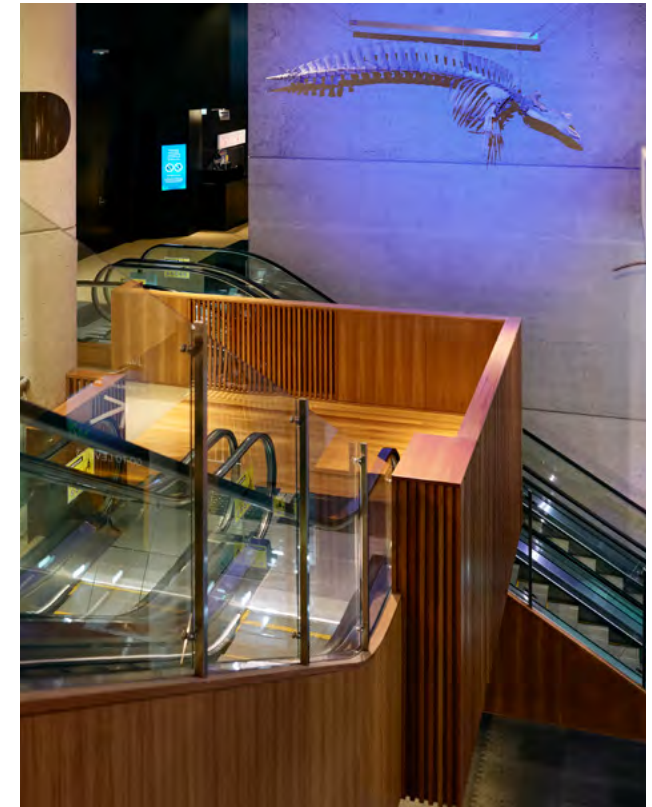
The permanent exhibition on Level 2 is **Dinosaurs Unearthed**, which is near the café. Here I can learn about Queensland dinosaurs and megafauna.

The **Dinosaurs Unearthed** exhibition can be noisy and has some flashing lights and large projections. Sometimes this space can get busy with lots of people looking at the exhibition.



From the **Dinosaurs Unearthed** exhibition I can walk through to the **café**. Here I can buy some food and rest.

I can choose to sit inside the cafe or I can sit outside. The **café** also has toilets if I need them. I can ask the staff to help me find them if I need to.



On **Level 3**, the museum has different exhibitions that change over. They may be different each time I visit. I usually need a ticket to see these exhibitions.

I can get to **Level 3** via the stairs, the lifts or the escalators. There are no toilets on **Level 3**.

Sometimes, there may be a new exhibition getting built and **Level 3** will be blocked off. This means something new and exciting will be here soon.

**I can still use the escalators to get to Level 4.**



**Level 4** is the highest level I can visit at the museum. I can get to **Level 4** via the stairs, the lifts or the escalators.

**Level 4** has **Wild State** and the **Discovery Centre**.

There are also toilets on **Level 4** if I need to use them and seating if I need to rest.



On **Level 4**, **Wild State** is all about the animals that live in Queensland.

This exhibition has some flashing lights and animal sounds that play from speakers.



On **Level 4**, the **Discovery Centre** is a place where I can ask questions, touch things and look more closely.

There are friendly staff that work here who I can talk to and will show me things.



The **Discovery Centre** also has some live animals that I can see.

They can't hurt me and are kept safe in their display cases.



Once I have finished my visit at Queensland Museum, it is okay for me to leave because the **museum will be open next time I visit.**

Queensland Museum Kurilpa welcomes visitors of all abilities. We aim to provide an inclusive, accessible and enjoyable experience for everyone.

Check out our website for upcoming events including relaxed and sensory sessions.

[museum.qld.gov.au](https://museum.qld.gov.au)



**Thank you for visiting Queensland Museum Kurilpa**  
**We hope you enjoyed it!**

**QUEENSLAND  
MUSEUM**



**Queensland  
Government**