CITY OF MANDURAH

Visual Story

Sensory Santa Hour





About this visual story

A visual story provides simple information and images to help explain what an event will be like. It can help people know what to expect, plan and feel more comfortable attending.

This Visual Story is for people visiting Sensory Santa Hour as part of the mandurah Christmas Lights Trail.

It explains what people may see, hear and experience during their visit, as well as information about accessibility and available supports.



Welcome

Santa will be visiting the Mandurah Christmas Lights Trail on Sunday, Monday and Wednesday evenings from 6 December to 23 December.

On Monday 7, 14 and 21 December, from 6pm to 7pm, families can visit Sensory Santa Time.



Sensory Santa Hour

Additional supports will be available to help create a more flexible and predictable Santa experience.

A Santa Helper will be available, along with sensory and communication supports for people and families who may benefit from them.

No bookings are required.



What to expect

The Christmas Lights Trail will be operating during these sessions.

There will be:

- Christmas lights
- Music
- Crowds
- Other activities



Finding Sensorye Santa

Sensory Santa will be located at Santa's Retro Combi, display 12 on the Mandurah Christmas Lights Trail map.

Santa's Retro Combi is located on the Eastern Foreshore, south of the public toilet block.

Sensorye Santa is located a short distance across grass, adjacent to a concrete path.

Some visitors using wheelchairs or mobility aids may require assistance.



Parking

Parking is available throughout the City Centre.

ACROD and general bays are located close Santa's Retro Combi light installation including the parking next to the toilets on the Eastern Foreshore, Sholl Street All Day Parking Precinct and behind the Mandurah Visitor Centre.

The trail can be busy, especially on weekends, so some car parks may fill quickly.

Visit the parking map here: Parking Map.



Arriving at Sensory Santa

People and families may see other visitors waiting to meet Sensory Santa.

A Santa Helper will be available to provide support and information.

A sign will explain that the Sensory Santa Hour is intended for children who benefit from additional support.



Waiting to meet Sensory Santa

There may be other families waiting to meet Sensory Santa.

A Santa Helper will be available to provide support and information.

Bubbles, fidget items and other simple activities will be available while you wait.

If you need to leave the queue and return later, a Santa Helper can provide assistance.



Meeting Sensory Santa

People can meet Sensory Santa in a way that is comfortable for them.

You may choose to talk with Santa, wave or sit with Santa. Parents, siblings and friends are welcome to join the visit.

A ground-level seating option will be available for people who are unable or prefer not to access Santa’s Retro Combi.



Time with Sensory Santa

The time spent with Sensory Santa may vary, taking into account the needs of each person and other families waiting to meet Santa.

A Santa Helper will be available to provide support and assist families throughout the experience.



Photos with Sensory Santa

Families, friends and support people are welcome to take photographs during the session.

Photographs are optional, and you can choose whether they would like to be included.



Communication and sensory supports

Communication boards, noise-reducing headphones and fidget items will be available to use during the session.

A Santa Helper can assist people and families to access these supports.



After meeting Sensory Santa

After visiting Sensry Santa, people and families can choose what they would like to do next.

Some families may continue exploring the Christmas Lights Trail, while others may choose to head home.



Toilets facilities

Toilets are located near the Mandurah Visitor Centre and on the Eastern Foreshore.

Facilities include male, female, unisex accessible toilets, and Changing Places facilities.

Changing Places facilities include an adult change table, ceiling hoist, shower and accessible toilet.

A personal Master Locksmiths Access Key (MLAK) is required for access.
For locations and details visit the City of Mandurah website.

Changing Places facilities



Enjoy the experience

Everyone is different, and families are encouraged to participate in the way that works best for them.

We hope everyone has a wonderful time meeting Sensory Santa and enjoying the Mandurah Christmas Lights Trail.

Contact

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The National Relay Service (NRS) assists people who are Deaf or have difficulty hearing or speaking on the phone, offering various call services tailored to different needs and preferences.

For more information visit: accesshub.gov.au

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