ICC SYDNEY
INTERNATIONAL CONVENTION CENTRE

Accessibility and Inclusion Guide 2026 – 2028

Release Date: July 2026

© LEGENDS GLOBAL
COMMERCIAL IN CONFIDENCE

This page intentionally left blank

CONTENTS

1. CREATING A CULTURE OF INCLUSION 4
1.1 First Nations 4
1.1.1 Inclusive Language 4
1.1.2 Representation in Events 4
1.1.3 Ethical Inclusion 5
1.1.4 Culturally Safe Spaces 5
1.2 LGBTQIA+ People 5
1.2.1 Inclusive Language 5
1.2.2 Representation in Events 5
1.3 People with a Disability 6
1.3.1 Inclusive Language 6
1.3.2 Hidden Disabilities 6
1.3.3 Representation in Events 6
1.3.4 Additional Assistance 6
1.4 Language and Cultural Diversity 8
2. INCLUSIVE MARKETING AND COMMUNICATIONS 8
2.1 Social Media 8
2.2 Speaker and Delegate Communications 9
2.3 General Communication Considerations 10
3. ACCESSIBLE AND INCLUSIVE VENUE FACILITIES 10
3.1 Accessible Parking 10
3.2 Accessible Toilets RH and LH 10
3.3 Changing Place 10
3.4 First Aid 11
3.5 Gender Diverse Bathrooms 11
3.6 Hearing and Vision Assistance 11
3.7 Parenting Rooms 11
3.8 Prayer Room 12
3.9 Mobility Aids 12
3.10 Quiet Room 12
3.11 Sensory Maps 12
3.12 Service Animals / Guide Dogs 13
3.13 Visual Stories 13
3.14 Wheelchairs 13
4. KEY TERMS AND DEFINITIONS 13

Inclusive Events Information for Organisers

ICC Sydney is a purpose-built accessible venue. ICC Sydney features a vast range of built-in accessibility features, technologies, inclusionary spaces and event options that cater to all guests.

This document supports greater inclusion by providing guidance to help event organisers plan and deliver accessible, inclusive and welcoming events at ICC Sydney. It outlines respectful language, inclusive communication practices, accessible presentation considerations, venue facilities and support options that can help organisers understand key accessibility and inclusion concepts, anticipate diverse attendee needs, remove participation barriers and create positive experiences for guests, speakers, exhibitors and team members.

While this guide offers a great starting point, please remember that diverse communities are made up of unique people, each with different experiences and opinions, and preferences may differ based on the individual.

It is recommended that organisers ask thoughtful questions, listen to and respect the needs of their delegate representatives in the first instance.

1. CREATING A CULTURE OF INCLUSION

1.1 FIRST NATIONS

1.1.1 INCLUSIVE LANGUAGE

Inclusive language is a way of acknowledging and respecting the individuality and uniqueness of each person who is welcomed to your event at ICC Sydney.

Aboriginal and Torres Strait Islander (Zenadth Kes) Australians represent the world's oldest living cultures. Australia's First Nations Peoples are made up of many unique Nations or language groups, each with different identities that continue to be expressed in dynamic and contemporary ways. Today, there are over 250 distinct Aboriginal and Torres Strait Islander language groups and 800 dialects. When talking to or about Indigenous people, it is important to use terms that acknowledge and respect this diversity.

Terms such as 'First Nations' or 'First Peoples' and 'Aboriginal and Torres Strait Islander' are acceptable. Plurals should also be used when explaining First Nations 'histories,' 'perspectives,' 'beliefs,' 'experiences' and so on.

Reconciliation Australia is an independent, not-for profit organisation working to inspire and build relationships, between Aboriginal and Torres Strait Islander Peoples and non-Indigenous Australians and is our partner in the ICC Sydney Reconciliation Action Plan. Reconciliation Australia has released a helpful language guide to help us to understand and apply respectful and inclusive language for First Nations people. You can download Reconciliation Australia's Demonstrating Inclusive and Respectful Language Guide here.

1.1.2 REPRESENTATION IN EVENTS

ICC Sydney encourages and supports event organisers to include First Nations content as a key and respected part of events.

This may include as speakers, panellists, performers, exhibitors, advisors and audience contributors, or through activities and content that recognises and celebrates First Nations cultures, knowledge and histories. It is important that any inclusion of First Nations content is undertaken with respect and that appropriate community representatives are meaningfully consulted with in advance, and in detail.

Including a Welcome to Country or Acknowledgement of Country is also recommended - while providing visitors with a powerful, immersive and uniquely Australian experience, this is also a sign of respect and protocol.

ICC Sydney is grateful to have longstanding relationships with Metropolitan Local Aboriginal Land Council, KARI Singers, Dreamtime Southern X Tours, Boomalli Aboriginal Artists Co-operative, Supply Nation and more. If you would like to book a Welcome to Country or cultural experience for your event but are not sure where to start, ICC Sydney's Legacy Program Guide is here to help.

1.1.3 ETHICAL INCLUSION

First Nations intellectual property, known as Indigenous Cultural and Intellectual Property (ICIP), fundamentally holds deep cultural meaning and is an important asset belonging to Aboriginal and Torres Strait Islander people. ICIP may include artwork, music, dance, language and histories, and the use of Indigenous Knowledge should always be obtained with free, prior and informed consent.

It is important that any inclusion of First Nations content is undertaken with respect, that appropriate community representatives are consulted in advance and that any relevant permissions and/or payments have been confirmed.

The Arts Law Centre of Australia has developed information and advice on respecting Indigenous people in the publication or use of ICIP. You can find these Protocols for using ICIP here. Additional information published by the Australian Government regarding ICIP can be found here.

1.1.4 CULTURALLY SAFE SPACES

A culturally safe space provides a meeting place, space for First Nations people, allowing individuals the freedom to connect with culture in a dedicated space, as and where it may be needed.

We encourage you to create a welcoming and safe environment for First Nations People by establishing a dedicated space in your event floorplan as a culturally sensitive safe space, particularly where an event contains content that could be confronting for First Nations Peoples.

In establishing a culturally safe space, it is helpful to engage an Elder or traditional custodian to oversee the room and be available for attendees to talk to. Consider incorporating Aboriginal artwork, establishing areas for reflection and areas for conversation. Any culturally safe room should be undertaken in consultation with representatives from First Nations community. ICC Sydney has developed positive working relationships with organisations who can assist, and are happy to connect you.

1.2 LGBTQIA+ PEOPLE

1.2.1 INCLUSIVE LANGUAGE

Using LGBTQIA+ inclusive language helps people feel respected in conversations, activities and discussions, allowing for a more positive event experience.

LGBTQIA+ inclusive language may change or evolve as individuals and groups explore their identities and how they choose to interact and present to the world around them. It can also differ across cultures and generations, so it is important to stay up to date.

ICC Sydney is proud to partner with Pride in Diversity, Australia's leading not-for-profit employer support program for LGBTQIA+ workplace inclusion. Pride in Diversity maintains the Australian Workplace Equality Index (AWEI), Australia's national benchmarking instrument for workplace inclusion. Pride in Diversity has developed a number of resources to help the broader community understand some of the key concepts and common terms for LGBTQIA+ people. You can access the library of Pride in Diversity resources here.

1.2.2 REPRESENTATION IN EVENTS

ICC Sydney is proud to be a Pride in Diversity AWEI Gold accredited venue, and a participating venue in the Pride in Diversity Welcome Here Project, which supports the creation and promotion of places that are visibly welcoming and inclusive of LGBTQIA+ communities. In outwardly communicating our commitment to creating inclusive spaces for LGBTQIA+ communities, we hope to build the trust and confidence that encourages LGBTQIA+ individuals to participate in events held at our venue.

1.3 PEOPLE WITH A DISABILITY

1.3.1 INCLUSIVE LANGUAGE

People with a Disability Australia (PWAD) is a peak, non-profit, non-government organisation that represents the interests of people with all kinds of disability. PWDA has developed a comprehensive Disability Language Guide to help influence respectful and inclusive language about people with a disability.

This guide has been developed by people with a disability and works to address some of the factors which influence disability-related language, provides advice for professional communicators on how to prepare disability-related content, and identifies commonly misused terms and recommends suitable alternatives.

You can download the 2021 PWDA Language Guide here.

1.3.2 HIDDEN DISABILITIES

Accessing events can be more difficult for people with a hidden disability because it may be hard for others to recognise, acknowledge or understand the unique challenges they face. Did you know 90% of the 4.4 million people with disabilities in Australia are people with a hidden disability? You can find out more about hidden disabilities from the University of Sydney, here.

The Sunflower Program is a globally recognised symbol for hidden or non-obvious disabilities. By wearing a Sunflower lanyard, pin or wristband, people with hidden disabilities can let people around them know they may require additional help, understanding, empathy, or patience.

People with hidden disability will have their own unique needs. It may mean the person can't stand in a queue for a long time, need an accessible bathroom, require patience when communicating, or even freedom to excuse themselves from proceedings at any time.

Be mindful to never ask a person wearing a sunflower lanyard about their disability. This is private and personal. Instead, simply warmly welcome them to your event and let them know you are here to assist, should they require.

You can read more about the Sunflower Project and how you can acquire Sunflower Lanyards for your next event at the Sunflower Project or Autism Spectrum Australia website.

1.3.3 REPRESENTATION IN EVENTS

A key barrier to participation for people with disability can be uncertainty about whether an event will be supportive of their individual needs. The measures outlined in this document are intended to help organisers build attendee confidence by planning for accessibility early and clearly communicating available features, services and support options before and during the event.

Event organisers are also encouraged to actively consider the representation of people with disability across event programs, including as speakers, panellists, performers, exhibitors, advisors and audience contributors. Meaningful representation should be planned respectfully and early, with people with disability involved in decision-making wherever possible, appropriate access requirements confirmed in advance, and their lived experience recognised as valuable expertise rather than a symbolic inclusion.

1.3.4 ADDITIONAL ASSISTANCE

1.3.4.1 Ushers and navigation

ICC Sydney is a highly accessible venue, however you may also wish to engage additional ushers or volunteers to assist people in navigating the venue. If so, consider placing people to instruct or guide people at key navigation points, such as at elevators, escalators and walkway intersections.

When welcoming people who are blind or have low vision, it's important to not assume the level of assistance they may require finding their seat. Do not touch them without being invited to do so. Instead, you can let them know who you are, inform them of your location (e.g.: I am standing a metre in front of you), and ask if they require help, and if so, what their preferred method to be supported or guided is.

1.3.4.2 Written materials

For events with many different speakers and topics, consider the simple power of providing written material to people who are deaf or hard of hearing. In some cases, it is possible to ask the presenters to provide their speeches before the event.

While live presentations are more nuanced than pre-recorded speeches, people from this community may benefit from transcripts with a general overview of the speaker content.

If speeches or transcripts are not available, make sure to provide names, dates, and other essential details that can increase your audience's ability to engage with the speaker and their content. There are many ways to provide the written material: you can either print it out or upload it to online applications so listeners can access them when needed. Sending out an email before an event might be just as helpful.

1.3.4.3 Auslan and International Sign Language interpreters

Auslan is the sign language of the Australian deaf and hard of hearing community.

People who communicate by AUSLAN pay attention to the small details a good interpreter will include to help their audience, especially the speakers' body language and facial expressions. You can help your audience by ensuring the interpreter is given a prominent position on the stage, that they are well lit, and that your AUSLAN audience members are provided reserved seating as close to the interpreter as possible.

Screens may be provided around the event floor to assist where this is not possible, however this is considered a less preferable option.

If you are anticipating an audience of diverse language background, you may also wish to engage an International Sign Language (ISL) interpreter.

The demand for Auslan interpreters is high. We recommend booking an interpreter early in the event planning process. You can find more information about how to book Auslan or other sign-language interpreters here.

1.3.4.4 Live captioning

Live captioning allows people who are deaf or hard of hearing to access captions that are created as event proceedings take place and are displayed on screen, in real time. This enables people to access content delivered by spoken words and sounds in text format. It is a great solution for situations where high translation accuracy of the spoken word is required, such as in scientifically technical presentations.

Please speak to your ICC Sydney Audio Visual project manager for more information on how you can incorporate live captioning at your next event.

1.3.4.5 Hearing assistance

Grand Ballroom, Darling Harbour Theatre, Pyrmont Theatre and TikTok Entertainment Centre

"Auri" is the assistive listening system in the Grand Ballroom, Darling Harbour Theatre, Pyrmont Theatre, and TikTok Entertainment Centre. Guests using the "Auri" system, can connect their own "Auracast" compatible device via Bluetooth. If they don't have an "Auracast" device, they can use an "Auri" receiver pack, which can be collected from ICC Sydney's Customer Service Desk.

Instructions for Auri system use:
1. Press and hold the button on the right for 2 seconds to turn the unit on/off.
2. Plug headphones, earbuds, or a Telecoil neck loop into either one of the headphone jacks on the top of the unit.
3. Press the front right "scan/select" button to find the name of the venue. Press again to connect.
4. Volume buttons are on the left side of the receiver.

Please note, the device will connect at Customer Service but may disconnect on the way to the venue. The device will not work in the lifts but will automatically re-connect once inside the venue (Grand Ballroom, Darling Harbour Theatre, Pyrmont Theatre, and TikTok Entertainment Centre).

All other meeting rooms
All meeting rooms, including Parkside Ballroom and the Cockle Bay Room, utilise the IR "infra-red" hearing augmentation systems which provide access via a neck-loop (personal induction loop) or lightweight headset. Please note, personal hearing loops are only compatible with t-switch (telecoil) optioned hearing aids or

Cochlear implants. Infra-red hearing systems require an ICC Sydney issued receiver.

General Information

■ Complimentary hearing augmentation devices (receivers) are available and can be provided to guests free of charge with a form of photo identification.
■ Guests can collect an ICC Sydney receiver from the Customer Service Desk upon arrival to access the assistive listening system.
■ The hired device must remain on ICC Sydney premises and be returned at the conclusion of the day.
■ It is recommended that people who use a hearing aid or Cochlear implant utilise the hearing augmentation system.

1.3.4.6 Visual and audio descriptions

Visual descriptions are an easy way to make a presentation more accessible for people who are Blind or Low Vision, or anyone that may benefit from descriptive information of visual features. It is a simple yet effective and validating way to bring awareness while improving accessibility and inclusivity for your guests.

An example of a visual description may be as follows: “welcome to our conference, my name is Nadiah, I am standing in front of a screen on a large stage. I have short dark hair, and I am wearing a blue suit”.

For major events and performances, you may wish to provide more detailed audio description (or if relevant, video content). In this instance, a live narrator or audio recording describes what is visually happening in detail.

1.4 LANGUAGE AND CULTURAL DIVERSITY

Engaging with culturally and linguistically diverse audiences involves catering to varying language preferences, cultural backgrounds and beliefs with the goal of ensuring everyone attending the event can fully participate and understand what is happening, regardless of their language abilities.

Simple actions such as translating your pre-event communications and asking presenters to provide their speeches before the event for sharing either in English or with a translation will allow you to make your event more accessible to your linguistically diverse audience by giving people time to process information more slowly in their own time, or even in their own language.

Depending on the numbers of culturally and linguistically diverse audiences you have you may also wish to engage an interpreter or explore opportunities to incorporate live captioning. Please speak to your ICC Sydney Audio Visual project manager for more information on how you can incorporate live captioning at your next event.

When addressing your culturally and linguistically diverse audience, the Australian Government has developed a guide to help you greet and talk to your guests in a way that is respectful and welcoming. You can read the guide here.

2. INCLUSIVE MARKETING AND COMMUNICATIONS

2.1 SOCIAL MEDIA

ICC Sydney practices inclusivity and accessibility across our social media platforms, ensuring all members of our audience benefit. The following section provides some tips for how you too can compile more accessible and inclusive social media posts.

Hashtags

A simple way of creating inclusive social media messaging is by capitalising the first letter of each word in hashtags. This enables screen reader software as well as those that may have difficulty interpreting written material to read the hashtag as intended.

Language

Using plain language helps to ensure posts are easily understood by everyone. Social posts should be written in active voice using uncomplicated words, short sentences, and be free of jargon and slang spelling.

Alt text and image descriptions

Alternative text (Alt text) and image descriptions allow those who use screen reader software to have images described to them. Alt text communicates the essential visual information of an image, its content and purpose, and is not normally visible to sighted readers.

Image descriptions are more detailed and describe the visual elements of an image or graphic such as layout, colours, font, and someone's appearance. This normally appears in the body or caption of a social post, depending on the platform used.

An example of alt text might be "woman standing on a stage" while an example of an image description may be "a dark-haired woman is standing under a spotlight in the middle of large stage. She is smiling and wearing a bright purple dress".

Captions and subtitles

Sharing videos on social media can drive better engagement, however studies show that up to 85 per cent of video content on social media is consumed with the sound off.

To make your videos more accessible and inclusive, the addition of captions or subtitles are recommended. Captions can be either closed or open. Closed captions allow a user to select the option of captions while open captions are embedded within the video and play automatically for all users. Depending on your social media platform of choice, closed captions may or may not be supported.

There are many free online resources that can be used to generate subtitles and captions for your videos. Additionally, many social media platforms offer free caption and subtitle tools. For more information, YouTube, Instagram, Facebook and LinkedIn provide how-to guides for captions and subtitles.

2.2 SPEAKER AND DELEGATE COMMUNICATIONS

Garnering feedback in advance of your event can be helpful to determine any individual requirements for accessibility services or special accommodations. Some people may find it difficult to hold a microphone, stand for long periods of time, be exposed to bright lights, or reach a lectern. Some speakers may even prefer the freedom to walk around a stage. We encourage you to enquire with each of your speakers as to their stage access, set-up and microphone preferences.

Here are a few simple ways you can help your speakers to feel more comfortable prior to and during their presentations:

- Microphones can be provided in a number of ways including stand, lectern, hand-held, or lapel microphone – please talk to your friendly Audio Visual project manager regarding these options
- Spotlights can help speakers who get nervous in front of a large crowd; however, others may find bright lighting uncomfortable. Enquire with your speakers regarding any lighting preferences in advance
- Confirm your speaker is comfortable with the timing of their presentation, and that where applicable, appropriate rest breaks have been considered
- Chairs such as stools or bucket chairs can be provided on stage
- Visual countdown timers are provided in front of the stage. Enquire with your speakers if they require an audio queue instead of visual
- Familiarisation session for guests and speakers with a disability ahead of the event to help ease anxieties that might arise regarding access, sensory inputs etc
- Lecterns at ICC Sydney are 123 cm to 127 cm tall. We recommend communicating the lectern height to your speakers. Risers can be provided for speakers who wish to be more elevated, alternatively another microphone option may be provided as per the above
- All permanent stages at ICC Sydney can be fitted with a wheelchair lift. The stages in Darling Harbour Theatre and Pyrmont Theatre can be accessed via a series of ramps and lifts back of house if you have a speaker who would prefer to not use a wheelchair lift. Please speak to your event planner to arrange a suitable escort if back of house access is required.

It is beneficial to report back to your respondents to confirm how their needs have been met ahead of them attending your event.

ICC Sydney's innovative Speaker Preparation Lounge and Connect Hub provides a space where speakers can prepare, practice, refresh and rest. The Speaker Preparation Lounge and Connect Hub is located on the ground floor of Convention, behind the Customer Service desk.

Improve understanding and awareness of the individual needs of people your staff may encounter by developing pre-event briefing notes. We also invite you to take relevant information from this guide to share as required to help ensure every guest feels welcome and included.

ICC Sydney has developed a detailed Accessible and Inclusive Events Guide to help guests plan their visit in advance, making their experience at ICC Sydney as comfortable and stress-free as possible. We welcome you to share the link to this online guide with your event attendees.

2.3 GENERAL COMMUNICATION CONSIDERATIONS

When communicating with your speakers, customers, delegates or guests, there are a number of things you can consider to improve accessibility and inclusivity.

When developing e-resources such as newsletters, blogs or emails, the format should take into consideration the Web Content Accessibility Guidelines (WCAG). WCAG is an international standard that works to ensure content is more accessible to people with disabilities.

It is recommended to provide a number of ways for speakers and participants to communicate with you. In addition to email, you may consider a dedicated phone number, an online chat window, or video call option.

Easy ticketing options are also available for people with disabilities. This involves streamlined online booking options, accessible seat selections, and phone support for assistance, and options for companion tickets.

3. ACCESSIBLE AND INCLUSIVE VENUE FACILITIES

3.1 ACCESSIBLE PARKING

Car Park 1 (P1) is located on the ground floor of Exhibition Centre and provides easy access to all three venues. P1 comprises:

- 620 car spaces
- Eight (8) accessible car spaces
- 20 electric charging stations.

Car Park 2 (P2) is located at the rear of TikTok Entertainment Centre and provides easy access to Exhibition Centre and TikTok Entertainment Centre. P2 comprises:

- 206 car spaces
- Four (4) accessible car spaces
- Five (5) electric charging stations.

3.2 ACCESSIBLE TOILETS RH AND LH

Wheelchair and ambulant accessible toilets are available throughout the venue, including both left and right hand railing ambulant toilets. Please visit any customer service desk or ask our friendly team members if you require directions.

3.3 CHANGING PLACE

ICC Sydney has a changing place facility which is open to people attending events at ICC Sydney. Possession of a changing place Master Locksmith Access Key (MLAK) is not required. The changing place is located on Level 2 of Exhibition Centre and provides the following features:

- A height-adjustable adult-sized change table A constant-charging ceiling track hoist system
- A right-hand railing ambulant toilet as well as an island toilet
- An automatic door with a clear opening of 950 mm and push-button entry / exit
- Nappy bin sanitary disposal unit and wash station

3.4 FIRST AID

First aid rooms are available in the following locations:

- Convention Centre — ground floor in the corridor next to the cafe
- Exhibition Centre — Level 2, left of the Customer Service desk
- TikTok Entertainment Centre — ground floor near general admission, and Level 2 next to Door 1.

Should medical assistance be required, alert one of our team members immediately or contact the ICC Sydney Security team on +61 2 9215 7660 (option 1).

ICC Sydney Security team are trained First Responders and will perform First Aid as required. In the case of an emergency, dial 000 for emergency services. If safe syringe disposal facilities are required, please seek assistance from the First Aid team.

3.5 GENDER DIVERSE BATHROOMS

ICC Sydney welcomes gender diverse people and encourages event organisers to consider if their delegation requires additional support to ensure everyone has equitable access to bathroom facilities. ICC Sydney can assist you in providing dedicated all gender bathrooms and signage for your event space. Please speak to your ICC Sydney Event Manager if this is relevant to your event.

Accessible bathrooms are also provided throughout the venue. These can be used by any guest who may not feel comfortable accessing an otherwise gendered bathroom facility.

3.6 HEARING AND VISION ASSISTANCE

Braille is provided on room door signage and fixed directional signage throughout the venue. Tactile flooring is provided at egress points including at main entryways, staircases, and escalators.

Hearing augmentation systems are provided at ICC Sydney. Please refer to **Section 2.1.4** for more information.

Both Auri and infra-red hearing systems may require an ICC Sydney issued receiver. Complimentary hearing augmentation devices (receivers) are available and can be provided to guests free of charge with a form of photo identification.

Guests can collect either a personal induction loop or a set of lightweight headphones with receiver from ICC Sydney's Customer Service Desk upon arrival to access this service. The hired device must remain on ICC Sydney premises and be returned at the conclusion of the day. It is recommended that people who use a hearing aid or Cochlear implant utilise the hearing augmentation system.

3.7 PARENTING ROOMS

ICC Sydney has pram and wheelchair accessible parenting rooms equipped with a feeding area, change table and food preparation area. Parenting rooms can be found in the following locations:

- Convention Centre Ground Level — located in the corridor next to the cafe directly opposite the first aid room
- Convention Centre Level 2 — located in the corridor on the right between Parkside Ballroom and The Gallery, before you reach Pyrmont Theatre
- Exhibition Centre Level 2 — located directly to the right of Hall 3 entry
- TikTok Entertainment Centre Level 2 — located directly to the right of Door 4 entry.

Each room has a selection of amenities on offer:

- Convention Centre Ground Level — changing table area, microwave, large sink, nappy disposal unit, privacy curtains, comfortable seating, separate room with adult and child toilets
- Convention Centre Level 2 — changing table area, large sink, nappy disposal unit, privacy curtains, comfortable seating
- Exhibition Centre Level 2 — changing table area, microwave, large sink, nappy disposal unit, privacy curtains, comfortable seating, separate room with adult toilet
- TikTok Entertainment Centre Level 2 — changing table area, microwave, large sink, nappy disposal unit, privacy curtains, comfortable seating, separate room with adult toilet.

In addition, the majority of wheelchair accessible bathrooms throughout all three venues have child changing tables and nappy disposal units. These can be accessed by any person caring for a child.

3.8 PRAYER ROOM

Two Prayer Rooms are available at ICC Sydney for prayer, meditation, and reflection. The Prayer Rooms are non-denominational, however for those that require, a small number of prayer mats are provided in both rooms. The two Prayer Rooms can be found on Level 3 of Exhibition Centre, opposite meeting room E3.5 and are always open and available to ICC Sydney guests.

3.9 MOBILITY AIDS

Mobility aids and prams are permitted into all ICC Sydney venues but must be stored in a way that does not block any aisles, access points or exits. If safe storage is not possible, cloaking may be available at the Customer Service Desk at Convention Centre, Exhibition Centre and TikTok Entertainment Centre.

3.10 QUIET ROOM

A quiet room means a dedicated space that reduces sensory inputs such as noise and bright light, or a low-traffic quiet space where people can self-regulate or decompress. A quiet room will usually be isolated from the main proceedings. A quiet room is also sometimes referred to as a sensory-friendly room.

A Sensory Room usually means a room equipped with sensory input tools such as stimming toys, aromatherapy or coloured lighting. This is different to a quiet room or sensory-friendly room.

ICC Sydney has established a permanent quiet room for guests to use, located near speakers prep on the ground floor of Convention. This room is free to all ICC Sydney guests to utilise should they require a quiet place to recent during event proceedings. Please click here for more information regarding our quiet room.

ICC Sydney also welcomes collaboration to develop a dedicated quiet room sensory friendly space within your event footprint. Please discuss with your event manager who can assist with the identification of a suitable room and provision of basic furnishings. The event organiser is responsible for providing any toys, blankets, and accessories. It is recommended that you discuss any sensory friendly room needs early in your event planning process.

3.11 SENSORY MAPS

A sensory map is a visual guide that identifies areas where guests may experience different levels of sensory input, such as noise, lighting, crowd movement, temperature, smells or other environmental factors.

ICC Sydney's sensory maps have been endorsed by Apsect (Autism Australia) and helps guests, carers, support people and event organisers better understand the venue environment in advance, identify quieter or lower-stimulation areas, and plan movement through the venue in a way that supports individual comfort, confidence and participation.

We encourage event organisers to share ICC Sydney sensory maps in pre-event communications. You can find our sensory maps here.

3.12 SERVICE ANIMALS / GUIDE DOGS

Accredited service animals are welcome inside the venue. To assist our team, please display their identification badge or medallion. If your service animal needs to relieve itself, please notify one of our friendly customer service team members who will direct you to the nearest outdoor area.

A bowl of water can be provided for your service animal – please enquire at one of our customer service desks.

3.13 VISUAL STORIES

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 may include references to the accessible venue facilities, lighting, expected ambient noise, distance between key meeting rooms and how to ask for assistance.

ICC Sydney has developed an Aspect (Autism Australia) endorsed visual story for the venue. This can be found here. We encourage you to share this with your delegates in pre-event communications.

3.14 WHEELCHAIRS

A limited number of wheelchairs are available to hire free of charge with provision of photo identification. To hire a wheelchair, please see one of our friendly customer service team members at any of the following locations:

- Convention Centre Customer Service (ground floor lobby).
- Exhibition Centre Customer Service (Level 2, next to Hall 4)
- TikTok Entertainment Centre Customer Service (Level 2, about 25 metres south of the lift entrance in the main foyer).

Please note that wheelchairs are a lightweight manual model, which can be operated by the hirer, their carer or companion. Wheelchairs may not be taken outside of the building and must be returned to the collection point daily.

4. KEY TERMS AND DEFINITIONS

TERM	DEFINITION
Acknowledgement of Country	A statement recognising and showing respect for Traditional Custodians and their ongoing connection to Country.
Alt text	Alternative text that communicates the essential visual information, content and purpose of an image for people using screen reader software.
Audio description	A more detailed narration or recording that describes visual content or action for major events, performances or video content.
Auracast	A Bluetooth-compatible technology that can connect with the Auri assistive listening system where supported by the user's device.
Auri	The assistive listening system used in selected ICC Sydney venues, allowing compatible devices to connect via Bluetooth or through an Auri receiver pack.
Auslan	The sign language of the Australian Deaf and hard of hearing community.
Captions	Text that displays spoken words and relevant sounds in video content. Captions may be closed, allowing users to turn them on, or open, embedded into the video for all users.
Changing Place	An accessible changing facility that provides features such as an adult-sized change table, hoist system, accessible toilet facilities and additional support amenities.
Culturally safe space	A dedicated, welcoming environment that supports First Nations people to connect with culture, reflect, converse and participate safely, particularly where event content may be confronting.

First Nations Peoples	Aboriginal and Torres Strait Islander Peoples, made up of many unique Nations and language groups with distinct identities, cultures, histories and perspectives.
Hearing augmentation system	Assistive listening technology that supports people who are deaf or hard of hearing to access event audio, often through receivers, headphones, neck loops or compatible hearing devices.
Hidden disability	A disability that may not be immediately visible or obvious to others but may affect how a person accesses, experiences or participates in an event.
Image description	A more detailed description of visual elements such as layout, colours, font or appearance, usually included in the body or caption of a social media post.
Inclusive language	Language that acknowledges and respects the individuality and uniqueness of each person, helping people feel welcome, respected and included.
Infra-red hearing system	A hearing augmentation system that requires an ICC Sydney-issued receiver.
International Sign Language (ISL)	A form of sign language interpretation that may support audiences from diverse language backgrounds.
LGBTQIA+	An acronym for Lesbian, Gay, Bisexual, Trans and gender diverse, Queer and questioning, Intersex and Asexual communities.
Live captioning	Real-time text captions created as event proceedings take place, enabling people to access spoken words and sounds in text format.
MLAK	Master Locksmith Access Key, a key sometimes used to access Changing Place facilities; the guide notes it is not required for ICC Sydney's Changing Place facility.
Mobility aid	A device such as a wheelchair, walker or similar aid used to support mobility and access within the venue.
Quiet Room	A standard low-stimulation space provided by ICC Sydney with basic furnishings, fresh drinking water and low lighting for guests who need time away from the main event environment.
Safe space	A place where a person or group can feel confident they will not be exposed to discrimination, criticism or harassment, and can participate while feeling supported.
Sensory friendly room	A dedicated space that reduces sensory inputs such as noise and bright light, or provides a low-traffic quiet area where people can self-regulate or decompress. See also: Quiet Room.
Service animal / guide dog	An accredited assistance animal that is welcome inside the venue and supports a person with disability or access needs.
Subtitles	Text that supports video viewing by displaying spoken content, often used to improve comprehension and accessibility.
Sunflower Program	A globally recognised symbol that allows people with hidden or non-obvious disabilities to discreetly indicate they may need additional help, understanding, guidance or patience.
Telecoil / t-switch	A hearing aid or Cochlear implant setting that can connect with compatible hearing loop or induction loop systems.
Visual description	A spoken or written description of visual features that helps make content more accessible for people who are blind, have low vision, or benefit from descriptive context.
Visual story	An easy-read resource using words and pictures to prepare a person for a new environment or situation and increase predictability.
Web Content Accessibility Guidelines (WCAG)	An international standard that helps ensure web and digital content is more accessible to people with disabilities.
Welcome to Country	A cultural protocol delivered by Traditional Custodians or appropriate First Nations representatives to welcome visitors to Country.