

AC/DC | POWER UP Tour

MCG Accessibility FAQs

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Getting to the MCG

Where can I park?

There will be limited car parking options available for the AC/DC concerts at the MCG on November 12 and 16.

Yarra Park

There is no general public parking available in Yarra Park for this event.

Parking within Yarra Park for Australian Disability Parking (ADP) permit holders is available to pre-book (\$15) via Ticketek from October 30, 2025 and is expected to sell out. Persons unable to show a valid ADP permit and pre-booked car parking pass on the day will be turned away. There will be no drive-up parking available on the day.

Entry to the Yarra Park parking areas on show days will be via Gate 3 on Wellington Pde South and Gate 5 off Punt Rd. It should be noted that this car parking area is on grass and will require all passengers to traverse the grass and garden beds to reach the asphalt pathways.

Alternative parking locations

Melbourne Park Eastern Plaza Car Park

From \$10 when pre-booking

350m or a 5-minute walk

Pullman Melbourne on the Park

From \$25

400m or a 5-minute walk

Wilson Parking - 11 Exhibition Street

Parking from \$11

1.1km or a 14-minute walk

Wilson Parking - 28 Flinders Lane

Parking from \$10

1.1km or a 16-minute walk

Wilson Parking - Federation Square

Parking from \$12

1.3km or an 18-minute walk

34 - 60 Little Collins Street

Parking from \$5

1.4km or a 20-minute walk

114 Flinders Street

Flat rate of \$18

1.1km or a 15-minute walk

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On street parking:

Metered parking is available around Fitzroy Gardens, the Botanical Gardens and along the Yarra River.

To find accessible parking, use the Melbourne accessible parking map, which can be located here: <https://www.melbourne.vic.gov.au/parking-and-transport/parking/Pages/parking-for-people-with-disabilities.aspx>

Are there dedicated pick-up and drop-off locations for the concert? If so, where?

Bus Turning Circle (Corner of Jolimont St and Jolimont Tce)

This location is for vehicles transporting persons with accessibility needs only and must be either a registered maxi taxi or can show a valid Australian Disability Parking (ADP) permit. All other vehicles will be directed to Clarendon St.

Drop off: Vehicles can drop off passengers with accessibility needs at the Bus Turning Circle. This is between Gate 1 and Gate 2. An Australian Disability Parking (ADP) permit will need to be shown to the traffic controller upon entry.

Pick up: Only pre-booked accessibility taxis and private vehicles with Australian Disability Parking permits will be allowed to pick up passengers from this location. Taxi drivers will need to show proof of their booking to the traffic controller to be allowed through the road closures. Both drivers and patrons should anticipate some delays post-event, as it will take time to navigate the pedestrian and car traffic in the area.

Clarendon St (Between Wellington Pde and George St)

This location is a pick-up and drop-off location for everyone, including taxis, rideshare and private vehicles.

Patrons using this pick-up and drop-off location will need to cross Wellington Pde. It is approximately a 500m journey from this location to the northern side of the stadium (downhill as you arrive, uphill as you depart). Once patrons have entered Yarra Park, the 'G Train will be available to assist. See page 4.

What public transport is available?

You can plan your trip to the MCG using the PTV website: <https://www.ptv.vic.gov.au/>

Via tram

Trams 48, 70 and 75 all serve the MCG:

- Tram 48 - Use stop #11 Jolimont Station / MCG.
- Tram 70 - Use stop 7C MCG / Melbourne Arena
- Tram 75 - Use stop #11 Jolimont Station / MCG.

Low-floor trams operate on each tram line. Please check the tram timetable for further information here: <https://www.ptv.vic.gov.au/>

Via train

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- Jolimont Station is the closest train station and is approximately 400m from MCG Gate 3
- Richmond Station is approximately 900m from MCG Gate 3
- Flinders Street Station is approximately 1.9km from MCG Gate 3

(For other MCG gates, allow up to 500m of additional distance)

All train stations have a step-free entry and exit. Be advised that there is no elevator at Richmond or Jolimont Station, only ramps.

The 'G Train will be able to assist patrons from Jolimont and Richmond Stations. See information below.

Via bus

The bus route 246 stops on Punt Road, which is the closest stop to the MCG. It is approximately 600m to MCG Gate 3.

Bikes

Patrons are welcome to ride to the MCG, but for safety reasons must dismount before arriving at the MCG's external concourse.

There are bike racks throughout Yarra Park, including near the Bus Turning Circle and opposite Gates 2, 3 and 6. Please be advised that any bikes chained to the fence around the concourse will be removed. Bikes are left at the owner's risk. The MCC is not responsible for the security of the bikes.

The 'G Train Mobility Shuttle Service

The MCG Mobility Shuttle Service, the 'G-Train', operates during public events held at the MCG. The shuttle service is free and accessible to patrons with mobility challenges.

The G-Train route includes MCG gates, Yarra Park and public transport stations in the surrounding precinct.

The MCG has a fleet of eight buggies, four of which are fitted with a hydraulic ramp to enable wheelchair users to use the shuttle service.

Pre-booking is not required; simply wait at a designated pick-up point for the next available buggy.

The service has pick-up points from the following locations:

- Richmond Station
- Jolimont Station
- Accessible Parking Area

Wait times are expected to be around 8 -10 minutes. Timing may be affected by the crowd.

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The G-Train operates from the Yarra Park gate opening time and runs continuously throughout the event. The service may be paused temporarily or diverted through Yarra Park if crowds on the concourse are too large.

To help staff manage the demand for the service, we ask that patrons only use the service if necessary, with a maximum of one support person per person with mobility needs.

The post-event service is typically delayed by up to 30 minutes until crowds on the concourse have thinned. Pickups are available outside Gate 2 and Gate 4 only. Patrons can wait at the pickup locations and speak to the G-Train attendants to reserve a space in the queue. The service runs until no later than one hour post-event.

For further information about the 'G Train, including a map, please visit here <https://www.mcg.org.au/plan-a-visit/accessibility-inclusion/g-train-mobility-shuttle>

Entering the MCG

I have accessibility needs, which is the best gate to enter the MCG?

All patrons should enter the MCG via the gate number listed on their ticket. Every gate has an accessibility lane on the left-hand side.

Patrons who have purchased general admission seats on the arena/floor AND are unable to use stairs, are advised to enter via Gate 2B, the left side of Gate 2, rather than their allocated Gate 1 or Gate 5.

Whilst there are no stairs at the entry gates themselves, there is a flight of stairs directly in front of Gates 5 and 6. Upon approach, patrons with accessibility needs will need to navigate to the right-hand side of the stairs to access the ramp to the upper concourse level.

What time should I arrive?

Gates will open from 5:00pm AEDT. For your comfort and safety, it is advised that patrons don't arrive until the gates are open. This will minimise time spent waiting in the queues and in any extreme weather.

There are limited undercover areas, and there is no undercover seating outside the stadium. If you are unable to stand up for long periods, it is recommended that you don't arrive too early or you consider bringing a portable chair/mobility aid with you (you may be required to cloak it to enter).

Is there an early entry time for persons with accessibility needs?

No. Persons with accessibility needs will be able to enter the stadium when the gates open, not earlier.

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Is there a particular process to assist wheelchair users to arena/floor seating?

Patrons who have general admission tickets (floor sections A, B, C and D) and are unable to use stairs are directed to enter the stadium via Gate 2B. These patrons will then be escorted by a staff member back of house to their location on the floor.

Note: There are no bathrooms on the floor, and only patrons situated in sections B and C will be able to access the drink outlet on the floor. Patrons are advised to use the bathrooms and purchase food and drink prior to going onto the floor. A portable accessible bathroom will be set up back of house.

What gates do I enter to view the Auslan interpreters?

Auslan interpretation is available for both shows. All tickets into the Auslan section have been pre-sold in bay M44. Patrons with tickets in this bay will be instructed to enter via Gate 2.

If you require Auslan interpretation and do not have a ticket in M44, please contact the MCC prior to the show.

Are service and guide dogs permitted entry into venue?

Yes, trained service dogs, Guide Dogs and seeing-eye dogs are welcome in the venue. Please ensure the dog is clearly identifiable as a service dog with appropriate paperwork available upon request.

Please contact the MCG if you require a therapy dog, companion dog or another type of animal.

Where is the nearest spending area for service/guide dogs?

Dogs may relieve themselves on any grassy area in Yarra Park outside Gates 2 - 6.

Does the MCG accept companion cards?

Yes. All persons who have secured a ticket to the concert using a companion card will need to present the companion card to staff on entry and be accompanied by the person who owns the companion card.

If the owner of the companion card is not present at the time of entry, the companion will not be granted entry until they arrive.

What can I bring?

Can I bring medication with me?

Yes, refer to the MCG's Conditions of Entry for more information here:
<https://www.mcg.org.au/plan-a-visit/conditions-of-entry>

For a smooth entry, the MCC recommends bringing a letter from your doctor outlining your medical requirements.

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Can I bring noise-cancelling headphones with me?

Yes, patrons are encouraged to bring their own headphones or earplugs.

The MCG does not sell noise-cancelling headphones. A limited supply of noise-cancelling headphones will be available for loan as part of the MCG's sensory kits, available from the Sensory Friendly Space. See page 14 for more information.

Can I bring a drink bottle?

Glass and metal drink bottles are prohibited from entering the MCG, and patrons sitting on the arena/floor will need to pour the contents of their drink bottles into cups or remove lids from plastic bottles before entering the arena.

Provisions will be made with security to allow persons with access needs or medical conditions to bring their specialised drink bottles into the stadium. The MCG recommends carrying a doctor's letter outlining these medical requirements.

Can I bring mobility supports?

Yes, patrons are encouraged to bring whichever mobility aids and supports they will need to assist them in mobilising around the venue.

If patrons are not using the aid or support for the entirety of the show, they may be required to cloak the item or stow it under a seat (if small enough) to ensure aisles and concourses are kept clear.

Persons with tickets in the GA Standing Areas, who require the use of a mobility aid, are encouraged to use the viewing platforms provided.

What accessibility services are available to me?

Are the food and drink outlets at the MCG accessible?

External

There will be some food vans outside the MCG which will be open pre-show, during the show and post-show.

These food vans have raised sales counters, and persons with accessibility needs may not be able to reach the payment terminals unaccompanied. Please advise service staff if you require assistance.

Internal

There are various food outlets and bars scattered around the stadium, which will be open pre-show and during the show. These outlets have turnstiles on entry and 900mm height sales counters.

If you have any concerns with the entry turnstiles, please advise staff that you require an alternate entrance.

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Arena

There will be a bar on the arena selling cold drinks and alcohol in sections B and D. This bar will be approximately 760mm high.

If hot food is desired by an arena (floor) ticketholder, that person will need to return to Level 1.

For specific dietary information, please visit the following website for more information:

<https://www.mcg.org.au/the-stadium/food-and-drink-outlets/dietary-information>

Can I hire a mobility aid or wheelchair from the MCG?

The MCG does not loan or hire mobility aids to patrons. If a person knows they will require support getting to and from the MCG, it is recommended that they hire their own wheelchair for the concert. Crutches, walking frames and wheelchairs can be hired from local chemists, hospitals and specialist accessibility stores.

Note: MCG staff are not trained to push patrons' wheelchairs. If a person thinks they will require support, they should check that their companion or fellow concertgoer is prepared to assist. In an emergency, staff will request First Aid to attend.

I have a seat. Where can I store my wheelchair or mobility aid during the concert?

If sitting in the stands and a mobility aid fits safely underneath a seat, the aid can be stowed underneath. If not, the aid will need to be cloaked.

Mobility aids can be cloaked in the following spaces:

- SMC Cloaking Counter (Level B1, under Gate 1). The door width is 900mm.
- The Customer Service Office (External door located between Gate 3 and 4). The door width is 890mm.
- The Customer Service Office (Internal door located on Level 1 behind Bay M57). The door width is 890mm.

If you have a ticket for the arena, unless the aid is being used, the aid will need to be cloaked or left in an appropriate location at the back of a section at the owner's own risk. It is important that any unattended aides do not block emergency exit paths or create trip hazards or bottlenecks.

Where can I charge my motorised wheelchair?

Please see a staff member during the concert to be directed to the most appropriate power point or present at one of the following locations:

- Stadium Management Centre (Level B1, Ponsford Stand)
- Customer Service Office (Level 1, behind M57, Olympic Stand)
- Membership Services Counter (Level 1, inside Gate 2, MCC Members Reserve)

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Is a hearing loop installed at the MCG?

Yes, the hearing loop can be accessed by tuning the hearing aid into the “T-coil” channel or by using the MCG website and connecting to MCG Free Wifi. All PA announcements, including emergency messages, will be amplified through the hearing loop.

Note: The concert itself will not be played through the hearing loop.

Will the MCG loan haptic/vibrating vests to patrons?

No, the MCG will not be providing vests to patrons.

Where can Auslan interpreters be viewed from?

Auslan interpretation is available for both shows. All tickets in the Auslan section have been pre-sold in Section M44. Patrons with tickets in this bay will be instructed to enter via Gate 2.

Note: If you have not purchased a ticket in this area, you will not be able to view the Auslan interpreter. Please contact the MCC if you have any concerns about your ticket/seating location.

How can I secure a ticket on the viewing platform (wheelchair riser)?

The viewing platform is made available for patrons with accessibility needs who require additional height to see the stage. Most of the spaces on this platform have been pre-booked however limited spaces will be available for general admission ticketholders with accessibility needs on the day. Patrons must speak to staff before accessing this platform.

I have a ticket for the viewing platform (wheelchair riser). How can I access it?

All patrons who have secured a ticket on the viewing platform will be contacted via Ticketek with specific instructions for accessing the platform.

The patrons will be directed to enter the stadium via Gate 2B. These patrons will then be escorted by a staff member back of house to the platform.

Note: There are no bathrooms and limited food and drink options on the arena. Patrons are advised to use the bathrooms and purchase food and drink prior to going onto the arena. A portable accessible bathroom will be set up back of house.

Does the MCG support the Hidden Disabilities Sunflower?

Yes, the MCG supports the Hidden Disabilities Sunflower and encourages persons with hidden disabilities to register and wear their Sunflower for additional support from staff during the show.

Patrons can register for a free Sunflower prior to the concert by visiting the MCG (Gate 2 weekdays and Gate 3 weekdays and weekends).

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Does the MCG have a visual or social story for concerts?

Yes, patrons are encouraged to download a copy of the visual story here:

<https://www.mcg.org.au/plan-a-visit/accessibility-inclusion/sensory-friendly-space>

Where can I buy merchandise?

External Outlets

AC/DC merchandise will be sold from three marquees outside the MCG each show day.

- *Richmond Location*, in Paddock 6, when coming from Richmond Station,
- *Jolimont Location*, in Paddock 21 between Gates 2 and 3 of the MCG,
- *City Location*, in Paddock 27 off Daniher's Way from the William Barack Bridge.

Please refer to the MCG website closer to the show day for operating times.

Each marquee will be located on the grass with plastic flooring connecting paths to the tents. All sales terminals will be at trestle table height. All sales will need to be made via card, no cash is accepted.

Internal Outlets

AC/DC merchandise will be sold internally from the MCG Shop (Level 1, inside Gate 3, behind M50) from the gate opening time until the end of the show.

What facilities are available?

Where are the accessible bathrooms located?

There are approximately 48 accessible bathrooms located around the MCG. Some are gendered and some are gender neutral. To find the location of your nearest accessible bathroom, visit the MCG website: <https://www.mcg.org.au/plan-a-visit/accessibility-inclusion/accessible-bathrooms>

Note: There are no accessible bathrooms located on Level 4 of the Warne Stand (bays Q1-Q28) nor on the arena (floor).

Where can I find sanitary products at the MCG?

The MCG has twelve free period product dispensers located in bathrooms all around the venue. To find the location of your nearest dispenser, please visit the MCG website:

<https://www.mcg.org.au/plan-a-visit/accessibility-inclusion/accessible-bathrooms>

Is there a Changing Places bathroom on site?

Yes, the Changing Places bathroom is located on Level 1 inside Gate 3. This facility is for patrons with high support needs only. If patrons don't have their own MLAK key, they can ask the nearest staff member for assistance.

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Is there a hoist, sling or shower available in the Changing Places bathroom?

The Changing Places bathroom includes an adult-sized changing table and hoist. Patrons requiring the use of this bathroom will need to provide their own custom-made sling.

There is no shower in this bathroom.

Is there a gender-neutral bathroom at the MCG?

The MCG has a dedicated all gender bathroom on Level B1 of the Ponsford Stand (public reserve). Due to concert restrictions, this area will be unavailable during AC/DC concerts.

Many of the MCG's accessibility bathrooms are also all gender bathrooms. Please refer to the list of accessible bathrooms for locations: <https://mcg.org.au/the-stadium/access-and-inclusion/accessible-bathrooms>

Is there a sensory room at the MCG?

The MCG has a Sensory Friendly Space located within the Australian Sports Museum inside Gate 3.

Within this space, there will be:

- Comfortable seating
- Dimmed lighting
- Fidgets

Patrons are encouraged to bring their own noise-cancelling headphones and personal sensory strategies to help manage the stimulation of the event.

Each space will have a capacity of 30 people to prevent overcrowding and reduce noise. Once the capacity has been reached, a 20-minute time limit may be applied in order to assist the maximum number of people.

If under the age of 18, persons must be accompanied by an adult to use these spaces.

For more information, please visit the MCG website: <https://www.mcg.org.au/plan-a-visit/accessibility-inclusion/sensory-friendly-space>

Can I hire a sensory kit?

The MCG has a limited number of sensory kits available for patrons to loan on the night of the concert in exchange for a patron's driver's licence (or similar piece of identification) and contact number. The kits contain noise-cancelling headphones and a fidget.

The kits can be loaned from the Sensory Friendly Space check-in desk. These kits cannot be pre-booked and must be returned on the same night they are loaned.

Kits are limited, so patrons are strongly encouraged to bring their own headphones and fidgets.

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Is there a prayer room at the MCG?

The MCG has one multi-faith prayer room located on Level B1 behind M13. This room has separate prayer spaces for men and women, as well as adjacent bathroom facilities with ablution units.

Is there a parents' room at the MCG?

The MCG has four parents' rooms located around the stadium on Level 1, including:

- Ponsford Stand (behind M28)
- MCC Reserve (behind M42)
- Olympic Stand (behind M57)
- Warne Stand (behind M11)

Each room contains feeding cubicles, change tables and a microwave. These rooms are kept locked to avoid misuse. Please ask staff for the entry code.

Where are the First Aid Rooms?

First Aid rooms are located in the following locations. Please ask staff for specific opening hours, as some may be closed during the concert.

Room 1 - Level B1, behind M13

Room 2 - Level B1, behind M30

Room 3 - Level B1, behind M45

Room 4 - Level B1, behind M6

Room 5 - Level 4, behind Q18

Room 6 - Level 4, behind Q36

Room 7 - Level 4, behind Q41

Room 8 - Level 4, behind Q54

What else should I know?

- Please note that special effects, including the use of pyrotechnics, smoke machines, confetti and strobe lighting will be in use during this show.
- There is no lift access to Level 4 of the Warne Stand, only ramps and stairs.
- Some attendees with reserved seats may choose to stand up or dance in front of their seats for the duration of the show. Whilst we appreciate that this may be frustrating for the people behind them, the MCG staff and security cannot force people to sit down.

What should I do in an emergency?

What is the MCG's emergency egress procedure for people with accessibility needs?

In the event of an emergency, all patrons should follow directions from staff and if in affected areas, evacuate the stadium via the nearest exit.

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If in the Warne Stand (bays 1 to 28), use ramps or stairs to exit the stadium or wait in the nearest evacuation assembly point (each lift well) for a supported evacuation.

If in the Ponsford, Pavilion or Olympic Stand (bays 29 – 57), use stairs to exit the stadium or wait in nearest evacuation assembly point (each lift well) for a supported evacuation.

If on the arena floor, exit via Entrance C (large ramp) onto Brunton Avenue or if assistance is required, exit via the small ramp used to get onto the arena. Follow directions from staff and evacuate through the underground car park.

Will there be visual and sound warnings if there is an emergency?

If evacuation is required, scoreboards, sirens and PA messaging will be used. All staff will act as wardens and lead an evacuation of the affected area.

Glossary

Auslan interpreters:

Auslan is the sign language of the Deaf community in Australia. Auslan interpreters are qualified to convey meaning between English and Auslan.

Changing Places:

Changing Places facilities are larger than standard accessible toilets, with extra features and more space to meet the needs of people with lived experience and their carers. Each facility has a height-adjustable, adult-sized changing bench, a tracking hoist system, and space for two people on either side of a peninsula toilet.

Hearing loop:

The hearing loop provides a magnetic, wireless signal that is picked up by the hearing aid when it is set to 'T' (Telecoil) setting. If a person uses hearing aids, a hearing loop can help pick up sounds more clearly, especially if the person is further away. It focuses the hearing aid to pick up sound from the loop system, rather than all noises in the area. This helps to cut out background noise.

Spending area:

An outside space or area where a dog can relieve itself.