

My visit to the Opening Ceremony

Special Olympics Australia National Games

**Margaret Court Arena
Monday 19 October 2026**



My visit to the Opening Ceremony

I am going to watch the Opening Ceremony at Margaret Court Arena in Melbourne.

This story explains what I can expect during my visit and where I can ask for help.

My afternoon:

2 pm - The doors open.

3 pm - The ceremony starts.

Around 5 pm - The ceremony finishes.

The ceremony is expected to last about two hours. Times may change.



What can I bring?

I can bring medication, food I need for dietary reasons, and comfort items.

I can bring a backpack. Security staff will check my bag when I arrive.

I can bring a water bottle if it is made of soft plastic and holds no more than 750 mL.

I can bring my own headphones to help reduce noise.

My ticket is a digital ticket in the AXS app. I can have it ready on my phone, or the person I am coming with can help me.



Arriving at Gate 3

I will enter Margaret Court Arena through Gate 3.

There are stairs at Gate 3. If I need step-free access, I can use the accessible lift beside the gate.

The ticket box office is also beside Gate 3. Team members can help me if I have a question about my ticket.

There may be other people waiting to enter. I may hear people talking and staff giving directions.

If I need help while waiting, I can ask a team member.



Security and Ticket Checks

Before I enter, security staff will check my bag. I will place it on a table so they can look inside. A security staff member will move a handheld metal detector in front of and behind my body. The wand does not need to touch me.

The detector may beep. Staff may ask me about metal items I have with me.

If I need an explanation or support before the check, I can ask a team member.

After security, I will take the stairs or lift to the entrance doors. A team member will scan my AXS digital ticket.

My seat is allocated. My ticket shows where I will sit. There are stairs inside the venue. I can ask a team member to help me find my seat or the route I need.



People Who Can Help Me

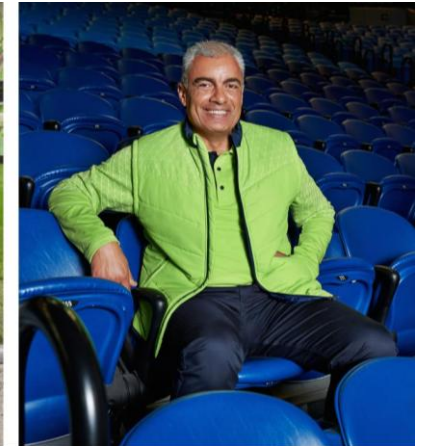
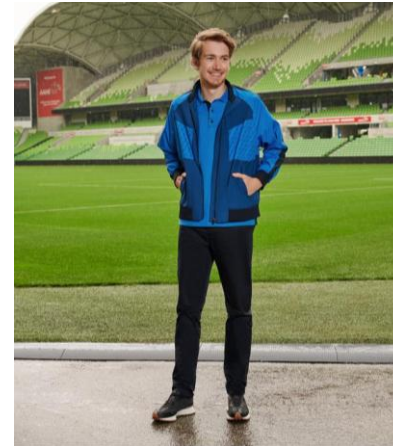
Our MSS security team members wear blue and red and they help with entry security.

Guest Services team members wear blue. Event Security team members wear bright green.

Special Olympics volunteers wear purple polo shirts. They can also help me.

I can ask for help or show a message on my phone. If I cannot find my group, I can tell a team member.

**If I feel unwell, I can ask for help. First aid is near Door 5.
Staff can arrange for first aid to come to me.**



Watching the Ceremony

I may hear music, announcements, cheering and clapping.

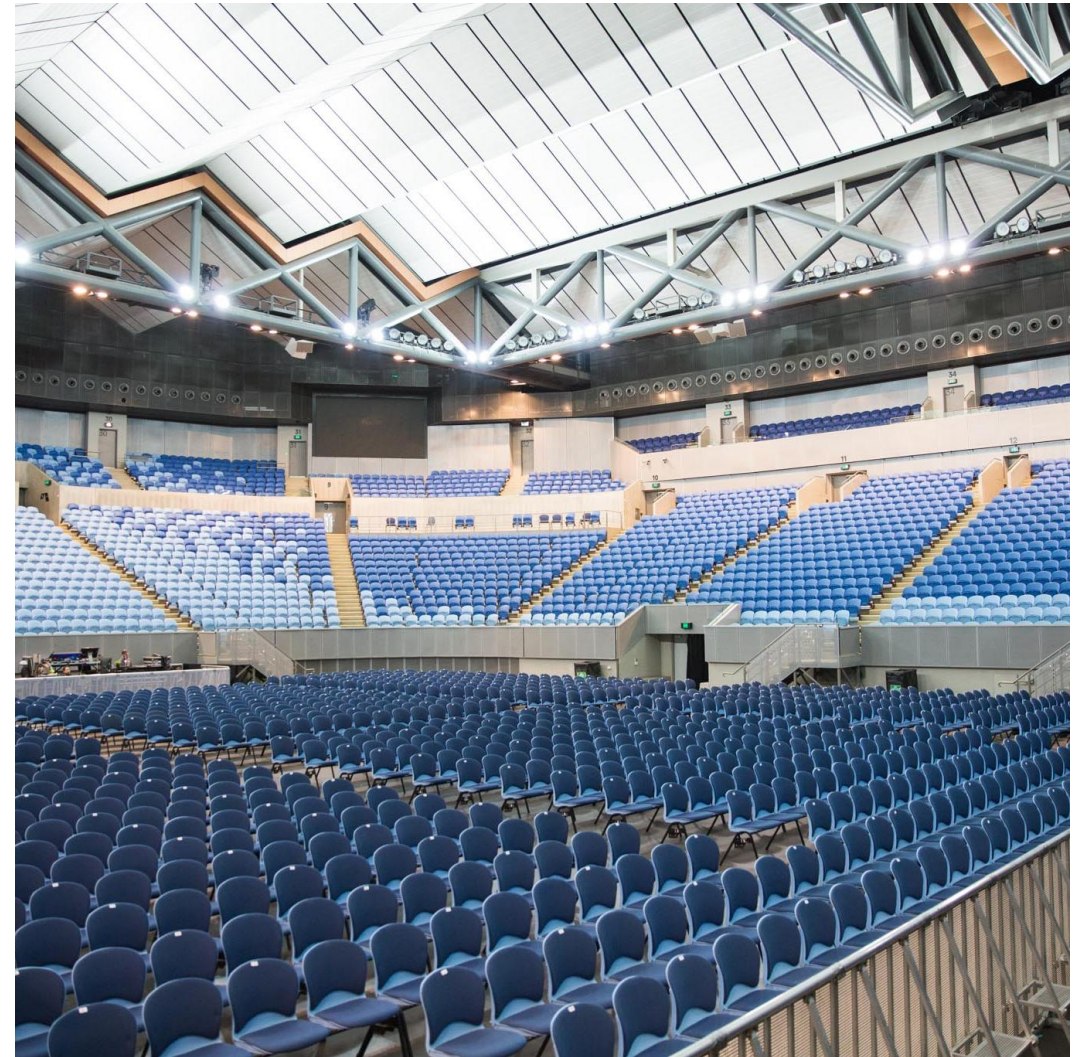
There may be flashing lights.

During the National Anthem, the audience may be invited to join in. I can ask a team member if I am unsure what is happening.

There will be confetti at the end of the ceremony. Small pieces of material will fall through the air. There may be a sudden loud noise when the confetti is released.

If the sound feels too loud, I can use headphones.

If I need a break or support, I can ask a team member. They can help me find the sensory room. I can return to my seat at any time.



Sensory Support

I can borrow a sensory bag for free from the Information Booth near Door 7.

The bag has headphones and fidget tools that I can choose to use. I can ask the team how to borrow and return it.

The sensory room is near Door 15. I can ask a team member to help me find it.

Inside, there is dim lighting, seating and sensory activities. Team members will help me use the room based on my needs.



Food and Drinks

I can buy food and drinks at the food outlets, mainly between Doors 5 and 10.

I can ask a team member for a printed menu or information about the food.

Dietary information is available through QR codes. I can scan a code with a phone or ask a team member for help.

I can bring food that I need for dietary reasons.

Drinking water fountains and drink bottle refill stations are available next to Door 6, 9 15 and 19. I can ask a team member where to find it.

The venue does not accept cash. I will need a debit or credit card to buy food or drinks.



Toilets and Other Facilities

There are toilets around the arena. Toilet blocks are located near Door 11, 16 and 20. I can ask a team member to show me the nearest one.

Accessible toilets are near Doors 6, 9, 16 and 19.

All-gender toilets are downstairs near Door 11. I can ask a team member to help me find the route I need.

Parents rooms with baby changing facilities are near Doors 6 and 19.

Hearing assistance

I can ask about free hearing assistance equipment at the Information Booth near Door 7.



Leaving the Arena

The ceremony is expected to finish around 5 pm.

If I leave the venue before it finishes, I can come back in as long as I have my ticket.

Many people may leave at the same time. It may be busy and noisy. A team member can help me find the exit or accessible lift.

Drop-off and pick-up zones are at Entrance A on Batman Avenue.

Public transport is available near the venue. I can ask a team member for directions or use the PTV app to see when trains and trams are running.

Before I leave, I can ask where to return any sensory bag or hearing assistance equipment I borrowed. If I need help at any point during my visit, I can ask a team member.

