

# Access Key

## Knox Children and Family Centre Bayswater

41 - 43 Phyllis St, Bayswater  
Phone: (03) 9738 9700

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



# Contents

Guidelines	<a href="#">3</a>
AAA Comm 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>
Reception	<a href="#">10</a>
Map	<a href="#">11</a>
Staff	<a href="#">12</a>
Toilets	<a href="#">13</a>
Long Day Care	<a href="#">14</a>
Sessional Kindergarten Sheoke Room	<a href="#">15</a>
Your First Day	<a href="#">16</a>
Playgroup - Ngurrak Room	<a href="#">17</a>
Maternal and Child Health	<a href="#">18</a>
Accessibility	<a href="#">19</a>
Safety	<a href="#">20</a>

# Glossary

AFFL	Above Finished Floor Level.
HSSH	Hand Held Shower Hose.
KEYS	Knox Early Years Services.
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 Knox Children and Family Centre, Bayswater.

- 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 the 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 [19](#).
- Safety information is located on page [20](#).
- Download Access Key in its entirety - 20 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.



© AccessAbilityAustralia, 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 AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia 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 AccessAbilityAustralia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. AccessAbilityAustralia 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 AccessAbilityAustralia.



# COMMUNICATION BOARD

Take your Knox Children and Family Centre, Bayswater Communication Board with you to ensure confident communication.

May 2021 V2



Accessible Toilet



无障碍厕所

Parking



停车场

Classroom



教室

No English



我不说英语

I Need Help



我需要帮助

Booking



预订

Deaf / Hard of Hearing



失聪 / 听力障碍

Write it Down



写下来

Question



问题

Name / Phone Number



名字 / 电话号码

First Aid



急救

How Much?



多少钱

I Want



我想要

Quiet Place



安静的地方

Map



地图

I Want to Sit Down



我想坐下

Yes



是 / 对

No



不

Security



保安

Something is Wrong



有点不对劲

## Did You Know?

- Knox Children and Family Centre Bayswater is proudly owned and operated by Knox City Council.
- Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
- For opening hours, fees or bookings, please visit our [website](#) or call (03) 9738 9700.
- We provide a range of services including maternal and child health, early childhood education and care (Kindergarten and long-day care) and playgroup. Session times are subject to availability.
- Bookings for tours can be made over the phone. Please call (03) 9738 9700.
- Immunisations are available. Visit our [website](#) to learn more.
- Families entering the Early Childhood Education and Care Service are provided with an access code upon enrolment. Visitors to this space are required to sign in at reception please.
- Class sizes are kept small to ensure your child gets the best possible service from our qualified educators.
- Orientation sessions are available for Kindergarten, long day care and playgroups.
- Funded Kindergarten is available in both the long day care and sessional Kindergarten programs.
- To attend the early education and care (Kindergarten and long-day care), parents and carers of children attending a Knox service are required to provide an updated Australian Immunisation Record (AIR) twice per year as evidence that their child continues to be up to date with immunisations. Further information can be found on the Department of Education and Training [website](#).
- For information on all our services and how to access our programs, please download our [‘Guide to Children’s Services in Knox’](#).
- For eligible families, Child Care Subsidy is available for long-day care. Follow this [link](#) to check for eligibility.
- For our policies and procedures, please click [here](#).
- To provide feedback please email us at [kcfcbayswater@knox.vic.gov.au](mailto:kcfcbayswater@knox.vic.gov.au).

# Getting There

Knox Children and Family Centre, Bayswater is located at 41 Phyllis Street, Bayswater.

See Google Maps reference [here](#).

The nearest bus stop is 600 metres at the intersection of Phyllis Street and Stud Road.

For further information on how to get to the Knox Children and Family Centre, Bayswater, please visit [Public Transport Victoria](#).



# Parking

The most convenient parking for Knox Children and Family Centre, Bayswater is located at the front and rear of the building.

It is a shared carpark with the Bayswater Bowls Club.

It features:

- Two accessible parking bays located 15m from the entrance to the centre.
- Access to the footpath from the carpark is via a pram ramp with a gradient of 1:19 (5.2%).
- General parking with no restrictions.

If main carpark is full, street parking is available in surrounding streets.

There is a 5 minute drop off zone located at the front of the centre.

Bike racks are available at the entrance for cyclists.



# Welcome

Welcome to Knox Children and Family Centre, Bayswater.

We support children and families with additional/diverse needs in all of our programs.

All classrooms are adaptable to suit individual children's needs in relation to:

- Layout.
- Placement and height of furniture and activities.
- Providing sensory sensitive or sensory stimulating spaces.
- The use of visual cues/communication boards.

The service actively engages with support and allied health services to provide additional support where possible.

Learning and development is planned for all children by qualified educators in regular consultation with families and structured to meet individual needs.

For office hours and contact details please visit our [website](#).

There is an undercover area located directly outside the entrance.





# Entry

Entry to the centre is located within the main carpark, opposite the Bayswater Bowls Club.

Access to the centre is via steps with handrail with or an 8-metre ramp at a 1:19 gradient (5.3%).

Enter the centre through two sets of glass automated doors.

First set with a clearance of 1400mm. Second set with a clearance of 1300mm.



# Reception

Reception is located directly ahead of entrance.

We request that all visitors report to reception.

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

There is a visual Communication Board at reception to support confident customer communication. The board is available in English and Mandarin.

Chairs with backs and armrests, couches and children's furniture are available.

A community notice board is displayed for patrons to see what's on in the local community.

There is a lending library for patrons to borrow books at no charge.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Automated doors  
Children playing  
People  
Phones

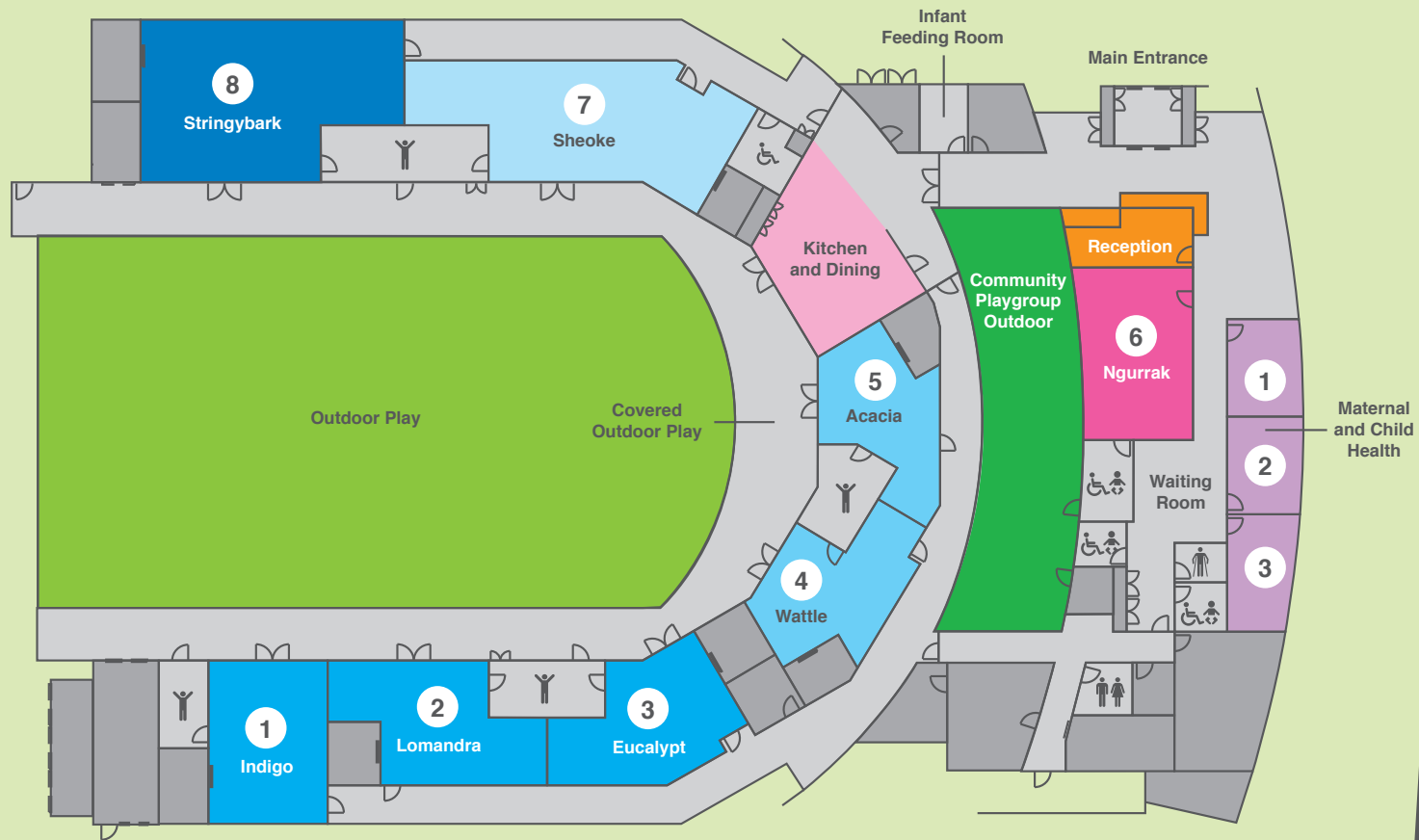


### Sights

Bright lights  
People

# Map

## Knox Children and Family Centre



Facilities			
Reception	Community Playgroup	0-2 Years Classroom	Toilets
Maternal and Child Health	Community Playgroup Outdoor	2-3 Years Classroom	Family Room
AG Program	Kindergarten (Preschool)	3-5 Years Classroom	Child Toilets



Phyllis Street

# Staff

All staff wear lanyards with a name badge and carry visual support cue cards.



# Toilets

Knox Children and Family Centre has two sets of public toilets.

## First Set

Location: To the left-hand side of reception, down the hallway and past the Maternal and Child Health clinic.

Includes:

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 2710mm x 2300mm.
- Grab bars to the left and behind toilet.
- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 830mm AFFL with lever tap 1000mm AFFL.
- Baby change area.

AND

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 2640mm x 2760mm.
- Grab bars to the left and behind toilet.

- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 830mm AFFL with lever tap 1000mm AFFL.
- Baby change area.
- Child toilet and sink.

AND

- One unisex ambulant toilet.

## Second Set

Location: Outside room 7 within the main corridor.

Includes:

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 3400mm x 3500mm.
- Grab bars to the left and behind toilet.
- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 820mm AFFL with lever tap 990mm AFFL.
- Shower with shower bench, HSHS and grab bars.



Set 1



Set 2

## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Echo  
Hand dryer  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air freshener  
Bathroom smells  
Disinfectants

# Long Day Care

We provide early childhood education and care for children from birth to six years of age.

To apply for our Long Day Care program, please complete the waiting list form on our [website](#).

Children can access their Funded Kindergarten Year during our Long Day Care program.

In order to be eligible for the funded Kindergarten program in long day care, the minimum attendance requirement is three days per week.

Long Day Care sessions operate from classrooms which are located past a secure door.

Long Day Care is a permanent ongoing booking and can be either full time (5 days per week) or part time (dependent on the needs of the service user).

All meals are provided for your children and are freshly prepared on-site. Please remember to provide your child with a drink bottle.

Long day care operates in rooms 1 - 5 and in room 8 (Stringybark Room).



## Sensory Guide



### Feel

- Change ground surface
- Heating/Cooling
- Interactive environment
- Shared personal space
- Weather



### Sounds

- Children playing
- Interactive toys
- People
- Water running



### Sights

- Bright lights
- Glare
- Interactive toys
- People



### Smells

- Art and craft materials
- Bathroom smells
- Disinfectants
- Food/Drink
- People, Tanbark
- Sunscreen

# Sessional Kindergarten - Sheoke Room

Our four-year-old sessional Kindergarten delivers 15 hours of program time per week.

To be eligible to attend our Kindergarten service, your child must be four years old by the 30th of April in the year they will attend.

For information on fees, please visit our [website](#).

To register your child for our Kindergarten program, you will need to create a Knox Early Years Services (KEYS) account on our [online](#) portal and follow the prompts to submit your interest.

If you do not have access to the internet, please come and see us at reception and we can assist you.

Families are able to register, pay fees and view offers of Kindergarten places at any time using the KEYS portal.

Please note that it is your responsibility to ensure your details are correct and up to date to ensure your child can receive their Kindergarten offer.

Once a position in our program has been allocated to you, an automatic email will be sent to you via the KEYS online portal with your confirmation.

This email will provide you with information on getting started on the first day of term, which includes opportunities for orientation and where you can spend time with your child at the service prior to commencing your child's full sessions.

Please remember to provide food and a drink bottle for your child when attending sessional Kindergarten.

Sessional Kindergarten operates in room number 7 (Sheoke Room).



## Sensory Guide



### Feel

- Change in ground surface
- Heating/Cooling
- Interactive environment
- Shared personal space
- Weather



### Sounds

- Children playing
- Interactive toys
- People
- Water running



### Sights

- Bright lights
- Glare
- Interactive toys
- People



### Smells

- Art and craft materials
- Bathroom smells
- Disinfectants
- Food/Drink
- People, Tanbark
- Sunscreen

# Your First Day

## Sessional Kindergarten

1. Upon confirmation of enrolment, you will receive an invitation to attend an information session about starting Kindergarten, which will include the orientation process, what to bring, and what to expect.
2. On arrival, check-in at reception where you will be provided with a security access code to access the classroom areas. The security access code allows for admittance through the security panels which are located at the entry to the classroom areas.
3. Staff will direct you and your child to your classroom.
4. You will be shown you how to use the sign in kiosk. Sign in kiosks are located in each classroom.

## Long Day Care

1. On arrival for orientation, please check-in to reception.
2. Staff will direct you and your child to your child's classroom and introduce you to their educators.
3. You will be shown you how to use the sign in kiosk. Sign in kiosks are located in each classroom. You will also have opportunity to speak to your child's educators about their learning and development.
4. On arrival for your child's first day of independent attendance, check-in at reception where you will be given a security access code. The security access code allows for admittance through the security panels which are located at the entry to the classroom areas.
5. Once you have received your security code, you can take your child through to their classroom to meet their educators and sign them in.

Upon attending these services, please remember to sign in at drop off and pick up times at the kiosk within each classroom.





# Playgroup - Ngurrak Room

Playgroups bring young children, parents, families and communities together to learn and develop through informal play activities and social interaction.

Playgroups help parents and caregivers build social and support networks that encourage and assist them in their valuable parenting role.

We operate parent-led community playgroups throughout the week.

Supported playgroups also operate out of our centre.

These playgroups are supported by relevant qualified staff to assist families who have children with additional needs.

There may be some eligibility criteria, which can be found within our ['Guide to Family and Children's Services in Knox'](#).

Playgroup operates in room number 6 (Ngurrak Room) located next to reception. On arrival, check-in at reception to sign in. Entry is via a manual door opening inward. Door handle height 1520mm AFFL. Door clearance 840mm.

Room 6 includes its own kitchenette, microwave and sink.

This room also has its own private toilet. Access is via manual door opening inward with a clearance of 860mm. Toilet includes an adult and child toilet as well as baby change area.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Children playing  
Interactive toys  
Microwave  
People  
Water running



### Sights

Bright lights  
Glare  
Interactive toys  
People



### Smells

Art and craft materials  
Bathroom smells  
Disinfectants  
Food/Drink  
People  
Sunscreen

# Maternal and Child Health

The Knox Maternal and Child Health Service is a free, confidential service providing child health and developmental checks, information and advice and support to families with young children from birth to 6 years of age.

When you visit our centre, the nurse will review your child's health, growth and development at identified key ages and stages. The key ages and stages can be found on our [website](#).

You can refer to your child's MyHealth learning and developmental record (green book) for information about each visit.

Maternal and Child Health appointments usually involve conversations between parents/family or carer and a nurse about child development and may involve the child participating in learning and development assessments.

For information on bookings please call (03) 9298 8741.

Maternal and Child Health is located to the left of reception and down the hallway.

When arriving for your appointment:

1. Check-in to reception.
2. Staff will direct you to the Maternal and Child Health consultation rooms.

3. Take a seat in the waiting area. Chairs with backrests and couches are available.
4. The nurse will meet you in the waiting area and take you into one of the consultation rooms to complete your appointment.



## Sensory Guide



**Feel**

Heating/Cooling  
Shared personal space



**Sounds**

Children playing  
Interactive toys  
People



**Sights**

Bright lights  
People

# Accessibility

## THROUGHOUT

- Internet booking system.
- Phone booking system for tours.
- ReadSpeak program on website.
- Fully accessible website.
- Quiet area available. See staff for assistance.
- If your child has additional needs, funding for a carer to assist your child during our programs can be applied for through our facility. Please speak to us to find out more information.
- Assistance animals are welcome in the centre, however, close communication with families and supervision of the children is required when the animals are in attendance, including monitoring children that may have allergies.
- Exit button at height 1500mm AFFL located on right-hand side of the centre's first set of exit doors.
- We are Relay Service Friendly. Go to National Relay Service and give the number (03) 9738 9700 you want to call.
- Interpreter service is available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox Children and Family Centre Bayswater on (03) 9738 9700.

## RECEPTION

- Reception desk height 1100mm AFFL. Additional low height service desk located to the left of the main reception desk at height 820mm AFFL.
- There is a bell at reception when unattended.
- Pen and paper for exchange of information at reception.
- Staff available to read information to patrons if required.

- Information can be made available in large print. See staff for assistance.
- Pram and mobility aid parking. See staff for assistance.

## INFANT FEEDING ROOM

- Infant feeding room located off foyer and near security doors. Access is via manual door opening inward with a clearance of 850mm.
- Infant feeding room door 'In Use' sign located at a height of 1580mm AFFL.
- Infant feeding room with clothes, toys and books for families. See staff for assistance.
- Infant feeding room can also be used as a prayer room.

## CLASSROOMS

- Security panels at a height of 1520mm AFFL.
- Each classroom is set up based upon the needs of the participants within each program.
- Each classroom is named and clearly signed.
- Access to classroom area via automated glass door with clearance of 1200mm.
- Entry into each classroom via manual door opening outward with a clearance of 860mm.
- Each classroom has children's toilets with baby change tables.
- All classrooms include children's furniture.
- Each classroom has access to a shared outdoor play space. Access is via manual door opening outward with a clearance of 870mm. This can be made into a double door if required.
- Each classroom has a sign in kiosk at an operating height of 1460mm.
- Corridor connecting each classroom with couch seating.
- Exit button at height 1500mm AFFL located on left-hand side of automated glass door.



## DINING & KITCHEN

- Shared dining space. Tables 740mm high x 560mm wide and chairs with backrests.
- Kitchen service bench at height 910mm AFFL. Low height service bench at height 750mm AFFL.
- Kitchen with children's table and chairs.

## OUTDOORS

- Multi-level shared outdoor play space. Access to upper level is via steps or a 12-metre access ramp with gradient of 1:28 (3.6%).

## PLAYGROUP

- Playgroup room (Ngurrak Room) with children's furniture and chairs with backs and arm rests.
- Room 6 kitchen bench at height of 900mm AFFL. Microwave operating height 1050mm AFFL.
- Playgroup Room toilet with latch lock at 1060mm AFFL. Adult toilet with left hand transfer and grab bars to the left and behind toilet. Sink height 820mm with lever tap at an operating height of 970mm AFFL.

## MATERNAL AND CHILD HEALTH

- Maternal and child health waiting area with couch seating and chairs with back and armrests.
- Maternal and child health consultation rooms access via a manual door opening inward with a clearance of 850mm.

# Safety

- Entry steps to centre with TGSi at bottom and top.
- Access ramp to centre with no TGSi.
- Two wide solid glazing bands on front glass entry doors and internal glass windows: First at 540mm to 640mm AFFL. Second: 900mm to 1000mm AFFL.
- Unsecured child floor mat in Maternal and Child Health waiting area.
- Please be advised that children's furniture throughout the centre may not offer contrast to walls and floors. Children's toys may also be left on the floor in walkways. Please use caution when moving around the centre.
- Sunscreen is available. See staff for assistance.
- Outdoor play space with two sets of steps. Both sets with no TGSi. One set with no handrail.
- Outdoor play space access ramp with no TGSi, no handrail and no pathway curb to offer shoreline.
- Flat terrain inside the centre. Varied terrain in outdoor play space.
- Wet floor signage available.
- First aid is available. See staff for assistance.
- Defibrillator located at reception.
- All staff with Working with Children's Checks.
- 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 maps located on walls throughout including reception and hallways.

