

Ability Fest Information Guide



Tickets

- 1 Access Tickets - Use the presale link emailed to you, or the general on-sale link.
2. Choose Ticket - Select the type of ticket you want. For Accessible tickets, click 'View Accessible Tickets'
3. Select how many - Choose the number of tickets.
4. Companion Card Holder Ticket - If you wish to bring your companion or support worker, you may add a \$0 Companion Card Holder ticket to your Ability Fest ticket under the Accessible Ticket option. There will be a space for you to fill in your Companion Card information.
5. Payment - Complete the payment process.
6. Fill in your ticket details - All tickets must need a name on the ticket, so please make sure you've filled out the requested information for each ticket. For Companion Cards, enter the holder's details (name, card number, expiration date). For Accessible tickets, select your disability or type it out under 'Other'.
7. Agree to Terms - Confirm the Terms and Conditions.
8. Ticket delivery - Once you have completed all the required ticket detail information, you will receive your tickets to the email you provided.

Tickets

Refunds

Unfortunately, we have a strict no-refund policy. Head to Tixel, our authorised resale partner, if you can no longer make it to Ability Fest.

Head to [Tixel](#).

Ticket Support

For all ticketing queries, [contact Megatix support here](#).

Names on Tickets

An official name change is not required for your ticket.

Getting There

Address

The Timber Yard, 351 Plummer Street, Port Melbourne VIC 3207

By Car

If you are being **dropped off or picked up**, please go to the main entrance of The Timber Yard on Plummer Street. This is the easiest place to access the venue. View Plummer Street on Google maps.

By Bus

- Bus routes 234 and 235 stop a 5 minute journey away from the venue.
- Stop off at Plummer Street / Salmon Street and turn left to the Timberyard.

By Tram

- Take the 109 tram towards Port Melbourne.
- Get off at Graham Street / Light Rail, then it's around a 5-10 minute journey to The Timber Yard.

Getting There

Parking

There is no on-site parking available at the venue. All parking is off-street, with free, unrestricted street parking available along Plummer Street and Smith Street, directly opposite the venue. These spaces can fill up during busy times, so we recommend arriving early if you plan to park.

There is limited accessible parking available at the Timberyard, available to those with current permits. If you'd like one of these car parks, please contact abilityfest@dylanalcottfoundation.com.au.

If you prefer guaranteed parking, there are private parking options nearby around Bay Street and Salmon Street. These are not managed by the venue and will incur a fee.

At Ability Fest

What to Bring

- A small bag to carry your things
- Your phone with your ticket downloaded on it
- An empty bottle of water (no glass)
- Headphones, ear plugs (if you wish)
- Your ID
- Bank card, there is no cash at this event.
- Companion Card if required

You can refill your water bottle once you are inside the event.

Arrival

When you arrive at Ability Fest, you will enter through the entry gates located on your site map. Your ticket will be scanned, your ID will be checked and your bag will be checked for any banned items. For any ticket issues, you can head to the Box Office just before the entry gates.

There will be an accessible entrance lane closest to the Box Office.

At Ability Fest

Banned Items

There are various items that are banned and must not be brought into Ability Fest.

This includes but is not limited to:

- Alcohol
- Animals (excluding authorised service dogs)
- Clothing and items that may offend others
- Chairs of any kind
- Drones
- Eskies
- Flares & Fireworks & Explosives
- Food
- Glass & aluminium containers
- Illegal, synthetic or prescription drugs and related items (excluding prescription drugs that are in their original container with the issued pharmacy sticker in the name of the ticket holder containing a suitable quantity for duration of event)
- Laser Pointers
- Liquids other than lotions (sealed water bottles that are not glass, no larger than 600ml are allowed)
- Nitrous Oxide (N2O bulbs or ‘nangs’)
- Professional Audio /Visual Recording Devices (excluding mobile phones and go pros)
- Promotional materials - stickers & flyers
- Skateboards, scooters, rollerblades, roller skates, bicycles, motorised vehicles or similar for leisure (unless the device is required).
- Umbrellas
- Weapons or dangerous items including selfie sticks

Bags will be checked on arrival for these items.

At Ability Fest

Accessible Features

Our festival oasis will be transformed into an accessible venue with the inclusion of elevated platforms, pathways, dedicated sensory areas, quiet zones, a network of ramps, other facilities and amenities so Ability Fest can be enjoyed by all!

The following will be available to all at the event:

- Accessible toilets located throughout the site
- Auslan Interpreters on the main stage for the entirety of the day
- Changing Places, located opposite our 2nd Stage
- Assistance Dog Rest Area
- Sensory Kits available at the Info Hub
- Designated Chill spaces and Sensory Zones
- Elevated Viewing Platforms
- Strobe-free lighting and production elements
- Accessible Parking
- Accessible Drop-off and pickup points
- Live Captioning
- Pathways & Flooring
- Free Wifi
- Access Liaison
- A friendly team of volunteers and staff around all day, ready to help with anything you may need.

If you'd like to know more details about any of these features that aren't specified on our website, please reach out to abilityfest@dylanalcottfoundation.com.au or accessibility@untitledgroup.com.au.

At Ability Fest

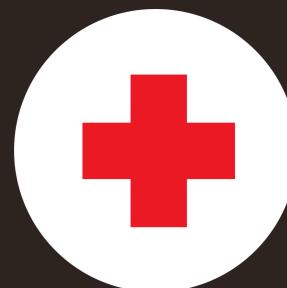
Hidden Disabilities Sunflower Initiative



The Hidden Disability Sunflower is a way to share with our team and others attendees that you have a hidden disability. We will be providing Hidden Disability Sunflower Lanyards from the Box Office at the entrance of the festival, available for anyone that would like to wear one throughout the day, you won't need to tell us your disability in order to receive one.

By wearing a Sunflower lanyard, you're letting our team know that you might need extra help, understanding, or just some more time. If you're interested in one, please let our staff know on arrival and they will be able to arrange this for you!

Medication & Wellbeing



You are welcome to bring medication for medical purposes e.g. medication you take regularly, however please bring a copy of your prescription and a photo ID to show to Security Staff at the festival gates. Any medication that needs to be refrigerated can be kept at the medical tent.

There will be medical tents on site with professional medical staff ready to assist in a variety of different situations. If you have any trouble locating the medical facilities, don't hesitate to ask one of our friendly staff members for help!

Get Involved

Volunteers

Our volunteer program has been designed for those who would like to contribute to and experience Ability Fest in a different, more hands-on way. Every volunteer plays an important role in helping us deliver a smooth, safe and memorable experience for all festival-goers.

Successful candidates will contribute a total of 4 hours on the day of the event. Positions are very limited. [Learn more about the job hub.](#)

Volunteer applications are now open. To apply, [register for Rosterfy](#) and then complete the application form located on the Ability Fest event.

If you have any questions regarding volunteering at Ability Fest, [read our Frequently Asked Questions \(FAQ\).](#)

Staff

Ability Fest is a not-for-profit event, and there are very limited paid staff positions available. Roles are filled based on operational needs, and suitable candidates will be contacted directly via email.

If you're interested in being involved, we encourage you to apply to volunteer.

FAQs

Does the venue have an audio loop installed?

The venue does not have an audio loop installed.

Is there an age limit on the festival?

Ability Fest will be 18+.

Do I need to show proof of age to enter Ability Fest?

Yes, Ability Fest will accept the following identification:

- Australian Driver's Licence with photograph
- Passport
- Proof of Age card

I have a non-visible disability, can I still access support?

The Hidden Disabilities Sunflower lets people with non-visible disabilities access the support they need. The sunflower lets people around them know that they have a non-visible disability, and they may need help, or more time.

All event Staff are aware of the Hidden Disabilities Sunflower and can provide support as required. Sunflower lanyards can be collected from the Box Office on arrival or inside the festival at the Info Hub.

FAQs

How will Ability Fest support blind and low-vision patrons?

Viewing platforms will be located at the main stage, these are raised platforms, and are available to everyone.

We are also supporting blind and low vision patrons by encouraging the use of BindiMap - a free way-finding mobile app that provides accessible navigation with easy-to-follow maps using audio and text directions at Ability Fest. BindiMaps can assist with location sharing so attendees can meet others, find their way back to a saved location and discover the fastest way to the toilets, entrances and precinct.

If I need help at Ability Fest, where should I go?

You'll find the Info Hub near the entry to Ability Fest. Our friendly volunteers are here all day to help with whatever you need.

Need directions, set times, the map, or have a question? Come see us! This is also where to go if you've lost something, or found something that's not yours.

We're here to help with any accessibility needs too. We've got earplugs, sensory kits, communication boards, and can help charge mobility devices. If you need to chat with an Access Liaison, this is the place to do it.

If someone needs medical help, go straight to the Medical Tent, there are trained staff ready to assist.

FAQs

Where can I find a sensory kit and what is included?

You can collect a sensory kit at the Info Hub to use. We please ask that the kits be returned so other patrons may use them.

The kit includes the following:

- Ear Plugs
- Headphones
- Sunglasses
- Site Map
- Set Times
- Sensory Map
- Fidget Tools

Will lighting be friendly for those who are sensitive to strobe/intense lighting?

We are working with each artist's production team to ensure that lighting and setup are as friendly as possible!

Where strobe/intense lighting can't be avoided, there will be warnings.

For any specific questions, please email
abilityfest@dylanalcottfoundation.com.au or
accessibility@untitledgroup.com.au.

Will there be food available?

Yes! There will be a number of different options available to suit all dietary requirements.

More information about our delicious food options can be found here closer to the event.

FAQs

Can I leave the festival and come back?

Ability Fest has a no pass-outs policy. Once you leave the festival, you will not be allowed to re-enter.

What kind of restrooms do you have at the event?

There will be all gender bathrooms at various locations throughout the event, in the form of:

- Changing Place
- Portable Accessible Bathrooms
- Portable Non Accessible Bathrooms

Locations will be released with the site map closer to the event.

What happens if I lose an item at Ability Fest?

If you happen to lose an item during your time at Ability Fest, please head to the Info Hub for assistance. Our friendly volunteers will do their best to assist in relocating your item.

After the festival, a Lost Property form will become available for you to make a claim for any lost items not collected at the festival. The link will become available here. Only items of value (phones, wallets, identification and car/house keys) will be held at the Untitled Group office in Windsor until April 17th, 2026.

Clothing items, accessories, jewellery, makeup, fragrances, etc will not be kept after the event. If items are not collected on or before this date, items will be appropriately disposed of or donated.

Maps

Check back here
for event maps
closer to the
event.