

national  
museum  
australia



# Visual story

Visiting the National  
Museum of Australia

**A visual story is a guide that helps visitors to plan their trip.**

This visual story tells you what to expect when you visit the Museum. Museum staff are here to assist you and to ensure you have a great experience.

# About the Museum

At the Museum you can see intriguing objects and discover the stories of people and events that have shaped Australia.



## Where is the Museum?

The Museum is located on the Acton Peninsula, on the shores of Lake Burley Griffin in Canberra. You can find us on maps apps or on the internet by searching for 'National Museum of Australia'.

Here is a simple map showing our location.



# Sensory experiences and challenges

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At the Museum there are large, open spaces and smaller, more confined areas, quiet places and noisy areas.

Gallery spaces may contain video screens, large projections, overhead speakers and interactive displays.

Some visitors like to bring:

- ▶ noise-cancelling headphones
- ▶ hats
- ▶ sunglasses
- ▶ stim toys
- ▶ their own food.



## IMPORTANT

### Bringing your own bag

Large bags are not allowed in the galleries. If you bring a bag larger than an A4 piece of paper, you have to cloak it. This means our hosts will look after it while you are at the Museum.



## IMPORTANT

### Construction works

The Museum is undergoing some changes at the moment. There may be loud noises, and some galleries are closed. For more information, visit [nma.gov.au/whats-on/gallery-development](https://nma.gov.au/whats-on/gallery-development)

## Eating and drinking

You can bring your own food and drink to the Museum. You can eat in the Gandel Atrium or outside.



## IMPORTANT

**Food and drink are not allowed in the galleries**



# Arriving at the Museum



When you arrive by car, you will see a sign for the National Museum of Australia. The lower half of the sign will often display details of a current exhibition.



Drive past the sign, then turn LEFT into the car park.



If you park in the car park Monday to Friday, you will need to buy a ticket. The ticket machines look like this.

You can purchase a ticket from one of these machines or pay for your parking through a mobile app. There are instructions on the machines.

Visit [nma.gov.au/visit/plan](https://nma.gov.au/visit/plan) for current parking rates and to download the parking app.





## Accessible parking

Accessible parking spaces are available at the end of the car park closest to the main entrance. Visitors who have a disability parking permit can park in these spaces for free.

## Other ways to get to the Museum

You can also walk, ride a bicycle or catch a bus to the Museum. For more information, visit [nma.gov.au/visit/plan](https://nma.gov.au/visit/plan)

## Entering the Museum



To get from the car park to the main entrance, you will go through the Christina and Trevor Kennedy Garden. You can find more information about the Kennedy Garden at [nma.gov.au/visit/christina-trevor-kennedy-garden](https://nma.gov.au/visit/christina-trevor-kennedy-garden)

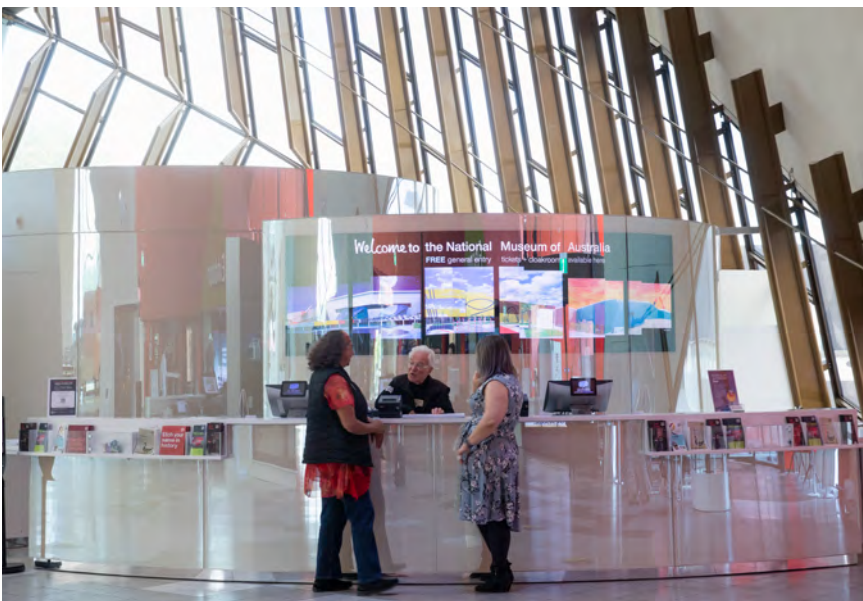


The main entrance looks like this. The large sign above the door will tell you about a current exhibition.

# Gandel Atrium



When you enter through the main doors, you will come into the Gandel Atrium. It looks like this.



## Information Desk

The Information Desk is located in the Gandel Atrium. There will be hosts here to assist you.

At the Information Desk, you can:

- ▶ get information, including maps and timetables
- ▶ buy tickets for exhibitions, tours and other experiences
- ▶ leave your bag, umbrella or jacket
- ▶ ask for help.





## INSIDE THE MUSEUM

### People

There are people throughout the Museum who can help you.



#### Museum hosts

You will see hosts all around the Museum. They will all be wearing the same uniform.

Our hosts are friendly and ready to assist you. They can:

- ▶ help you find your way
- ▶ give you information about displays
- ▶ answer your questions.



#### Museum security

You will also see security staff throughout the building. You can ask security staff for help if:

- ▶ you need first aid
- ▶ you are hurt or feeling sick
- ▶ you are lost
- ▶ you have lost something
- ▶ you can't find someone
- ▶ you feel unsafe.

# Galleries

The Museum has two kinds of galleries: permanent galleries, where exhibitions are on display for a long time, and temporary galleries, where exhibitions change regularly.

The entrance to the permanent galleries looks like this.



The permanent galleries you can visit are:

- ▶ [Landmarks](#)
- ▶ [First Australians](#).

The Museum has three temporary galleries:

- ▶ Temporary gallery (a large gallery that is accessed from the Gandel Atrium)
- ▶ Studio gallery (a small gallery that is accessed from the Gandel Atrium)
- ▶ Focus gallery (a small gallery located within the First Australians gallery).

For information on temporary exhibitions, visit [nma.gov.au/whats-on](http://nma.gov.au/whats-on)

## When you are in the galleries, you can:

- ✔ talk in a quiet voice
- ✔ look at the displays
- ✔ touch interactive displays.

## You cannot:

- ✘ have food or drink
- ✘ carry large bags or umbrellas.

## Concessions

Many of our exhibitions are free, but costs apply for some temporary exhibitions. Concessions are available for:

- ✔ seniors cardholders (all states and territories)
- ✔ international visitors over 60 years old
- ✔ international student cardholders
- ✔ Australian student cardholders
- ✔ Centrelink Health Care Card holders
- ✔ Centrelink Pensioner Concession Card holders
- ✔ Australian Veteran Gold Card holders.



# Facilities

## Toilets

Unisex accessible toilets, baby change tables and ambulant toilets are available on all levels of the Museum.

The Museum has the ACT's first Changing Places change room, with a fully accessible public toilet, adult change table and hoist. It is located on the lower ground floor, near Kspace.

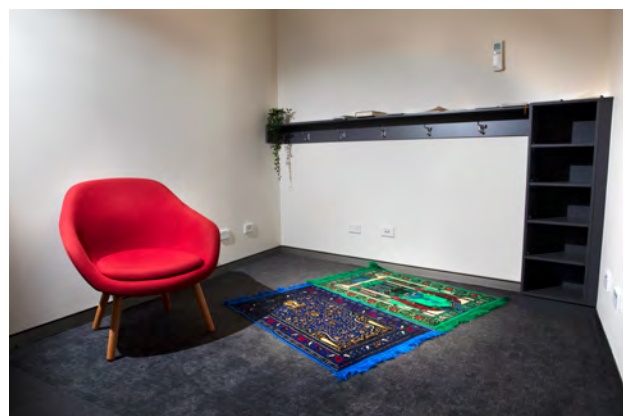


## Faith and quiet room

The Museum has a faith and quiet room. You can use it for:

- ▶ prayer
- ▶ timeout.

It is located on the first floor, above the entrance to the First Australians gallery.



## Lifts

Lift access is available for all levels of the Museum.

## Accessibility

For a map of the Museum and more information on accessibility, visit [nma.gov.au/visit/accessibility](http://nma.gov.au/visit/accessibility)



## The Museum Cafe

The Museum Cafe can be accessed from the Gandel Atrium. If it is too noisy, you can sit outside or order your food to take away.

For more information, including a menu, visit [nma.gov.au/visit/cafe](http://nma.gov.au/visit/cafe)



## The Museum Shop

The Museum Shop is located in the Gandel Atrium.

For more information, visit [nma.gov.au/visit/shop](http://nma.gov.au/visit/shop)



## Friends Lounge

The Friends Lounge is a quiet place for Museum Friends to relax. You can become a member online at [nma.gov.au/join-support/memberships](http://nma.gov.au/join-support/memberships)



## OUTSIDE THE MUSEUM

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Christina and Trevor Kennedy Garden

The Museum has beautiful outdoor spaces:

- ▶ Christina and Trevor Kennedy Garden
- ▶ Garden of Australian Dreams
- ▶ Lakeside Amphitheatre.



Garden of Australian Dreams



Lakeside Amphitheatre

## For more information

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If you need any more information or you have questions or feedback, please contact us.

Email: [accessprograms@nma.gov.au](mailto:accessprograms@nma.gov.au)

Freecall: 1800 026 132

Phone: +61 2 6208 5000

We look forward to seeing you!

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