

An aerial photograph of the Cairns Convention Centre at sunset. The building features a large, curved section with a facade made of colorful, vertical slats in shades of green, red, and yellow. This section is connected to a larger, more traditional building with a white, ribbed roof. The surrounding area includes lush green landscaping with palm trees and other tropical plants, a paved walkway, and a road. In the background, a cityscape is visible, followed by a range of mountains under a sky with a vibrant orange and yellow sunset glow.

Cairns Convention Centre

Accessibility Guide 2025



Reef Connections. Artist: Elverina Johnson

Acknowledgement of Country

We acknowledge the Traditional Owners of the land on which the Cairns Convention Centre is located, the Gimuy Walubara Yidinji & Yirrganydji peoples. We would also like to pay our respects to their Elders past, present and emerging and to Elders of all First Nations communities that visit Cairns Convention Centre.

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Welcome

The Cairns Convention Centre is an award-winning venue located on the shores of the Great Barrier Reef. It can host Conferences for up to 2,500 delegates. With multiple event spaces incorporating the region's natural assets and proximity to hotels and Cairns International Airport, it's ideal for national and international Conferences.

The Accessibility Guide Covers:

Accessible Seating

Vision Impairment

Accessible Toilets

Wheelchair Service

Accessible Parking

Hearing Assistance

Changing Place

Parenting Rooms

Lift and Escalators

Sunflower Program

Assistance Animals

Multi-faith Room



Getting Here

Travel by Public Transport

Bus



- The closest bus stop is located on Lake Street. [Link here to the location on Google Maps.](#)
- Approximately 7-minute walk from Cairns Convention Centre.

Train

- The Cairns railway station is located at the Cairns Central Shopping Centre. [Link here to the location on Google Maps.](#)
- Approximately 10-minute walk from the Convention Centre, train platforms are located underneath the parking areas.
- Two tourist railway services operate from here, the Kuranda Scenic Railway and the Savannah Lander.



Public Transport Map

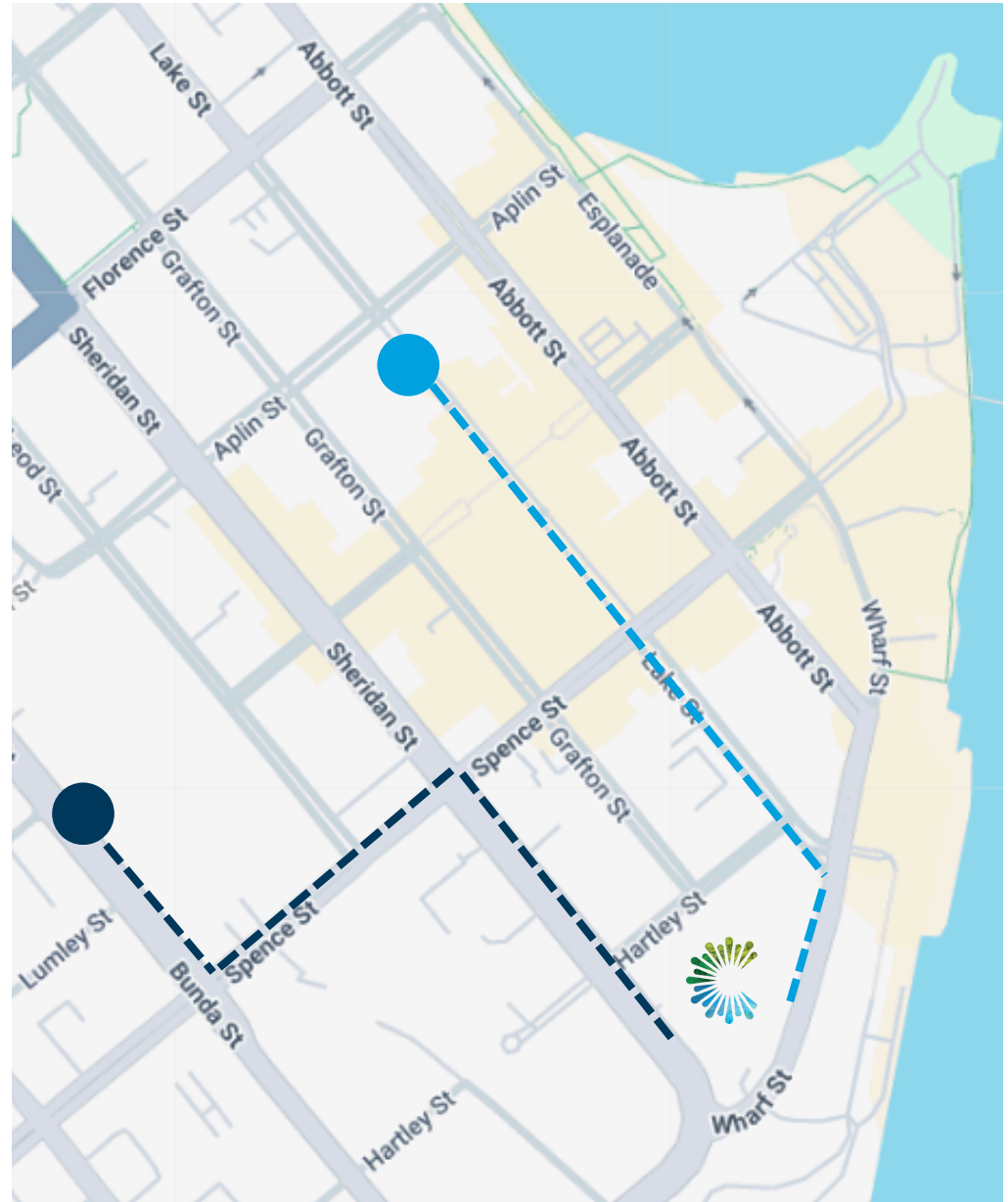
-  Cairns Bus Station (Lake Street)
-  Cairns Railway Station (Bunda Street)

Accessibility Information for Cairns

Cairns strives to be an accessible, inclusive city, welcoming residents and visitors to enjoy its lush parks, natural swimming spots, vibrant CBD, arts, cultural events, and dining precincts.

Find out more information on the [Cairns Regional Council](#) website.

**Discover the Accessible and
Inclusive Facilities in Cairns**



Travel by Private Transport

Coach

Coach set down is available at:

- Porte Cochere on Wharf Street is the closest entry for events at the Convention Centre.
- Hartley Street is the closest entry to events in the Arena and is available for events in the Auditorium.

Greyhound and Premier coach services are located adjacent to the Cairns railway station located at the Cairns Central Shopping Centre 10--minute walk from the Convention Centre.

Taxi

The closest taxi rank is located on Lake Street, approximately 7-minute walk from the Convention Centre.

Taxis may also rank at the Porte Cochere on Wharf Street, or the Hartley Street set down area.



Car

Cairns Convention Centre Underground Car Park:

- Access: From Sheridan Street.
- Total Bays: 239 (including 9 accessible bays)
- Height Limit: 2,200mm at entrance.
- Two electric car charging stations available.

Operating Hours:

- Monday to Friday: 6:00 am – 8:00 pm
(closed on public holidays)
- Event Days: Open according to the event schedule.
(excluding Cairns Taipans games)

Parking Fees:

- Up to 4 hours: \$5, +4 hours: \$10.
- Overnight penalty: \$30/night.
All fees include GST.

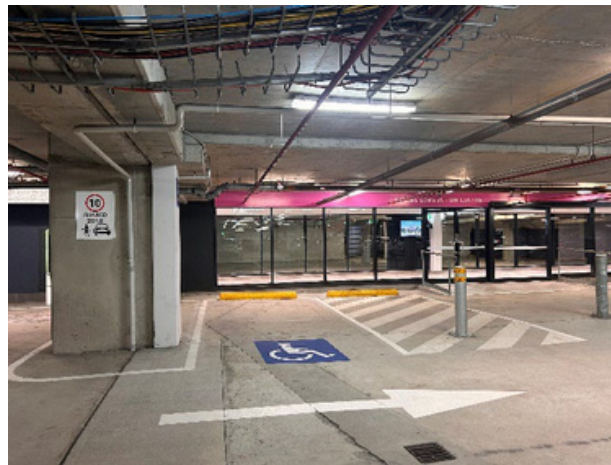
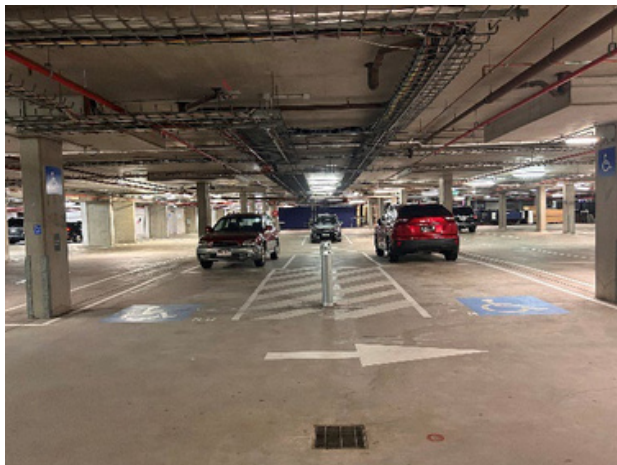
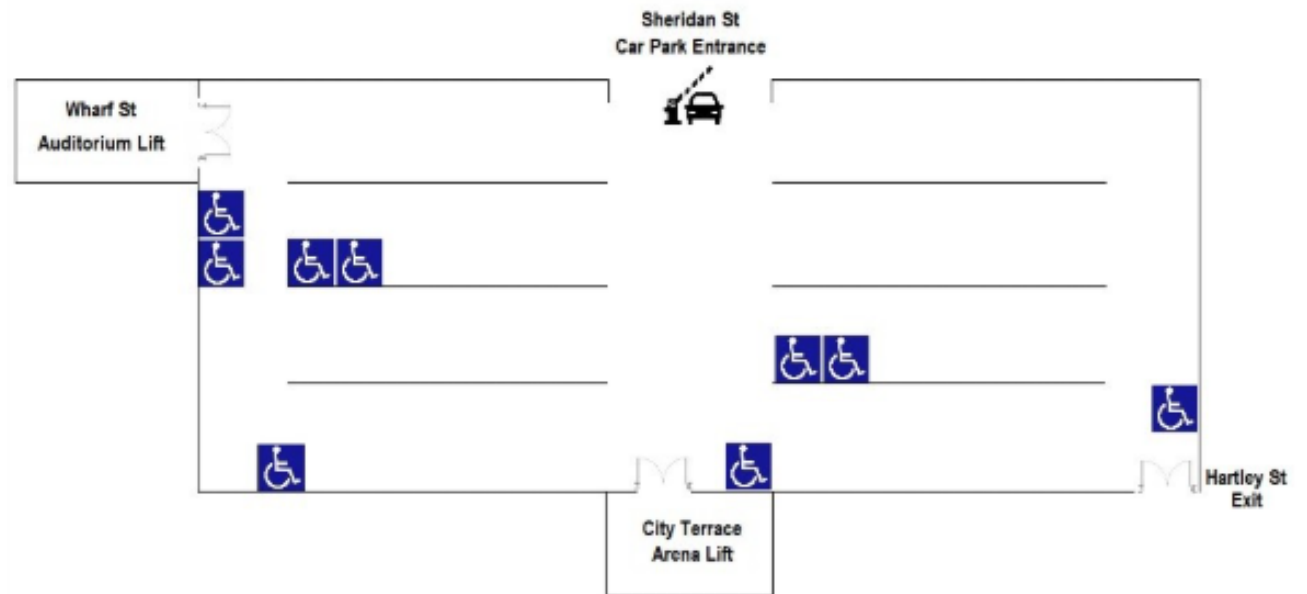
Bicycle:

- There are two (2) Bike racks available in the underground car park near the main entrance, closest to Wharf Street.
- Access is from Sheridan Street.



Accessible Parking

- The Cairns Convention Centre underground car park located on Sheridan Street has 9 designated accessible parking bays adjacent to lift lobbies as indicated on the map.
- Wheelchair access: Approximately 5 minutes to majority of the rooms from the car park.



Entry to Cairns Convention Centre

Entrances



Wharf Street Entry

- The main entry to the Centre is via the Porte Cochere on Wharf Street.
- This entry is undercover.
- A lift is available to the entrance, located to the right of the stairs.
- The path to the Centre is over 1,000mm wide with level concrete and pavers joined smoothly.



Hartley Street Entry

- The main entry to the City Terrace and Arena within the Cairns Convention Centre is via the ramp from Hartley Street.
- The route to the Centre has a path over 1,000mm wide and a level concrete surface.



Sheridan Street Entry

- The car park entry is available at Sheridan Street.
- The loading dock and staff entry is via a secure gate at Sheridan Street.
- The pedestrian walkway into the Centre is over 1,000mm wide with level concrete surface.

Centre Entrance from Car Park

- The Cairns Convention Centre underground car park provides lift access to both the Ground and Mezzanine levels. The main entry lift is located on the right-hand side, closest to Wharf Street. Another lift, in the centre of the car park adjacent to the entrance from Sheridan Street, offers access to the Arena and Auditorium.

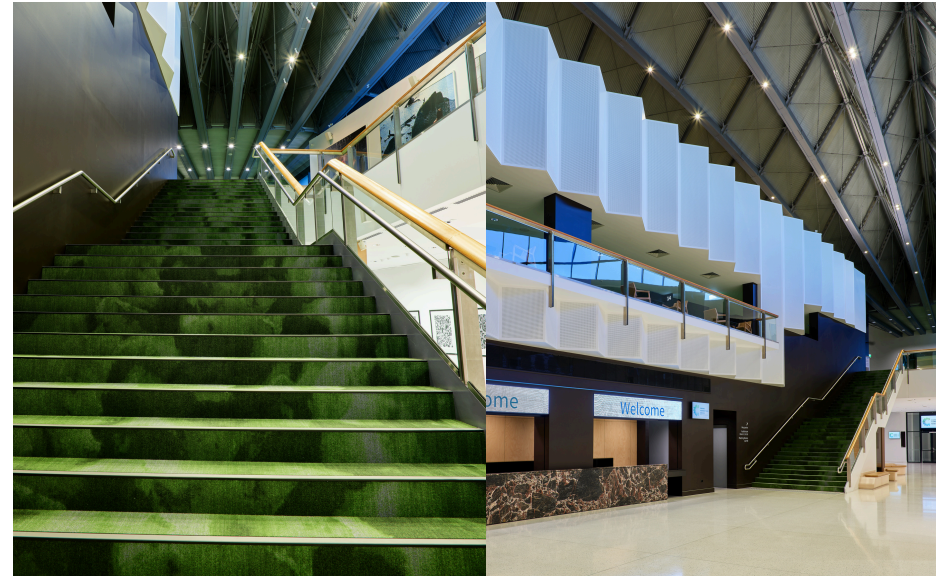
Accessible Entrance

- All entrances are accessible via wheelchair. There is both automatic and manual doors with a width greater than 850 mm.



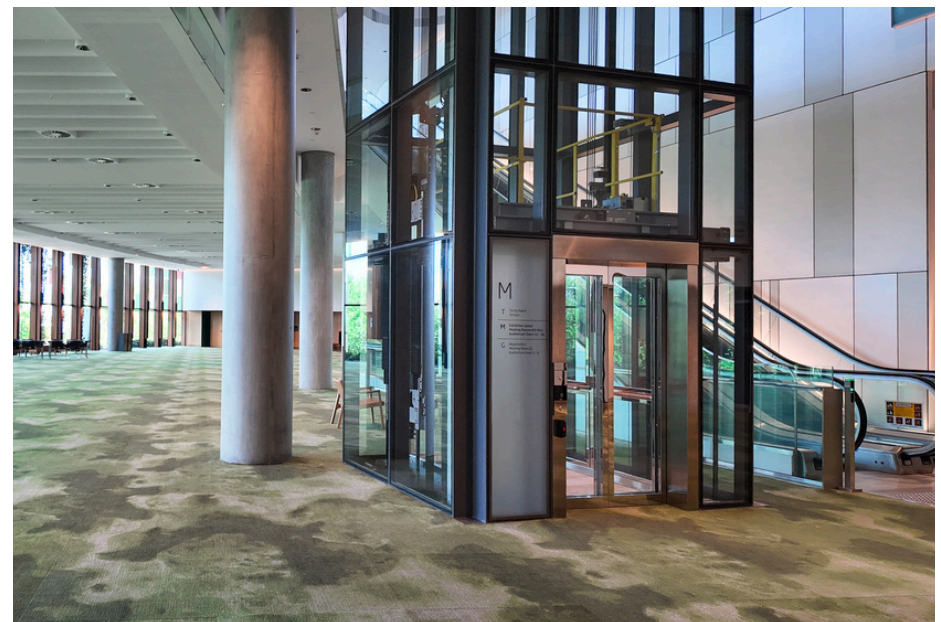
Stairs and Ramps

- All main thoroughfare areas with stairs are equipped with handrails, slip-resistant surfaces, and comply with building standards for height and consistency. Ramps are also designed to be safe and non-slip.
- The Centre has one (1) temporary ramp available to access staging to a maximum height of 800mm. Please contact your Event Planner if you require details of these adjustments.
- There is good colour definition between walls, doorways and floor coverings in all areas.



Lifts and Escalators

- Lifts and escalators connect all levels of the building.
- Lifts are located throughout the Centre and provide direct access from the Car Park to the Business Centre and Mezzanine Level and Arena Foyers. They also connect the Mezzanine and Trinity Levels.
- Escalators connect the main entry foyer to Mezzanine and Trinity Levels



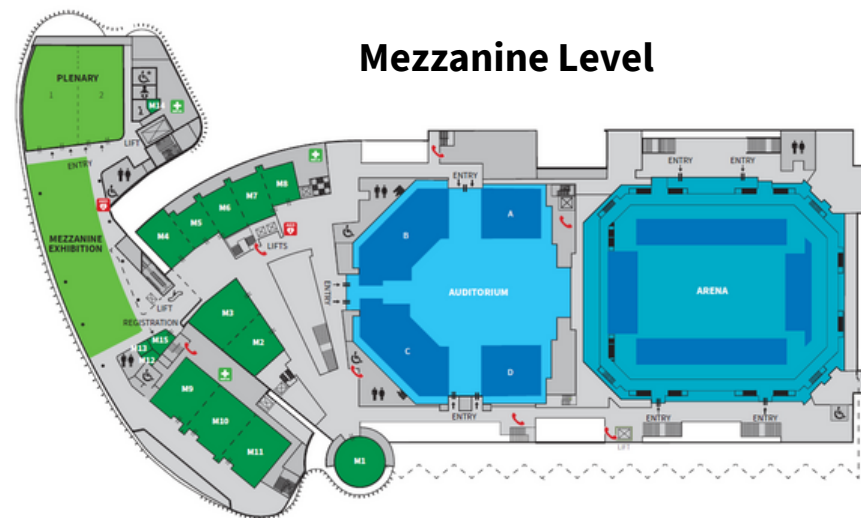
Getting Around

Cairns Convention Centre Floor Plans

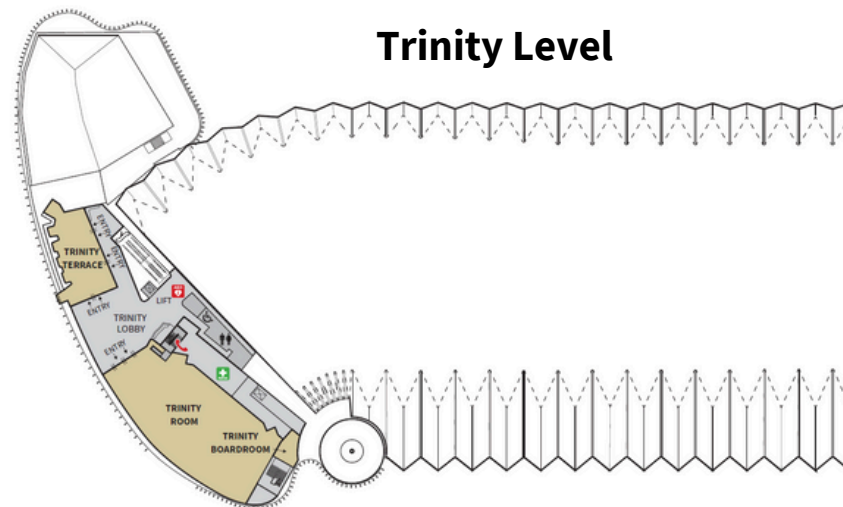
Ground Level



Mezzanine Level



Trinity Level



Legend

	M/F Amenity		Escalator
	Accessible Amenity		Entry Doors
	Accessible Amenity with Hoist		Lifts
	Parents Room		First Aid
	Prayer Room		Defibrillator
			Warden Intercom Phone

[Take a 360 Virtual Tour of Cairns Convention Centre](#)



What to Expect

The Centre offers a range of event spaces including:

- An Auditorium that seats 2,300 in tiered theatre style and can be divided into four individual spaces (A, B, C, D) seating up to 500-tiered theatre style.
- An Arena which has 1,470sqm of flat floor space, perfect for trade exhibitions and gala dinners or seating for 5,000 in tiered theatre style.
- Mezzanine Exhibition which can accommodate 38 booths or 450 delegates cocktail style. The Plenary which can hold up to 440 delegates theatre style and can be split into two equal rooms.
- All meeting rooms can accommodate wheelchairs.
- Meeting Rooms which can be set in a variety of configurations and can join to create larger spaces as required.
- The Trinity Room is able to host up to 500 people. There is also a large pre-function space outside the doors and the Trinity Terrace which overlooks the Trinity Outlet.
- The City Terrace can seat 290 for a banquet and up to 1,180 for cocktail functions.
- The layout of the rooms and the furniture used will depend on the event and the Hirers preferences. If you have specific requirements regarding room layout or type of furniture, please contact your Event Planner.
- Tactile flooring is installed at staircases, escalators, and in the Car Park.
- All areas of the Centre can be accessed via Lifts, and there are escalators and stairs connecting various areas of the Centre.
- There are male and female amenities as well as unisex accessible toilets on all three levels.
- There is a certified Changing Place on the Mezzanine Floor.
- There are water fountains located throughout the Centre.
- The closest ATM is located at Bank of Queensland on Lake Street approximately 2 minutes' walk from the Centre.
- All room temperatures can be adjusted on request to the Event Planner.
- Flooring throughout the Centre will vary depending on the room. Main types include low-pile carpet, tiled pavers, and concrete surfaces.
- There is high contrast between the furniture and flooring and a high contrast between walls and doors.
- There is a mix of automatic and manual doors with a width greater than 850mm for all event areas.
- Cairns Convention Centre is a cashless venue. We would ask that all transactions are carried out using electronic transactions.
- The Centre offers a complimentary wheelchair service. Please contact your Event Planner who will arrange delivery of a wheelchair to the patron.

Centre Furniture

Events held at the Centre may have access to a range of standard seating and table options, depending on the room setup and event requirements.

Should alternative furniture be required, it can be sourced from local suppliers. For any special requests or specific requirements, please contact your Event Planner.

Banquet Chairs:

- Fully upholstered dining chair without armrests.
- Location: Arena, Auditorium, Plenary, Trinity Room and All Meeting Rooms.
- 450mm W x 590mm D x 820mm H, 480mm SH.

Banquet Tables:

- Oval function table. Folding legs to maximise leg room.
- Measurements: 1,800mm x 1,500mm x 760mm H.
- Location: Arena, Auditorium, Plenary, Trinity Room and All Meeting Rooms.

Chair: Function, Mesh-Back, Stackable

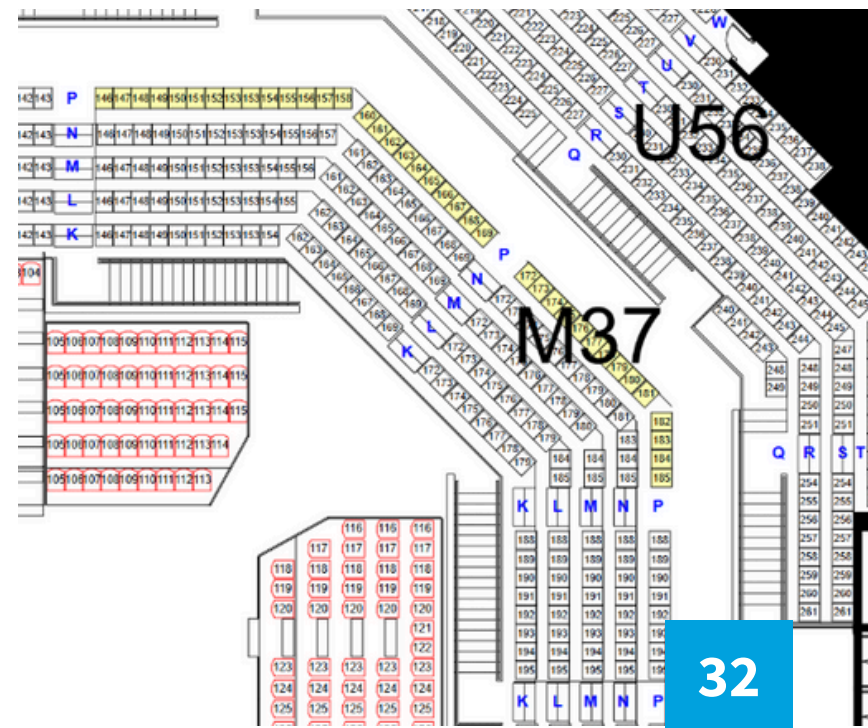
- Lightweight chair.
- Location: Trinity Room, Plenary and Meeting Rooms 9 - 11
- 570mm W x 545mm D x 805mm H, 450mm SH



Arena

Accessible Seating

- The easiest access to accessible seating is via Door 32, using Lift 7 located on the Grafton Street side near the Arena box office.
- Accessible seating is located in Section M37, Row P, Seats 146-185.
- For wheelchair users, two (2) standard chairs can be removed to accommodate one (1) wheelchair. Additional space is provided for carers or those with companion cards.
- Additional accessible seating can be created by removing the standard Arena chairs and replacing them with loose chairs.



Furniture

- Seating: The seats are flip-up style and have a height of 440mm
- Flooring: Low-pile carpet.
- Stairs: Stairs have non-slip stairs nosing, high contrast and tactile floor surface indicators.
- Lighting: Lighting is adjustable and varies depending on the event.



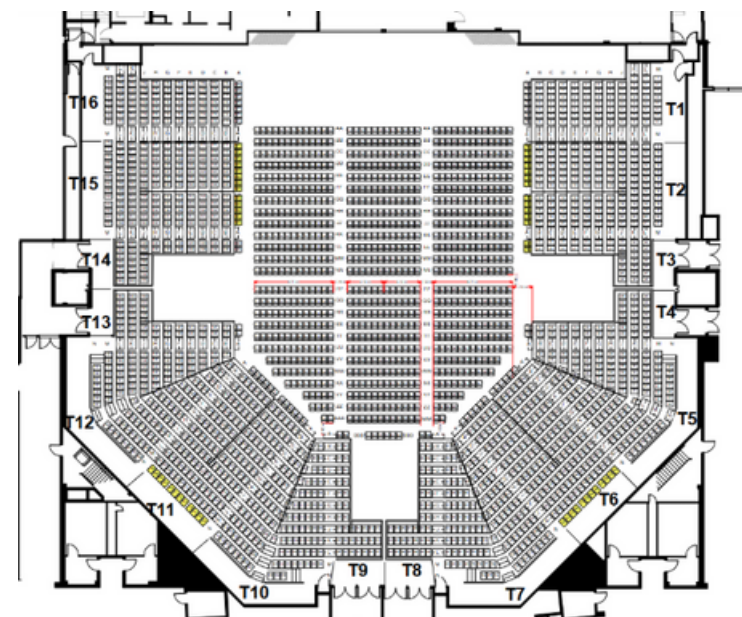
Auditorium

Accessible Seating

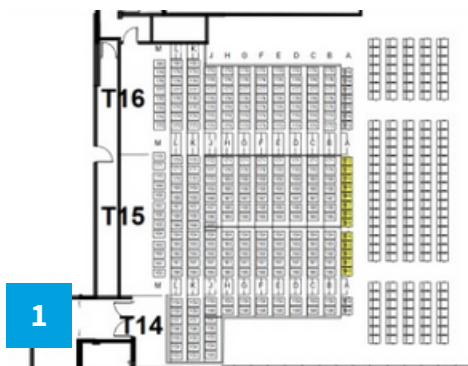
Please see below locations of access and accessible seating for the Auditorium

- Auditorium A: Access via Door 1. Accessible seating is located in Section T15, Row A, Seats 160-172.
- Auditorium B: Access via Door 13. Accessible seating is located in Section T11, Row N, Seats 115-126.
- Auditorium C: Access via Door 14. Accessible seating is located in Section T6, Row N, Seats 54-65.
- Auditorium D: Access via Door 6. Accessible seating is located in Section T112, Row A, Seats 9-20.
- Full Auditorium: Same accessible seating as above.

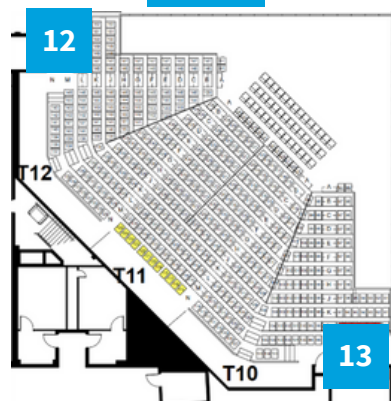
Full Auditorium



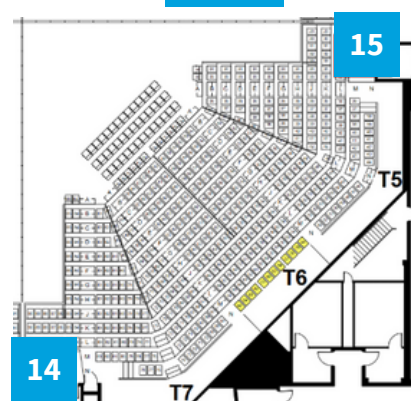
Aud A



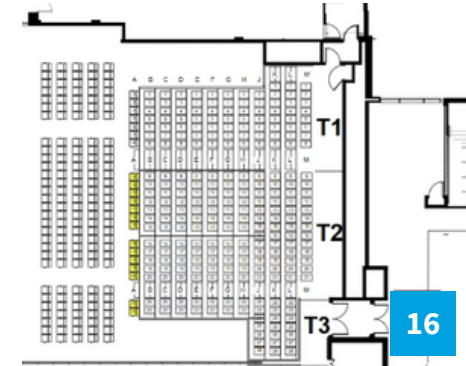
Aud B



Aud C



Aud D



Auditorium

Furniture

- Seating: The seats are flip-up style and have a height of 440mm. Seats have armrests and small tabletops that can swing back.
- Flooring: Low-pile carpet.
- Stairs: Stairs have non-slip stairs nosing, high contrast and tactile floor surface indicators
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Lighting is adjustable and varies depending on the event.



Mezzanine Exhibition

What to Expect

- The Mezzanine Exhibition is configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Low-pile carpet.
- Furniture: Type of furniture available will depend on the event, please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day, with blinds available to reduce glare. At night, lighting is adjustable.



Plenary

What to Expect

- The Plenary is configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Low-pile carpet.
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day, with blinds available to reduce glare. At night, lighting is adjustable.



Meeting Rooms

What to Expect

- The Meeting Rooms are configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Low-pile carpet
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day, with blinds available to reduce glare. At night, lighting is adjustable.



Trinity Rooms

What to Expect

- The Trinity Room is configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Low-pile carpet
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day, with blinds available to reduce glare. At night, lighting is adjustable.



Trinity Terrace

What to Expect

- The Trinity Terrace is configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Smooth, level tiled surface.
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day. At night, lighting is adjustable.



City Terrace

What to Expect

- The City Terrace is configured differently according to the event. Please contact your Event Planner if you require details of the room's configurations and circulation space.
- Flooring: Level concrete surface.
- Furniture: Type of furniture available will depend on the event. Please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day. At night, lighting is adjustable.



Registration Desks

What to Expect

- There is circulation space greater than 1,500mm.
- The reception desk has a height of approximately 850mm.
- These desks are only operational when requested by Event Planners.
- The Box Office is located in the Arena Foyer and opens before ticketed events.
- Circulation space in the back of house registration area is limited.
- Flooring: For the Ground Floor Registration, the desk is surrounded by tiles, on the Mezzanine level it is low-pile carpet.



Foyers

What to Expect

- Clear floor space will depend on the event layout, please contact your Event Planner for specific details of the event layout.
- Flooring: The Ground Floor is tiled, except near Doors A and B of the Auditorium. The rest of the Centre features low-pile carpet throughout.
- Furniture: Type of furniture available will depend on the event, please contact your Event Planner if you have specific requirements or requests.
- Lighting: Bright natural light fills the space during the day. At night, lighting is adjustable.
- Corridors: Straight corridors are wider than 1,000mm.



Parenting Rooms

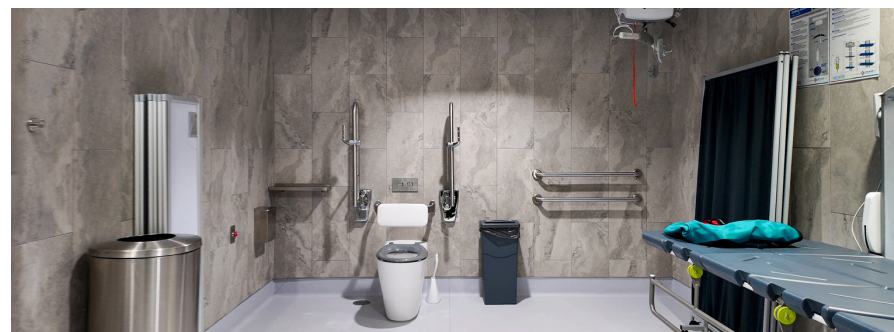
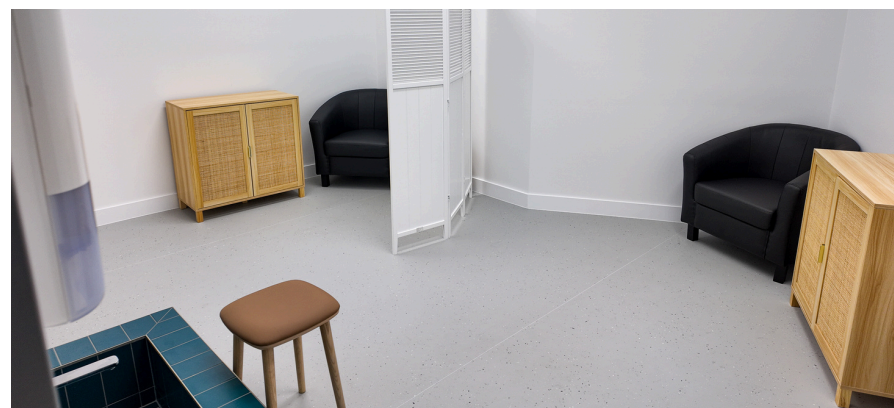
- Parenting rooms are located on the Ground Level Foyer and Mezzanine Exhibition.
- These rooms feature change tables, highchairs, feeding lounges, a microwave and an accessible PWD toilet.
- There is limited circulation space.

Multi-Faith Room

- The Centre has a Multi-Faith Room located on the Mezzanine Level adjacent to the Plenary.
- The Multi-Faith Prayer Room is a quiet space dedicated to prayer. It features two (2) leather chairs, one (1) side table, four (4) prayer mats, one (1) cabinet, and washing facilities including one (1) foot bath, one (1) soap dispenser, and one (1) paper towel dispenser, providing a comfortable and inclusive environment for all visitors.
- There is limited circulation space.

Changing Places

- The Centre has a Changing Place facility located on the Mezzanine Level adjacent to the Plenary.
- The facility offers a height-adjustable adult change table, ceiling hoist, accessible toilet, over 1,500mm circulation space and an automatic door with a 950mm clearance.
- The height of the hand basins is 800mm.



Accessible Toilets

- Accessible unisex toilets are located throughout the Centre and are located adjacent to major restroom blocks.
- All accessible toilets are equipped with hand basins at a height of 800mm, fitted handrails, and a monitored emergency duress system.
- Accessible toilets are also located in the Parents Rooms, Changing Rooms and Medical Centres.
- Accessible toilets have a circulation space over 1,500mm.

Assistance Animals

Guide, hearing and assistance animals may access the Cairns Convention Centre. These animals must be:

- Accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability.
- Accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph.
- Trained to assist a person with a disability to alleviate the effect of the disability and to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.
- Trained animals that meet the assistance animal requirements as outlined in the Commonwealth Disability Discrimination Act 1992 (DDA).



Disability Awareness

Cairns Convention Centre frontline staff are trained in customer service and disability awareness.

Sunflower Program

As part of the Cairns Convention Centre's commitment to improving accessibility and inclusion, we're proud to support the Hidden Disabilities Sunflower Scheme. The Hidden Disability Program provides visitors who require additional assistance with the support and resources they may need for a pleasant experience.

Staff at the Cairns Convention Centre are trained on the Hidden Disability Program to ensure that the additional care and consideration you may require is provided.

To assist staff, identify those who may need additional assistance, a sunflower lanyard, badge or wristband can be worn by guests. This discreet symbol can be worn throughout the entire Centre.

Sunflower lanyards and wristbands are available at Administration Reception, Registration Desks, and the Box Office during events.



Communication

What to Expect

External Wayfinding

- The Centre's spaces are identified with large signs surrounding the Centre. Directional signage is available throughout the Centre.

Internal Wayfinding

- There is Wayfinding throughout with high contrast and Braille available on signage such as lifts and bathroom signage.
- Directional signs for public amenities incorporate the universal symbol for access.

Alternative Communication

- For Auslan interpreters, live captions, or other communication support, please contact your Event Planner. If attending a live event, reach out to the Centre to confirm available accessibility services.



Lighting

What to Expect

- Most rooms receive bright natural light during the day, with some fitted with blinds to reduce glare when needed.
- Lighting is controlled by the Hirer and will depend on the event. Strobe lighting may be used.

Sounds

What to Expect

- All public areas are well lit with LED light fittings.
- Audio Systems are installed in all lifts to announce arrival at each level.
- Event space lighting is controlled by AV dimming systems and operated at levels to suit event requirements.
- Reinforced sound systems operate in all meeting rooms at levels to suit the event.

Customers

- The volume of sound from patrons will depend on the number attending the event.

Music

- Music may be played at some events, with volume adjusted to suit the occasion.



Hearing Assistance

Hearing Loop

- Hearing loops are installed in all meeting rooms, these will be operational during all events. These systems will stream room audio and BGM announcements.
- This is a Wi-Fi system and can be accessed by scanning a QR code available on local signage using a mobile phone.

How to use the Hearing Loop System with WaveCAST

Step 1: Download the WaveCAST App

- Scan the provided QR code or search for “WaveCAST” in the Apple App Store or Google Play Store.
- After installation, go to your device’s Settings > Apps > WaveCAST and disable Mobile Data to ensure proper connection.



Step 2: Connect to the Wi-Fi Network

- Scan the QR code to automatically connect to the CCC-WaveCAST Wi-Fi network.
- Alternatively, manually select CCC-WaveCAST in your device’s Wi-Fi settings.
- When prompted, allow the WaveCAST app to access devices on local networks. This may appear multiple times—click “Allow” each time.

Step 3: Access the Audio Stream

- Open the WaveCAST app and select the relevant room (e.g., Plenary 1, Plenary 2, Trinity) to begin streaming audio.
- You can add frequently used rooms to your favourites list for quick access.



Scents

What to Expect

Food

- The main scents you will experience will be from food served.

Handwash

- Mildly scented handwash is located in bathrooms

Air Freshener

- Air Fresheners are located in the bathrooms and various rooms throughout the Centre.

Culinary

What to Expect

- Drinking fountains are available in Foyers and areas around the Convention Centre.
- All bars, outlets and other refreshment areas are fully wheelchair accessible.

Dietary Requirements

- Cairns Convention Centre can cater to special dietary requirements by prior arrangement with your Event Planner.

