

# Access Key

## Ferntree Gully Community Arts Centre

1010 Burwood Hwy  
Ferntree Gully 3156

Phone: 03 9758 9180

[www.knox.vic.gov.au/ferntreearts](http://www.knox.vic.gov.au/ferntreearts)



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# Glossary

AFFL	Above Finished Floor Level.
FTG	Ferntree Gully.
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 Ferntree Gully Community Arts 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 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 participant, help participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with 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 [20](#).
- Safety information is located on page [21](#).
- Download Access Key in its entirety - 21 pages in total.

Access Keys  
.....unlocking  
your world



**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 [survey](#) to help us ensure continuous improvement.



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# COMMUNICATION BOARD

Take your Ferntree Gully Community Art Centre Communication Board with you to ensure confident communication.  
February 2021 V1



Accessible Toilet



Changing Places



Toilet



Deaf / Hard of hearing



I don't speak English



I want to sit down



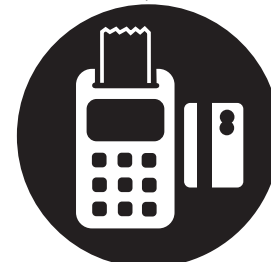
Bookings



How much?



Eftpos



Receipt



Write it down



Name / Phone Number



Kitchen



Room Hire



First Aid



I need help



Phone



Time



Yes



No



## Did You Know?

- Ferntree Gully Community Arts Centre is proudly supported by Knox City Council.
- Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
- FTG Community Arts Centre is conveniently located in the same building as the Ferntree Gully Library. To find out more about accessibility information and what's on at Ferntree Gully Library, download the Ferntree Gully Library Access Key [here](#).
- A range of arts programs and classes for adults and children are on offer. Click [here](#) for more information on what's available.
- To keep updated on upcoming classes, events, special offers and promotions, join our Knox Arts and Events mailing list! Click [here](#) to subscribe.
- Potters clay is available for purchase. Click [here](#) for prices and quantities.
- Tea and coffee may be provided during some classes.
- Wally Tew Reserve surrounds the FTG Community Arts Centre and offers a nice retreat that includes gardens, accessible playground and a Changing Places facility.
- For class bookings, enquiries and to provide feedback, please call us on (03) 9758 9180.



# Getting There

Ferntree Gully Community Arts Centre is located off Burwood Highway.

See Google Maps reference [here](#).

The centre is a convenient 15 minute walk from the Ferntree Gully Railway Station. There is a taxi zone directly outside the station.

Bus stops are conveniently located on Burwood Highway outside the centre.

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



# Parking

Parking is conveniently located within the grounds.

First, enter from Burwood Highway (sign posted 'Ferntree Gully Community Arts Centre and Library').

Next, cross a two-way bridge to enter the carpark.

Then, follow the road around to the left to the main carpark.

There is:

- One accessible parking bay approximately 40 metres from the centre.
- General parking.
- A drop off zone directly outside the front of the centre.

Gradients leading from the carpark to the centre's access path range from approximately 1:43 to 1:8 (2.3% to 12.3%).

An overflow carpark is available. Continue past the Ferntree Gully Community Arts Centre and Library and turn left. This carpark adjoins the Wally Tew sport grounds.

No restrictions apply in either carpark.



# Welcome

Welcome to Ferntree Gully Community Arts Centre.

Please refer to our [website](#) for office hours.

Operating hours may vary according to programs being run on a day to day basis.

The main entrance has an undercover area.





# Entry

Access into the Ferntree Gully Community Arts Centre can be made through three different entry points.

The main entry is open during library operating hours. To check library operating hours, click [here](#).

## Main Entry

1. Proceed up a gentle sloped pathway and access ramp. The 10 metre ramp is 1750mm wide offering a clear path of travel. Gradients vary from approximately 1:15 to 1:8 (6.7% to 13.3%).
2. Enter the centre via double glass automated doors located at the top of the ramp.
3. Proceed through the foyer and past the library. The FTG Community Art Centre is located directly ahead.
4. Enter the main room via a manual door opening outward with a clearance of 820mm.

Outside of library operating hours, there are two additional entry points.

## Loading Dock Entry

1. Turn left at the main entry glass automated doors and follow a paved pathway which leads to the loading dock.
2. Locate the entrance directly ahead.
3. Enter via a manual door opening outward with a clearance of 1000mm and a single step.

## Pottery Room Entry

1. Turn left at the main entry glass automated doors and follow a paved pathway which leads to the loading dock.
2. Locate the entrance on the right-hand wall.
3. Enter via a manual door opening inward with a clearance of 870mm and a single step.

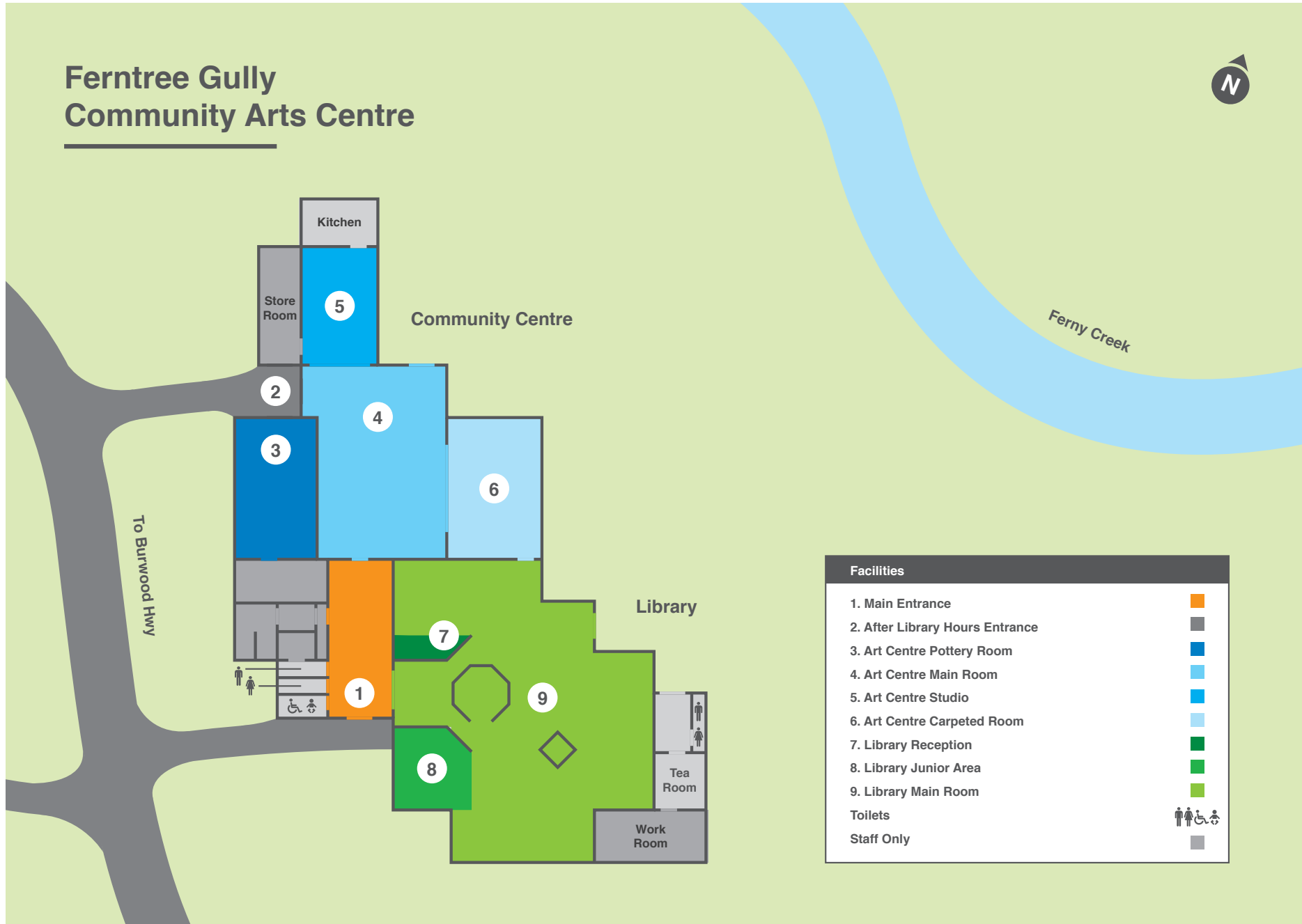
Main Entry



Loading Dock/Pottery Room Entry



# Map



# Staff

During office hours, a staff member can be found at the [Bookings Office](#). They wear a lanyard and a name badge.

Class tutors do not have a dedicated uniform. They can be located within the room where their class is being held.

Student names are put on a roll and provided to class tutors before the class. This helps tutors to easily identify their students.



# Toilets

Toilets are located within the foyer of the centre, near the main entrance and opposite the library entrance.

Includes:

- Unisex, accessible toilet.
- Manual door opening inward. Door clearance of 900mm with easy-to-operate internal door lock.
- Cubicle space 3270mm x 1880mm.
- Grab bar on wall to the left and behind toilet.
- Toilet seat with colour contrast and height at 460mm AFFL with left-hand transfer.
- Separate male and female toilets.
- Baby change area (within the accessible toilet).



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
Creaking doors  
Echo, Hand dryers  
People  
Toilets flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection  
People



### Smells

Bathroom smells  
Disinfectants

# Wally Tew Reserve Toilets with Changing Places

Only a short stroll from the centre, there are additional toilets located within Wally Tew Reserve. These include a Changing Places. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Changing Places includes:

- Unisex, fully accessible toilet and adult change facility.
- Door clearance of 950mm.
- Cubicle space 3650mm x 4740mm.
- Grab rails wall mounted behind.
- Wall mounted fold down grab bar fitted to either side of the toilet.
- 1 x adult change table - electronically height adjustable foldable table - Max load 200kg.
- CHS Healthcare Ceiling lift system & Stellar 440F hoist with hoist - max load 200kg.
- 1 x washbasin with lever operated tap.

Please remember to bring your own sling and ensure it is compatible with hoist. If there is any uncertainty, please do not use hoist.

To access the Changing Places, you will require a MLAK key. If required, eligible users can borrow a MLAK key from the Ferntree Gully Library during library hours.

Also included in this block of toilets are:

- A separate unisex, accessible toilet with an automated sliding door, door clearance 800mm with easy-to-operate internal door lock and grab-bar on wall beside toilet.
- Separate male and female toilets.
- Baby change area (within female toilets).



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
Echo, Hand dryers  
People  
Toilets flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection  
People



### Smells

Bathroom smells  
Disinfectants

# Bookings Office

The Bookings Office is located directly ahead of the main entrance, at the end of the foyer, on the left-hand side.

Entry is via a manual door opening inward with a clearance of 720mm.

Staff are available during office hours to assist with payments, bookings, enquiries and to provide directions.

Please refer to our [website](#) for office hours.

There is a visual Communication Board at the Bookings Office to support confident communication.

Please advise staff when enrolling if you have access requirements. This will ensure an accessible entrance will be made available for your convenience.



## Sensory Guide



**Feel**  
Heating/Cooling



**Sounds**  
Automated doors  
Ducted air conditioning/  
Heating  
Music  
People



**Sights**  
Bright lights

# Main Room

The Main Room is located directly ahead of the main entrance, at the end of the foyer, past the Bookings Office.

Entry is via a manual door opening outward with a clearance of 820mm.

This room can be also accessed via the library, during library operating hours. Access is via a manual door opening outward with a clearance of 820mm.

This entry point can also be made into a double door with a clearance of 1620mm if required.

If arriving outside of library operating hours, please refer to alternate access options to the centre on [page 9](#).

A range of programs operate in this space including exercise classes, library story times and functions.

Chairs with backrests are available.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Increased body temp  
(during exercise)  
Increased heart rate  
(during exercise)  
Shared personal space



### Sounds

Ducted air conditioning/  
Heating  
Music  
People



### Sights

Bright lights  
Glare



### Smells

Glue  
Paint  
People

# Studio

The Studio is adjacent to the main room and is separated by large fold out walls. It can only be accessed when the fold out walls are open.

The Studio is used for oil and water colour painting classes.

Craft tables are located in the Studio at a height of 900mm and a depth of 390mm.

Due to the height of the tables, participants must sit on stools with no backrest during classes.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Ducted air conditioning/  
Heating  
Kitchen sounds  
Music  
People



**Sights**  
Bright lights  
Glare



**Smells**  
Glue  
Food/Drink  
Paint  
People



# Kitchen

The kitchen is located at the back of the Studio.

Entry is via a manual door opening inward with a clearance of 750mm.

The kitchen is available during the centre operating hours for all participants.

Kitchen amenities include a fridge, microwave, dishwasher, kettle and sink.

Participants are welcome to bring their own food and drink.

Please clearly label and respect the belongings of others.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Ducted air conditioning/  
Heating  
Kitchen sounds  
Music  
People



**Sights**  
Bright lights  
Glare



**Smells**  
Food/Drink

# Pottery Room

The Pottery Room is located in the back corner of the centre.

Entry is via a manual door opening inward with a clearance of 750mm.

Pottery classes for children and adults operate in this space.

Craft tables in this room are at a height of 900mm and a depth of 390mm.

An additional craft table is located in the Pottery Room at a height of 730mm. There are shelves located underneath this craft table.

Participants are required to sit on stools with no backrests during pottery classes.

Children's pottery birthday parties are also available. For further information please contact the centre on (03) 9758 9180, or go [online](#) to view our terms and conditions.



## Sensory Guide



### Feel

Cool wet clay  
Heating/Cooling  
Shared personal space



### Sounds

Ducted air conditioning/  
Heating  
Kitchen sounds  
Music  
People



### Sights

Bright lights



### Smells

Food/Drink  
Potters Clay

# Room Hire

All facilities at the Ferntree Gully Community Arts Centre are available for hire.

The centre is fully air conditioned and provides meeting rooms, arts and craft facilities and kitchen facilities.

It can accommodate general meetings and sit-down community events for up to 100 people.

For bookings and enquiries, please contact the centre directly on (03) 9758 9180.



# Accessibility

- Phone booking system.
- Fully accessible website.
- Automated main entrance doors.
- Low height office customer service desk at a height 720mm.
- Pen and paper for exchange of information located in the Booking Office.
- Acceptance of Companion cards.
- Assistance animals welcome.
- Mobility aids and prams can be stored along the edges of Main Room.
- Wide, clear internal walkways.
- Use the National Relay Service to contact Ferntree Gully Community Art Centre on (03) 9758 9180. Find the right contact number or access point for your NRS channel of choice at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs). For help using the NRS, contact the NRS helpdesk: [communications.gov.au/helpdesk](https://communications.gov.au/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.
- Ferntree Gully Community Arts Centre can attract large volumes of people and can sometimes become quite noisy due to the nature of some of the classes. If you start to feel overwhelmed by levels of noise, Ferntree Gully Library and Wally Tew Reserve offer quiet places to relax.



# Safety

- Wide solid beam on main glass automated entry doors at 860mm AFFL to 1000mm AFFL.
- Wide solid beam on all internal windows and glass doors at a height of 880mm AFFL to 1000mm AFFL.
- Seating with colour contrast to walls and floor.
- Flat terrain throughout.
- Main Room with two metal support pillars extending from floor to ceiling.
- First Aid Kit located within the kitchen. See staff for assistance.
- No defibrillator.
- No wet floor signage.
- Walking only throughout.
- All staff with working with Children's Checks.
- Handrails and TGSi on access ramp at front of centre.
- Solar outside lighting on access pathway and electric tower light in carpark.
- In the event of an emergency, staff will help and direct visitors and participants. If there is to be an evacuation, visitors and participants will be directed to the nearest exit and designated assembly area. Please confirm this statement is correct.
- There are no audible or visual alerts for emergencies.
- Evacuation map located on the switchboard door in the foyer.

