



mcDonald jones  
stadium

A day at McDonald Jones Stadium

# My visual story





McDonald Jones Stadium acknowledges the Traditional Custodians of Australia's land, sea, and community, and pays respect to Elders past and present. McDonald Jones Stadium is committed to diversity and inclusion and has hosted events to celebrate Indigenous culture.



# What is a visual story?

**Visual stories are written in an Easy Read format and use pictures to provide greater accessibility for everyone.**

This Visual Story has been developed in collaboration with **Autism Spectrum Australia**. Visual stories are used to prepare people for a new environment or situation.

Before I go . . . **I can click on this link to look at the McDonald Jones Stadium website. Visit the McDonald Jones Stadium's website.**

# Map of the area

## Address

294 Turton Rd,  
Broadmeadow NSW 2292

## Opening Hours

Opening hours change depending on events. **Check the official McDonald Jones Stadium website for details.**





# The Hidden Disabilities Sunflower Lanyards

## **McDonald Jones Stadium supports and recognises the Hidden Disability Sunflower**

The Sunflower is a globally recognised symbol for Hidden Disabilities. The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time, and understanding.

It is ok if I don't have a lanyard, I can still get help if I need. If I already have a Sunflower lanyard, I can bring it with me. At MJS, Team Leaders and select staff members are trained to recognise the Sunflower symbol and provide appropriate support.

# Accessibility

McDonald Jones Stadium has many resources for people with disabilities. I can learn more at:

[McDonald Jones Stadium's website](#)



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## Wheelchair Seating

- Reserved wheelchair seating is available in both grandstands: Eastern Bays 2, 4, 8, 10, 13, 15, 21 and Western Bays 23, 54, 55, 56, 57, 62, 70.
- To book refer to the MJS website or visit the box office at McDonald Jones Stadium.



## Toilets

- Accessible toilets are available on every level of the stadium, close to wheelchair and companion seating areas.
- All toilet facilities are clearly signed and include ambulant cubicles.



## Mobility and Wheelchair Access

- Lifts with tactile signage and easy-reach controls are located in the centre of both grandstands and access all levels.
- Tactile floor tiles in both stands help vision-impaired guests locate ramps and stairs.
- Step-free access is available via Gate L (Eastern Stand & South Hill) and Gates 2 & 3 (North Hill & Western Stand).

# Accessibility

McDonald Jones Stadium has many resources for people with disabilities.

I can learn more at: [McDonald Jones Stadium's website.](#)



## Assistance Animals

- **Accredited assistance animals** are welcome.



## Hidden Disabilities Sunflower Lanyard

- The ground supports the **Hidden Disabilities Sunflower Program.**



## Sensory Room

- A quiet space is available at Bay 55, Western Level 1 Concourse, for guests needing a sensory break.
- The room is designed to support guests with sensory sensitivities during events.
- Ask any friendly staff member for directions if you're unsure where to go.

# Accessibility

I am going to McDonald Jones Stadium. The ground is **fully accessible**.

## Staff



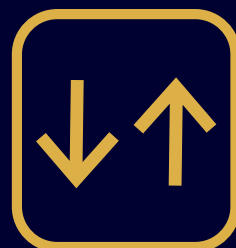
If I need help, I can ask the **staff**. It's a good idea to contact them before my visit **if I have any questions or want to talk about accessibility needs**.

## Gates



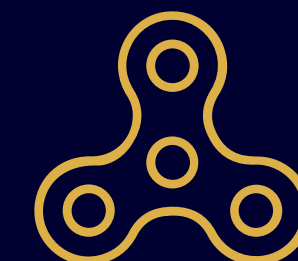
All gates have an **accessible entrance**.

## Lifts



I can use the **lift** after I enter. If I need help getting to the lift, I will ask the staff.

## Sensory room



The **sensory room is located in Bay 55, Western Level 1 Concourse**. I will speak to staff for help finding them.

# Sensory information. Events at McDonald Jones Stadium can be busy, noisy, bright and loud.

Events at the ground can be loud and have unexpected noises. I can bring **noise-cancelling headphones** or my own **earplugs**.

Some events may include strobe lighting, special visual effects, or fireworks, which may be bright or unexpected.

## Sensory room

Bay 55, Western Level 1 Concourse. **I can ask staff for directions.**

There is generally minimal impact to olfaction within the venue; however, some events may include food aromas, smoke effects, or crowded areas that could affect guests with smell sensitivities.

# SENSORY ROOM



# What to bring

## Things I might want to bring



Printed or mobile  
**tickets** for entry



**Sunscreen**  
(non-aerosol), sunglasses  
and hat for sun protection.



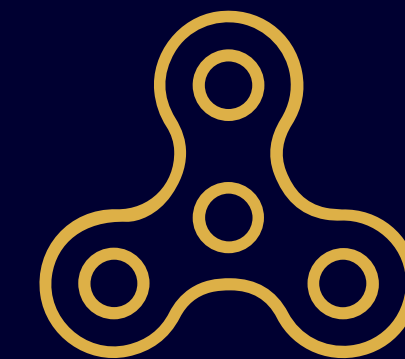
**Jacket** or **poncho**  
(umbrellas are not allowed)



Refillable **water bottle**  
(no metal or glass)



**Headphones**



**Sensory items**  
(earplugs, fidget tools,  
sunglasses)

# Things I can not bring into the stadium:

For a full list of permitted and prohibited items, visit the [McDonald Jones Stadium's website](#).



**Flares & Fireworks**



**Noise-making** devices  
(air horns, whistles or megaphones)



**Skateboards, bikes  
or scooters**



**Alcohol.**  
**Aluminium** or **glass**  
**water bottles** or **cans**



**Weapons**



Professional **cameras**,  
**tripods** or **drones**

# Rules



## Entry & Security

- **Security checks** and **bag screening** are required.
- If I am going to a concert, I will check with staff or the venue to make sure I use the correct gate.



## Venue Facilities

- **Food, bars,** and **toilets** are available.
- There are **free drinking water** stations.
- The venue is **cashless** – there are **no ATMs**.



## Concert Etiquette

- I will **dance safely**.
- I will **sing at a reasonable volume** (not shout).
- I will **not stand on seats, crowd surf,** or **mosh**.
- I will not **block views** or use **offensive language**.



## Weather

- The event runs **rain or shine** – I will bring a **poncho**.
- I will **plan ahead** and check **transport** and **security rules**.
- I will visit the **McDonald Jones Stadium website** for full details.

# Food & Drink

## Food & drink options at the Stadium

- I will need to bring an Eftpos card or make mobile payments on my phone because all stores inside the ground are cashless.
- I can buy food inside the ground. There are a variety of food and drink stands.



# Food & Drink

## Where can I eat & drink?

- I can eat or drink any food I purchase inside the ground at designated seating near the restaurants or at my seat in the stands.

## Food at the stadium

- I can bring my own food if I want to.
- I can bring homemade food like sandwiches, or food from places like McDonald's.
- I will only bring enough food for myself, not large amounts.
- If I'm not sure, I will ask staff for help.



# Booking tickets and pricing



## How to book tickets

- I will buy my ticket **online** from **the event page**.
- I will **download** my ticket **from the official ticketing app** or add it to my **phone wallet**.



## Ticket costs & fees

- **Ticket prices** change depending on the event – I will check the **event page** for details.
- **Service fees** may apply, like **transaction** or **delivery fees**.



## Refund policy

- **All sales are final** – I can only get a **refund** if the event is **cancelled**.
- I will not get a **refund** or **exchange** if I change my mind.

# Booking tickets and pricing



## Accessibility & Companion Cards

- **Accessible seating** is available for **wheelchair users** and other **disabilities**.
- **Companion Cards** are accepted – I will book through the **accessibility team**.



## Additional Fees

- **No print-at-home fees** – tickets are mobile only.
- **Late booking fees** may apply.
- I can visit the **McDonald Jones Stadium website** for full **ticketing terms and conditions**.

# Ok, so where are we going?

## Address

294 Turton Rd,  
Broadmeadow NSW 2292

## Opening Hours

Opening hours change depending on events. **Check the official McDonald Jones Stadium website for details.**



# How will we get there?



**Car**

## **I can park in one of these car parks:**

I understand that 2025 season parking passes, including mobility parking, are fully allocated. I can purchase a limited number of match day parking passes from the Monday prior to the event via Ticketmaster.

## **Meeting & Function Parking**

If I'm attending a meeting or function at McDonald Jones Stadium, I can access the outdoor parking free of charge.

## **For Sporting Events**

I can drop off a patron in the stadium's car park using the 10-minute loading zone. I should enter via the North driveway off Turton Road, near the Knights supporter store.

## **For Concert Events**

I should use the drop-off point on Brown Road at the Newcastle Entertainment Centre. I can then catch a shuttle bus, which runs to and from the event every five minutes. I should check the event-specific page for more detailed information.

## **If someone is dropping me off:**

I should organise pick-up before the match ends.

# How will we get there?



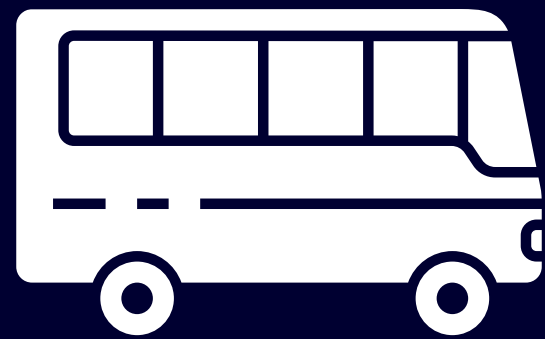
**Taxi/Rideshare**

## **If I need a taxi or rideshare to pick me up:**

I can use the designated taxi and rideshare pick-up/drop-off point located on Young Road, Broadmeadow.

After the event, I should follow the signs to Young Road to access a taxi. For more information, I can contact Newcastle Taxis on 13 33 00.

# How will we get there?



**Bus**

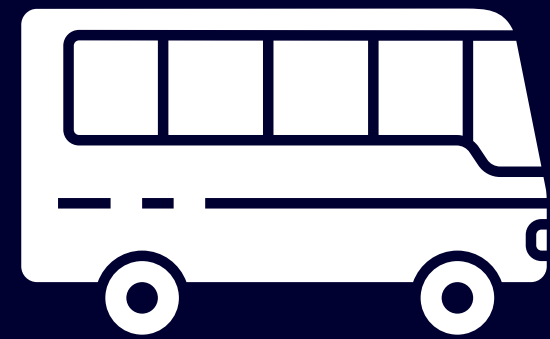
## **Bus Services**

I can catch the nearest bus at Young and Turton Road, New Lambton, with Bus 27 travelling this route. I should also consider these nearby routes:

- Down Turton Road: 27
- Down Lambton Road: 13, 23, 25, 26

For more details on bus travel and routes, I can visit the [NSW Transport website](#).

# How will we get there?



**Shuttle bus**

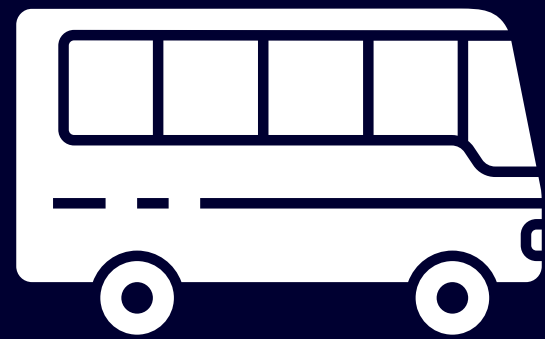
## **Sporting Event Bus Shuttles**

I understand that shuttle buses are not available for A-League fixtures, so I should use the regular bus services to get to the game.

As a Rugby League fan, I can take advantage of free, dedicated bus services to McDonald Jones Stadium during the 2025 season. I can find the timetable online.

The free Knights fan bus services will run regularly from two hours before kick-off, departing from selected stops along the route. After full-time, return buses will operate for around an hour.

# How will we get there?



**Shuttle bus**

I can catch **one of five stadium shuttle services** to get to Knights games at McDonald Jones Stadium in 2025:

- **Shuttle 1** – Newcastle CBD: Stops at Queens Wharf, King Street at Bolton Street, Civic Park, Marketown, and Tudor Street at Beaumont Street.
- **Shuttle 2** – Charlestown/Belmont: Stops at Charlestown Square and Westfield Kotara. Four services start from Belmont on the Pacific Highway at Macquarie Street, also stopping on Pacific Highway at Groves Road.
- **Shuttle 3** – Glendale: Stops at Stockland Glendale, Cardiff Station, and Lookout Road at McCaffrey Drive.
- **Shuttle 4** – Wallsend: Stops at Wallsend Village, Newcastle Road at Blue Gum Road, and Newcastle Road at Dent Street.
- **Shuttle 5** – Mayfield: Stops at Wests Mayfield, Mayfield shops (Hanbury Street near Dora Street), Waratah Station, and Waratah Village (Turton Road near Georgetown Road).



# When we arrive

**Making My Entry Easy & Stress-Free.**  
**Arriving at a big venue can feel overwhelming.**  
**Here's what to expect when I arrive**

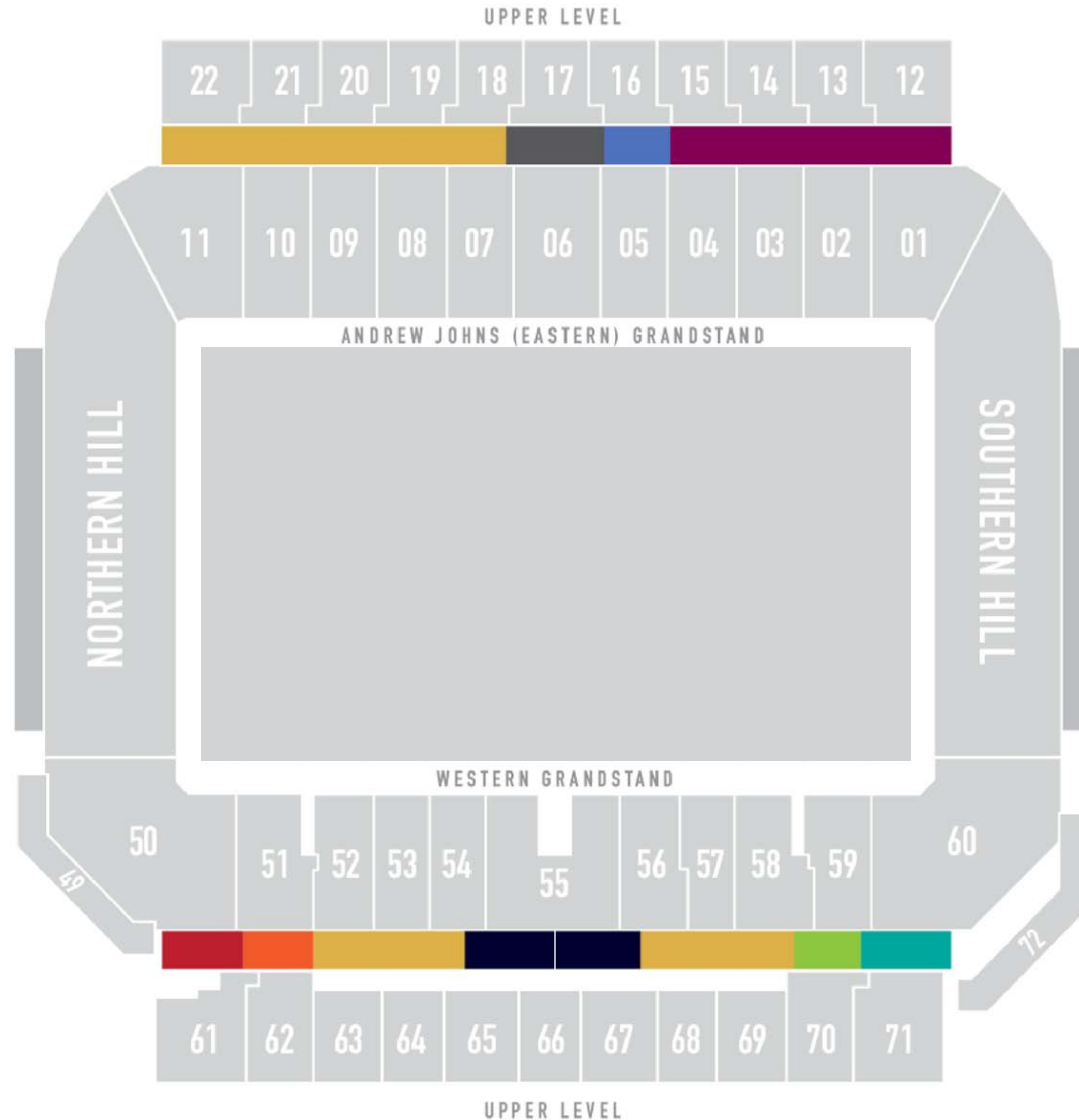
## **What should I do first?**

- I will enter through the gate listed on my ticket.
- There will be security checks and bag screening before I go in.

Security screening is part of entering the venue. This may include ticket scanning, bag checks, and hand-wand screening. Staff will explain what is happening and help move the process along as quickly as possible. If you feel anxious or need extra time, you can let staff know and they will support you.

## **How long will it take?**

- Entry times depend on the crowd, but security and ticket scanning usually take a few minutes.
- If it is a popular event I expect to cue for longer. I can use headphones, my device and stim tools if it's helpful to reduce overwhelm.



# Accessibility Lanes & Navigation

- There are special entry lanes for wheelchair users and people who need extra support.
- I can follow signs to find my seat, toilets, food outlets, and help points.

## Suggested path routes

- I can use the signs and ask staff for help if I need directions.
- If I want to plan ahead, I can check the McDonald Jones Stadium website for maps and more details.

# Sequence of events My Journey from Start to Finish



## 1. Arrival and entry

- I will enter through the **gate listed on my ticket**.
- **Security checks and bag screening** will take place when I arrive.
- If I need to go on the **arena floor**, I will be given a **wristband**.



## 2. Navigating the venue

- I can follow **signs** and ask **staff** to help me find my **seat, food outlets, toilets, and accessible facilities**.



## 3. Event Experience

- The event will **start at the scheduled time**, and I can check my ticket or event info for details.
- I can buy **food and drinks** at special places around the venue.
- If I need **accessible seating or services**, they will be there for me.



## 4. Sensory considerations

- I might hear **loud music, crowd noise**, and see **bright lights**.
- Sometimes there might be **fireworks or special effects**.
- There is generally minimal impact to olfaction within the venue; however, some events may include food aromas, smoke effects, or crowded areas that could affect guests with smell sensitivities.



## 5. Exiting & getting home

- I will follow **staff instructions** to leave safely.
- I can use **public transport or rideshare services** to get home.

# Getting home/leaving

## Getting Home – End of Event Information



### Event closing & exit process

- The event will finish at the planned time, but I know delays might happen.
- I can **follow staff directions** to find the quickest and safest way to leave.
- **Exits will be clearly marked.**



### Public transport options

- After big events, I might be able to catch **extra trains, buses, or ferries.**
- I can check the **Transport NSW website** for **live updates** on times and any delays.

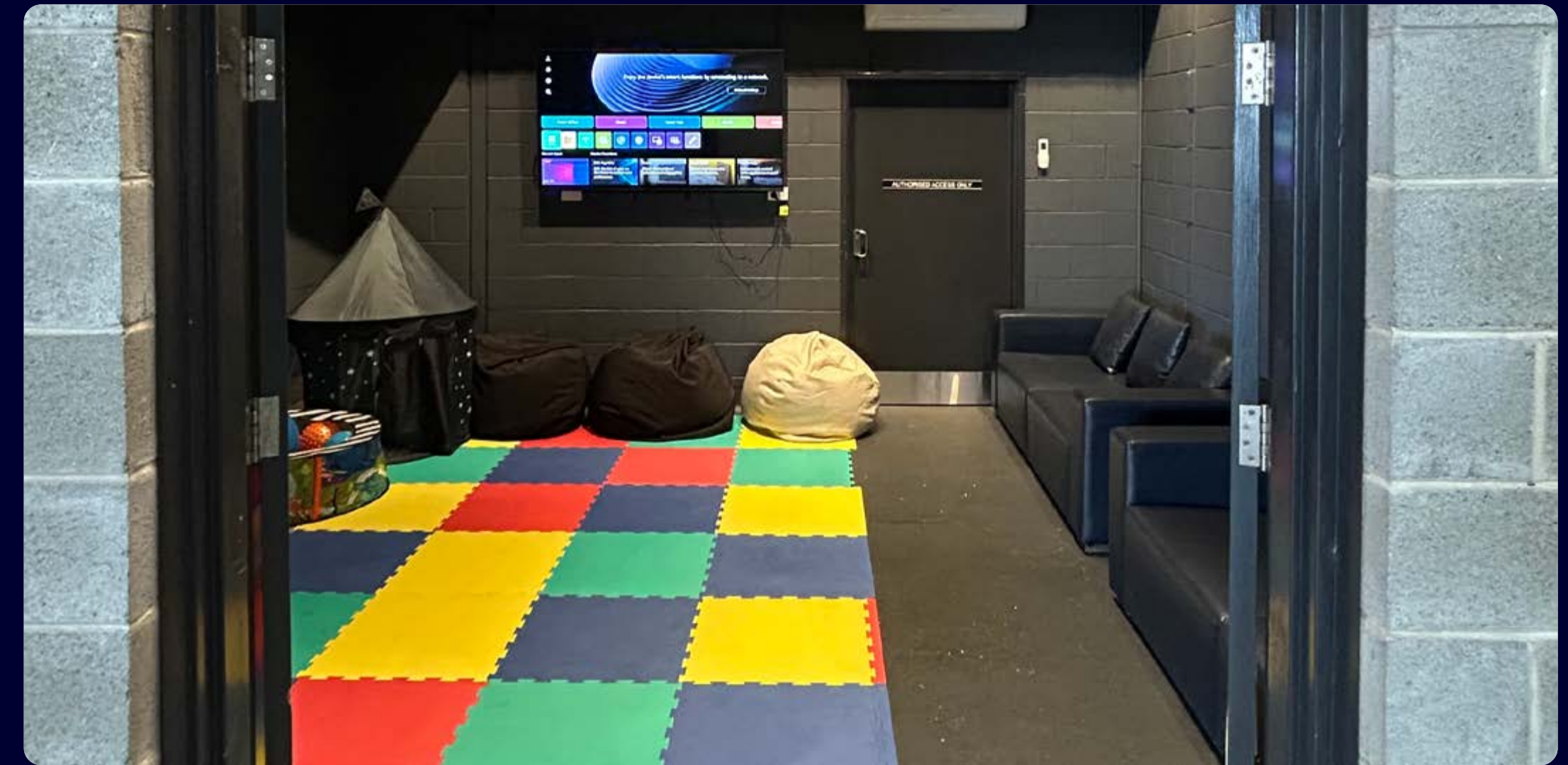
# Getting home/leaving

## Getting Home – End of Event Information



### Parking & rideshare

- I can **pre-book a taxi or rideshare** to make sure I have a way to get home.



### Avoiding crowds & quiet exit options

- If I want to **avoid the crowds**, I can wait in the **Sensory Room** until it's less busy.
- I can also think about **leaving a little early** if I don't want to be in a big crowd

# Frequently asked questions

## Disruptions & Changes

- If there are **delays, cancellations, or changes**, I will hear about them on **screens, loudspeakers**, and on the **grounds website**.
- I can also follow **McDonald Jones Stadium's social media** or check their **website** for live updates.

## Contact for More Information

- If I have **questions about accessibility or inclusion**, I can contact the **ground's customer service team**.
- I can visit the **stadiums website** to find the right person to contact for accessibility help.

## Providing Feedback

- If I want to give feedback, I can do it on the stadium website or by speaking to customer service staff anywhere in the venue.

# Frequently asked questions

## Toilets & Accessible Facilities

- I can find **toilets, accessible toilets** throughout the ground.
- I can **check venue maps** or **ask staff** to help me find the nearest toilet.

## Getting Help

- **Venue staff and security** are there to help me if I need it.
- I can look for staff wearing **uniforms and name badges.**

## Quiet Spaces & Overwhelm Support

- If I need a calm place, I can use the **Sensory Room.**
- There are also **generally quieter areas** in special seating zones.
- If I want to avoid big crowds, I can think about coming during **off-peak times.**

294 Turton Road, Broadmeadow NSW 2292  
[www.mcdonaldjonesstadium.com/contact\\_us](http://www.mcdonaldjonesstadium.com/contact_us)

Get in touch for general enquiries  
**(02) 4064 3050 | [info@mcdonaldjonesstadium.com](mailto:info@mcdonaldjonesstadium.com)**

