

## HOW TO MAKE A "WHEELCHAIR" BOOKING WITH BASS:

Prepare the following details and have them ready:

1. All the details for a "standard" booking.
2. Find out where the wheelchair seats are. It even helps to have seat numbers. Such details can be found from EASE, the venue, or BASS on 617 8213.

### PHONE BOOKINGS:

Ring 617 8213. You may find that you are referred to either the venue or a BASS agency. Remember that the wheelchair seats are very rarely sold and it is worth persisting along all avenues. Don't hesitate to ring us if you are having problems.

**A TWO HOUR JOURNEY TO SEE SEVEN LITTLE AUSTRALIANS**  
Five adult members and two staff from the A.T.C. Grace Berglund Centre Warragul travelled to Melbourne to view the musical play, "Seven Little Australians". We left Warragul at around 10am travelling by bus with the journey taking about 2 hours.

When we arrived at the Comedy Theatre we were able to park just outside. Entry to the theatre from our van was quite easy except for one step at the front. Once inside the foyer we were able to purchase some sweets from the kiosk before going to our seats.

The performance itself was very entertaining and enjoyable with drama and singing throughout as well as some laughter thrown in. The setting consisted of many scenes which were moved into place by ropes from above the stage. Actors were dressed in traditional costumes that took you back to the early days.

### COUNTER BOOKINGS:

Counter bookings can be made from any BASS agency however it is best to go, if possible, to an agency related to the venue. For example: State Theatre Box Office for all bookings at the Arts Centre (including Melbourne Concert Hall, State Theatre, Playhouse Theatre, Studio); National Tennis Centre Box Office for all bookings to the National Tennis Centre and Melbourne Sports and Entertainment Centre (Glasshouse). Athenaeum Theatre for all bookings to that venue.

**EASE HOTLINE: 699 8497**

BASS phone numbers can be found on page 2.

*The scene reminded you of the outback country side and days of townships and small farming communities. The orchestra and music were bright and cheerful while not taking your attention from the acting and the story being told.*

*At times there was sadness in "Seven Little Australians" — especially when one of the children died but really it was a mixture. Sometimes sad then happy with drama and comedy thrown in. All adding up to a fine production.*

*After the finish of the program which lasted about 3 hours and so meant a change in plans. We had to catch a later train for the return journey to stops between Warragul and Traralgon.*

*As you can see we really enjoyed "Seven Little Australians" and hope we are able to return to Melbourne in the near future as soon as another great show hits town.*

**Ian Palmer**  
Grace Berglund Centre  
Warragul

### THINGS TO KEEP IN MIND

When making a wheelchair booking you have to keep at least two things in mind. One is that because BASS does not necessarily have access to all the seats (in venues other than those just mentioned) it may be better to buy tickets from another source. The other point is that when a BASS operator says the wheelchair seats are unavailable it may be because the tickets are still on hold. The operator should check. If you remain doubtful you will need to contact the people responsible for wheelchair bookings. This unfortunately depends on the venue. Appropriate phone numbers can also be found in this newsletter.

### VENUE NOTES continued Hearing Assistance

No loop system installed.

#### Helpful Hints

When booking wheelchair seats, or any seating with a special requirement, try Dallas Brooks Hall, on 419 2288, before BASS. The Hall sometimes has access to tickets and staff obviously know the best and most accessible seating areas. Office hours are 9am — 4pm.

The venue has three wheelchairs for people who require a chair. Notify the Hall in advance, on 419 2288, of your requirement and time of arrival.

## Write to Us

This newsletter relies on your support. Write to us and let people know your thoughts on issues that matter. Others will benefit from your experience.

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Registered by Australia Post  
Publication No. VAW7218

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# Ease



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Newsletter of Arts Access Society Inc. - EASE Supplement

November 1988



## BASS MADE EASY

### This newsletter is about how to use BASS.

BASS is a ticketing agency owned by the Victorian Arts Centre Trust and was originally created to sell tickets to Trust Venues. It has expanded so rapidly that there have been a few growing pains. BASS stands for Best Available Seating Service. There are BASS agencies throughout Melbourne, Victoria and the rest of Australia.

In one way or another the vast majority of EASE tickets come via BASS. It is important to understand how BASS functions if you want to gain access to much of Melbourne's entertainment. Although BASS has sole rights to sell tickets to The Victorian Arts Centre, Melbourne Sports and Entertainment Centre and The National Tennis Centre it does not, contrary to popular belief, control ticket sales at a whole range of other venues.

Because there are other agencies selling tickets, often to a show also handled by BASS, there may well be other places to buy tickets. This means that if you have a special seating requirement you can try another avenue if BASS cannot offer what you need.

Many people also think BASS has responsibility for ticket prices. BASS charges a commission on each ticket (but then so does EASE) and there is a booking charge for phone bookings with

BASS, but they do not determine the ticket cost. Promoters set ticket prices by agreement with artist and performers' management.

On another page of this newsletter you will find advice on how to make bookings with BASS. Problems often arise when people try to make wheelchair bookings — EASE has stumbled a few times — and there are complications if you want to buy tickets for special circumstances. But it can be simplified if you understand how BASS works.

All tickets sold by BASS come through their computer. Venue seating is divided into segments and displayed on the operator's screen as a block. Tickets are sold in a specified order. When you make a phone booking your request is typed into the computer and processed automatically. You have no choice about where you sit, apart from differently priced areas. The seats are chosen by the computer as the best available positions. If you have a special need it is necessary to circumvent this automatic process.

BASS, through the computer, may place various areas of the auditorium on hold. Quite often wheelchair seats and their accompanying seats are such areas. When the BASS operator tries to bring up wheelchair seats on the screen

continued over

### VENUE NOTES

#### DALLAS BROOKS HALL

300 Albert Street  
EAST MELBOURNE  
(Another entrance off Victoria Parade)

#### Auditorium

Seating capacity: 2,050  
Wheelchair capacity: Flexible.  
Wheelchair seats are scattered throughout the stalls area of the auditorium. Central aisle, rows A-P, where there is space for wheelchairs, is sloped, some may find this uncomfortable. Transfer is possible down any of the aisles rows A-P into seats numbered 7, 8, 19, 20, 31 or 32. The stalls front row seating is on the flat. Seating arrangements in this area are flexible. You would need to check with the venue for suitable transfer seating in the front rows. Remember, unlike most venues rows are marked from the back of the auditorium. In other words row A is the back row. No wheelchair areas are available in the upper two seating levels.

#### Parking

No "disabled" parking bays in the surrounding streets. "Disabled" Parking for cars, not buses, available beneath Dallas Brooks Hall. Very few spaces are available. Prior booking essential. Ring 419 2288 after 5.00pm and talk to building security.

#### Wheelchair Access

There are two ways to access the hall without encountering steps, both are off Eades Street:

1. Follow path at the centre of the building and onto the surrounding walkway. Turn right and follow the walkway to the Albert Street entrance. Security personnel in the Albert Street Foyer will direct you to a lift. The Dallas Brooks Hall Foyer is one floor up.
2. At the Victoria Parade corner of the building, follow the path until coming to a ramp which swings under the front steps and up to the Hall's main entrance. This ramp is temporarily blocked by scaffolding.

#### Toilets

One toilet ("multi sexed") for wheelchair users next to the Victoria Parade Entrance.

#### Phones

Red Phone available in the Dallas Brooks Hall foyer. Too high for some wheelchair users. continued back page

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**EASE 699 8497**  
**ENTERTAINMENT ACCESS**  
**SERVICE**

EASE aims to assist people with special needs to attend Melbourne's mainstream entertainment by providing information, social support and incentives. EASE also aims to encourage promoters and venue management to ensure physical access is feasible at all events within the Melbourne metropolitan region.

**INFORMATION HOTLINE: 699 8497**  
advice about venue accessibility  
what's on and booking procedures.

**BIMONTHLY NEWSLETTER**

Information, articles, letters and announcements of tickets available through EASE.

**TICKET SCHEME**

Low cost tickets to a variety of entertainment events. We would like to acknowledge the generous support over the past two months of: Garry Van Egmond Enterprises, Michael Edgley International, Melbourne Symphony Orchestra, Melbourne Theatre Company, The Flying Fruit Fly Circus, Australian Pops Orchestra, Greg Hocking and Tim Woods, Frontier Touring Company, Military Tattoo '88, Jon Nicholls and Adrian Bohm, Nova Theatre Company, Royal Agricultural Society of Victoria, Spoleto, Sandy Beach Community Centre, Flying Pig Theatre Company, Victorian Netball Association, Volleyball Victoria Incorporated, Wendon Dance Academy, Victorian State Opera.

**EASE STAFF**

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**VOLUNTEERS**

David Eustice  
Christine Duncan  
Tracey Willis

**EASE FUNDING**

EASE is presently funded through the Minister for Sport and Recreation's special fund.

**Become a Member of Arts Access**

The Arts Access Society created and now supports EASE. Arts Access is a nonprofit organisation committed to providing access to the arts to those groups and individuals disadvantaged by physical, intellectual, emotional or financial conditions. By becoming a member you not only support EASE but also the Society's work. For further information ring 699 8299 or write to Arts Access 109-111 Sturt Street, South Melbourne 3205.

**BASS MADE EASY**

they may well get the message that these seats are unavailable, even though they have not been sold. It is necessary for the hold to be lifted before any such tickets are purchased.

In the case of the Victorian Arts Centre, National Tennis Centre and Sports and Entertainment Centre, wheelchair seats are controlled by the venue. BASS operators need to contact the venues to have a hold lifted. They can then issue you tickets.

EASE can assist with most enquiries so please don't hesitate to give us a call. Remember that there is an exciting summer coming up. Melbourne will be

alive with entertainment. The various ticketing agencies, including BASS and EASE, can help you enjoy the festive season. It is worth taking advantage of them.

**BASS PHONE NUMBERS**

Enquiries:	11566
Bookings:	11500
Sports Bookings:	11522
Customer Service:	617 8213
National Tennis Centre	
Box Office:	655 1208
Sports and Entertainment Centre (Olympic Park Management):	
	429 6288

**HOW TO MAKE A "STANDARD" BOOKING WITH BASS:**

Prepare the following details and have them ready:

1. Name of Performance
2. Date and Time of Performance
3. Venue
4. Number of tickets you wish to buy
5. Ticket price and therefore how much you expect to pay.
6. Where you would like to sit (only for counter bookings). You have no choice over seating when making a phone booking but can discuss seating over the counter.
7. Credit card number (for phone bookings). Cash, cheque or credit card (for counter bookings). Remember, BASS charge a phone booking fee. This is charged automatically when you make a phone booking and will be on top of the ticket price.
8. Your postal address (for phone bookings). Tickets booked over the phone will be posted out to you.

**PHONE BOOKINGS:**

Ring 11500 or 11522 (for a sports booking)

**COUNTER BOOKINGS:**

Turn up at any one of the BASS agencies either in person or by representative. To find the closest agency ring BASS 11566 or EASE 6998497

**HOW TO MAKE A "SPECIAL REQUIREMENTS" BOOKING:**

This is for bookings where you require as few steps as possible, good sight lines, seating close to the front, aisle seats or seats in induction loop areas etc.

Prepare the following details:

1. All the details for a standard booking.
2. Find out exactly where you need to sit, including, if possible, seat numbers. Such details can be found from EASE, the venue, or BASS on 617 8213.

**PHONE BOOKINGS:**

Ring 617 8213. Seats in this category are not usually on hold you should not therefore be referred elsewhere.

**COUNTER BOOKINGS:**

As for "standard" bookings.

**HELPFUL HINTS:**

The more details you have prepared the easier it is for BASS staff. If you know exactly what you want right down to seat numbers or seating areas there can be little confusion. Remember also that BASS may not have access to all seats. Some can be reserved for sale through another agency or venue. The Comedy Theatre, for example, sells tickets to all its shows. For wheelchair or special requirement bookings it is better to go, in this instance, to the Comedy. The same principle applies to some events at the Dallas Brooks Hall. *continued back page.*

**MEMORIES OF THE 30'S AND 40'S**

Dear Chris,

**Thank you for supplying tickets to the Association for the Blind for recent performances of "Seven Little Australians", "The Flying Fruit Fly Circus" and "Moliere". These performances have been thoroughly enjoyed by the visually impaired people who have attended.**

*One man who went to "Seven Little Australians", and is 83 years old, hadn't been out at night, including to a theatre production, for about 20 years - since he had retired. As well as going to the play, he was also interested in the new buildings around the Comedy Theatre, and how he had heard about the Regency, etc., but never seen them. It also brought back memories, for this group, of the old theatres around Melbourne and what they used to go to see in the 1930's and 40's.*

*These theatre outings give those who attend a chance to not only see performances at a cheap rate, but to also reminisce of such occasions with family and friends.*

*Thank you, Chris and Barbara, for organising the tickets, and for the opportunity for these people to be entertained again.*

**Lyndell Montgomery**  
**Community Recreation Officer**  
**Association of the Blind**

# Shows

*Over past months EASE has distributed tickets to:*

**THE FLYING FRUIT FLY CIRCUS, THE BROWNING VERSION AND HARLEQUINADE, MELBOURNE SYMPHONY ORCHESTRA CONCERTS, TOUCH OF SILK, PIAF, MUSICAL MADNESS, AUSTRALIA VS ITALY VOLLEYBALL, FIDELIO, DAVID LEE ROTH, BROS., FIDDLER ON THE ROOF, HARLEM GLOBETROTTERS, MILITARY TATTOO '88.**

## Tickets

**699 8497**

**THE IMPORTANCE OF BEING EARNEST**

Dates: 22nd December - 21st January  
Venue: Playhouse  
Cost: \$7.80

The Melbourne Theatre Company's production of Oscar Wilde's "trivial comedy for serious people" stars Ruth Cracknell, Geoffrey Rush, Jane Menelaus and Richard Piper. The play is described as a masterpiece of theatrical fun.

**MAN OF LA MANCHA**

Dates: 8pm 19-22, 27-30 December  
2pm 21, 28 and 31 December  
Venue: State Theatre  
Cost: \$7.50

This current production of a legendary musical promises to be theatrically stunning. It stars Daryl Somers as Sancho Panza, Geoffrey Chard as Don Quixote and Jodie Gillies as Aldonza and includes, of course, such unforgettable songs as: The Impossible Dream, and I Am I, Don Quixote.

**THE NUTCRACKER AND OUR WALTZES**

The Australian Ballet School  
Date: 1.30pm 2nd December  
Venue: The State Theatre  
Cost: \$10  
The Nutcracker, to music by Tchaikovsky, is always very popular as are all performances by the Australian Ballet School. The School completed a tour of China in July this year and presents Vincente Nebrada's Our Waltzes, highly acclaimed throughout that tour.

**THE AUSTRALIAN BOYS CHOIR CAROLS**

Date: 14th December  
Venue: Robert Blackwood Hall  
Cost: \$5.50

**FEDERATION CUP**

Dates: 4th-9th December  
Venue: National Tennis Centre  
Cost: \$3.10 Sun-Tuesday  
\$5.10 Wednesday  
\$6.30 Thurs-Friday  
The best in woman's tennis. Woman's equivalent of the Davis Cup

As we say each issue: don't rely on this newsletter to provide a comprehensive list of all tickets available through EASE. Our supply of tickets changes all the time. Ring us to find out what we have, but also what's on in Melbourne and what we are negotiating for. We want to know what you want to see. If we know what you are interested in we can ring you when we find something to your liking or have windfall tickets. Recently, for example, EASE was given some tickets to a popular rock group a day before their appearance at the National Tennis Centre. We knew who to ring!

Please keep in mind that there are many events in Melbourne which are free or low cost. FEIPP, Fantastic Entertainment in Public Places, for example, organises shows and events throughout the year. MOOMBA and many local festivals have free or low cost events. There is no need for EASE to negotiate or distribute tickets for such entertainment. Discover what's on by either ringing us or even better putting yourself on such festival mailing lists. FEIPP's number is 650 9368, MOOMBA is on 654 7111.

**WE WILL BE NEGOTIATING FOR:**

**DIZZY GILLESPIE'S UNITED NATIONS ALL STAR ORCHESTRA, THE ROBERT CRAY BAND, JIMMY BARNES, DIRTY DANCING, THE YOUNG TALENT TIME CONCERT - AND ANYTHING YOU WANT TO SEE!**

Next Month's Choice Selections