

# Access Key

A customised accessibility guide

## Knox Community Arts Centre

Corner Mountain Highway and  
Scoresby Road  
Bayswater 3153  
Phone: 03 9729 7287  
[www.knox.vic.gov.au/kcac](http://www.knox.vic.gov.au/kcac)



# Contents

Guidelines	<a href="#">3</a>
Communication Board	<a href="#">4</a>
Did You Know?	<a href="#">5</a>
Getting There	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Entry	<a href="#">9</a>
Map	<a href="#">10</a>
Staff	<a href="#">11</a>
Toilets	<a href="#">12</a>
Box Office	<a href="#">13</a>
Theatre Space Performances	<a href="#">14</a>
Community Events	<a href="#">15</a>
Back Stage - Performers	<a href="#">16</a>
Room Hire	<a href="#">17</a>
Supper Room	<a href="#">18</a>
Accessibility	<a href="#">19</a>
Safety	<a href="#">20</a>

# Glossary


AFFL	Above Finished Floor Level.
TGSI	Tactile Ground Surface Indicator. 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 Knox Community Arts Centre, Bayswater.

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 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 [AccessAbilityAustralia](#).

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.

© Access Ability Australia, All Rights Reserved. 2021 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. All necessary care has been taken to design and produce Work(s). All measurements provided are within an approximate range. Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by Access Ability Australia at your own risk and you agree to defend, indemnify, save and hold Access Ability Australia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by Access Ability Australia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. Access Ability Australia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of Access Ability Australia.





# COMMUNICATION BOARD

Take your Knox Community Arts Centre Communication Board with you to ensure confident communication.  
March 2021 V1



Accessible Toilet



Ambulant Toilet



Bookings



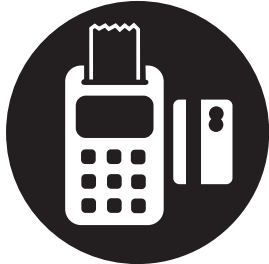
Change Rooms



Drinking Fountain



EFTPOS



First Aid



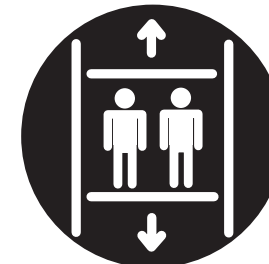
Hard of Hearing



How much?



Lift



I dont speak English



No



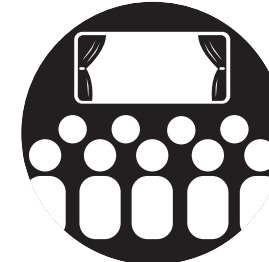
Room Hire



Tickets



Theatre



Toilet



Write it down



Yes



I need help



Phone





## Did You Know?

- Knox Community Arts Centre is proudly supported by Knox City Council.
- [Knox Connection, Access, Respect, Equality and Safety Strategy 2022-27](#)
- Knox Community Arts Centre is the proud home to a number of community organisations who run regular musical theatre productions, recitals, classes, social groups and other functions. [Download](#) our Season Brochure to find out what's on.
- Our facilities include:
  - theatre room with fully functional AV
  - control room and sound and lighting equipment
  - candy bar
  - cinema/film screening capabilities
  - multi-purpose meeting room for seating up to 50 people (theatre style) or 30 people (boardroom style)
  - kitchen.
- All our facilities are available for hire. For further information please see pages [17](#) and [18](#).
- Gift certificates are available for purchase. Buy [online](#) or call 9729 7287 for assistance.
- Follow us on [Facebook](#) or subscribe to our [mailing list](#) to keep up to date with what's on.
- To provide feedback please send as an email at [arts@knox.vic.gov.au](mailto:arts@knox.vic.gov.au) or call us on 9729 7287.



# Getting There

Knox Community Arts Centre is located on the corner of Mountain Highway and Scoresby Road, Bayswater.

See Google Maps reference [here](#).

The nearest bus stop is approximately 50 metres away on Mountain Highway.

For information on how to get to Knox Community Arts Centre, visit [Public Transport Victoria](#).





# Parking

The most convenient parking for the Knox Community Arts Centre is located directly behind the centre.

There are:

- two accessible parking bays located approximately 35m from the entrance to the centre
- general parking with no restrictions.

For all parking enquiries, please call us on 9729 7287.





# Welcome

Welcome to Knox Community Arts Centre.

For office hours and contact details please download our [Season Brochure](#).

Centre operating hours may vary depending on performances being held.

There is an undercover area located directly outside the main entrance.





# Entry

The main entry located at the side of the building, adjacent to Mountain Highway.

It can be accessed from the carpark which is located at the rear of the building.

Access is via a 30-metre ramp with handrails at an approximate gradient of 1:21 (4.8%). Alternatively, the centre can be accessed from the carpark via a short stroll through the garden to a set of steps.

Entry to the centre is via glass automated doors with a clearance of 1600mm.

If you are a performer, please speak to your performance host to discuss entry points and times.

For information on additional entry points for performers, please refer to page [16](#).



# Map

## Knox Community Arts Centre



Facilities	
Foyer	
Candy Bar	
Auditorium	
Stage	
Supper Room	
Dressing Room	
Control Room	
Plant Room	
Office	
Store Room	
Lift	
Restrooms	



# Staff

Reception and Candy Bar staff wear a lanyard with name tag.

Ushers wear black polo shirts. Polo shirts have a logo on the front and “Knox Arts Team” written across the back. Ushers work within the main theatre.

AV Technicians wear a black polo shirt with black pants. AV Technicians work in the AV room behind the scenes.



# Toilets

Knox Community Arts Centre has two sets of public toilets.

## Set One

Location: On the side of the theatre hall, within the emergency exit foyer.

Includes:

- all gender, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 900mm. Twist lock at 1090mm AFFL.
- cubicle space 2360mm x 2180mm
- grab bars to the right and behind toilet
- toilet height 440mm AFFL with right-hand transfer
- sink height 820mm AFFL with lever tap 980mm AFFL
- baby change area.

## Set Two

Location: Within the main entry foyer

Includes:

- separate men/boys and women/girl's toilets. Ambulant cubicle in women/girl's toilets.

Performers have their own set of toilets located within the dressing rooms.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space  
(excl accessible)



### Sounds

Echo  
Hand Dryers  
People  
(excl accessible)  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection  
People  
(excl accessible)



### Smells

Air Freshener  
Bathroom smells  
Disinfectants



# Box Office

The Box Office is located directly ahead of the main entrance on the left-hand side.

It is open one hour prior to the commencement of all performances.

During privately operated performances, the Box Office is closed.

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

Tickets to performances can be purchased in person at the centre, by calling 9729 7287 or purchased [online](#) from our website.

There is a visual Communication Board at reception to support confident customer communication. See page [4](#).



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
Music  
People  
Traffic



### Sights

Bright lights  
Crowds



### Smells

Food/Drink  
People

# Theatre Space Performances

When arriving at Knox Community Arts Centre to watch a performance:

1. If you have pre-purchased a ticket to a performance, please wait in the foyer until theatre doors open. If you have not pre-purchased a ticket, please purchase tickets at the Box Office.
2. Staff will ring a bell when the theatre doors open.
3. Proceed into the theatre via a small set of steps. Wheelchairs users can utilise the wheelchair lift to enter the theatre from the foyer. Lift with a gate clearance of 870mm.
4. Seat numbers are located on tickets. Ushers are available within the theatre if you require assistance.

This process may alter during privately operated performances run by community groups. If you have questions regarding access procedures, please contact the performance host.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Amplified voice  
Applause | Echo  
Music  
People  
Performance/Narrator  
Sound effects



### Sights

Rotating spotlights  
Special effects smoke  
Varied lighting  
Visual effects  
Vivid entertainment



### Smells

Food/Drink  
Special effects smoke



# Community Events



# Back Stage – Performers

When arriving at Knox Community Arts Centre as a performer in a production:

1. Enter via the rear or main entrance. The rear entrance is located behind the building, to the right-hand side of the access ramp. If you have access requirements, it is recommended you enter via the main entrance as the rear entrance is not fully accessible.
2. If entering through the rear entrance, the backstage area is located on the left-hand side, up a set of steps. If entering via the main entry see staff at the Box Office for directions.
3. Entry from the dressing rooms to the stage is via a door which is always open during performances with a clearance of 960mm.

Please be advised, the male and female dressing rooms are not wheelchair accessible. If you have access requirements, please speak to a staff member who will be happy to find an alternate space for you to change.

This process may alter during privately operated performances run by community groups. If you have questions regarding access procedures, please contact the performance host.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Amplified voice  
Applause | Echo  
Music  
People  
Performance/Narrator  
Sound effects



### Sights

Bright make up lights  
Dimmed lighting  
People  
Rotating spotlights  
Special effects smoke



### Smells

Food/Drink  
Special effects smoke



# Room Hire

Knox Community Arts Centre has spaces available for hire. These spaces are suitable for theatre, seminars, meetings, dance concerts and more.

The venue incorporates two separate hire areas:

- supper room with a commercial kitchen (see page [18](#))
- theatre with a stage and tiered seating for 163 or flat seating for 100.

For bookings and information, please phone our centre on 9729 7287 or visit our [website](#) for information on how to book as well as equipment and services available.

Alternatively, see reception staff during office hours.

A tour of the venue can be provided prior to booking to ensure space is suitable.



# Supper Room

The Supper Room is located directly ahead of main entrance and through the foyer.

Entry is via a manual door opening outward with a clearance of 910mm.

The Supper Room is multi-purpose function space, with AV equipment, meeting tables and chairs with backrests.

A commercial kitchen is available which includes a functional sink, microwave, fridge, oven, stove, crockery, toaster and tea/coffee making facilities.

Entry to the kitchen is via sliding door with a clearance of 830mm.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Kitchen sounds  
Music  
People  
Traffic



### Sights

Bright lights  
People



### Smells

Food/Drink

# Accessibility

- Phone and internet booking systems.
- Fully accessible website.
- Free Wi-Fi available. Log into KCC Guest and accept the terms and conditions of use.
- Access ramp from carpark to main entrance with no landing platform.
- Clear signage indicating the entrance to the centre.
- Box Office desk height 905mm AFFL.
- Pen and paper for exchange of information located at Box Office.
- Staff available to read information to patrons if required.
- Acceptance of Companion Cards and Senior's Cards.
- Candy Bar desk height 900mm AFFL.
- Stools with backrests located within main foyer.
- Tables 1000mm high x 830mm wide within the main foyer.
- Water cooler located at the top of the theatre entrance steps for free drinking water at an operating height 750mm AFFL.
- Entry into theatre from the foyer via a steps.
- Wheelchair users can utilise the wheelchair lift with gate clearance of 870mm to enter the theatre from the foyer. See staff for assistance.
- Entry to the theatre via set of manual double doors opening outward. Singular clearance of 860mm. Double clearance of 1700mm. These doors will be always be open when entering the theatre for a performance.
- Theatre with two wheelchair accessible seating spaces on either side of the tiered seating. Front row seats are also removable allowing up to nine wheelchairs. If you have access needs, please notify staff at the time of booking so they can accommodate you.
- Clear space for a person to manoeuvre a mobility aid throughout.
- See staff for storage of prams and mobility aids.
- Supper Room meeting tables 710mm high x 640mm deep x 1540mm wide.
- Supper Room kitchen bench height 900mm AFFL.
- Use the National Relay Service to contact Knox Community Art Centre on (03) 9729 7287. Find the right contact number or access point for your NRS channel of choice at [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs). For help using the NRS, contact the NRS helpdesk [accesshub.gov.au/about-the-nrs/nrs-helpdesk](https://accesshub.gov.au/about-the-nrs/nrs-helpdesk)
- Interpreter service available at Knox City Council. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000. Opening hours 8:30am-5pm Monday – Friday.
- Knox Community Arts Centre can attract large volumes of people and can sometimes become quite noisy. If you start to feel overwhelmed by levels of noise, please see staff who will be able to offer a quiet place to relax.



# Safety

- Access ramp from carpark to main entrance with handrail on both sides and TGSi at top and bottom.
- Steps to main entrance with handrails located on both sides and centre. Steps with TGSi at top only.
- Glass entry doors with wide solid glazing band at 1040mm to 1120mm AFFL.
- Steps leading from foyer to theatre with handrail on both sides and TGSi at top and bottom.
- Steps on tiered seating within theatre without TGSi.
- Theatre steps on either side of seating with single handrail. Theatre step edges with lighting.
- Backstage area steps from theatre with handrails on both sides.
- Supper Room glass windows with solid metal beam offering contrast at 740mm to 920mm AFFL.
- Supper Room seating with colour contrast to walls and floor.
- All staff with Working with Children's Checks.
- See a staff member for first aid enquiries.
- Defibrillator located on the wall outside the entrance to the Supper Room.
- 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.
- Evacuation map located at the theatre entrance.

