



Visual Story

# My visit to the Australian Museum



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# I will be visiting the Australian Museum

I will use this Visual Story to prepare for my visit.

The Australian Museum (AM) inspires understanding and conservation of our natural and cultural worlds.

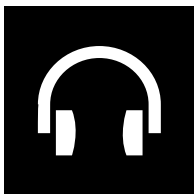
The AM is open from 10am-5pm every day of the year. It is closed on Christmas Day.

# Symbols I will see in this Visual Story

The AM has low, medium and high sensory areas. These are indicated on the AM Map.

## Sensory symbols

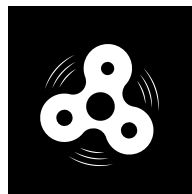
If I have sensory sensitivities, I can bring items that help me to feel comfortable and relaxed, like:



Noise reducing headphones

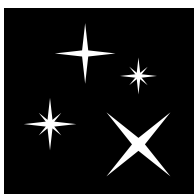


Hat or sunglasses

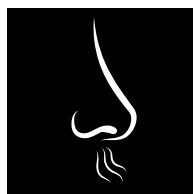


Stimming or fidget toy or device

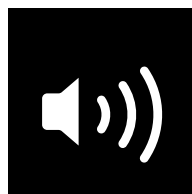
These symbols will help me prepare for spaces that might have bright lights, smells, loud sounds or be very visual.



bright lights



smells

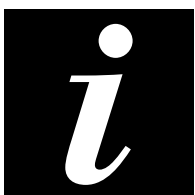


loud sounds

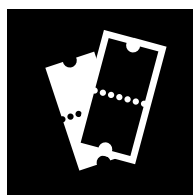


visual

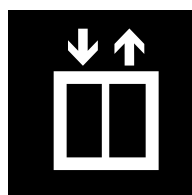
These symbols represent the following general information that can be found on various levels of the Museum



information



tickets



lift



toilets





## Behaviour symbols

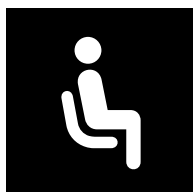
These rules help to keep the museum displays and everyone safe.



I will walk through the AM, so I don't slip or bump into anything or anyone.



There are some display objects that I can touch. Some things may feel rough, smooth, bumpy, soft or hard.



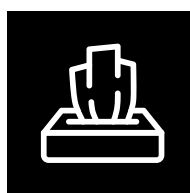
If I need a rest I can take a seat. Or if I am hungry I can use the seats at the cafes to eat.



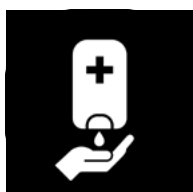
If there is a 'Please do not touch' sign, or when objects are behind glass, this means I won't be able to touch because they need to be kept safe.



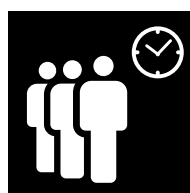
I will not take any food or drink into the galleries and exhibitions. This will help preserve the collections.



I will cover my nose and mouth with a tissue or flexed elbow when coughing or sneezing.



I will make sure my hands are clean before and after I touch something. There are hand sanitising stations and toilets where I can wash my hands throughout the AM.



Sometimes the AM is very busy. I might have to wait in a queue for my turn. I can play with something I have brought from home while I wait.



## Where can I find the Australian Museum?



The AM's main entrance is located on the corner of College Street and William Street in central Sydney, across the road from Hyde Park and opposite St Mary's Cathedral.

The entrance is on College Street, which is a main road and can be noisy with traffic.

To plan how I will get to the AM, I can visit the [Parking and Public Transport](#) webpage.

I will know when I am there because I will see the sandstone building with the AM logo.



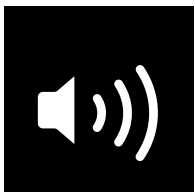




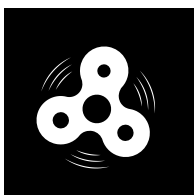
## Entering the Australian Museum



First, I will walk up Museum Walk ramp to the entrance.



A security guard will greet me and help me if I need it.

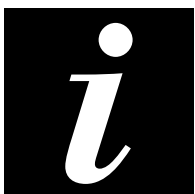


Sometimes the AM is very busy. I might need to wait for my turn.  
I can play with something I have brought from home while I wait.



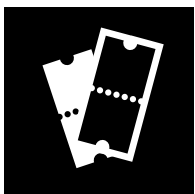


## Entering the Australian Museum



Next I will enter Crystal Hall.

If I have pre-purchased a ticket to a program, event, or exhibition, I will show staff my ticket (printed or on device) as I enter.



I can purchase ticket/s to special exhibitions at the Admissions desk.

Staff wear a black uniform and have a name badge.

I can collect a map of the AM to help me navigate and explore.

Staff can answer my questions or help me if I get lost.



## Australian Museum map

I can pick up an Australian Museum map from the front desk. This map shows the locations of:

- exhibitions and galleries
- cafes
- visitor facilities

I can explore the online map [here](#). I can check the [AM website](#) before I visit to see what exhibits I will be able to explore.





## Acknowledgement of Country



I will see the Acknowledgement of Country inside the main entrance.

The land on which the Australian Museum stands is Gadigal land.

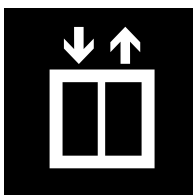
The painting of the Sydney Shield in Crystal Hall pays respect to the Custodians of this land.

I am welcome to look at and touch this wall.





## Lifts



There are three lifts I can use to go to different levels of the AM. I can use the lifts if I am unable or prefer not to use the stairs.

I will need to press the arrow button to use the lift. Once inside, I will press the number button for the level I want to visit.

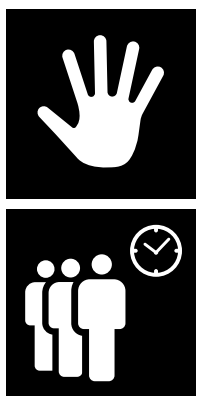
**Lift A** has access to all levels

**Lift B** has access to UG and Level 1, 2, & 4

**Lift C** has access to B and UG



## Cloaking Room



If I have a bag or jacket that I would like to store during my visit, I can take them to the cloaking room on Lower Ground (LG).

If there is a queue, I will wait patiently for my turn. I can play with a stim or fidget toy/device from home, whilst I wait.

I will be greeted by a member of staff who will take my belongings and give me a number tag.

When I am ready to collect my things I will need to hand over the number tag in order to get my belongings.

I must remember to collect items at least 10 minutes before the museum closes.





## Toilets



If I need help finding the toilet, I can:

- look for signs
- look on the map
- ask a staff member

The closest toilet to the entrance of the AM is on the ramp, behind the shop on Level G. This is an accessible toilet.

Alternatively, many toilets, including an all gender toilet, are located near the Cloaking Room on Level Lower Ground (LG).

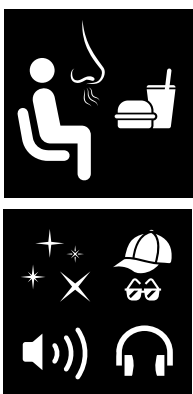
There are toilets on every level of the Australian Museum, including a Changing Places accessible adult change facility on Level 2. I will need to ask staff to access this room.

The hand dryers are very loud. I can wear my noise cancelling headphones in the bathroom if I find the hand dryers too loud.





## Places to eat



I can buy pre-made food like sandwiches, salads and drinks at the Billabong Waterhole Café on Level 2.

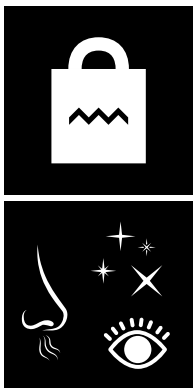
For a meal with a view of the city I can also buy pre-made food at Bistro Gadi on Level 4. Before my visit to the Museum I will need to check Bistro Gadi's opening hours on this [webpage](#) because trading hours vary during school term and school holiday periods.

I can also bring my own food and eat it in Hintze Hall on Level UG, where there are tables and chairs available.

I am not allowed to eat or drink in the exhibition spaces. This helps keep the displays safe and clean.



## Gift Shop



The AM Shop is near the entrance and exit to the AM on Level G.

I can visit the AM Shop when I start or finish my visit.

The shop has all sorts of things for sale, such as mineral specimens, books, Australian animals and dinosaur toys. The putty and sensory toys are popular. Some of the soaps and toiletries for sale have a strong smell.

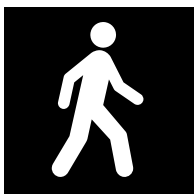
# Suggested route to see all Exhibitions

1. Hintze Hall (Level UG)
2. Special Exhibition: *Relics* (Level UG)
3. Special Exhibition: *The 2025 Australian Geographic Nature Photographer of the Year* (Level UG)
4. Special Exhibition: *Unfinished Business* (Level UG)
5. First Nations Gallery: *Garrigarrang: Sea Country* (Level UG)
6. *Wild Planet* (Level UG)
7. Westpac Long Gallery: *200 Treasures of the Australian Museum* (Level G and Level 1)
8. *Minerals* (Level 1)
9. *Burra* (Level 2)
10. Pasifika Gallery: *Wansolmoana (One Salt Ocean)* (Level 2)
11. *Dinosaurs* (Level 2)
12. *Birds of Australia* (Level 2)





## Beginning my AM journey



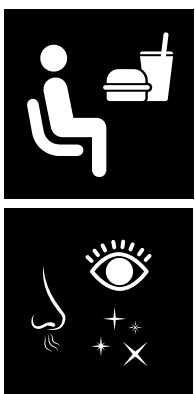
If I want to go to the galleries and exhibitions,  
I can use the ramp around the back of the shop or the stairs.





## Hintze Hall

■ High Sensory  
■ Busy areas, with a mix of multimedia, loud noises and/or low lighting



Once I have travelled up the ramp or stairs, I will enter Hintze Hall on Level UG, which is the centre of the AM. I can access many exhibitions from here.

If I need a snack or a drink, I can buy hot and cold snacks at the Hintze Hall Espresso Bar. It is open 10am to 4.30pm during school holidays only.

I can also bring my own food and use the nearby picnicker seating to eat and drink.

I will need to sit at one of the tables to eat and drink. There are bins nearby where I can put my rubbish.



# Special Exhibition



## RELICS: A New World Rises

Medium Sensory  
Light areas with few  
people, some audio  
and visual noise



*RELICS: A New World Rises* is all about discovering LEGO® civilisations living inside human objects from the past. There are 14 immersive displays in the exhibition featuring extraordinary details and hundreds of hidden stories waiting to be uncovered.

I must have a ticket to enter *RELICS*.

I can pre-purchase a *RELICS* ticket online, or if not sold out already I can purchase at the Admission Desk on the day I visit.

Once I have my ticket, I will move to Upper Ground (UG) and present my ticket to a friendly Australian Museum staff member. My ticket will be scanned and staff will direct me to enter the exhibition. I will go down one floor by taking the escalator or lift.

# Special Exhibition



## RELICS: A New World Rises

Medium Sensory  
Light areas with few  
people, some audio  
and visual noise



At the start of the exhibition, I can collect a scavenger hunt map. This is a fun activity I can choose to do if I want to, while exploring *RELICS*. There are two versions of the scavenger hunt map —one for children and one for adults. The scavenger hunt helps me look for specific items hidden within each *RELIC* display. I can take the map home with me at the end of my visit.

Also at the beginning of the exhibition, a short video introducing *RELICS* will play. I can choose to sit or stand while watching the video. If I prefer not to watch it, I can skip the video and continue into the next area of the exhibition.

I will walk by 14 immersive displays and see different stories within each display. For example, I can see a LEGO® mini figure civilisation running a newspaper company from inside a typewriter. While I explore these displays, I will share the space with other visitors.

After I have seen all the displays, I will reach the interactive build area. Here, I can choose to stay and create my own model out of LEGO® bricks, or exit the exhibition.


If I decide to build, I will be sharing the LEGO® bricks and the space with other people. When I'm finished building, I will need to leave my model on the display shelf for other visitors to see, but I can take a photo of it to remember what I made. This marks the end of the exhibition, and I will walk through to the exit.

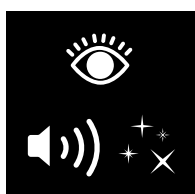


# Special Exhibition



## The 2025 Australian Geographic Nature Photographer of the Year, a South Australian Museum exhibition

 **Medium Sensory**  
Light areas with few  
people, some audio  
and visual noise



I do not need a ticket to enter this exhibition.

I can access the exhibition by taking the lift or the ramp by the Museum Shop to the Upper Ground floor (UG) and walking through Hintze Hall. I can also ask the Australian Museum staff at the Admissions Desk to help me with directions.

This exhibition is made up of several walls with large, printed photographs of various animals and landscapes mounted on them, showcasing the beautiful diversity of life in our environments. There are some photographs of insects and other animals which I may find scary, like spiders, snakes and crocodiles. The gallery is well lit for safe movement.

There is no set route through the exhibition - I can explore and move to any photograph at any time.

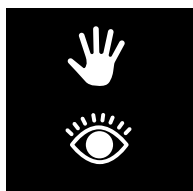
# Special Exhibition



Image: Gayle Rankine, Ngarrindjeri woman. Chairperson, First Peoples Disability Network (Australia). Chairperson of the Indigenous Persons with Disabilities Global Network. Photography: ©Belinda Mason OAM

## Unfinished Business

Medium Sensory  
Light areas with few  
people, some audio  
and visual noise



I do not need a ticket to enter *Unfinished Business*.

I can access the exhibition by taking the lift or the ramp by the Museum Shop to the Upper Ground floor (UG), and walking through Hinze Hall.

I can also ask the Australian Museum staff at the Admissions Desk to help me with directions.

I will find out information about the exhibition on the first wall to my left as I enter the gallery. I will also find information about accessibility offerings here. I may want to scan the QR code to open a website with access offerings on my device. These include audio labels, Auslan interpretation and label text.

The title of the exhibition is printed on a large wall to my right. This wall is tactile and I can touch it.

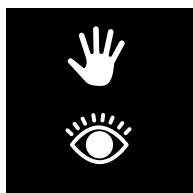


# Special Exhibition



## Unfinished Business

Medium Sensory  
Light areas with few people, some audio and visual noise



The gallery appears to be dark, but the floor is well lit for safe movement. The walls are painted black.

The exhibition is made up of thirty 3D lenticular photographs hung along the wall of the gallery. At each picture there is a plinth protruding from the wall. On top of the plinth there is a tactile representation of the photograph that I can touch. Beside the tactile panel, to the bottom right, there is a QR code that links to an audio description of the photograph. I will find the tactile panel I am touching makes more sense if I listen to the audio description.

The Unfinished Business documentary film is playing on the back wall of the gallery. There is seating in front of the screen that I can sit on. The film is about forty-five minutes long and plays on a loop. The film has spoken word and subtitles.

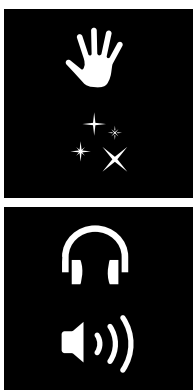
There is an installation artwork by Uncle John Baxter in the centre of the room. I can touch the objects in the artwork but I cannot remove them.

There is no set route through the exhibition. I can navigate to any photograph at anytime.



## First Nations Gallery: *Garrigarrang: Sea Country*

■ High Sensory  
■ Busy areas, with a mix of multimedia, loud noises and/or low lighting



I will walk into *Garrigarrang: Sea Country* from Hintze Hall or *Wild Planet*. I will see Ghost Net sculptures hanging from the ceiling. These sculptures were made using fishing nets which litter the waters of northern Australia and Torres Strait.

This exhibition is dimly lit and has some LED strip lights underneath the displays.

There are TV screens with audio that might be loud.

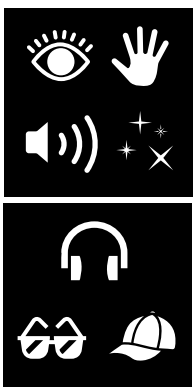
Some displays in this exhibition talk about death. If I find this overwhelming, I can leave this space and explore somewhere else.





## Wild Planet

Medium Sensory  
Light areas with few people, some audio and visual noise



I can find *Wild Planet* from Garrigarrang: Sea Country, Hintze Hall, or walk through from Westpac Long Gallery.

In this exhibition I will see lots of animals and animal skeletons in glass cases. This exhibition can get loud when there are many people. I may want to wear my noise reducing earmuffs or headphones.

There are bright lights and a lot of reflective glass in this exhibition. I may want to wear sunglasses or a hat in this space.

I can also listen to the exhibition audio description on my headphones and mobile on this free [Audio Guide](#).





## Westpac Long Gallery: 200 Treasures of the Australian Museum

**Low Sensory**  
Quiet, well lit areas  
with fewer people  
and low noise levels



This exhibition showcases 100 treasures of the AM alongside the stories of 100 of Australia's most-influential people. I will walk down stairs to enter the exhibition from *Wild Planet*, Level UG. This gallery is a sensory friendly space. It is quieter, calmer and darker in this exhibition. There are comfy seats I can sit or lie down on if I need to.

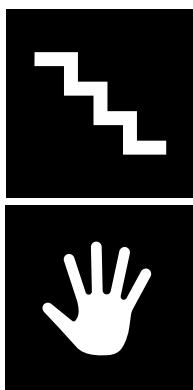
I will see collections of objects. Some are very old, some are very rare, some are beautiful, others mysterious. All tell fascinating and unexpected stories – about the Museum, about Australia and its region, or about the wonders of the natural world. I can also listen to the exhibition audio description on my headphones and mobile on this free [Audio Guide](#).





## Westpac Long Gallery: 200 *Treasures of the Australian Museum*

**Low Sensory**  
Quiet, well lit areas  
with fewer people  
and low noise levels





I can walk up the stairs or take the lift to Level 1 and continue exploring the *200 Treasures of the Australian Museum*. I can discover the stories of 100 extraordinary people who have shaped Australia and made it the country it is today.

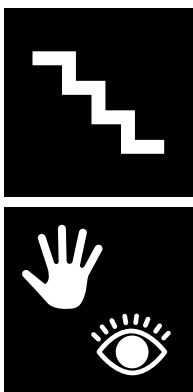
Scientists, explorers, and pioneers; entrepreneurs, athletes, and artists; politicians, an outlaw and a saint.

I can touch the screen to learn more about the people I see on the screen. There is a sign on the right hand side of the screen which explains how I can use them.



## Minerals

 Medium Sensory  
 Light areas with few people, some audio and visual noise



I can access *Minerals* from *200 Treasures*, or I can walk up the stairs (or take the lift) to Level 1.

This exhibition is a sensory friendly space. It is quieter, calmer and darker. I can learn how minerals are made and see minerals that glow in the dark.

This exhibition has touch screens and games I can touch and play to learn how minerals are made.





## Burra

■ High Sensory  
■ Busy areas, with a mix of multimedia, loud noises and/or low lighting



I can enter Burra by walking up the stairs or catching the lift to Level 2.

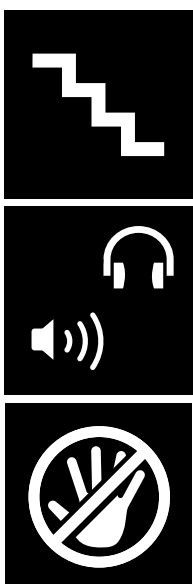
This is the AM's learning and play space which explores the migration journey of Burra the eel. There are lots of things for me to touch and play with including screens, tactile displays, dress up and books.

There are multimedia walls and floors. This area may be filled with children and can become noisy when busy. I may like to wear headphones if I become overwhelmed.



## Pasifika Gallery: *Wansolmoana (One Salt Ocean)*

■ High Sensory  
■ Busy areas, with a mix of multimedia, loud noises and/or low lighting



I can enter *Wansolmoana* by taking the ramp from Billabong Kiosk or by taking the stairs from *Garrigarrang* on Level UG.

In this exhibition, I will experience the diverse and dynamic culture of Pasifika people through stories and objects across the region. The lights are set lower, however there are touch screens with audio that might be a little loud – especially if more than one screen is playing at a time. I may like to use my headphones.

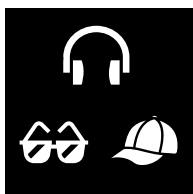
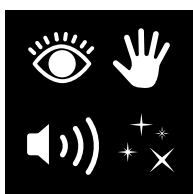
Apart from the touch screens, I am not allowed to touch objects in this exhibition.





## Dinosaurs

■ High Sensory  
■ Busy areas, with a mix of multimedia, loud noises and/or low lighting



I can access *Dinosaurs* via *Birds of Australia* on Level 2, or up the marble stairs from *Wild Planet*. I will walk among dinosaur skeletons and life-size models, as well as the fossil teeth, skulls and claws of these ancient creatures.

There are many fossil displays I can touch in this exhibition.

This exhibition has unexpected loud sounds such as dinosaur roars and thunder that I may get frightened by. I can wear my headphones. There is a flashing strobe light when the thunder sounds that I may wish to wear my hat or sunglasses for.

This exhibition also has models which show death and a model of a dinosaur autopsy, that I may find scary. I can choose not to see this exhibit.

I can also listen to the exhibition audio description on my headphones and mobile on this free [Audio Guide](#).





## *Birds of Australia*

**Low Sensory**  
Quiet, well lit areas  
with fewer people  
and low noise levels

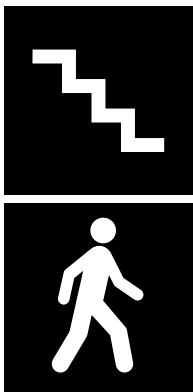
I can discover *Birds of Australia* on Level 2.

In this exhibition I will come face to face with familiar and unfamiliar birds alike, from the iconic cockatoos and budgies to the stunning Regent Bowerbird and adorable Little Penguin.





## Exiting the Museum



If I followed the suggested sequence in this Visual Story, I will have now visited every exhibition in the AM.

To exit the Museum, I will need to walk down the stairs or catch the lift to Level G.

The exit is next to where I entered the Museum.

# We hope you enjoy your visit to the Australian Museum!

The Australian Museum has worked with Autism Spectrum Australia (Aspect) to make this an accessible event. "Autism - A Different Brilliant" - Autism Spectrum Australia (Aspect) Registered Trademark.

