

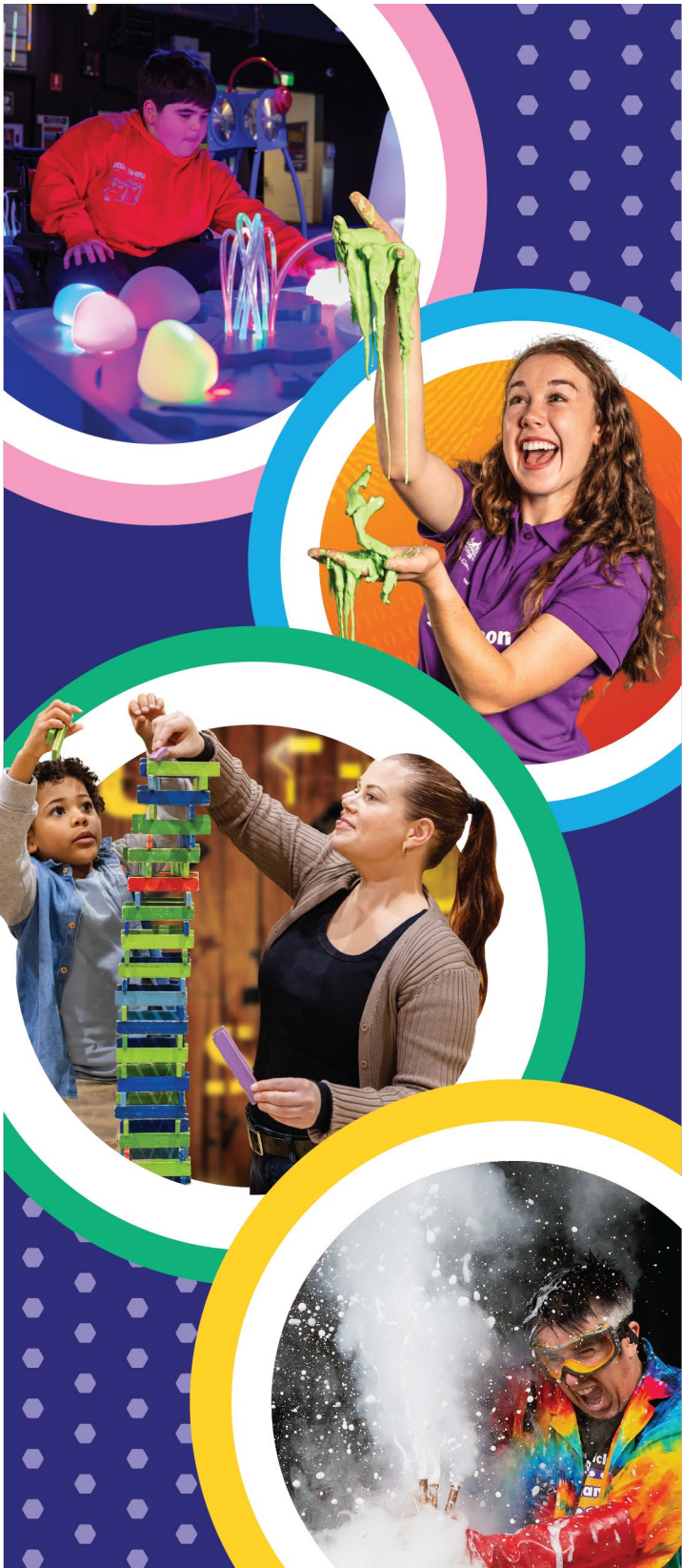
Questacon

Accessibility Guide

Questacon is committed to making our building, exhibitions and events accessible to all visitors. A range of services are available to facilitate your visit to Questacon.

For more information, complete our online [contact us form](#), call 02 6270 2800 to speak to an Information Officer or email info@questacon.edu.au.

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Getting to Questacon

Questacon is located 3km from the Canberra city centre at the southern end of Lake Burley Griffin. The street address is: King Edward Terrace, Parkes ACT 2600.

Questacon can be accessed by car, taxi, bus, bike or on foot. Questacon's closest bus stops are 3258 and 3259. These stops are located on King Edward Terrace between the National Library and Treasury. These stops are serviced by Action Buses Rapid numbers: R2 and R6. Plan your Questacon trip using the [Transport Canberra Journey Planner](#).

Shared e-scooters ([Lime](#)) are available for hire within the Parliamentary Zone.

Bike racks are located at the main entrance on Parkes Place West.

A pickup/set down area for taxis and private vehicles is located on Mall Road West.

Ramp access and automatic sliding doors are available at both centre entrances.



Questacon Science Court entrance

Accessible parking



Questacon parking map

Designated mobility parking spaces are available close to Questacon. Free parking is available for vehicles displaying a valid disability parking permit. Parking is free on weekends and ACT public holidays. Parking on Parkes Place West is managed by the National Capital Authority.

Parkes Place West short stay carpark

There are 7 designated mobility parking spaces. Ramp access to the centre is located closest to this carpark. The route is not protected from the weather.

Parkes Place West lakeside

There are 10 designated mobility parking spaces located approximately 100m from the Centre. The route is not protected from the weather.

For more parking locations and additional fee information, visit the [National Capital Authority website](#).

EasyPark App

Parking at Questacon is metered parking between the hours of 9am - 5pm. Free parking is available for vehicles displaying a valid disability parking permit.

Credit card and cash payments are accepted at the parking meter. Meters are spaced throughout the carparks and are accessible via ramps. Parking is only metered Monday - Friday.

The 'EasyPark' app can be downloaded on your phone before or during your visit. Visitors can pay for parking and extend their parking session remotely through the app, removing the need for visitors to return to the carpark during their visit.

The 'EasyPark' app is used at all ACT Government metered parking sites.

easypark

EasyPark app logo

Main entrances



The main entry for the general public is from the Science Court.



Accessible ramp to the Science Court and general public entrance.

General public entrance

The Science Court is accessible via stairs and ramp and faces both carparks on Parkes Place West. The Science Court paving is a highly bright and reflective surface.

As you enter, to your left you will find the ticket desk and connected queue. Ahead of you and slightly to the right is the Information Desk – if you require a wheelchair, locker, additional information or access support, please head directly to the Information Desk.



School group entry via the Ceremonial Entrance.
An accessible ramp can be found on the left-hand side.

School group entrance

The Ceremonial Entrance is accessible via stairs and ramp. It faces Mall Road West, a limited access road. This entrance is commonly accessed by staff and school groups.

As you enter, the gift shop is on your left. Directly ahead is the Information Desk. On your right, you'll find the theatre, café, and the nearest restrooms.

Plan your visit



Questacon Information Desk

Is there wheelchair hire available?

Wheelchairs are available for hire from the Information Desk. Hire is free and proof of identification is used as a deposit.



Questacon ticketing desk

Does Questacon accept Companion Cards?

Companion cardholders receive a complimentary ticket for their companion with the purchase of a concession card ticket.

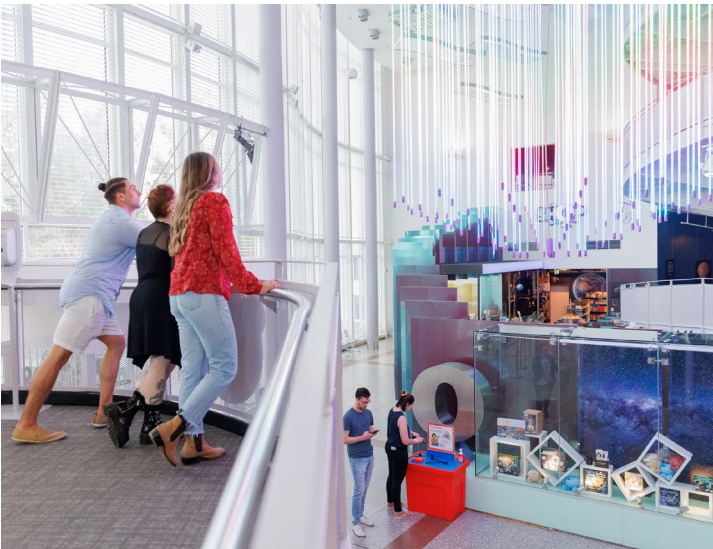


A boy with his service dog

Can I bring an assistance/ service dog or animal?

Yes, trained and registered assistance animals are welcome in all indoor areas of Questacon when accompanied by their handler and on a lead.

Plan your visit



A quiet day at Questacon

When does Questacon tend to be quietest?

Questacon is quietest between 3:00 pm and 5:00 pm on weekdays, during ACT school terms, particularly on Mondays and Fridays. February is our quietest month.

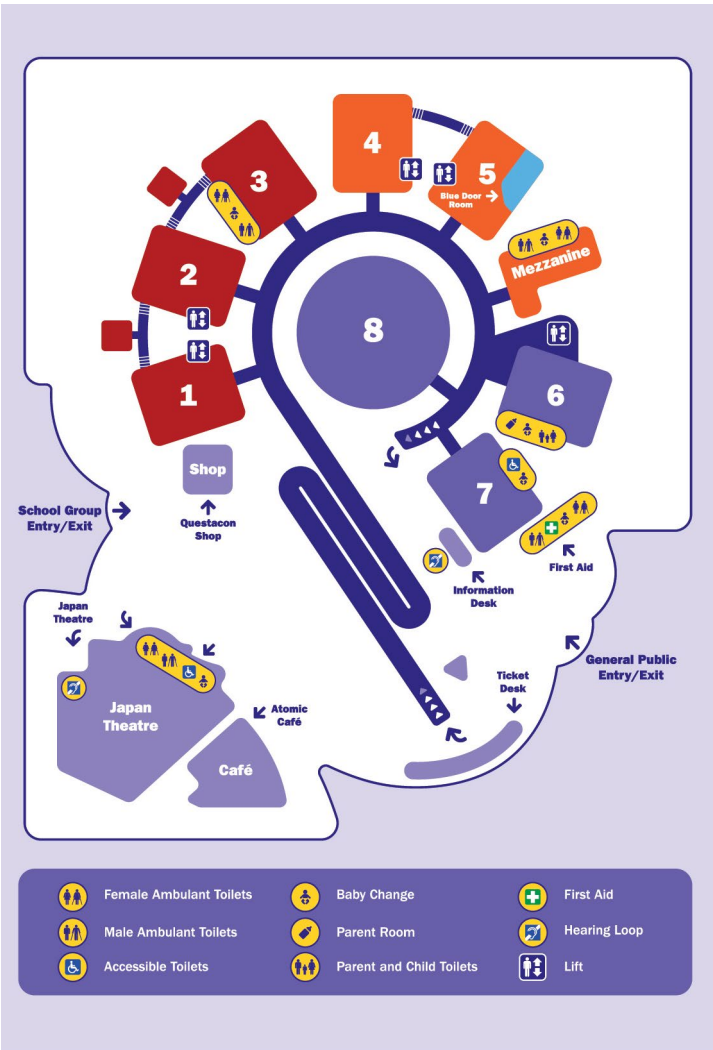
Questacon is generally, but not always, busier:

- Between 10:00 am and 2:00 pm on weekdays, during ACT school terms.
- During weekends
- On public holidays

Please call us to get more information on our quiet periods.

Questacon Map

Please click [here](#) to view an interactive map of Questacon.



Questacon Centre map

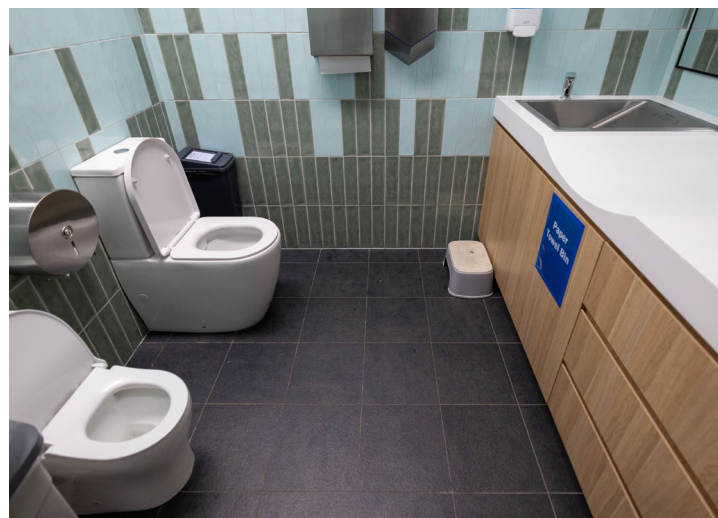
Accessible facilities



Accessible toilet - Excite@Q (Gallery 7)



Parent's room – Mini Q (Gallery 6)



Baby change room – Mini Q (Gallery 6)

Where are the accessible toilets?

There are three accessible toilets in Questacon at the following locations:

- One located in the foyer, between the *Japan Theatre* and Atomic Cafe.
- Two located in Gallery 7 on the ground floor.

The accessible toilet in the foyer has handrails fitted, and standard swinging doors.

The accessible toilets in Gallery 7 both have handrails fitted, and automatic swinging doors.

In addition to these, Questacon has ambulant toilet stalls in our bathrooms; please note that these toilets can be too narrow for some of the wider models of wheelchair, and we recommend the use of the toilets listed above in those cases.

Bathrooms are located:

- Gallery 3
- The Mezzanine, next to Gallery 5.
- Foyer, between the *Japan Theatre* and Atomic Café.
- Foyer, between the information and ticket desks.

Are there parents rooms and baby change facilities?

Yes, Questacon has baby change rooms located in:

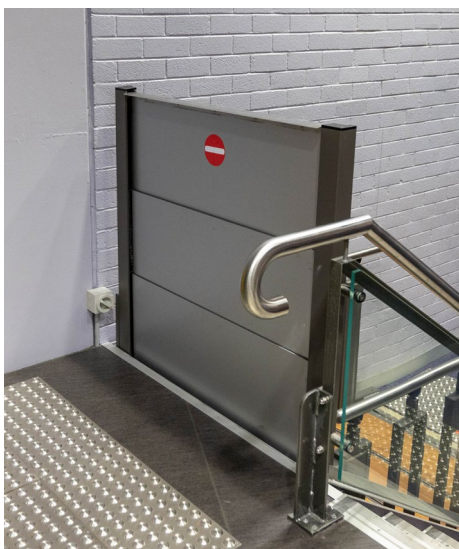
- Gallery 3
- The Mezzanine, next to Gallery 5
- Gallery 6
- Foyer, between the *Japan Theatre* and Atomic Café
- Foyer, between the information and ticket desks

Breastfeeding is welcome anywhere on site. Dedicated feeding areas with a microwave and bottle warmer for milk warming are available in Gallery 6 (*Mini Q*).

Accessible events and activities



Wheelchair lift – Japan Theatre



Are Questacon's shows accessible?

Yes, our theatre is accessible via a wheelchair lift. The wheelchair lift has a maximum weight limit of 400kg. Auracast is available in the theatre and can be used with your Auracast-compatible device. Auracast receivers are available upon request. Alternatively, the theatre has a hearing loop that reaches the first four rows.

All shows are interactive and have some audience participation.



Galleries lift - Mini Q (Gallery 6)



Are Questacon's galleries accessible?

All galleries are accessible by lift from the foyer adjacent to *Mini Q*. All galleries are ramp accessible for a continuous travel path.

To make your visit easier, we recommend using the central spiral ramp when exploring the galleries, as it has a gentler incline than other routes.

Sensory sensitivity



Sensory sensitivity kit

Questacon can be a highly stimulating and interactive space, where a variety of senses can be engaged.

To make your visit easy and fun, we've got some strategies to help you out:

- Noise-cancelling headphones are available from the Information Desk on the ground floor, and in each gallery.
- Sensory Sensitivity Kits can be hired from the Information Desk. These are free and proof of identification is used as a deposit.
- Wristbands are available from the Information Desk, to write contact details on.
- Pre-purchasing tickets online will guarantee entry to Questacon at your preferred time. It also allows you to check into Questacon quicker, minimising the wait time in line.
- You can plan your trip with our online map before you come.

Quiet Spaces



Quiet space - Mini Q (Gallery 6)

Questacon has a few quiet spaces scattered throughout the galleries.

Quiet spaces are located at:

- The Aquarium Alcove, in the stairs between *Illuminate: How Science Comes to Light* and *Fundamental*.
- Alcove between *Fundamental* and *Awesome Earth*.
- *Mini Q*

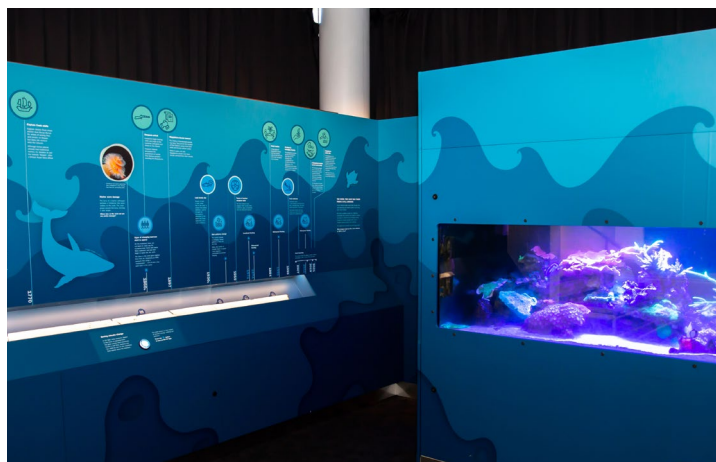
Gallery information

Questacon has Augmentative and Alternative Communication boards in our galleries that can assist non-speaking/non-hearing or minimally verbal individuals to communicate with staff.

Seating is available in each gallery.



Gallery 1 – *Illuminate: How Science Comes to Light*



Aquarium Alcove



Gallery 2 – *Fundamental*

Gallery 1 – *Illuminate: How Science Comes to Light*

Sound: Noise from exhibits (Laser Beats, Scanner Jam and Chroma Keys).

Light: Dim light, some darker corners, and flashing + bright exhibits. Those who are sensitive to blue light are recommended to take caution.

High Sensory Exhibits: Laser Beats, Scanner Jam and Chroma Keys (high sound output).

Aquarium Alcove

*Between *Illuminate: How Science Comes to Light* and *Fundamental*.*

Sound: Low sound, protected from gallery noise.

Light: Dim, blue lighting.

Gallery 2 – *Fundamental*

Sound: Noises from exhibits.

Light: Regular light, some darker corners and flashing.

High Sensory Exhibits:

- **Gravitram** – Constant clanking sound.
- **Persistence of Vision (POV)** – Flashing strips of light on the wall.
- **Frozen Shadow** – Loud countdown with masculine voice, bright flash.
- **Recollections** – Coloured lights on screen.
- **Vibrating Screen** – Shaking platform with reflective pins; low, constant noise; emergency stop available.

Gallery information



Gallery 3 – Awesome Earth

Gallery 3 – Awesome Earth

Sound: Low, ambient sound with some loud exhibit noises.

Light: Dim lighting.

High Sensory Exhibits:

- **Caged Lightning** – 15-minute countdown to lightning strike; flashing light and loud sound for about 20 seconds before countdown resets.
- **Earthquake House** – flashing screens, lights, and loud sounds throughout the experience. There is a [Social Script](#) for the Earthquake House.
- **Gravity Well** – Loud echoing sound of pool balls rolling on hard surface.



Gallery 4 – Q Lab

Gallery 4 – Q Lab

Sound: Noisy exhibits, activities.

Light: Regular lighting.

High Sensory Exhibits:

- **Beehive** – Inconsistent bee sounds coming through speaker; red, dim lighting.
- **Dynamic Screen** – Video series on a large screen controlled by a dial.
- **Bench activities** – Various activities involving lights and sounds. Talk to a staff member for more detail.



Gallery 5 – The Shed

Gallery 5 – The Shed

Sound: Noisy exhibits, activities.

Light: Regular lighting.

High Sensory Exhibits:

- **Wind Table** – Table with fan built in, loud noise.
- **Pipe Wall** – Ball run with magnetic pieces, ball and magnetic pieces make clanking sounds when dropped or attached to the wall.
- **Activity Space** – Various activities involving lights and sounds. Talk to a staff member for more detail.

Gallery information



Gallery 6 – Mini Q

Gallery 6 – Mini Q

Sound: Ambient sound.

Light:

- Mostly regular lighting.
- **Story Cave** – Flickering lights.
- **Octopus** – Flickering lights on the arms.

High Sensory Exhibits:

- **Water Play** – Running water, bucket splashes water inconsistently.
- **Story Cave** – Repetitive sounds during the storytelling sequence.
- **Ship** – Loud sounds in the ship bridge.



Gallery 7 – Excite@Q

Gallery 7 – Excite@Q

Sound: Loud gallery noise.

Light: Coloured, dim lighting.

High Sensory Exhibits:

- *Excite@Q* can become crowded and loud quickly. Most exhibits in this gallery are high sensory.
- [Social Script for Free Fall](#).



Gallery 8 – Quantum Tomorrow: Imagined Futures

Gallery 8 – Quantum Tomorrow: Imagined Futures

Sound: Ambient nature-based soundscape.

Light: Dim lighting.

High Sensory Exhibits:

- **QMax Screen** – Bright, large screen with slow-moving images displayed across it.

Spectacular Science Shows



Spectacular Science Show - Liquid Nitrogen!

Each *Spectacular Science Show* has different sensory aspects. If you have any questions, please ask the presenter before the show. All shows are interactive and have some audience participation.

Our current list of shows includes:

Colour!

Sound: Minimal loud noises.

Light: Lots of colour lights, theatre goes dark often.

Liquid Nitrogen!

Sound: Multiple loud bangs.

Light: Changing coloured lights.

Your Energy

Sound: Multiple loud bangs.

Light: Strobing lights, theatre goes dark often.

How Did Dinosaurs

Sound: Minimal loud noises.

Light: Dim theatre lighting.

Fire!

Sound: Multiple loud bangs.

Light: Theatre goes dark often, bright fire.

Move It

Sound: Minimal loud sounds.

Light: Bright theatre lighting.

A [social script for Spectacular Science Shows](#) is available.

If you have any questions or feedback about accessibility or any of our exhibitions, please call us on 02 6270 2800 or complete our online [contact us form](#).