

Access Key

A customised accessibility guide

Community Learning Centre

40 Fulham Road
Rowville 3178
Ph: 03 9764 1166

www.communitylc.org.au

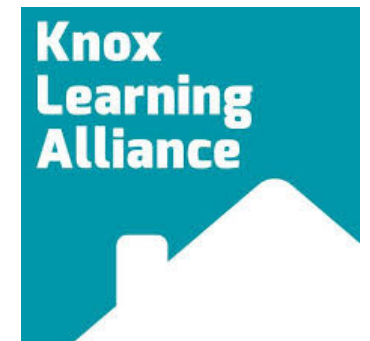


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Glossary

AFFL	Above Finished Floor Level
CLC	Community Learning Centre
RCC	Rowville Community Centre
TGSI	Tactile Ground Surface Indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.



Guidelines

Thank you for choosing to use an Access Key for Community Learning Centre.

For your Access Key to be successful, we recommend you follow these guidelines.

- Access Keys are available online to help you prepare for your visit in advance.
- Access Keys can be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with a participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with a participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.
- Once the visit has taken place, revisit the Access Key to celebrate success.
- Accessibility information is located on page [19](#).
- Safety information is located on page [20](#).
- Download Access Key in its entirety 20 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by Access Ability Australia.

To view the full range of free Access Keys available, go to [AAA Library](#).

For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [feedback form](#) to help us ensure continuous improvement.

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COMMUNICATION BOARD

Take your Community Learning Centre Communication Board with you to ensure confident communication.
February 2021 V2



No English

Write it Down

I Need Help

First Aid

Ambulance

Phone

Toilet

Accessible Toilet

Taxi

Bus

Drinking Fountain

Deaf / Hard of Hearing

Time

No

Yes

How much?

Map

Membership

Quiet Place

Wi-Fi

Did You Know?

- CLC is proudly supported by Knox City Council.
- Please contact info@communitylc.org.au for a copy of the Knox Learning Alliance Disability Action Plan.
- CLC is located within Rowville Community Centre.
- CLC is dedicated to the provision of high quality, financially accessible services and educational programs in a welcoming and respectful environment, which encourages participation, sharing, growth and learning.
- Pre-accredited training is offered.
- [Course Guides](#) can be downloaded from CLC website and include current enrolment information & refund policies.
- There are 5 Room Hire arrangements that can be organized. More information can be found [here](#).
- Gift certificates are available. To find out more please call us on 9764 1166.
- Free Wi-Fi is available throughout the Rowville Community Centre using the network “KCC Guest”.
- Follow CLC on [Facebook](#).
- To provide feedback please complete the [online contact form](#) or speak with reception staff.



Proudly supported by



Map

CLC is located near Stud Park Shopping Centre within the Rowville Community Centre.

Bus stops are conveniently located at Stud Park Shopping Centre only a 5-minute walk from CLC. There is also a bus stop located on Fulham Road at the front of CLC.

For further information on how to get to CLC visit: [Public Transport Victoria](#).

Alternatively, visit [Google Maps](#).



Parking

General parking for CLC is located at the front of Rowville Community Centre.

There are seven accessible parking bays. Six are located at the front of the centre, within an approximate 20-metre walk and one outside the Tennis Pavilion with an approximate 40-metre uphill walk.

Mini bus parking is also located at the front of RCC.

A 5-minute drop off point is available directly outside the main entry.

Additional parking is available at Stud Park Shopping Centre.

No restrictions apply.



Welcome

CLC is located within the Rowville Community Centre building.

CLC is open Monday to Friday.

Office hours change during school holidays.
For details please phone 9764 1166.

An undercover area is available at the front of the centre.



Reception

CLC reception is located, in the foyer, within the Rowville Community Centre.

Entry to the centre is via accessible glass automated doors. CLC reception is located past Rowville Community Centre reception, on the right.

Staff are available to assist with any enquiries, bookings or to provide directions.

Payments can be made at reception. Cash or eftpos is accepted or payments can be made via our [website](#).

There is a visual Communication Board at reception to support confident communication.

Resources and brochures are available at reception. Chairs with backrests are also available. Refreshments can be purchased.

For all other inquiries please see reception staff.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Activity classes
Computers
Music
People
Printers
Telephones



Sights
Bright lights
Glare



Smells
Food/Drink

Staff

All staff and volunteers wear a name badge.



Accessible Toilets

In the Rowville Community Centre, there are two unisex accessible toilets.

Each accessible toilet has sensor lighting and an area nearby to sit and wait.

Set One

Location: After RCC reception, past Halls 1 and 2, in the foyer corridor, on the left-hand side.
Includes baby change table.

Set Two

Location: After RCC reception, past Hall 1, on the left-hand side, nearest to Hall 2 entrance.

Both sets include:

- separate unisex accessible toilet
- manual door, opening inward. Door clearance of 920mm with an easy-to-operate internal door lock
- cubicle space 3000mm x 2050mm
- grab bars on wall to right and behind toilet
- toilet height 450mm AFFL with right-hand transfer
- lever tap
- shower with seat, grab bar and curtain.

Seating areas include chairs with backrests and armrests. All toilets are available to CLC students.



Sensory Guide



Feel
Different ground surfaces
Heating/Cooling



Sounds
Echo
Hand dryers
People
Toilets flushing
Water running



Sights
Bright lights
Mirror/Reflection
Sensor lighting



Smells
Bathroom smells
Disinfectants

Toilets

In the Rowville Community Centre, there are four sets of toilets. All toilet sets have sensor lighting and an area nearby to sit and wait. Seating areas include chairs with backs and armrests.

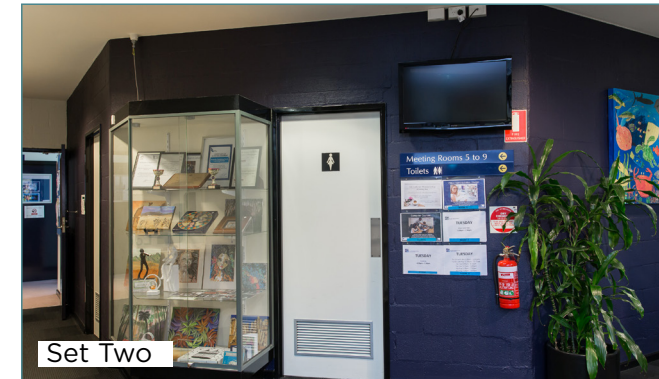
Set One

Location: After main entrance, in the foyer, on the left-hand side.

Includes: Separate male and female toilets and parent and child cubicle.



Set One



Set Two

Set Two

Location: After RCC reception, veer right past CLC reception.

Includes: Separate male and female toilets.

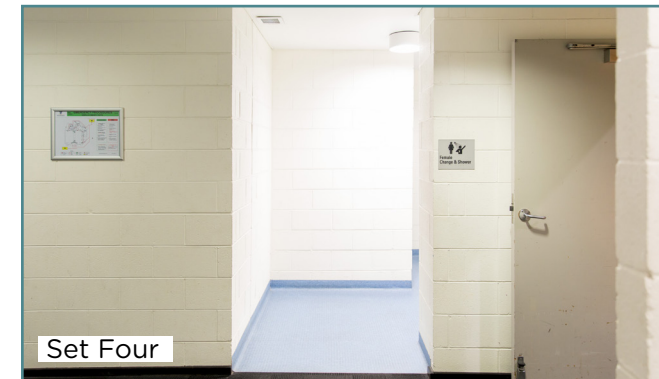


Set Three

Set Three

Location: After RCC reception, past Hall 1, in the foyer corridor, on the right-hand side, directly across from Hall 2.

Includes: Separate male and female toilets.



Set Four

Set Four

Location: After RCC reception, past Hall 1, on the left-hand side, nearest the entry to Hall 2. These toilets are located inside the change rooms.

Includes: Separate male and female toilets.

All toilets are available to CLC students.

Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Echo
Hand dryers
People
Toilets flushing
Water running



Sights

Bright lights
Mirror/Reflection
Sensor lighting



Smells

Bathroom smells
Disinfectants

Help us
keep our
kitchen
clean and
tidy!



Kitchenette

Kitchenette facilities are available during opening hours of the centre for all members.

The Kitchenette is located past CLC reception, within a hallway.

The Kitchenette is on the right-hand side.

There is a fridge, microwave and complimentary tea and coffee.

Instructions for hot water use are located above the sink.

Participants are welcome to bring their own food and drink. Please clearly label and respect belongings of others.

Participants with access requirements may need assistance with making hot drinks.

Please see CLC reception staff.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
Kitchen Appliances
Music
People
Telephones



Smells
Food/Drink

No food or drink permitted!



Room 5 Computer Lab

The Computer Lab is held in room 5. It is located past CLC reception, within a hallway, on the left.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

The Computer Lab welcomes learners of all abilities.

Structured learning courses take place in this space for example, computer courses, business courses and work ready courses.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, the room configuration may alter, depending upon courses run in this space.

Capacity of this room is 12 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens

Room 6

Room 6 is located past CLC reception, within a hallway, on the left.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 6 welcomes learners of all abilities.

Structured learning courses take place in this space for example, computer courses, language courses and work ready courses.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, room configuration may alter, depending upon courses run in this space.

Capacity of this room is 12 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens



Smells
Food/Drink

Room 7

Room 7 is located past CLC reception, within a hallway. Room 7 is at the end of this hallway.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 7 welcomes learners of all abilities.

Courses that take place in this space may be a variety of workshops including photography, art, floral arranging or cake decorating.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, the room configuration may alter, depending upon courses run in this space.

Capacity of this room is 20 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens
Glare



Smells
Food/Drink
Glue
Paint

Rooms 8/9

Rooms 8/9 are located to the right of CLC reception.

They are two rooms opened up to form one larger room.

Access into this room is either via door 8 or door 9.

Room 8 is located past CLC reception, within a hallway. Room 8 is at the end of this hallway, on the right.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 9 is located to the right of CLC reception.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening outward.

Room 8/9 welcomes learners of all abilities.

Activities that take place in this space include adult's and children's dance classes, social groups, Tai Chi and other exercise classes.

Chairs with backrests are available.



Sometimes, the room configuration may alter, depending upon the activities run in this space.

There is adequate space for pram parking.

Capacity of this room is 30 people.

Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Increased body temp
Increased heart rate
Shared personal space
Vibration



Sounds

Echo
Feet stomping
Music
People



Sights

Bright lights
Glare
Reflection



Smells

Food/Drink
People

Room Hire

There are five accessible room arrangements for hire at CLC.

These rooms are available for training, workshops, meetings and corporate events.

AV equipment may be available upon request.

There is a Kitchenette available.
Complimentary tea and coffee are provided.

For further enquiries, please view CLC's Room Hire website page [here](#) or contact CLC by phone on 9764 1166 or by email to info@communitylc.org.au.



Accessibility

- An internet booking system is available for all courses.
- Acceptance of Companion cards and Australian pensioner cards on some classes.
- Wide self-opening door into Rowville Community Centre.
- CLC information board positioned at centre entry.
- Clear CLC internal directional signs including symbols.
- Visual Communication Board at CLC reception.
- Hearing Awareness Card at CLC reception to support visitors who are hard of hearing or Deaf.
- Staff available to read information if required.
- Pen and paper for exchanging information available at CLC reception.
- Accessible parking for scooter users available – please see staff.
- Accessible storage area for mobility aids – please see staff.
- Wide, clear internal and external CLC walkways.
- CLC can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.
- Assistance animals welcome.
- For learners that may require a break, a quiet space is available in the centre foyer or in the corridor, past Hall 2 - seating is provided.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



Safety

- Varied terrain throughout (concrete, carpet, vinyl, wood, tiles). Mostly flat, even surfaces with the exception of varied outdoor gradient.
- If first aid is required, please see CLC staff.
- Defibrillator is located on the wall to the right of Rowville Community Centre reception.
- Emergency exits are clearly signed.
- Children must be supervised at all times.
- Handrails on steps leading from carpark to Rowville Community Centre entry.
- TGSI installed prior to step edges in Rowville Community Centre carpark.
- Lighting above steps in Rowville Community Centre carpark.
- Rowville Community Centre tinted glass entry/exit doors with wide, metal framing.
- Protruding obstacles throughout Rowville Community Centre (bins, doormats, pot plants).
- No safety markings or contrast on windows.
- Sensor lights in toilets.
- CLC hallway has a small raised edge at entry/exit.
- CLC laptops with unsecured wiring.
- Rooms 8/9 have a small raised edge at entry/exit.
- Signage for wet floors may be displayed.

In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation visitors will be directed to the nearest exit and designated assembly area.

