



## **Useful Information for Attending the February 2020 Sydney Public Hearing**

**The experiences of people with cognitive disability with health services.**

### **Novotel Hotel, Sydney Olympic Park**

Level 1 – Freshwater Ballroom

Novotel, Olympic Boulevard & Herb Elliot Avenue

Sydney Olympic Park

Sydney, NSW

**Tuesday 18 February to Friday 28 February 2020  
(excluding 22-23 February 2020)**

For more information call 1800 517 199 or email

[DRCEnquiries@royalcommission.gov.au](mailto:DRCEnquiries@royalcommission.gov.au)

# Introduction

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability started in April 2019.

We call it the Commission.

We are looking at what people with disability in Australia feel about their

- Safety
- Treatment
- Rights, and
- Supports

We need to hear from people with disability. To do this our events need to be

- Accessible
- Inclusive

This document is part of that process.

## Easy read

This is an Easy Read document.

We use pictures to explain some ideas.

Some words are in **bold**.

We tell you what they mean at the end.

## Overview of the event

This is a public hearing. Anyone from the public can attend, and listen.

The topic is health care and services for people with cognitive disability.

Witnesses will tell their experiences and give evidence to the Commissioners.

## Contact us

If you need to talk to us about an event you can

- call us on 1800 517 199  
between 9:00am and 5:00pm AEDT Monday to Friday  
except on public holidays
- email us at [DRcenquiries@royalcommission.gov.au](mailto:DRcenquiries@royalcommission.gov.au)
- write to us at  
GPO Box 1422  
Brisbane QLD 4001

You can also find more information on our website [Disability Royal Commission](#)

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# Getting there

## Your support needs

You might need supports to attend like

- Communication
- Support person
- Access needs
- Allergies

You can use your own supports to attend. Witnesses can also ask us to help find supports.

There will be AUSLAN interpreters and a hearing loop at the hearing.

You are welcome to bring 1 or 2 items that comfort or support you. This might include

- Your service animal
- Fidget items
- A photo
- A blanket or something else.

You can also contact us before the event on **1800 517 199** or

[DRC.CounsellingandSupportServices@ag.gov.au](mailto:DRC.CounsellingandSupportServices@ag.gov.au)

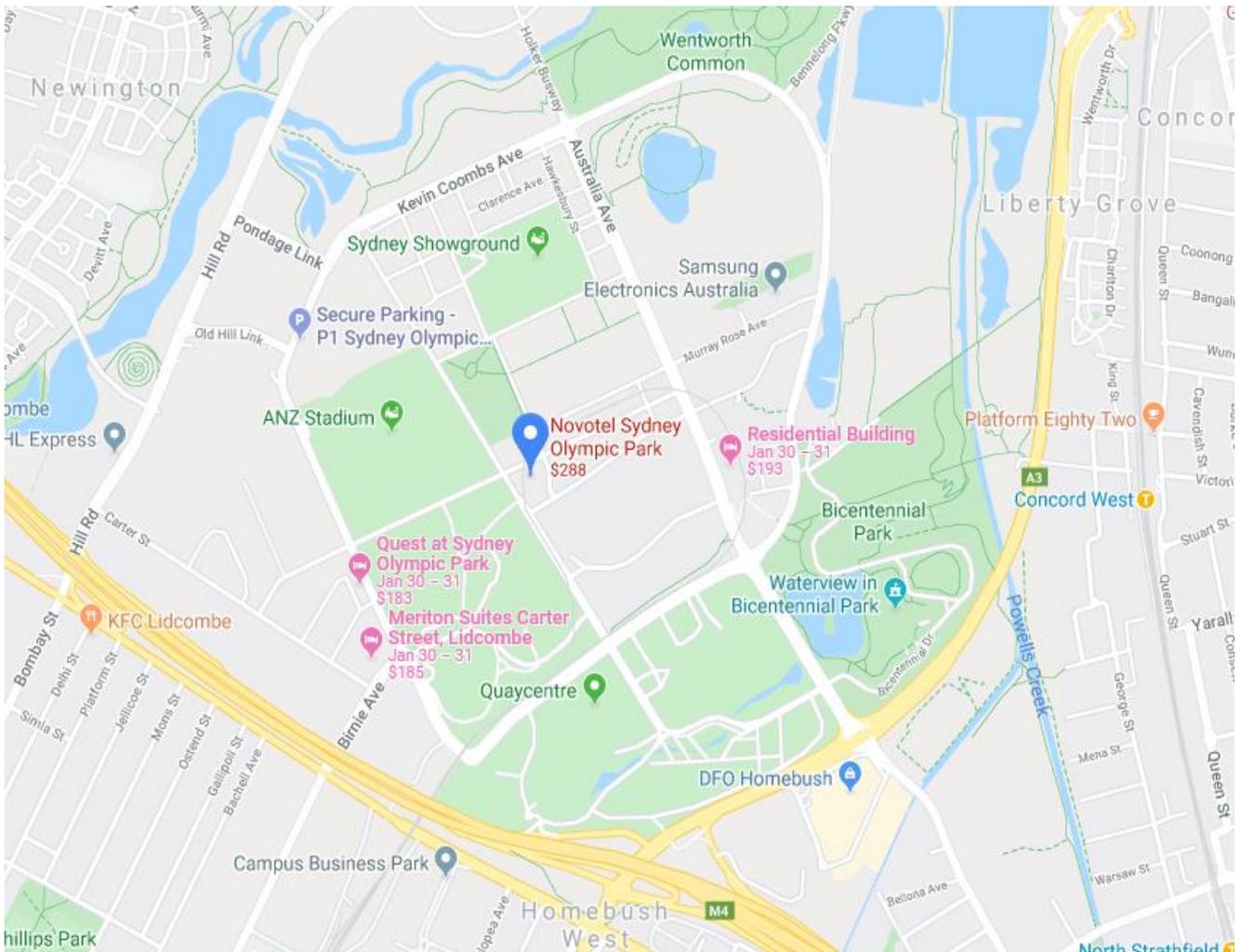
## **Witnesses**

If you are a witness at a hearing we will ask what you need to attend before the event.

We can also help arrange or pay for supports for witnesses.

You can read more about financial assistance in [Practice Guideline 3](#) on our website

## Venue map



This map shows you where the event will be.

In this document we call the Novotel Sydney Olympic Park Hotel the Novotel.

You can also see it on [Google Maps](#).

Level 1 – Freshwater Ballroom

Novotel, Olympic Boulevard & Herb Elliot Avenue

Sydney Olympic Park

Sydney, NSW

## Transport and parking

The website for the Novotel has information about transport to the venue. [Novotel Website](#)

This includes:

- Taxis and rideshare like Uber or Shebah
- Public Transport like bus train and tram

### Public transport stops

**Train stop** – [Olympic Park Station](#)

**Bus stop** – Dawn Fraser Avenue, opposite Olympic Park Station

There is a 300 metre walk from these stops to the Novotel.

### Parking

There are several paid car parks nearby. You can find out more in on the website under [parking](#)

There is an underground carpark at the Novotel.

Parking at the hotel costs between \$15 up to \$45.

If you are a witness please contact the commission for parking vouchers or how you can get your money back if you need help please contact the commission.

## On the day

When you arrive at the venue there is one main entrance to the Novotel.

The drive-way for drop off is located on Herb Elliot Avenue.

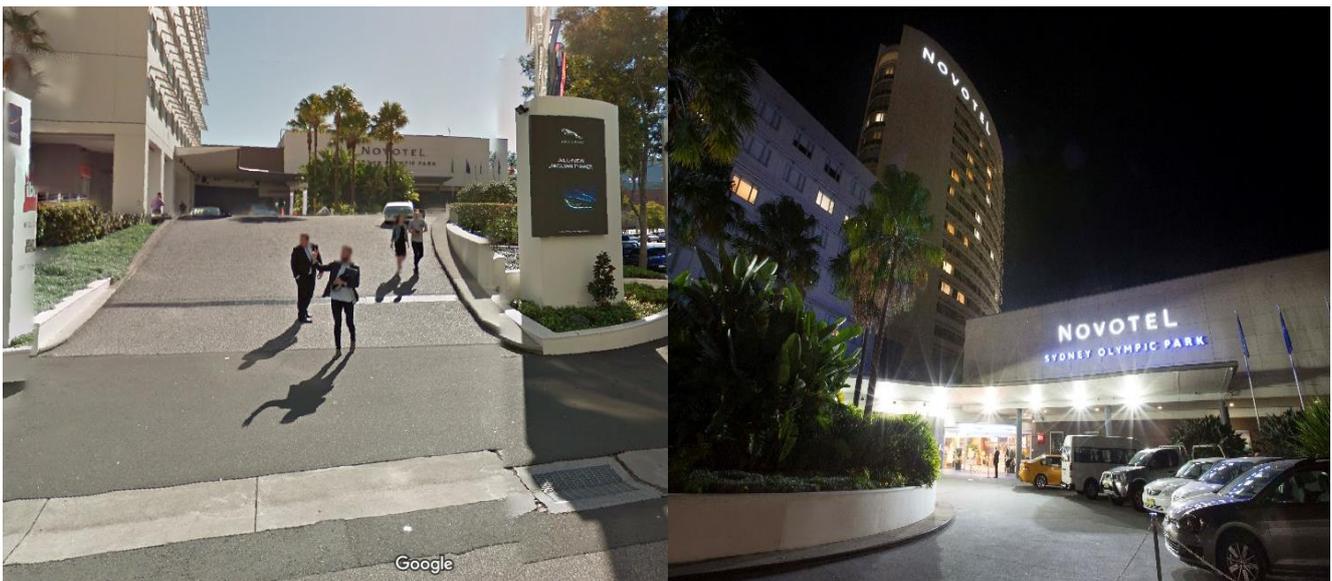
There will be people at the entrance to assist with directions to the hearing room.

There may be security guards at the hearing room doors. They are there to make sure everyone is safe.

Royal Commission counsellors will be wearing name tags with their first name on them.

The photos below show these entrances.

## Entrances

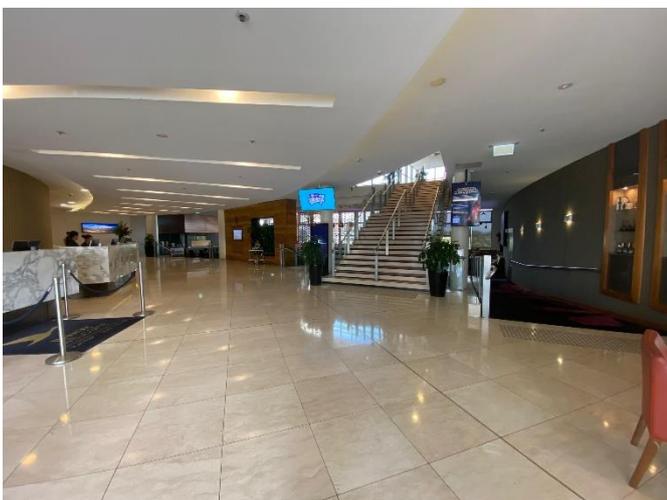


The address for the main arrival point to the Hearing room is Herb Elliot Avenue.

This image above shows the entrance on Herb Elliot Avenue.

There is a large sign saying Novotel Sydney Olympic Park.

Go through the entrance main doors. You can access the hearing room on level 1 via the stairs, or the internal lifts. See below photo.



## **Greeting witnesses**

You would have talked about meeting with a staff member at the entrance or basement carpark if you are a witness.

A staff member from the Commission will meet you at the arranged meeting place.

If they are not there please ask a Novotel or a commission staff member for assistance and tell them you are a witness for the hearing. They will call someone to come and meet you.

## **Security checks**

There will be a security check at the front door of the hearing, on level 1.

Security staff will move a wand up and down your body to make sure you are safe.

Security staff do not need to touch your body.

They will also check all your bags. You should hold your bags open for them to look.

## **Venue amenities**

The Hearing is being held on the first floor. We have put a floorplan in the back of this guide.

## Novotel Sydney Olympic Park Customer Service Desk



This image above shows the Main entrance at the Novotel driveway.

There will be staff at the door and inside the building at the reception desk to help with

- Finding the event room
- Finding amenities

### **Accessibility**

There are accessible

- Toilets on level 1 and ground floor as well as more bathrooms within 50 metres of the hearing
- Ramps at drop off zones
- Lifts including from the car parks.

There will be

- Guide dog and assistance dog friendly
- TTA Hearing Assisted telephones and other hearing assisted devices to hire
- Wheelchairs for hire

## **Lifts and Escalators**

There are lifts on the ground floor of the Novotel.

- The lifts are located past the reception desks, towards the left. Staff will be available to direct you here.

If you are parking in the basement there is a lift that can take you directly to level 1.

## **Cafés and Restaurants**

There are lots of food options around the Novotel. You can walk to them nearby, or catch the lift to LG which will take you to the Brewery. From here you can choose to walk along the parade for more options.

## **Please don't bringing your own food**

Please note you are not permitted to bring food and beverage into the premises, due to food health and safety regulations. If this is a concern to you please contact our team on 1800 517 199.

## **Contacting us on the day**

You might need to contact us on the day if you are

- Lost or Running late
- Unable to make it

Contact our team on 1800 517 199.

## **Media**

There could be media at the event.

The Commission has a media team who will be there to take photos and video.

There might also be media from TV or news.

You can say no if you do not want your photo to be taken.

Hearings will be filmed and shown live on the internet. Anyone can watch.

Ask us on the day if you do not want to be seen during the hearing.

## **Witnesses**

You might have asked us not to use your name for the hearing. We will use a pseudonym instead. A pseudonym is a pretend name.

If you have a pseudonym, you will not be approached by the media. You will not be filmed and shown live on the internet.

## During the event

If you are a witness, we should have given you information about

- The plan for the day
- Who you need to know for the day
- How things will work

If you have any questions please contact us on 1800 517 199 or

[DRCEnquiries@royalcommission.gov.au](mailto:DRCEnquiries@royalcommission.gov.au)

## Getting help

If you need help at the event you can speak to

- Your own support people
- Commission staff
- Venue staff

If you are feeling upset from being at the hearing you can ask to speak to a counsellor. Counsellors will be at the hearing.

## Venue – emergency info

There might be an emergency during the event. If there is you should:

- Stay calm
- Listen to what Commission and venue staff say  
especially if they are wearing red green or white helmets
- Ask for help
- Leave the venue if asked

## First Aid

If you need first aid for ask one of our staff, and they can assist, or find the health professional for you.

## After the event

### Counselling and Supports

If you are feeling upset at the event or after the event you can get free help for how you feel.

We have arranged counselling and support for anyone upset by the hearing.

Contact Blue Knot on the National Counselling and Referral Service

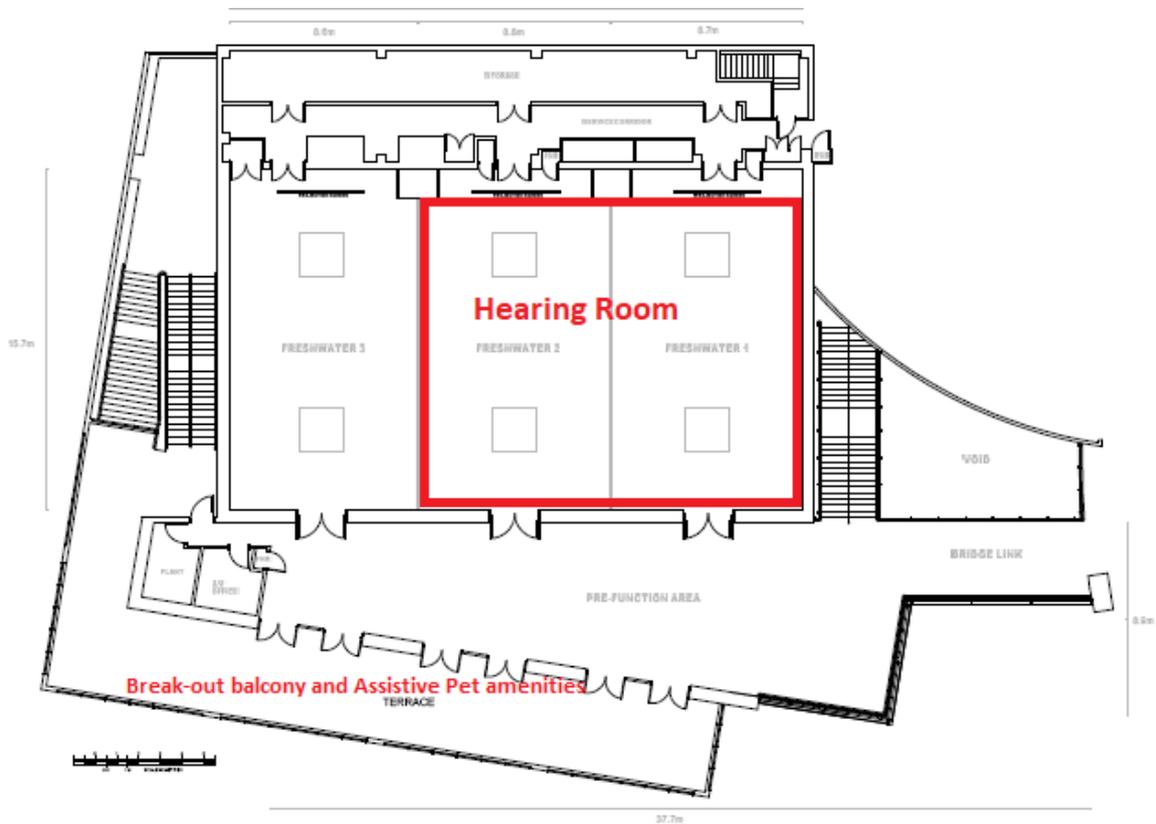
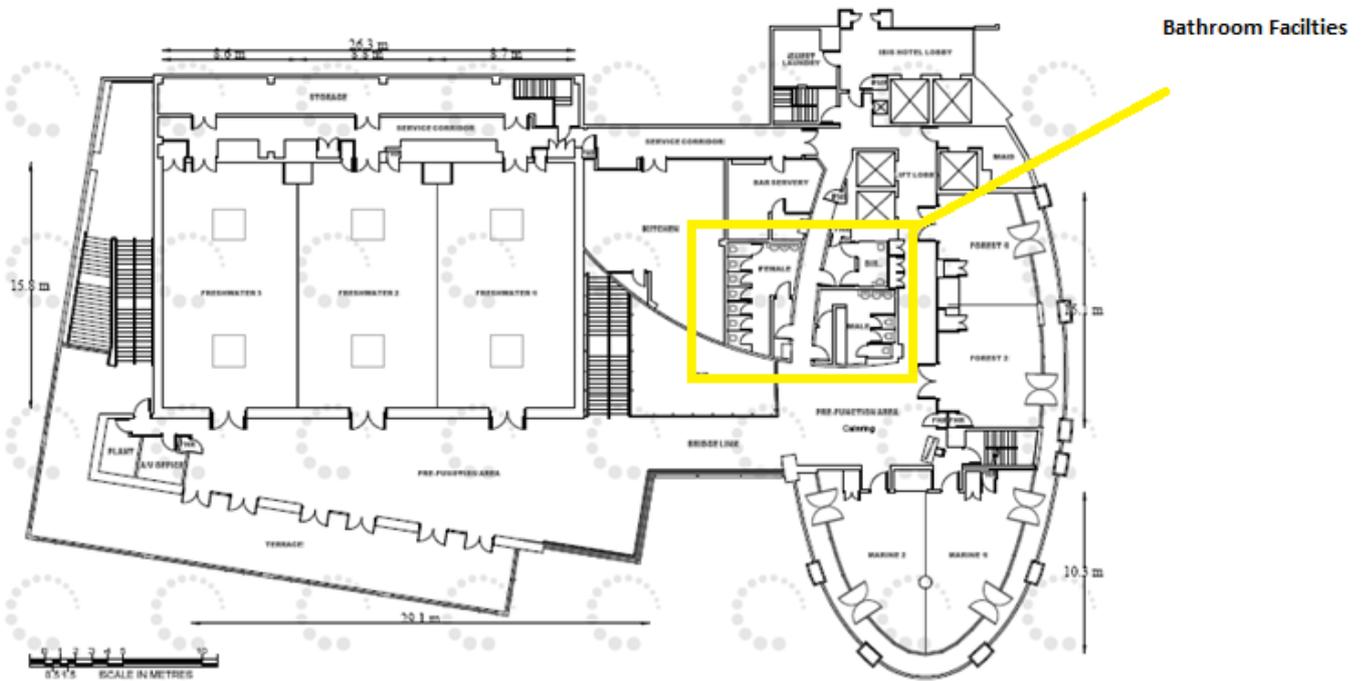
- **1800 421 468**
- or **02 6146 1468**

Find out more on our website <https://disability.royalcommission.gov.au/support>

### Make a submission

If you would like to make your own submission please see our website [submissions page](#).

# Floorplan – Novotel Level 1 – Olympic Park





## Feedback

We would like your feedback on this Useful Information document. This will help us to make it better for other events.

If you would like to tell us

- Which information was useful for you
- Which information was missing
- Any other feedback

Please send your feedback to [DRC.Strategy@royalcommission.gov.au](mailto:DRC.Strategy@royalcommission.gov.au)