

# Social Script

## FRANKSTON'S *Christmas* FESTIVAL OF LIGHTS

This guide can be used to familiarise anyone visiting Frankston's Christmas Festival of Lights and can be helpful for people on the autism spectrum.

*This social script is a work in progress being developed by the Events team at Frankston City Council. We welcome feedback from people who use this script to constantly improve and help shape future versions.*

# Contents



3. Guidelines
4. Communication Board
5. What is at the Festival?
6. When is the Festival?
7. What to bring to the Festival?
8. Map of the Event
9. Sensory Map- High Sensory Areas
10. Sensory Map- Medium Sensory Areas
11. Sensory Map- Low Sensory Areas
12. Accessibility Features
13. Sensory Guide
14. Attendees and Crowds
15. What if I need help?
16. Toilets
17. Santa's Arrival Parade
18. Rudolph's Family Zone
19. Frankston Library Activities
20. Paw Patrol Christmas Live Experience
21. North Pole Activity Centre
22. Santa's House
23. Candy Cane Lane
24. Entertainment Stage
25. Food and Beverage
26. Little Beauty Christmas Market
27. Elf Alley Amusements and Rides
28. Tree Lighting and Fireworks
29. Time to leave
30. Questions pre-event

# Guidelines



- For the Social script to be successful, we recommend you follow these guidelines:
  - The Social Script is available online to help you prepare your visit in advance.
  - The Social Script should be read calmly and confidently in an environment free of distractions.
  - You may want to read the Social Script with a friend, family member, carer or support work to prepare for the visit.
  - If sharing the Social Script with a participant, help the participant comprehend key points, consistently monitoring for level of understanding.
  - If sharing the Social Script with a participant, contextualised photographs can be used to summarise information and experiences.
  - You may want to read the Social Script a number of times.
  - Once the visit has taken place, revisit the social script to celebrate success.

# Communication Board



Take your Communication board with you to ensure confident communication

Food



First Aid



Yes



No



Accessible Toilet



I need Help



Phone



Toilets



Map



Something is wrong



Quiet Place



Write it down



Drinking Fountain



Tickets



Rest Area



# What is at the Festival?



- Frankston's Christmas Festival of Lights is a free event to attend
- I should bring money for activities or food if I want to buy something
- **I can experience;**
  - Live music
  - Performers walking around who might be dressed in a costume
  - Activities
  - Rides
  - Market stalls
  - Performers and activities



- I can find more information on the website [www.frankstonchristmasfestival.com.au](http://www.frankstonchristmasfestival.com.au)



# When is the Festival?



- Saturday 25 November 2023
- The event begins at 5pm and finishes at 10pm
- The event is located in and around Davey Street, Frankston



# What to bring to the Festival?

- I should bring some money if I want to buy food, drinks, go on a ride, visit the market, or buy a show bag
- I am welcome to bring a mobility aid, my service animal (if applicable), picnic blanket, headphones, sunglasses or anything to help me feel comfortable at the Event
- I can bring a water bottle to fill up for free at the water taps



# Map of the Event





# Sensory Map - High Sensory Areas

- I can use this map to see the High Sensory Areas of the Event.
- Pink circles mean that that part of the event might be loud, colourful, busy and might make me overwhelmed.
- I will be able to smell food in the food area

***Please note: Between 9.15pm and 9.30pm Fireworks can be heard/seen across the site***



- Please note: Between 9.15pm and 9.30pm  
Fireworks can be heard/seen across the site***



# Sensory Map - Low Sensory Areas

- I can use this map to see the Low Sensory Areas of the Event.
- Yellow circles mean that that part of the event is a safe space, is away from the loudest parts of the event and I can go here if I am feeling overwhelmed.
- I will be able to smell food in the food areas.



***Please note: Between 9.15pm and 9.30pm  
Fireworks can be heard/seen across the site***



# Accessibility Features



- **Calm Space** – The Chill Out Zone in the Library Forecourt is where I can get away from noises and lights for a rest
- **Accessible Toilets** and Entrances which I can find on the map
- **Signs** are posted around the site to help me find things
- I can use the **Map** to find my way around or ask the friendly staff onsite
- **Information** staff are located in the information marquee
- **First Aid** staff are located in the first aid marquee
- **Service animals** are welcome
- **Lighting** for when its dark
- **Seating** options are available around the site
- **Arriving** Search [here](#) for how to get to the event and accessible drop off information.



# Sensory Guide



## Sights

Bright or flashing lights  
Fast moving rides  
Crowds



## Sounds

Announcements  
Music and entertainment  
People  
Amusement rides  
Fireworks



## Smells

Food and drink  
Nature



## Feels

Uneven ground  
Shared personal space  
Weather  
Change in ground surfaces



# Attendees and Crowds



- This event is very popular and there are a lot of people who come to this event
- During meal times the crowds are larger
- If I don't like big crowds I might like to come at 5pm
- The crowds start to get bigger after 7pm
- I can expect more crowds if the weather is warmer



# What if I need help?



If I need help I can ask one of the friendly staff onsite

- Festival staff wear a green shirt with “event staff” written on the back



- Victoria Police wear a navy uniform with a high visibility vest



- SES members wear an orange uniform



- Security guards will be wearing a high visibility vest and First Aid will be walking around and where I can go to if I am hurt. They will wear a high visibility vest



# Toilets



- **Permanent toilets** are located at the Frankston Library, Frankston Arts Centre and Beauty Park
  - There are separate male and female toilets
  - Baby change areas are in Rudolph Family Zone and Little Beauty Christmas Market
- **Portable toilets** are located on Davey Street, Young Street, Plowman Place and Beauty Park
  - These toilets are unisex
  - Separate accessible toilet (pictured)
- The nearest **Changing Places** toilet is located at George Pentland Botanic Gardens and 5 Keys Street, Frankston.





# Santa's Arrival Parade



- I can watch Santa arrive in the parade
- There will be people dancing and vehicles moving in the parade
- I can wave at Santa as he passes
- There will be SES members in orange uniforms walking alongside the parade. I need to follow any instructions they give me
- Santa will go to the DJ Booth and then will go to Santa's House where I can meet him later



# Rudolph's Family Zone



- I can go on a ride in the Playne Street carpark from 5pm until 10pm
- I can expect bright lights and loud noises
- Rides can cost \$8 up to \$16 each
- I need to purchase ride tokens at the ticket booth
- I must buy ride tickets before 9.40pm
- I must ride before 9.55pm as the rides will stop at 10pm
- There are some food stalls in this area I can visit





# Frankston Library Activities

- The library will be open from 10am until 830pm
- I can go in here if I need a quieter space
- I can get my face painted for free from 4.30pm
- I can read a book in here
- If I need help there are library staff who can help me
- There is a café at the front of the library where I can purchase some food and drink
- I can watch Christmas movies and do craft activities in here
- I can write a letter to Santa
- I can meet Freya Chocolate Rabbit – Sylvanian Family.



# Craft Activities in the Library



- I can go to the Frankston Library which has a range of craft activities
- I may have to wait my turn to do a craft activity
- There are friendly staff who can help me to do my activity
- There are things I can make and take home or I may ask the staff if I would like to take something home to make it





# Paw Patrol Show



- I can see the Paw Patrol show in the Frankston Arts Centre theatre
- There are 4 show times, these are 5:00pm, 6:00pm, 7:00pm and 8:00pm
- The show goes for 20 minutes and I can't book a ticket. I will line up to see the show 20 minutes before the start time
- The theatre has approximately 800 seats
- The theatre lights will go out when the show is about to start
- If the show is too noisy I can wear headphones
- Mobile devices are not allowed during the performance, however, if I need it to help me I can let the staff know
- There is a hearing loop available for the show. I will ask the Arts Centre staff if I require this



# Santa's House



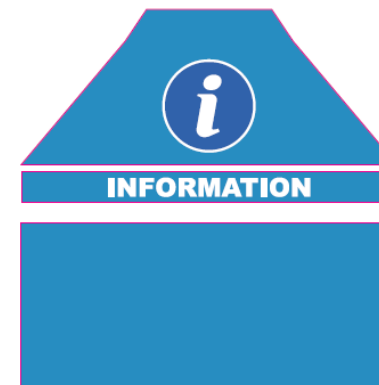
- I can visit Santa at Cube 37 from 5pm until 9pm
- I will have to wait my turn to see Santa
- I will wait my turn outside the building and follow the direction of the elves
- The elves can answer questions I may have



# Candy Cane Lane



- I can visit stalls on Davey Street from 5pm until 10pm
- I can find the Information marquee and First aid marquee in this area
- I can purchase a battery operated candle for \$2 from State Emergency Services SES
- I can use the ATM on the Civic Centre corner of Young and Davey Street
- I can fill my drink bottle at the water taps
- Close to when the tree lighting is scheduled this area will get very busy.





# Food and Beverages



- The food stalls will be open for the whole event where I can purchase food or drinks
- **There will be a variety of food available;**
  - Hot and Cold food
  - Healthy food
  - Vegetarian options
  - Sweets
  - Beverages
- I can sit and eat on plastic chairs and tables near the food stalls, I might have to wait for them to be available if others are using them
- I can bring a picnic blanket to sit on the grass to enjoy the food I purchase.
- Some stalls will accept EFTPOS and some will accept cash



# Little Beauty Christmas Market



- I can visit the market stalls at Beauty Park throughout the event
- There will be many different homemade items I can purchase including, jewellery, candles and clothing
- Some stall holders will accept EFTPOS and some will accept cash
- An ATM is located in this area
- I can bring a picnic blanket and sit on the grass



# Elf Alley Amusements and Rides



- There will be eight rides located in Baxter Street I can go on
- I can see bright lights and hear loud noises.
- I need to purchase ride tokens at the ticket booth
- I must buy ride tickets before 9.40pm
- I must ride before 9.55pm as the rides will stop at 10pm





# Tree Lighting and Fireworks



- I can watch a firework show at 9.15pm
- The display will be loud and bright
- During the display, fireworks will shoot into the sky and will make different colourful patterns in the night sky
- The firework operation area is a restricted area for my safety



# Time to leave



- When I am finished I can return back to my vehicle or public transport point, the way I came in
- The event will finish at 10pm
- There will be additional lighting on the event site until everyone has left





# Questions pre-event



- If I would like to talk to an events staff member prior to the event, I can call Frankston City Council on 1300 322 322 and ask to speak with the events team.
- I can also email the events team at [frankstonevents@frankston.vic.gov.au](mailto:frankstonevents@frankston.vic.gov.au)
- Frankston City Council is National Relay Service Friendly to call, dial 1800 555 727

*This social script is a work in progress being developed by Frankston City Council. We welcome feedback from people who use this script to constantly improve and help shape and finalise the completed version. Please get in contact with the above details.*