



Booking with EASE

Booking Office Hours

Monday to Thursday
10am - 4pm only

What's On?

First check your daily papers, free entertainment guides and other sources of information, then check EASE dates in the *EASE Ticket Update* before booking.

Bookings

Phone Rochelle on 9699 8497
or TTY 9699 8497

Access Information

EASE can provide information about access and facilities at venues in and around Melbourne.

Method of Payment

Pay at the EASE office or by posting a cheque or money order made out to ARTS ACCESS. Payment is never made at the venue. Please note Items 4 and 7 of the Conditions of Sale.

Conditions of Sale

1. Tickets are sold only to EASE subscribers and are not transferable.
2. Tickets are sold to staff members of an organisation on the understanding that they are attending an event as a support person for the clients of that organisation, and under no other circumstances.
3. There is no exchange or refund of tickets. A booking cannot be cancelled.
4. Tickets must be paid for within 14 days.
5. EASE will purchase tickets, where possible, to suit a subscriber's particular requirements.
6. The EASE quoted price varies from the price printed on tickets because an EASE commission is added to each sale.
7. EASE staff reserve the right to cancel or suspend membership if conditions of sale are breached.

Ease

Entertainment Access Service

109-111 Sturt Street
SOUTH MELBOURNE VIC 3205

Bookings & TTY: 9699 8497

Administration: 9699 7636

Fax: 9699 8868

EASE Staff

Dean Michael: *EASE Program Manager*

Lisa McKoy: *Project Coordinator, EASE*

Venue Access Guide

Rochelle Brown: *EASE Ticket Service*

Coordinator

Volunteers

Mary Brogan, Roisin Johnson,
NADRASCA volunteers, John Pidd, Gaye Walsh.

EASE is a project of Arts Access. EASE is funded from a range of sources, including the Health and Community Services, Disability Services, and sponsorship from VicHealth, and through service fees, subscriptions and ticket commissions.

Arts Access is assisted by the Commonwealth Government through the Australia Council, its arts funding and advisory body; Arts Victoria and Sport & Recreation Victoria, which are divisions of the Department of Arts, Sport & Tourism; and Health & Community Services.



Ease



ARTS Access

21st Anniversary
A key to cultural participation since 1974

Newsletter of the Entertainment Access Service - a program of Arts Access ISSN 1038-2879 Summer 95



EASE sizzling Summer Program

Once again EASE offers its members tickets to some of the best theatre and events this summer

Outdoor theatre is now a Melbourne summer institution. This year Glenn Elston celebrates 10 years of productions in the Botanical Gardens, with *Into the Woods*, 'a musical for adults' starring Gina Riley, John Wood and Richard Piper.

Indoors there's the Melbourne Theatre Company production of the Noel Coward evergreen, *Private Lives*, starring Lewis Fiander and Pamela Rabe.

In late February, Playbox presents an Italian music and drama feast with *Emma: Celebrazione!* by Graham Pitts, with music by Kavisha Mazella.

Emma is the story of one Italian woman's experience as a migrant to Australia told during the preparations for her daughter's wedding. As she bakes, beats and mixes Emma is visited by spirits of her past.

For sports lovers EASE has the Ford Australian Open Tennis.

For all ticket details see the monthly *EASE Ticket Update*.

Win a 'Great Sights' Tour

Each month, courtesy of Great Sights Tours, a tour will be won by an EASE member. See your monthly *Ticket Update* for entry details. If you sign up a new member you are automatically entered in the draw for three months. Congratulations to our recent winners: Halcyon and Liz Cooper



LEFT: *Emma: Celebrazione!* from Playbox in February; ABOVE: *The Secret Garden* is great entertainment for all ages; RIGHT: Lewis Fiander stars with Pamela Rabe in the MTC's *Private Lives* by Noel Coward.

EASE 'Action Plan' workshops draw strong support from venue managers

Report: Developing an Action Plan Seminar, Flinders Park, November

Ten venue management staff attended this Seminar, representing managers and staff from Melbourne Cricket Club (which manages the MCG); Scienceworks and the Museum of Victoria; Napier Street Theatre; Arts Access; George Jenkins Theatre, Frankston Cultural Centre and Morris-Walker Consultants.

The seminar gave participants a clearer understanding of the needs of people with disabilities through a panel of people with disabilities talking about their experiences as consumers of the arts and entertainment, and wide ranging discussions as to how venues can introduce physical changes and implement policies to welcome people with disabilities as consumers and colleagues.

A major focus of the day was the implications of the Disability

Discrimination Act (DDA) and how to develop an Action Plan as outlined under the DDA. In the final sessions of the day, participants concentrated on developing Action Plans for their venues to be refined later and constantly updated.

The seminar was a success with most participants describing the day as good to very good. They especially welcomed the chance to meet with people with disabilities and learn from them.

EASE thanks the Flinders Park management for their support in mounting this seminar.

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EDITORIAL

Summertime...and the living is Ease-y

The end of the year is nigh! The end of one era beckons and the beginning of another heralds! Our thanks, for five years of great work with the EASE Ticket Service, go to Lisa McKoy who is now our full time Project Coordinator on the new EASE Venue Guide. Rochelle Brown, who joined EASE as a trainee last year is our new EASE Ticket Coordinator. Welcome Rochelle.

We want to thank all those EASE members who have been so supportive of us during this year. It has been a challenging year and your friendship and consideration has been much appreciated.

The promoters and ticketing staff who have worked so closely with EASE over this year need special mention. Promoters get a special mention on the next page, so here is a big thank you to all those people who do our ticketing: Victorian Arts Centre; BASS; Princess Theatre; Her Majesty's Booking Hall; Comedy Theatre; Athenaeum Theatre; Malthouse; Flinders Park; Last Laugh; Comedy Club; Sandybeach Centre; Australian Pops; Australian Ballet; Alexander Theatre; George Jenkins Theatre, Great Sights Tours, and the Sports & Entertainment Centre.

The three of us trust that, for those of you who celebrate them, you will have a great Christmas and a Happy New Year.

Dean Michael
EASE Program Manager

Audio Description Performances

EASE members book for Audio Description performances through EASE on 9699 8497 and are advised to book well in advance. Non-EASE patrons should book through the Association for the Blind. Telephone 9822 1111 and ask for Marjorie West.

The Secret Garden
Saturday, 3 February, 2pm
Thursday, 8 February, 7.30 pm



Disability Awareness Seminar Reports

Friday 8 September at The Malthouse & Friday 20 October at Scienceworks

These two seminars were attended by staff from the State Film Theatre, Napier Street Theatre (four staff), ACME Food Co, Village Roadshow, Frankston Cultural Centre (three staff), the Princess Theatre, Melbourne Zoo (three staff), Werribee Zoo (two staff), Healesville Sanctuary, the Jewish Museum of Australia and Scienceworks.

Apart from learning from the personal experiences of the panel of people with disabilities, the participants learned about the implications of the Disability Discrimination Act and the most appropriate strategies for servicing customers with disabilities.

Responses from participants included: "I learned a lot from today's seminar. Thank you for the opportunity to attend.", "All customer service people should do this course", and

"I loved the chance to talk to the panel, their knowledge and experience was so valuable."

During the course of 1996, EASE will be presenting both seminars in Melbourne and in regional Victoria.

Private Lives by Noel Coward
Saturday, 10 February, 4 pm
Thursday, 15 February, 8 pm

Kid Stakes by Ray Lawler
Saturday, 2 March, 4 pm
Thursday, 7 March, 8 pm

Sign Language Interpreted Performances

Kid Stakes by Ray Lawler
Thursday, 14 March, 8 pm

Among those developing action plans at Flinders Park in November were, from left : Lisa McKoy, EASE; Andrew Sanderson, Morris Walker Consultants; Noeline Gratton, Disability Discrimination Law Advocacy Service; Bruce Morton, George Jenkins Theatre; Shirley Sydenham, Arena Theatre

Our thanks goes to the managements of The Malthouse and Scienceworks for their support with these seminars.

New EASE Venue Guide in progress

As part of the Venue Access Programme, EASE has received sponsorship funding from VicHealth to produce an updated version of the Venue Access Guides.

Originally produced in two parts in 1990 and 1992, the updated edition of the guide will contain comprehensive information on access and facilities at over 80 of Melbourne's major arts, sporting and entertainment venues.

An invaluable resource for people with disabilities, the new EASE Venue Access Guide will be published in book form and will be available for purchase from booksellers, disability networks and tourism information outlets in late 1996.

Former EASE Ticketing Coordinator, Lisa McKoy, has taken on the role of Project Officer for the Guide and is currently researching the possible content and format of the book in consultation with EASE members and disability groups. A reference committee has also been established to advise on the project.

EASE is also seeking volunteers who will be able to assist us in assessing venues or entering venue information on computer.

Collection of venue information starts in January 1996. If you can help and are available during business hours please call Lisa McKoy on 9699 8299 on a Monday, Tuesday or Wednesday.

Venue Profile
Flinders Park development

The multimillion dollar Stage Two development at Flinders Park opens on January 15, 1996 with the first round of the Ford Australian Open tennis tournament.

Located on 5.5 hectares of land north of the existing site, the development includes:

- 8 Rebound Ace match courts
- 2 stadium courts (3000 and 1500 seats)
- 1 clay court
- Multi purpose function centre with dining facility for 1500 people
- Garden Square
- A 500 space car park

Facilities for patrons with disabilities are:

- New change rooms, showers and toilets for disabled tennis players which will be ready for the World Team Cup to be held in February 1996.
- Accessible toilets are also located in the public amenities area at Show Court 3 adjacent to the new western courts.
- Both the new show courts have provision for ramped access to seating areas.
- Wheelchair patrons will be able to sit with companions at both courts using individual seats.
- Ramped access is also provided to all new courts, the Function centre and to the new change rooms.

For more information contact Flinders Park directly on: 92861234

EASE Ramps

EASE has two ramps for hiring out to venues that need to improve their access for particular events.

The ramps are aluminium and measure about 1 metre long.

They are useful for overcoming one or two steps at the most.

Hiring fees:
\$10 per day; \$7 half day; \$ 40 per week, with refundable \$20 deposit.

All enquiries to Dean Michael on Telephone 9699 7636

EASE promotes access issues to tourism and leisure industries

The December issue of Leisure, the journal of the Australian Leisure Institute includes a major feature article about EASE, written by Dean Michael.

The article is based on Dean's address to the Alympics Conference in Perth

earlier this year and provides an insight into the difficulties experienced by many arts patrons at venues, and outlines the benefits to customer service through provision of good access and facilities.

EASE aims to further develop its advocacy work to tourist and leisure industry bodies to ensure that awareness of issues such as the Disability Discrimination Act continues to grow outside the immediate entertainment industry.

EASE Supporters 1995

During the course of 1995, many promoters have collaborated with EASE to open up more opportunities for people with disabilities and people who are socially disadvantaged to attend events, and we think that this is valuable time to let EASE consumers know who those promoters are.

Below is a list of the organisations who have committed themselves to making their events more accessible and some of them have done this over several years. We want to thank you all! As well we would like to acknowledge Robert Ginn with the support of Millmaine Entertainment for their generosity with "The Mikado" tickets, and South East Melbourne Magic for providing low cost tickets to their finals games. EASE thanks:

* ABC-TV	* Liquid Ambar Theatre Association
* Adrian Bohm Productions	* Melbourne International Festival
* Advantage International	* Melbourne International Comedy Festival
* Ann Stoddart Enterprises	* Melbourne Music Festival
* Arena Theatre	* Melbourne Symphony
* Australian Ballet	* Melbourne Theatre Company
* Australian Chamber Orchestra	* Melbourne Tigers
* Australian Opera	* Mietta's
* Back-to-Back Theatre	* Millmaine Entertainment
* Australian Pops Orchestra	* Monash Season at Frankston & Clayton
* Bell Shakespeare Company	* "Montage" / Victorian Arts Centre
* Bharatam Dance Company	* North Melbourne Giants
* Circus Oz	* Palace Cinemas
* Comedy Club	* Paul Dainty Corporation
* Edgley Ventures	* Playbox Theatre Company
* Elston, Hocking & Woods	* Robert Ginn
* Essgee Entertainment	* Rod Goss Theatre
* Field-Day Enterprises	* Ross Mollison Marketing
* Flying Fruit Fly Circus	* Royal Melbourne Show
* Ford Australian Open	* Sandybeach Concerts
* Frontier Touring Company	* Soul Theatre
* Garry Penny Productions	* South East Melbourne Magic
* Garry Van Egmond Enterprises	* Sidney Myer Music Bowl / VACT
* Geminiani Chamber Orchestra	* Stable Productions
* Good As Gold Ltd	* "The Bottom Line" Company
* Great Sights Tours	* Victorian Arts Centre
* Hocking, Vigo & Gerrard	* Victorian Cricket Association
* Hoyts Corporation	* Victorian Rock Foundation
* John Whale Productions	* Victoria State Opera
* Jon Nicholls Productions	
* Kevin Jacobsen	
* Last Laugh Theatre Restaurant	

For all EASE show details check the EASE Ticket Update

The LARGE PRINT edition of the EASE Ticket Update

is now available from Rochelle - Phone/TTY 96998497