VISUAL STORY – LIVING MUSEUM

SOVEREIGN HILL MUSEUMS ASSOCIATION

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ACKNOWLEDGEMENT OF COUNTRY



Sovereign Hill acknowledges the Wadawurrung people as the Traditional custodians of the land on which we operate.

We pay our respects to their Elders past and present, and to all of the Aboriginal and Torres Strait Islander people who live and work on Wadawurrung Country.

We acknowledge their unceded sovereignty over Wadawurrung Country, and the ongoing hardship and trauma as a result of colonisation.

The history and continuous culture of the Wadawurrung people is an important part of our shared story.

STATEMENT OF INCLUSION



Sovereign Hill is committed to ensuring all visitors feel:

- safer
- welcomed
- included

during their visit and when interacting with staff and volunteers.







SUNFLOWER ORGANISATION



Sovereign Hill is proud to be a **Sunflower Registered Organisation**.

The Sunflower is a globally recognised symbol for Hidden Disabilities

I can wear the lanyard to indicate to staff that I may need extra support, time and understanding.

I can ask for a lanyard at the ticket box when I arrive at SH.

If I have a Sunflower lanyard I should bring it with me.

It is OK if I don't have a lanyard, I can still get help if I need it.

WELCOME TO SOVEREIGN HILL LIVING MUSEUM



At Sovereign Hill I can explore what life was like between1850 to 1914.

Many people came from all over the world to look for gold.

They travelled to Victoria, where gold had been found.

Ballarat's population grew quickly.

In 1851, about 1,000 people lived here.

By 1854, there were 26,000 people living on the goldfields.

In the Sovereign Hill township I will see:

- People
- Houses
- Businesses
- Mining processes

Website https://www.sovereignhill.com.au/

VISUAL STORY TERMS

TERM	MEANING
SH	Sovereign Hill, museum name
SH Staff	All Sovereign Hill staff and volunteers
SH Guide	A Sovereign Hill staff or volunteer who guides my tour.
Precinct	An area of the museum
Township	The 5 precincts in the outdoor museum
Activations	Performances that are timetabled each day or occur in a building
Rare Trades	Trades from the 1850’s to 1914. How we made things in the past

LIVING MUSEUM ATMOSPHERE

The museum is designed to look, sound, smell and feel old.

The museum's landscape and buildings incorporate many natural fibre's, such as wood and bark, which often have a rough, organic texture.



People

SH staff wear costumes and act as if the 1850's is the current year.

They will call each other and you Ma'am or Sir.

They act out the stories inspired by real 1850's people.



Township

Dirt roads wind around the museum and up the hill.

I will see tents and cottages for housing.

I will see businesses in tents and wooden buildings.

I will see horse and carriages and not cars.



Daily life

SH staff pretend to live and work in the different buildings and will welcome you into the buildings and show you their rare trades.

The museum sometimes has posters from the 1850's that are decoration only. I can check the chalkboards and signposts to tell me where to go and what activities I can do.

LIVING MUSEUM ATMOSPHERE - PERFORMANCES

SH staff perform in the streets, shops, and on the stage. They will change their costume to become another 1850's character.

I become the audience when I stop to watch and listen to a performance.

I can walk away if I don't want to listen or be included.



Characters

SH staff are trained to stay in character.

When performing SH staff will speak loudly so that the crowd can hear. I will hear expressive voices as they bring the drama and excitement to historical events.



Activations

Are timetabled each day depending on the season and are based on real historical events or roles from the 1850s.
I can learn about activations on the website or daily on the museum chalkboards.



Precincts

I will see and hear people performing in each precinct.

In the holidays I can watch a pantomime in the Victoria Theatre. This is a lively, family-friendly show full of laughs, action, and audience fun.

LIVING MUSEUM ATMOSPHERE - DEMONSTRATIONS

Demonstrations share stories from the 1850's through hands-on activities, sounds, and storytelling

The Candle Maker, Confectioner and the Gold Pourer will share with you the rare trade process of making candles, sweets and gold bars in the 1850's.

I will experience these in public demonstrations with other visitors. They spaces are small and can fill up quickly.

I can visit and chat and chat with SH staff at quieter times. Public demonstration times are listed on chalkboards and the website.



Candle Makers Map 44

I will see how candles are made and used before electricity. SH uses 19th-century tools and methods to make candles.

I will smell wax and floral scents.

I can purchase a candle to dip in coloured wax.



Confectionary Map 62

I will see how sweets are made using historical recipes and equipment.

I may get to taste a freshly made sweet. I can buy more sweets at Brown's Confectionary in Main St.



Gold Pour Map 63

I will see pure gold heated to **1,100°C** and then poured into a mold to form a solid gold ingot.

I will be in a darkened room. .

LIVING MUSEUM ATMOSPHERE - SIGNAGE

The township uses different types of signage to communicate information.

Information boards

I can read what times events and experiences are taking place.





Signs

I will follow an instruction.



Signposts

I will follow a direction for a street or to a place.



Posters

I can see 1850's advertising. These are decoration only, I do not have to follow these signs.



VISITING SOVEREIGN HILL



Sovereign Hill is in Ballarat, 90 minutes by car west of Melbourne.

Address: Bradshaw St, Ballarat

Regular Hours: Tuesday-Sunday, 10am-5pm (Open Monday's if a Victorian Public Holiday)

Website https://www.sovereignhill.com.au/

Visitation at Sovereign Hill can be **busy or quiet** depending on the program. If I don't like crowds, it's best to go on:

- weekdays (Tuesday to Friday)
- during school terms
- in the morning (it opens at 10:00 AM)

It can be **very busy** on:

- weekends
- public holidays
- school holidays as they have special programming. Learn more at https://www.sovereignhill.com.au/whats-on/

GETTING HERE



From Melbourne, I drive 110kms along the Western Highway, approximately 90 minutes.

From Geelong, I drive 86kms along the Midland Highway, approximately 70 minutes.



From Melbourne, I board a V/Line train at Southern Cross Station. The train ride takes less than 90 minutes.

I will arrive at the Ballarat Railway Station. There is a bus stop outside the train station on Lydiard Street. I catch the Route 21 local bus to Sovereign Hill.

The bus travel time is 15 minutes, and the bus stops in Bradshaw Street, adjacent to the Sovereign Hill entrance.



From Ballarat, I catch the local Route 21 bus.

The bus travel time is 15 minutes.

I exit the bus at the Sovereign Hill Bradshaw St bus stop, adjacent to the Sovereign Hill entrance.



Call 131 008 I catch a taxi to Sovereign Hill.

The address is Sovereign Hill, Bradshaw Street, Ballarat.

TICKETS



I can purchase at Sovereign Hill.

I can pre-book my tickets online

https://shtickets.sovereignhill.com.au/sov_b2c/ticketselection.html

Ticket prices start from

- **$52.50 adults**
- **$43.50 Concession**
- **$33 children**
- **Children under 5 are free**
- **$145.50 Family (2 adults and 2 children)**

SH accepts Companion Cards

I can choose between a **one-day pass** or a **two-day pass** when I book.

ADD-ON: VIP REBELLION PASS



On school holidays, weekends, and public holidays I can add-on to my entry ticket to join a VIP group led by a friendly guide.

I will be taken on a tour where I can go behind the barriers with my SH guide. I can ask questions throughout this tour.

I will pan for gold in a quieter area with expert help from SH staff.

I will sit in a roped off area at the Gold Pour demonstration where I will see a gold bar being poured. I am allowed to hold the gold bar. I will be told when I can hold the gold.

I will receive a named handwritten gold license.

I can book online or upgrade on arrival.

https://www.sovereignhill.com.au/events/rebellion-pass/

Adult $102.50

Child $58

This price includes my museum entry ticket and the VIP Rebellion Pass.

ADD ON: STAY AT THE SOVEREIGN HILL LODGE



I can stay at the Sovereign Hill Lodge which connected to Sovereign Hill.

If I stay at the hotel between 10am to 5pm I can use my swipe card to come in and out of the museum.

The hotel rooms are quiet and simple, which can help me reduce my sensory overload.

I can book a room with a private bathroom and bring things from home that help me to feel relaxed.

I can bring my approved support dogs are welcome at the hotel.

Hotel check-in is from 2pm.

Hotel check-out is from 10am.

I can phone the hotel to book 03 5337 1159

I can book online

https://bookings12.rmscloud.com/Search/Index/2700855E5F5A7C6F/1/

PARKING





Free accessible parking is available in the top carpark near the entrance to SH. I will see blue wheelchair symbols painted on the ground.

I can use a drop-off zone near the entrance before parking if my passengers have mobility needs.

Once I have parked, I will walk up the stairs or to the entrance.

WEATHER

SH is an outdoor museum, and I will spend most of the day outside walking between precincts.

I need to prepare for the weather.

I can go into the buildings or stand under a verandah to get out of the weather.

I need to wear comfortable shoes, with a sole that is comfortable on dirt, stones and mud.

On sunny days… I might need:

- A hat
- Sunscreen
- Sunglasses
- Light clothes
- A water bottle

On rainy days… I might need:

- A raincoat
- An umbrella
- Waterproof shoes or boots
- Warm clothes

On cold days… I might need:

- A warm jacket
- Gloves
- A beanie or hat
- Layers to keep warm

I CAN BRING?



I can bring things with me that help me to feel comfortable and prepared for a day outside.

I will pack a bag to make it easy to carry items when I am walking.

I can bring an approved support dog wearing an identifiable harness.

I can bring:

- Headphones
- Glasses
- Sensory toy
- Snacks and drinks
- Mobility aides

FAQS

Can I wear costume?

- I cannot wear my1850's clothing to SH. A visitor might think I am an SH staff member and ask me questions I don't know the answer to.

Can I leave and come back to SH?

- I can get a museum pass out from the SH staff in the Entrance Building and exit and return during business hours for the duration of my ticket.

Can I smoke or vape in SH?

- I am not allowed to smoke or vape in SH. I can leave the museum and walk to Bradshaw Street to smoke or vape.

Can I touch or feed the birds and animals?

- I am not allowed to feed or touch the birds and animals, unless a SH staff member gives me permission to do so.

FRONT ENTRANCE ARRIVAL





I can walk up the stairs or use the ramp to get to arrive at the SH entrance.

I can walk up the stairs or use the ramp to enter the building.

Once inside I will show my tickets or buy my tickets at the ticket box.

FRONT ENTRANCE TICKET BOX





Inside the entrance building I will join a queue.

I might see a sign for prepaid tickets and ticket sales.

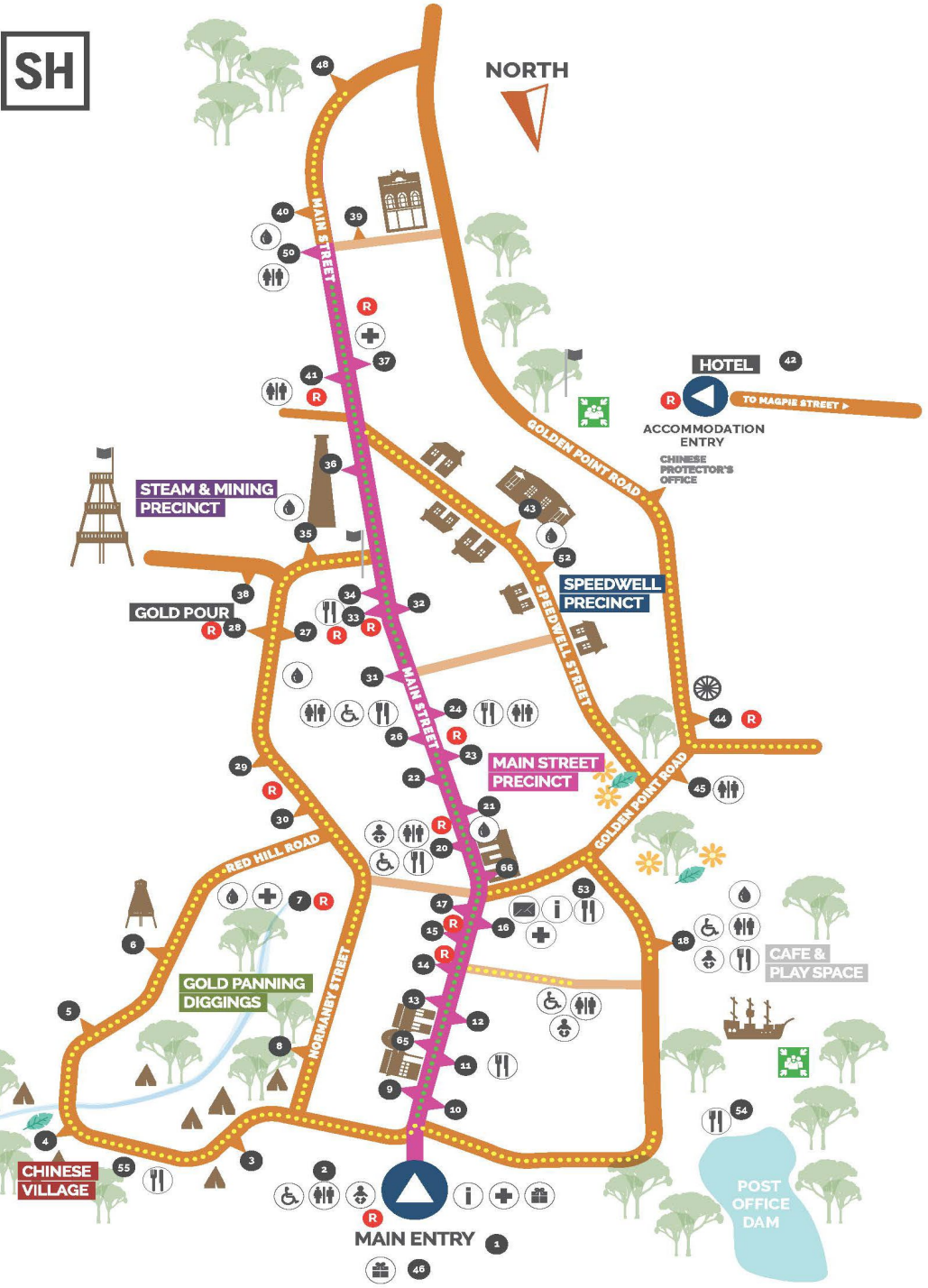
An arrow will show me which ticket box to go to.

At the ticket box I will wait for the SH staff to help me buy my ticket.

Prepaid Tickets

- I will join the pre-paid queue if I purchased my tickets before I arrived at SH.
- I can show my prepaid ticket printed out or I can show my prepaid ticket on my phone..

If I am unsure where to queue I can ask a SH staff member for help.



TOWNSHIP MAP PRECINCTS

The township has 5 precincts that cover periods of time between 1851 to 1914.

I can visit some or all of them in a day.

I can use the colour key to locate the precincts on the arial map.

1	**Diggings**	**1851 - 1854**
2	**Chinese Village**	**1857 - 1860**
3	**Main Street**	**1855 – 1861**
4	**Speedwell Street**	**1855 – 1861**
5	**Steam & Mining**	**1861 – 1914**

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READING THE MAP – REFERENCE NUMBERS



SH staff will offer a paper map on arrival to help orientate me to the township.

I will find the numbers listed at the bottom of the map under the precinct-coloured heading.

I will also see the numbers labelled visually on the map.

I can

- find the numbers listed for each precinct to plan my trip.
- read the map reference numbers to learn what a building is called.
- use the map reference numbers to find the location of a demonstration.
- ask SH staff to questions using the reference numbers to find where I am.

I can read the symbols on the map to show me where to find:

- Information
- Food
- First Aid
- Water taps

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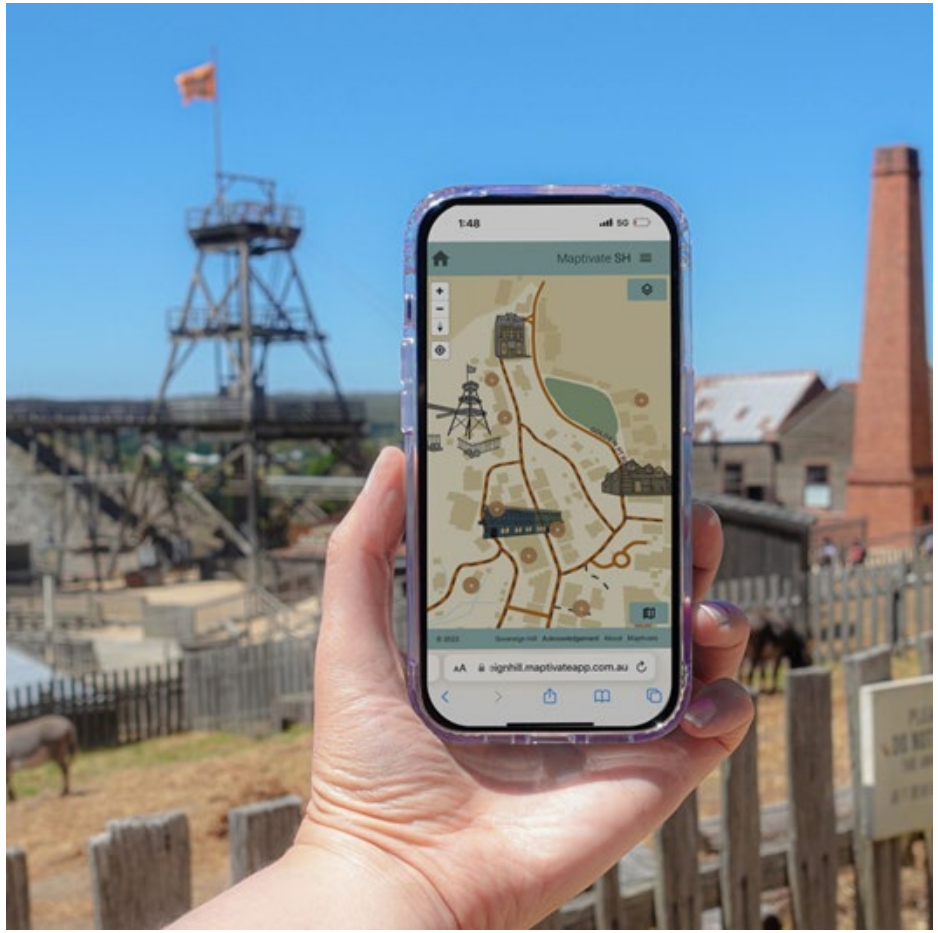
EXPLORING THE PRECINCTS

Diggings 1851 – 1854	Chinese Village 1857 – 1860	Main Street 1855 – 1861
		
I will learn about the challenge of daily life in a tent city. I can see SH staff working in the mines, running their business or bringing law and order to the goldfields. The dirt ground is uneven and hilly, but I can follow the paths. **I can:** • visit Government Camp **Map 6** • learn how to pan for gold **Map 12**	I will see the living conditions of the Chinese People. I can look inside their tents and see the types of new businesses they brough to the goldfields. I will hear Chinese stories being told through a soundscape and in the temple. **I can:** • visit the temple and write a wish for the future **Map 10** • join a tour to learn about Chinese immigration. **Map 8**	I will see the development of Ballarat as a city. I can go inside the permanent structures to shop and see SH staff doing 1850's trades. Main Street is central area to SH and I may find it busy with coaches, other visitors and activations occurring. **I can:** • visit the shops **Map 22, 26, 28, 33** • dip a candle **Map 44**

EXPLORING THE PRECINCTS

Speedwell Street 1856 – 1861	Steam & Mining 1861 – 1914
	
I will see change in living conditions to houses. I can visit the houses to see the different sized rooms that families shared and new technology. I will see schools and the development of society. **I can:** • visit a cottage and explore the gardens **Map 74** • visit a school, church or coach builder **Map 72, 73, 75**	I will see the technology that changed how we mined for gold. I can visit the houses to see the different sized rooms that families shared and new technology. I will see schools and the development of society. **I can:** • go underground on a Quartz Mine Tour **Map 66** • climb the Poppet Head ladder **Map 65**

READING THE MAP ONLINE



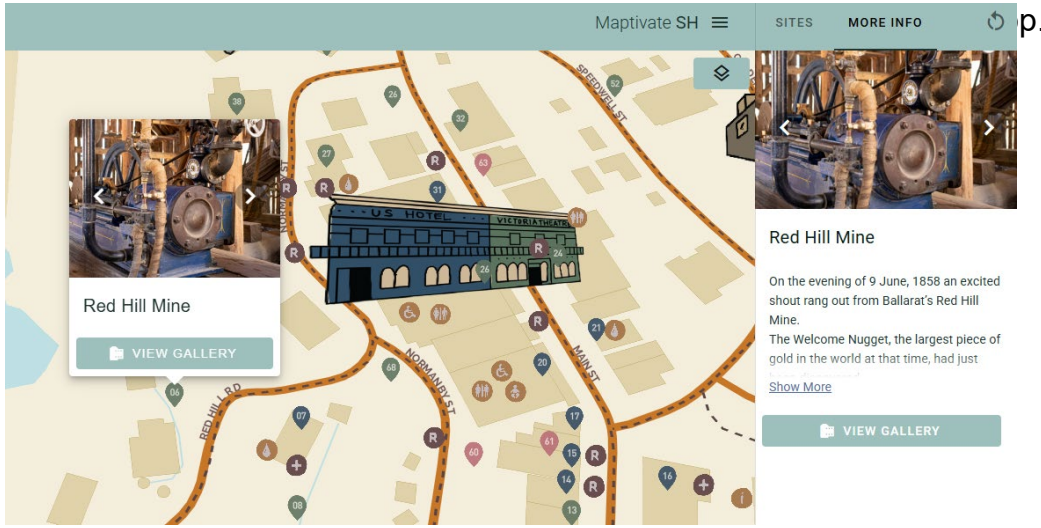
SH has an online map that I can use prior to arrival to orientate myself to the township.

I can use the map app on my phone or on a computer.

https://sovereignhill.maptivateapp.com.au/

I can click on areas on the map to zoom in and see real photos of what I will see.

I can enter a map precinct by clicking on a map heading.



p.

TOWNSHIP SUGGESTED ROUTE – MINIMUM 4 HOURS



I can follow the blue arrowed line.

Diggings & Chinese Village Precinct

- I will enter the museum and turn left to visit the diggings and Chinese Village.
- I will walk 200 meters, up and down little hills to get to the diggings.
- I can cross over wooden bridges to get to the Chinese Village.

Main Street Precinct

- I will walk 200 metres up the hill and then up stairs onto Main Street.
- I can turn left to walk up the hill. I can walk up and down the street and visit the businesses along the street. The length of Main Street is 1000 meters.

Speedwell Street Precinct

- I will walk across Main Street and 15 meters up the steps to Speedwell Street.
- I will turn left at the top of the stairs to visit the houses and gardens.
- I will walk 20 metres up Speedwell Street, past the Red Hill National School.

Steam & Mining Precinct

- I will exit Speedwell Street corner I will turn left to walk 10 meters back down Main Street.
- I will turn right at the corner and walk 20 meters in the Quartz Mining Area.

SENSORY - LOUD NOISES

The old machines and equipment that we use can make loud or surprising noises.

I can cover my ears with my hands, wear ear defenders or headphones, or move to a quieter space if I don't like what I am hearing.

SH staff will let you know before loud sounds happen.



Redcoat & Trooper Musket - Rifle Firings, when the guns are fired they will make a loud bang.

Before SH staff fire the guns they will say, "Put your fingers in your ears!" which will muffle the sound.



Industrial Revolution, when I visit the Battery Stamper, I will see machinery in operation that makes loud banging noises.

This machine is used to crush rocks to find the gold inside the quartz. It crushes with a thud.



Industrial Revolution, when I visit the Wheelwrights, I will see machinery in operation that shapes wood or metal into wheels.

These machines make loud clunking, banging, or buzzing noises.

SENSORY – HORSES & COACHES

Horses are important on the goldfields as people didn't have cars, so horses helped move people and goods.

I can buy a coach ticket at the Horse Bazaar in Main Street and go for a ride in a coach. I might share the coach with people I do not know.

I need to listen and watch out for the coach. The horses need to have a clear path. I must move to the side of the street when a horse and coach are coming.



Sound, coaches travel on the dirt road's pulled by four to six horses which is noisy.

I will hear the coach rattling and the horse's feet clopping on the ground as they move up the street.

The sound will get louder the closer it gets to me.



Smell, I will notice small piles of horse poo on the roads.

SH staff clean up after the horses to keep the town tidy.

The poo can be pungent until I walk away



Coach, I can buy a ticket and go on short journey around the township in a horse drawn couch.

The coach is made of wood and may have leather seats.

I will feel the coach sway as it moves.

SENSORY – UNDERGROUND QUARTZ MINE

I can go underground to see mining technology and hear stories about miners in the 1850's.

The underground mine is a series of narrow tunnels carved out of the rock walls that I can stand up in..

The mine is 30 meters underground.

I can book a mine tour online or on the day at the Quartz Mine hut.



Sight

I will travel underground on a mine cart and the light will fade quickly. My eyes will need to adjust to the change in light.

I will see lanterns flicker and cast shadows onto the walls.



Feel cold

I will feel the air grow cool and damp. I can wear a jacket!

The walls will look and feel rough and moist.

The space will smell earthy from the dirt floors and walls.



Group experience

I will join a group of up to 28 people for a mine tour.

I will start my mine tour by travelling on a mine cart ride.

I will walk through the tunnels guided by the Mine Guide.

RED HILL PHOTOGRAPHER EXPERIENCE – MAP 25



I can book to have a photograph taken in 1850's costume.

The costume sits over my clothing and uses Velcro to close.

The staff may ask if they can help me and I can say no.

I can tell the staff that I don't like to be touched.

There are lots of different costumes available. I can choose to dress in any of the costumes that I feel comfortable in.

I can choose to dress in male or female clothing.

In the 1850's when people were photographed, they could have a serious face. I do not have to smile.

ASKING FOR HELP



Entrance Building Map 1

I can go to the Ticket Box or the reception desk and ask for help.

SH staff members wear a black corporate uniform, with a SH logo or lanyard.



Post Office Map 29

I can go to the Post Office window in Main Street and ask the Post Office Ma'am for help.

I can get First Aid help at the Post Office.



SH Staff

I can ask all 1850's costumed people on the street or in a building for help.

I can get First Aid help from SH staff.

ALL GENDER TOILETS



Prospectors Table Map 80

I can use an all-gender toilet in the back left corner of the café.



Victoria Theatre Map 36

I can use an all-gender toilet to the left of the stairs and down the corridor in the theatre.



St Peters Church Map 72

I can use an all-gender toilet to the right of the church.

SEATING



Prospectors Table Map 80

I can sit inside a modern cafe.

I can sit outside on the deck.

I can order food or drink.



Horse Bazaar, Main Street Map 39

I can sit inside at picnic tables.

I might have to walk around the coach ride queue to enter the building.

I have to step up into the building.



Bench Seats

I can sit on bench seats around the museum.

I can choose to sit under cover.

I will find bench seats near the buildings. Main Street has many bench seats.

FOOD AND DRINK



Hope Bakery, Main Street - MAP 23

I can buy sweet and savory bakery items.

I will queue to buy the take-away food.

I can eat my food at the Post Office Dam.



New York Bakery, Main Street - MAP 32

I can order my food from a restaurant menu.

I will wait to be seated.

I will have a wait person bring me my food.



Prospectors Table – Map 80

I can eat in a modern cafe.

I can choose a drink and then order food at the counter.

I can choose to sit inside or outside.

QUIET SPACES



Brightview Gardens Map 71

I can sit on a bench seat.

I can walk around the garden beds.

I can stand under the verandah.



Linton Cottage Garden Map 74

I can sit on a bench seat under the back verandah.

I can walk around the garden beds.

I can sit in Speedwell Street on a bench seat.



Post Office Dam
- near front entrance

I can sit at a picnic table.



Wadawrrung Cultural Precinct
-at the Post Office Dam

I can walk 200 meters around the Post Office dam.

I can stop and sit on a stone wall under the Wadawurrung Cultural Tree of Knowledge.

LEAVING SOVEREIGN HILL



SH closes at 5pm.

I will return to the Entrance Building before 5pm.

I can buy items in the Entrance Building Shop.

I will exit the building by the stairs or ramp.

I can go to the modern retail shop in the carpark.

MESSAGE FROM SOVEREIGN HILL

Thank you for visiting SH. We hope you will visit again.

We hope our visual story helped you to:

- learn about Sovereign Hill
- plan your visit
- explore the township

We would like to hear your feedback so that we can continue to improve our visual story.

I can email feedback to education@sovereignhill.com.au

This visual story has been co-designed with aspect Autism Spectrum Australia | Autism Friendly

SOVEREIGN HILL MUSEUMS ASSOCIATION

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