

Adelaide Town Hall: Civic Events Access Guide

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What is an Access Guide?

An access guide is a document that describes the experience of visiting a location or event.

In this guide we will show you what to expect when you come to civic events at Adelaide Town Hall. We provide information about the overall venue and its civic spaces.

This guide was created by Access2Arts in collaboration with the City of Adelaide and was updated November 2025.

What is the Adelaide Town Hall?

Adelaide Town Hall is a civic hub where important decisions are made by the City of Adelaide. It is open to the public 9am - 5pm Monday to Friday.

The events discussed in this access guide are Civic Meetings.

Members of the public within the Adelaide City bounds (known as “constituents”) may attend these meetings in person or online.

There is a separate access guide for events and functions.

Council Meetings

Held in the council chambers, these meetings can be attended by the public in-person or online, streamed on YouTube.

Council Committee Meetings

Held in the Colonel Light Room, members of the public may appear to the Council Committee by filling out an online form.

Getting to Adelaide Town Hall

Public Transport:

- The Pirie Street tram stop is 74m from the entrance.
- Bus stop E1 (east side) is 79m from the entrance.
- Bus stop D2 (east side) is 110m from the entrance.

Parking:

- There is timed street parking on Pirie Street.
- The nearest UPark (secure parking by City of Adelaide) is in Topham Mall, 280m away from the Town Hall entrance.
- There are two access parks directly in front of the Town Hall entrance, available from 7pm to midnight Wednesday to Monday.

Street Access and Entrance

Street Access

The entrance to Adelaide Town Hall is located on King William St. This opens to the front entrance foyer.

Entrance

The entry has two automatic glass sliding doors. There is a small cement ramp up to the doorway.

Access Support

Security officers are present at the security desk. You can contact the team ahead of time to provide an Access Rider for specific support.

Website

www.cityofadelaide.com.au

The City of Adelaide website contains lots of information about upcoming meetings, current council members, and has an online form to speak at Council and Committee Meetings.

Meeting Calendar

You can view upcoming meetings on the Council calendar. Most of these meetings are open to the public unless labelled “Confidential”.

Watch Live Stream

Meeting streams are available live and are saved via the Council’s YouTube page. You can access a direct link to this page via the website.

Request to Speak

You can request to speak at Council or Committee meetings. This is done via online or physical form, both available on the Council website.

Getting Around

Site Overview

Civic rooms are located on the ground floor of the Town Hall building, through the double doors next to the security desk.

If you are attending Adelaide Town Hall for a civic event or Council meeting, on arrival there will be screens and signage to help guide you, along with security and staff.

Wayfinding

Virtual Tour

A virtual tour of the entire Town Hall, including civic spaces, is available on the Town Hall Website.

www.adelaidetownhall.com.au/visit/virtual-tour/

Entering the Council Area

The double doors near the entrance foyer lead down a hallway into the Council area.

Pathway

Follow the hallway around the corner to the meeting rooms. You will exit through the same route.

Signage

Wooden signs with gold lettering will direct you through the Council area to the appropriate room.

Ground Surfaces

Entrance Foyer

The entrance foyer flooring is hard, polished tile.

Council Area

Floors throughout the council areas are soft carpet and may be difficult to navigate with a wheeled mobility aid.

Step-Free Access

The foyer and hallways are flat and step-free. Specific access details for meeting rooms are on their individual pages.

Sensory Information

Noise Levels

The Council areas are typically quiet. Meeting rooms are soundproof when the doors are closed.

Light

The whole building is clearly lit with silent LED lighting.

Screens

Meeting notes are displayed on a projector during Council Committee meetings or a TV screen in the Council Chambers. All text is black on a white background.

Taking a Break

You are welcome to take a break in the waiting areas outside your meeting room.

Facilities & Supports

General Facilities

When a meeting is being held, security will be present. The security desk staff can provide directions and support.

Visitor Book

You are welcome to write in the visitor book. This is located on a plinth at standing height. A staff member can help you if it is too high.

Interpreters

Interpreters are available by request. Please contact the City of Adelaide in advance to organise an interpreter.

Sensory

There is no designated quiet space at the Adelaide Town Hall but there are usually quieter spaces.

Please ask a staff member for assistance if you need to find a lower sensory area.

Hearing Loop

Hearing loop is available in the Council Chambers.

Toilets

The council area toilets are located on the ground floor next to the Colonel Light Room, indicated by a wooden sign with gold lettering.

Accessible toilets are located on Level 1 via lift.

Gendered Cubicles

The ground floor toilets near the Colonel Light Room are standard gendered cubicles.

Access Toilets

Exit to foyer (the same way you came in) and take the lift to Level 1. Signs will direct you to the L1 toilets.

Service Animal Toileting Area

The closest toileting area for service animals is Victoria Square.

Attending Council Committee Meetings

This area is quiet and formal. Visitors are expected to listen to presenters and not speak during meetings unless invited.

Location

Council Committee Meetings take place in the Colonel Light Room. Following the hallway around the corner will lead directly to the waiting area for the Colonel Light Room.

Public Viewing Area Seating

The public viewing area has fixed row seating on low tiered steps. Mobility aid users are invited to sit in front of this area, or to the side on the Western wall.

Meeting Notes

Notes are displayed on a projector in black Arial font on a white background. Some items will have their font colour changed throughout the meeting to mark progress/changes.

Speaking to Council Committees

To speak at a Council Committee Meeting, fill out a “Request to Speak” form, found on the website:

www.cityofadelaide.com.au/about-council/your-council/public-involvement-at-meetings/

Arrival Time

You may arrive early to run through the speaking process with Council staff. When you are finished speaking, you can leave immediately or stay for the rest of the meeting.

Speaking to the Committee

When it is time to present, your name will be called. You will approach the desk and turn the microphone on (a staff member can assist with this). You may then begin your presentation.

Presentation Length

You will have 5 minutes to speak to the Council Committee. Once this time is up, an alarm will sound. If you are not finished speaking, the Committee will vote on whether to grant you another 2 minutes.

Attending Council Meetings

This area is quiet and formal. Visitors are expected to listen to presenters and not speak during meetings unless invited.

While visitors are expected to listen quietly, Members might raise their voices or speak over one another.

Location

Council Meetings take place in the Council Chambers. Follow the main hallway around the corner, turning left at the Colonel Light Room. Follow this hallway through to the Council Chambers.

Public Viewing Area Seating

The public gallery has fixed bench seating on tiered platforms. The front row of this area is step-free. Visitors with larger mobility aids may attend from the aisle or sit in front of the gallery banister.

Meeting Notes

When meetings are in session, a horizontal bar will be used to separate the viewing area from the council area. If you are seated in front of this bar and want to leave partway through the meeting, notify security.

Sensory Access

All Council Members speak into microphones during the meetings. There are large screens displaying written information for the public in black Arial font on a white background.

Confidential Mode

Sometimes, Council Meetings will go into “Confidential Mode”. The public viewing area will close, requiring public attendees to exit the room.

Council Debates

During Council Meetings, Council Members discuss and debate different topics. At times, the noise level may rise or people may speak at the same time.

Deputations to Council

To speak at a Council Meeting, fill out a “Request to Speak” form, found on the website:

www.cityofadelaide.com.au/about-council/your-council/public-involvement-at-meetings/

Arrival Time

Arrive on time, when the meeting is scheduled to start.

Deputation Length

Deputations may be up to 5 minutes in duration, not including the time for questions. If a duration runs over time, the Council will vote to grant another 2 minutes to allow the presenter to finish up.

Questions

You may be asked questions about your deputation. You are not required to answer any questions unless you want to.

Leaving the Meeting

You may leave the meeting at any time. If you are seated in front of the dividing bar, you will need to notify security that you would like to exit.

At the end of the meeting all attendees will exit through the doors they entered. You will take the same pathway out through the halls.

Re-Entry

Re-Entry is permitted if you need to take a break partway through the meeting.

Meeting Length

Meetings may vary in duration depending on number of items and nature of discussions. Meetings are usually scheduled to take 1 - 2 hours. You can see the scheduled meeting length on the agenda.

Tours

Adelaide Town Hall hosts free volunteer-run tours on selected Mondays. More information and bookings are found through the Town Hall website: www.adelaidetownhall.com.au/visit/tours/

Bookings

Town Hall Tours are completely free. However, all attendees are required to book ahead.

Tour Duration

Tours take approximately 60 minutes to complete. This may be shorter for smaller groups.

Access Considerations

There is an opportunity to enter your access requirements during the booking process. Tour staff can tailor the tour to your needs.

Thank you!

We hope you have a great time at the Adelaide Town Hall.

If you have any questions, or need additional access accommodations, please get in touch with our friendly team.

If you have feedback on this guide, please let the City of Adelaide know.

Get in Touch With Us

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