



# GCCEC ACCESSIBILITY GUIDE



Accessible Tourism  
Wheelchairs and Scooters



**Quality  
Tourism**  
Accredited  
Business

Accessible Tourism  
Low vision



**Quality  
Tourism**  
Accredited  
Business

Accessible Tourism  
Limited Mobility



**Quality  
Tourism**  
Accredited  
Business

Accessible Tourism  
Low Hearing



**Quality  
Tourism**  
Accredited  
Business

Accessible Tourism  
Cognitive/Autism



**Quality  
Tourism**  
Accredited  
Business

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## INTRODUCTION

The Gold Coast Convention and Exhibition Centre (GCCEC) is committed to providing access that is open, safe and inclusive for all our visitors. Designed with accessibility in mind, our venue offers entry to and movement throughout the Centre via wheelchair and mobility equipment.

This guide aims to accurately describe and provide an overview of our facility and services in house and the surrounding areas.

Floor plans for the venue are available on the GCCEC website here: [www.gccec.com.au/floor-plans](http://www.gccec.com.au/floor-plans)

## WELCOME STORY

GCCEC has also developed a Welcome Story offering visitors an overview of their entire journey within the venue, from arrival to departure. It provides detailed information about transportation options, the appearance of the venue and its spaces, the friendly faces visitors will encounter, quieter areas, bathroom facilities, and much more.

GCCEC Visual Welcome Story: [www.gccec.com.au/gccec-welcome-story](http://www.gccec.com.au/gccec-welcome-story)



## PRE-ARRIVAL

### Tram/G:Link

The Gold Coast's G:Link is a light rail system connecting Broadbeach with Helensvale via the entertainment and activity precincts of Surfers Paradise, Main Beach and Southport.

- The G:Link is located directly in front of the Gold Coast Convention and Exhibition Centre (less than 150 metres away).
- Services operate seven days a week approximately every 7-15 minutes and includes 19 stops between Broadbeach and Helensvale.
- The stop closest to the Centre is Broadbeach North station.
- The light rail platforms have wheelchair accessible entry and exits and have signalised pedestrian crossings.
- Note: wheelchair and mobility aid user: the pedestrian crossing, is intersected by tram lines that provide a slightly uneven surface.
- A ramp connects the Gold Coast Highway to GCCEC's pedestrian path. The ramp surface is concrete and in good condition with handrails, wheel guards and ground surface indicators.

Further information about the G:Link can be found at: [www.translink.com.au](http://www.translink.com.au) or [ridetheg.com.au](http://ridetheg.com.au).

### Bus

- Buses frequently stop directly in front of the Gold Coast Convention and Exhibition Centre.
- The northbound bus stop is located 40m from the Centre's accessibility ramp.
- The southbound bus stop is located 90m from the Centre's accessibility ramp and requires visitors to cross at signalised lights.
- Both bus stops have ground surface indicators but no seating or shelter.

To plan your bus journey, telephone: 13 12 30 or [www.translink.com.au](http://www.translink.com.au)



## WHEELCHAIR ACCESSIBLE TAXI

### Main Driveway

- Taxis that can carry one (1) or two (2) wheelchairs are available on the Gold Coast.
- Taxis can pick up guests from the main entrance which has a covered Porte Cochere and no guttering or steps.
- The GCCEC reception desk can organise a taxi service or a courtesy phone is available in the foyer.





## PARKING

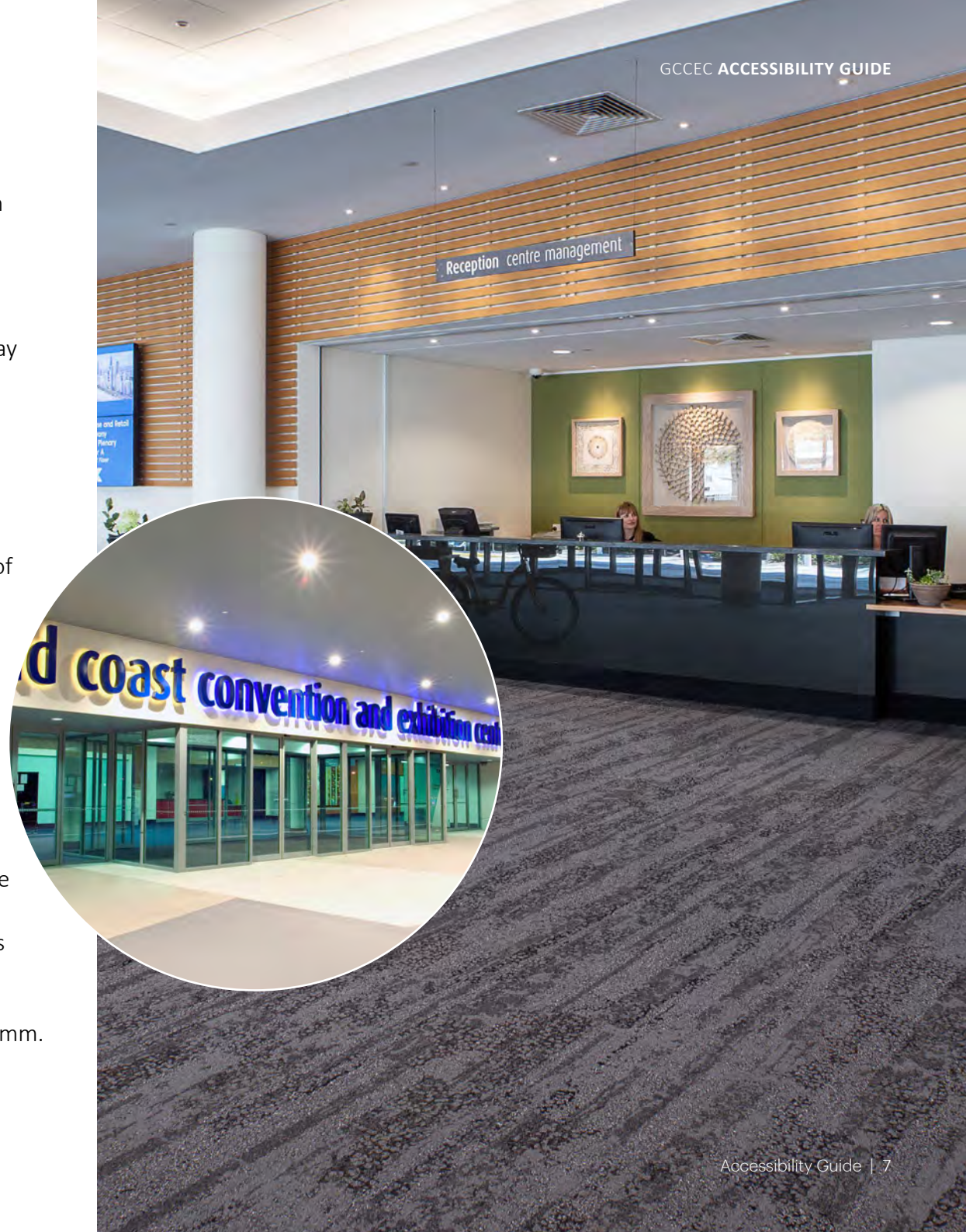
- The Gold Coast Convention and Exhibition Centre carpark entrance is at the northern end of the building.
- Entry from the Gold Coast highway is via a set of traffic lights.
- Entry from TE Peters Drive is via the ramp onto the main driveway.
- Overhead clearance is 2100mm.
- There are 32 designated disability parking bays located in the carpark. Basement Level 1 has 22 disability bays and Basement Level 2 has 10 disability bays positioned close to the main elevators. These are marked with the wheelchair symbol.
- The farthest parking bay is 15m from the lift.
- Parking is a daily flat rate of \$15 (incl GST).
- There is clear access from the carparks to the double automatic doors and lifts, which are situated next to the carparking payment machines. Ground surface indicators are in this area.
- Guests can also be dropped off at the main entrance via the driveway off TE Peters Drive on the south side of the building.
- GCCEC also uses a touchless parking app called ZipBy. ZipBy allows ticketless parking for visitors to GCCEC. Please download the app prior to arriving at the venue. Learn more <https://zipby.app/>

## ENTRANCE

- The main building has multiple wheelchair access ramps located on the eastern side of the Gold Coast Highway and the southern side from TE Peters Drive.
- Visitors can access the main entrance via the driveway and pedestrian access ramp off TE Peters Drive on the south side of the building or the pedestrian access ramp from the Gold Coast Highway on the eastern side.
- Both the ramp and porte cochere area contain ground surface indicators.
- There are no gradients or steps to navigate at the main entrance which is accessed via double automatic doors that measure 1500mm when fully open.
- There are visual indicators on the glass entrance doors at a height of 1050mm to aid those with low vision.
- The foyer spaces offer non-slip carpet and allows ease of manoeuvrability for wheelchairs, prams and those needing extra room.

## RECEPTION

- Opening hours are 8.30am to 5pm Monday to Friday.
- Reception is located on the ground floor of the building and is accessed via the automatic main entrance doors or via lifts from the carpark. There are no stairs to navigate.
- Reception faces out to a slip-resistant, carpeted area that measures approx. 9m wide, allowing access by multiple wheelchairs, mobility scooters or prams at the one time.
- The Reception desk has multiple heights with the lowest being 760mm.



## LIFTS, ESCALATORS, STAIRS

### Lifts

The Centre has four lifts and two stage lifts. The lifts located in Foyer B and Foyer C both give access to the basement car parks and the ground and first floors. The lift outside Hall 2 only allows access to the basement car parks and ground floor.

Each lift offers:

- Braille buttons inside and out that illuminate when pressed.
- Visual aids that advise which floor the lift is on.
- An audio voice that also announces the floor you have arrived on.
- Emergency text to mobile number for those with hearing difficulty.

The doors for all lifts measure 1180mm when fully open. The lift floor is covered with non-slip carpet and equipped with handrails at a height of 900mm.

### Escalators

Two directional escalators are located in the centre of the ground floor level outside Foyer C. They service the ground floor and first floor. Ground surface indicators are located at the top and bottom of the escalators.

### Stairs

The Centre is serviced by nine (9) sets of stairs that variously connect the basement carparking with the ground floor and the ground floor with the first floor. All have handrails and ground surface indicators at the top and bottom of each set. Each set of stairs is covered in carpet and has an aluminium stair tread to stop slipping.

Each set of outdoor stairs contains signage with directional arrows pointing towards the nearest accessible path.





## COMMON AREAS

There are clear and accessible paths of travel from the main entrance to all areas and facilities used by guests on both the ground and first floor. These areas measure 12m wide in some places and comfortably allow ease of manoeuvrability for wheelchairs, mobility scooters and prams. The floor surface is even with a slip-resistant carpet.

## CAFE FACILITY

The Gold Coast Convention and Exhibition Centre features a Café with a Kombi van as its centrepiece on the ground floor.



## CONFERENCE FACILITIES

### Hearing

Auslan interpreters can be sourced for guests attending conferences.

### Sensory

Dedicated sensory rooms can be made available for guests with sensory processing difficulties attending conferences. The rooms are located on either the ground or first floor (event dependent).

### Guide, Hearing and Assistance Dogs

GCCEC welcomes guide, hearing and assistance animals, as defined in the [Guide, Hearing and Assistant Animals Act 2009](#) and [Disability Discrimination Act 1992 \(DDA\)](#). Guide, hearing and assistance dogs are welcome in all areas of the Centre. Special arrangements can be made for guide, hearing and assistance dog needs during a conference.

### Access

Access to meeting rooms and conference areas is through double doors that measure 1980mm in width when fully open.



## BATHROOM FACILITIES

Accessible bathroom facilities are available on both the ground and first floor of the Centre. The doors measure 820mm when open.

All accessible bathroom facilities include a baby change table and room to fit a pram comfortably. A dedicated parents' room with bottle warming facilities and lounges is available between Foyer A and B.

Adult change facilities, including showers, may be available on the ground floor near Foyer A (event dependent).



## VISION

There is visual directional signage around the building pointing out bathroom facilities, Foyer locations and various other facilities and services.

Colour LED information screens are installed at ceiling height and on walls scattered around both floors.

Visual indicators feature on the main entrance doors at a height of 1050mm to aid those with low vision. All automatic doors leading to external areas, also contain visual indicators.

All lifts have braille buttons for those with low vision.

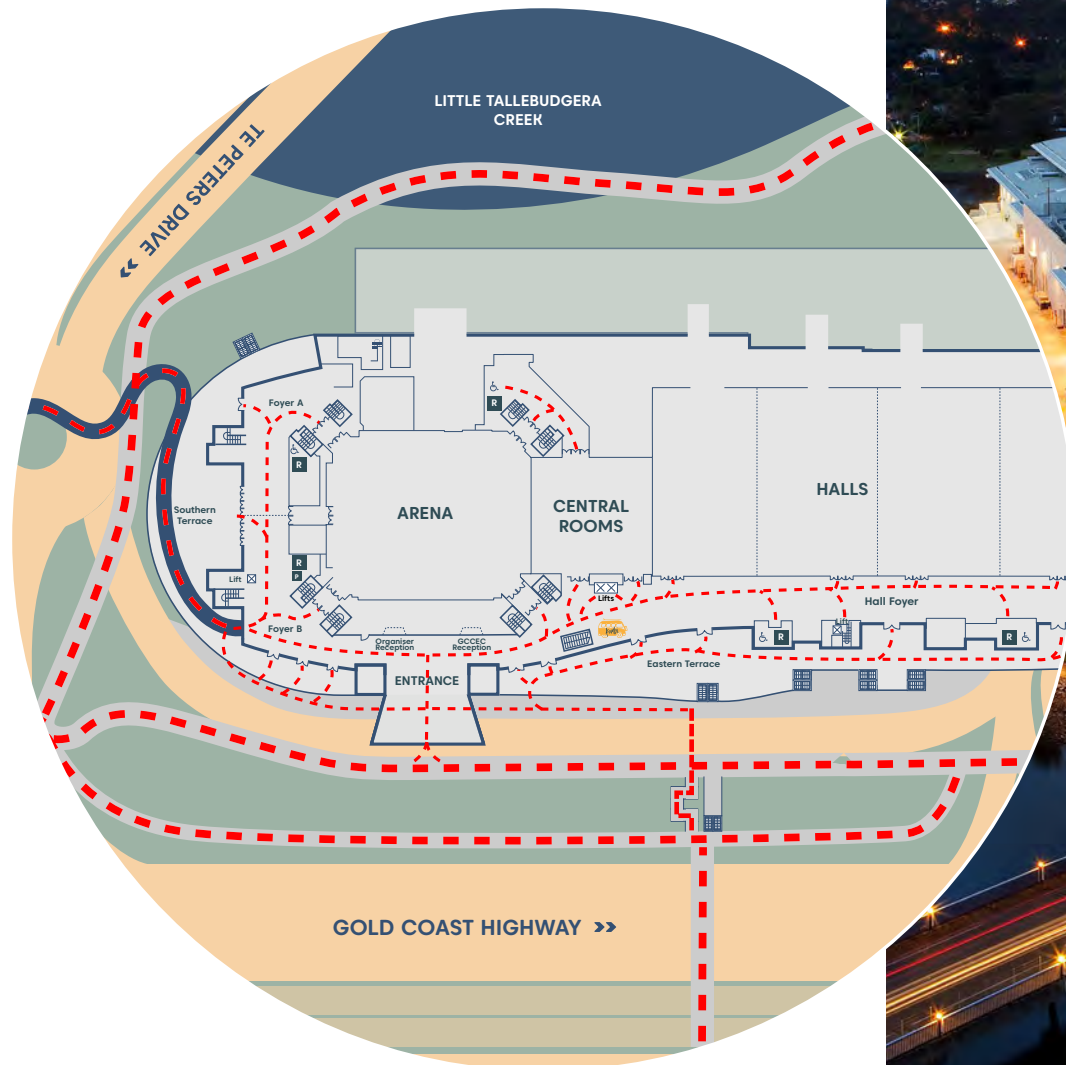
## HEARING

A mobile hearing augmentation system is installed at the Centre. Hearing loop belt packs are available for visitors with hearing aids. A limited number are available onsite however, additional units can be made available with notice.



# MAPS & FLOORPLANS

Accessible routes around the venue can be found here along with floorplans: [www.gccec.com.au/floor-plans](http://www.gccec.com.au/floor-plans)



## ADDITIONAL INFO

### Nearby dog park

Broadbeach - Pratten Park, Old Burleigh Road (southern end of Pratten Park)

### Nearby vet

GOLD COAST VET SURGERY – accredited vet hospital

In case of EMERGENCY Ph: 5538 5909 Business Hours

Ph: 5559 1599 After Hours

OPEN Mon-Fri 8am-5.30pm Sat 8.30am-11am Sun & Pub Hols Closed

### Hospitals

GOLD COAST UNIVERSITY HOSPITAL

ROBINA HOSPITAL

PINDARA PRIVATE HOSPITAL

### Local Carers

CARERS AUSTRALIA QUEENSLAND

Address: 10-12, 207 Currumbura Rd, Ashmore, QLD 4214

Telephone: +61 (0)7 5671 7600

Email: [goldcoast@carersqld.com.au](mailto:goldcoast@carersqld.com.au)

### Gold Coast Commonwealth Respite And Carelink Centre

Address: 1 Pines Lane, Elanora, QLD 4221

Telephone: 1800 052 222 (bus hours) or 1800 059 059 (after hours)

Email: [sc.carers@bluecare.org.au](mailto:sc.carers@bluecare.org.au)



## CONTACT INFO

### Local Equipment Hire

AUSTRALIAN RED CROSS MOBILITY EQUIPMENT HIRE

Address: 10 Lawson St, Southport QLD 4215

Telephone: +61 (0) 7 5571 0966

### Local Public Transport

BUS

Telephone: +61 (0) 7 5552 2700

[www.surfside.com.au](http://www.surfside.com.au)

### Tram/G:Link

[www.translink.com.au](http://www.translink.com.au) or [ridetheg.com.au](http://ridetheg.com.au)

Broadbeach North station is on our doorstep

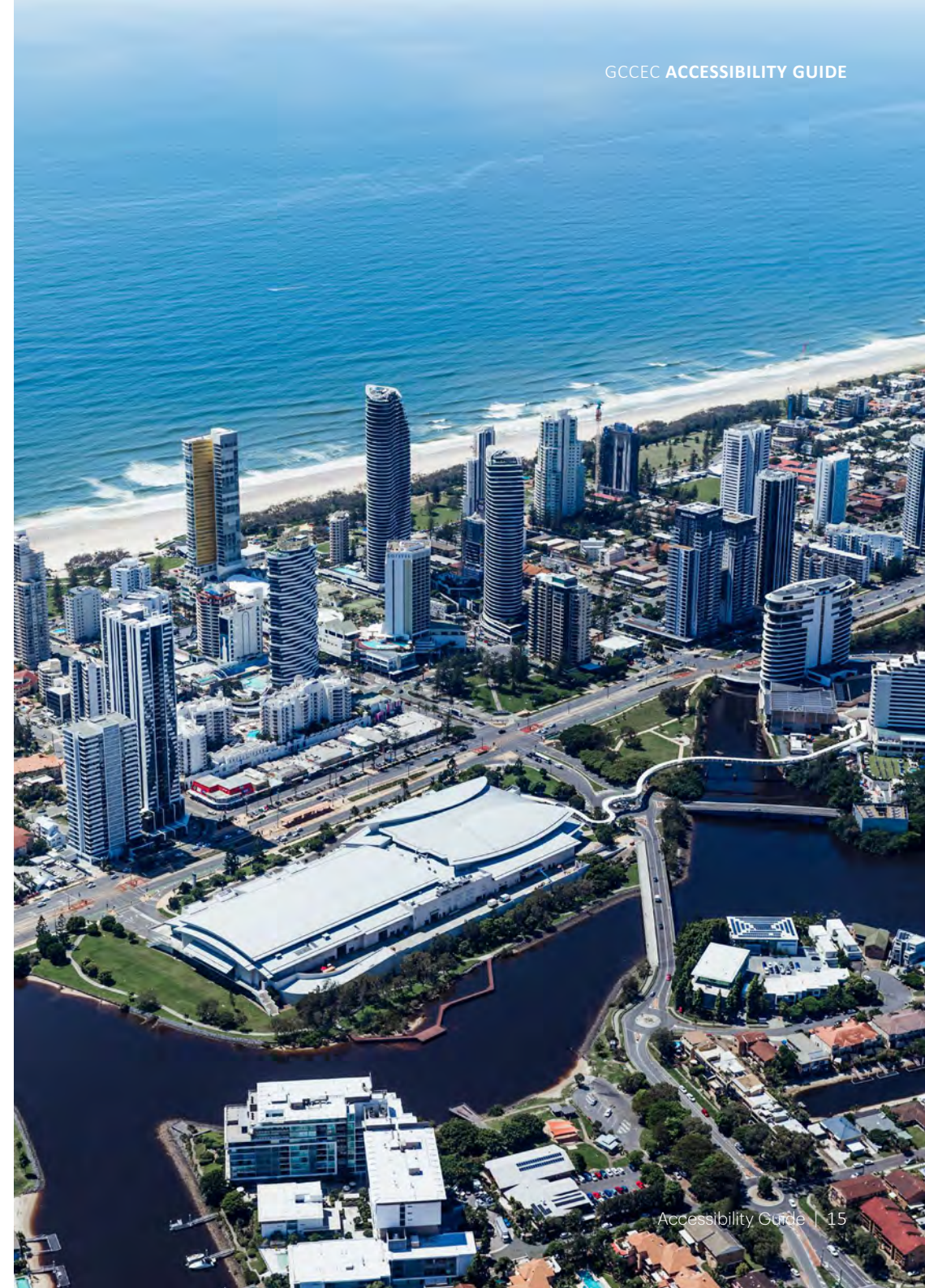
### Gold Coast Convention and Exhibition Centre

2684-2690 Gold Coast Highway, Broadbeach, QLD 4218 Australia

Telephone: +61 (0)7 5504 4000

Website: [www.gccec.com.au](http://www.gccec.com.au)

Reception hours: 8.30am to 5pm Monday to Friday  
(excluding public holidays)





gold | convention and  
coast | exhibition centre

