

NOW OR NEVER

21—31 AUGUST 2025

SOCIAL STORY

Einder

Boris Acket

Melbourne Town Hall

As a commitment to inclusion and accessibility, we have created this social story to support you to prepare for what you will see, hear and do.

If you require more information or have specific questions, please get in touch with us at nowornever@melbourne.vic.gov.au with any questions. We can also be contacted via the National Relay Service on [1300 555 727](tel:1300555727).



THINGS TO BRING

I am going to the city to Melbourne Town Hall for
Now or Never.



Phone



Digital
tickets for
ticketed
shows



Bank Card
/ Wallet



Noise-cancelling
Headphones

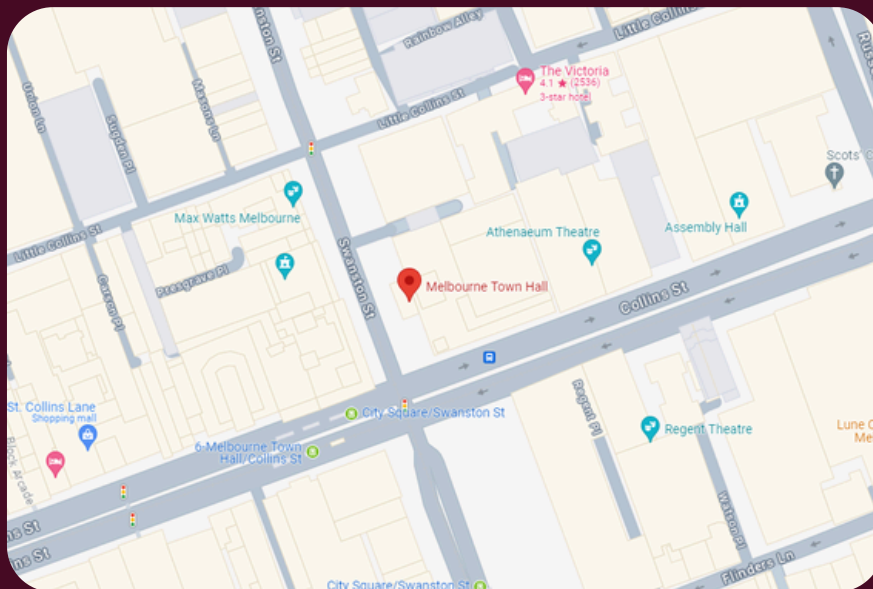


Water Bottle



Hidden Disabilities
Sunflower

TRAVELLING TO MELBOURNE TOWN HALL



Melbourne Town Hall
90/130 Swanston St, Melbourne

MELBOURNE TOWN HALL EVENT SCHEDULE

INSTALLATION

Einder, Boris Acket

Thu 21 Aug 6pm-10pm

Sat 23 Aug 12pm-10pm

Sun 24 Aug 12pm-9pm

MUSIC SHOWS

Ryoji Ikeda ultratronics [live set] / CORIN presents DIWA
[live AV]

Thursday 28 August | 7:30pm – 10:30pm

DJ Python / DJ Plead B2B rRoxymore / Yarra

Friday 29 August | 7:30pm – 1am

Young Marco / Logic1000 / Big Ever / KDV Performance
Group with Hamill Industries & Tayhana

Saturday 30 August | 7:30pm – 1am

Marie Davidson / OK EG / KDV Performance Group with
Hamill Industries & Tayhana

Sunday 31 August | 7pm — 11pm

OSTRO x EINDER DINING EVENT

Friday 22 Aug

First Seating: 5.30PM

Seocond Seating: 8.30PM

ARRIVING AT MELBOURNE TOWN HALL

When I arrive at the venue, I can enter via the Main Entrance Stairs at 90/130 Swanston St, Melbourne VIC 3000. There is an accessible entrance at this address.

If I need to use the accessible entrance, the Now or Never staff will escort me inside.

Now or Never staff and volunteers will greet me, they are there to help me. They will be wearing Now or Never uniforms and lanyards. The uniforms look like dark red jackets, t-shirts, beanies and lanyards with “Now or Never” logos.



ARRIVING AT MELBOURNE TOWN HALL

I can use the main staircase into the Melbourne Town Hall Main Foyer.

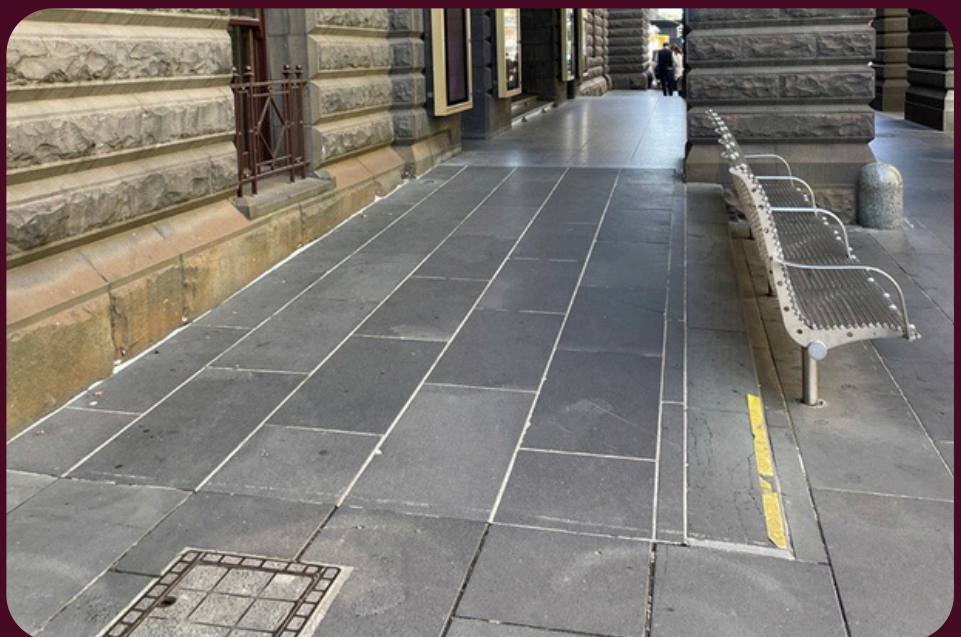
I might have to queue outside.



ARRIVING AT MELBOURNE TOWN HALL

There is an accessible entrance near the main steps of town hall on Swanston Street.

Chaperones can usher me to the Main Foyer once inside the building.



BAR

There will be a bar where I can purchase alcoholic and non-alcoholic drinks and food with a bank card but not with cash.

The bar will be located inside the venue in the foyer when I enter.



INSIDE MELBOURNE TOWN HALL

Facing the foyer, I can turn left to the bathrooms.



Turning right, I can go down the lift to ground floor to find the gender neutral accessible toilet.

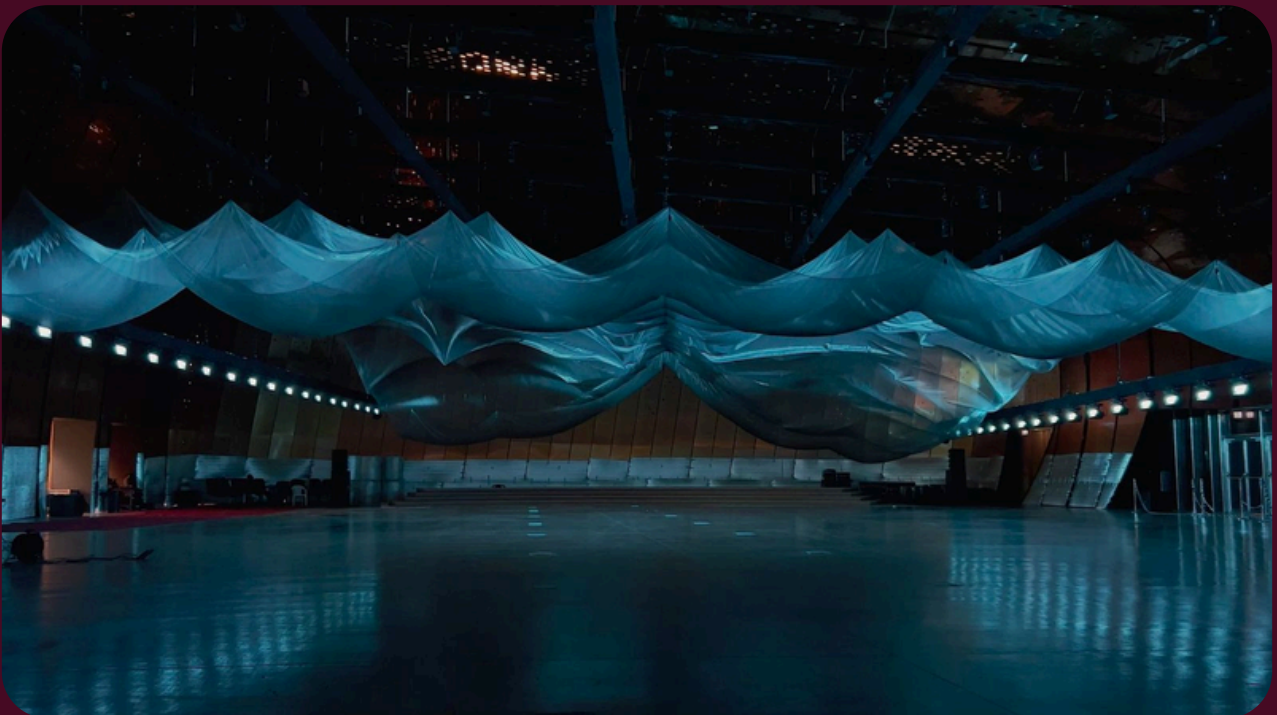


INSIDE MELBOURNE TOWN HALL

It will be dark inside the Main Hall. There will be music with flashing and moving lights.

There will be smoke machines with unscented smoke filling the room.

The Melbourne Town Hall organ will be playing music that sounds like thunder.

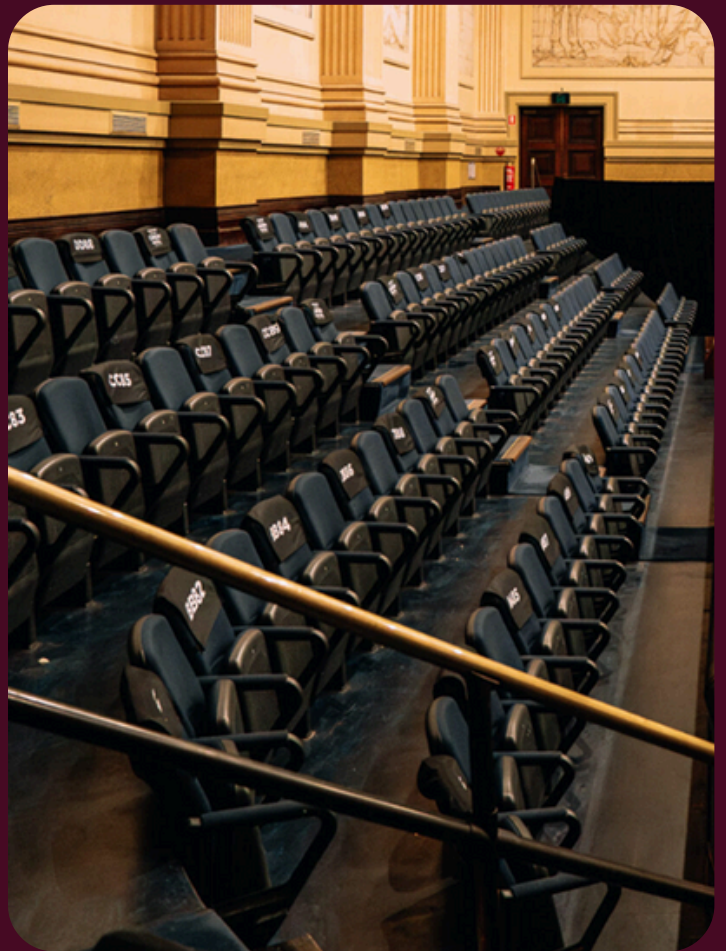


BALCONY SEATING

This seating is on Level 2 and is only accessible via stairs.

There is a step between each row of seats.

This seating won't be available during the Ostro x Einder dining experience.



INSIDE MELBOURNE TOWN HALL DURING EINDER INSTALLATION

In the Main Hall, I can use a chair or I can move around during the show.



ARRIVING AT MELBOURNE TOWN HALL DURING MUSIC SHOWS

The event staff will check my tickets and give me a wrist band which will be my pass-out. Then the security staff will check my bags on the way into the venue. They will need to check for any alcohol, drinks or liquids as they are not permitted inside the venue.

I can't bring water or hot food into the venue, but I can bring an empty water bottle. I can get free water from the bar when I am inside the venue.

When I get inside, there will be flashing lights, crowds and loud music.



MELBOURNE TOWN HALL DURING MUSIC SHOWS

Viewing Platform

The Viewing Platform is located in the Main Hall.

I can bring food and drinks with me onto the platform.

Family and friends are welcome on the platform if space permits.



INSIDE MELBOURNE TOWN HALL DURING OSTRO X EINDER DINING EVENT

This is a shared dining event. The food is served in large dishes placed in the middle of the table. Everyone at the table will take food from the same dishes.

This style of eating is common in Mediterranean countries. It emphasises connection and enjoying a meal together.

I might be seated with people I don't know, if I booked as a small group - this is part of the event design.

If I booked a wheelchair accessible ticket, there will be a space for my wheelchair instead of a seat.

QUIET SPACE

If I need a break I can find the Quiet Space on Level 1 to the left of the main stairs.

There may be other people using the Quiet Space at the same time as me.

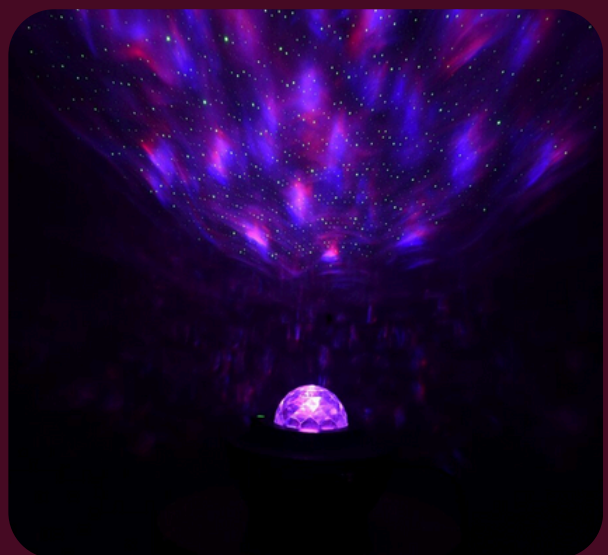
The space will be quiet but not sound proof.



QUIET SPACE

There will be earplugs, sensory tools and soft seating available for me to use.

I can bring my own headphones, ear plugs or other sensory tools.



RELAXED SESSION

From 12PM-1PM on Sun 24 Aug, Einder will be reconfigured with sound levels and lighting to suit a lower sensory session.



HIDDEN DISABILITY SUNFLOWER

If I need assistance I can wear a Sunflower symbol so trained staff can offer help.



TRAVELLER'S AID

If I need to borrow mobility aids from Travellers Aid, they are located in Flinders Street station.

I can sit down there, rest and wait for the next leg of my journey.

Their staff and volunteers can assist me with directions.

I can use their free facilities such as baby change tables, drinking water, accessible toilets, adult change tables and breastfeeding facilities.

I can borrow free electric scooters, manual wheelchairs, motorised wheelchairs, prams and other mobility aids.

EXITING THE VENUE

I can leave the building by moving to the Foyer and using the staircase or go via the lift to Ground Floor.

When I exit the venue, there will be people queueing up to enter as well as other people leaving.



Thoughts or feedback?

Contact us at nowornever@melbourne.vic.gov.au

Updated 05/08/25