

# Access Key

## Knox Children and Family Centre Wantirna South

81 Argyle Way  
Wantirna South

Phone: (03) 9837 9600

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



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# Glossary

AFFL	Above Finished Floor Level.
HSHH	Hand Held Shower Hose.
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, Wantirna South.

- 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 [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 Knox Children and Family Centre Wantirna South Communication Board with you to ensure confident communication.

May 2021 V2



Accessible Toilet



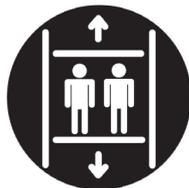
无障碍厕所

Stairs



楼梯

Lift



电梯(n.) / 举起 (v.)

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 Wantirna South 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 and bookings, please visit our [website](#) or call (03) 9837 9600.
- We provide a range of services including maternal and child health, four-year old sessional Kindergarten, playgroups, long day care and occasional care. Session times are subject to availability.
- In each learning space there is access to a large, multi-aged, shared outdoor learning area, a children's toilet and baby change facility.
- 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 and occasional care services.
- Funded Kindergarten is available in both the long day care and sessional Kindergarten programs.
- To attend the early education and care (Kindergarten, long-day care and occasional care), parents and carers of children attending a Knox service are required to provide an updated immunisation history statement 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 and occasional care. Follow this [link](#) to check for eligibility.
- For our policies and procedures, please click [here](#).
- To provide feedback please email [kcfcwantirnasouth@knox.vic.gov.au](mailto:kcfcwantirnasouth@knox.vic.gov.au)

It is important to let us know if your child has any allergies or medical conditions. Please see staff to acquire appropriate documentation. This documentation must be completed by a doctor prior to children commencing care. When entering the care facility, please do not share your security code or allow others to enter who are not registered.



# Getting There

Knox Children and Family Centre Wantirna South is located at 81 Argyle Way, Wantirna South.

Please see Google Maps reference [here](#).

The nearest bus stop is 550 metres away on Stud Road.

For information on how to get to Knox Children and Family Centre Wantirna South, visit [Public Transport Victoria](#).



# Parking

Knox Children and Family Centre Wantirna South have their own dedicated underground carpark.

The entrance to the carpark is located to the right-hand side of the entrance when facing the building.

Lift or stair access from this carpark is available directly into the building.

There is:

- Two accessible parking bays 10 metres from the entrance to the lift.
- General parking with no restrictions.

Overflow parking is in the neighbouring streets. Please be aware there are parking restrictions during school drop off and pick up times and there is a large volume of traffic in the streets during these times.



# Welcome

Welcome to Knox Children and Family Centre Wantirna South.

We support children with additional/diverse needs in Kindergarten, long day care and occasional care.

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

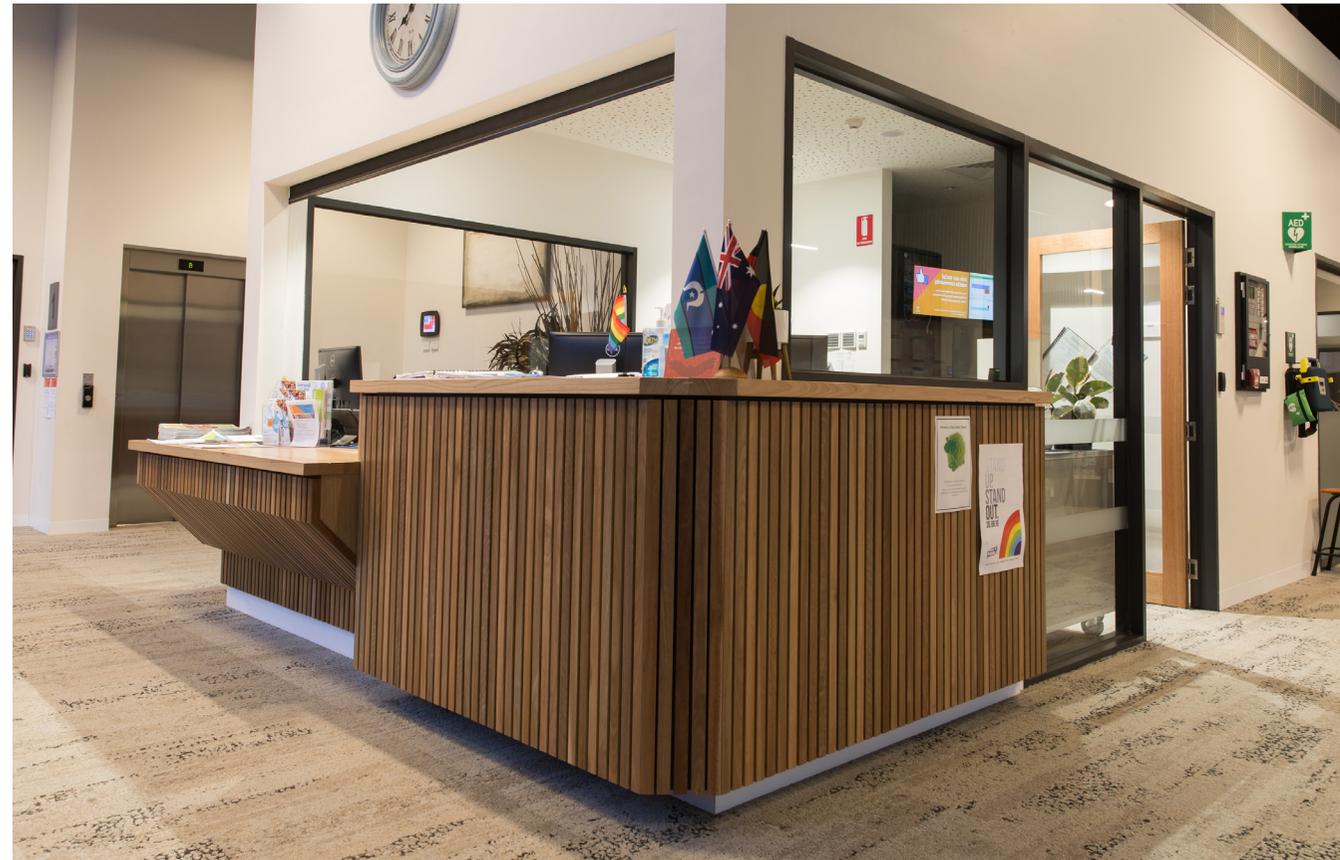
- Layout.
- Placement and height of furniture and activities.
- Providing sensory sensitive or sensory stimulating spaces.
- The use of visual cues/communication boards.

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 opening hours, please refer to our [website](#).

For further details please call (03) 9837 9600.



# Argyle Street Entry

Access to the centre is either from Argyle Street or from the underground carpark.

## Argyle Street Entry

- Access is via steps with handrail or a 20-metre ramp at a 1:20 gradient with one turning circle.
- Enter the centre through two sets of glass automated doors. First set with a clearance of 1350mm. Second set with a clearance of 1100mm.

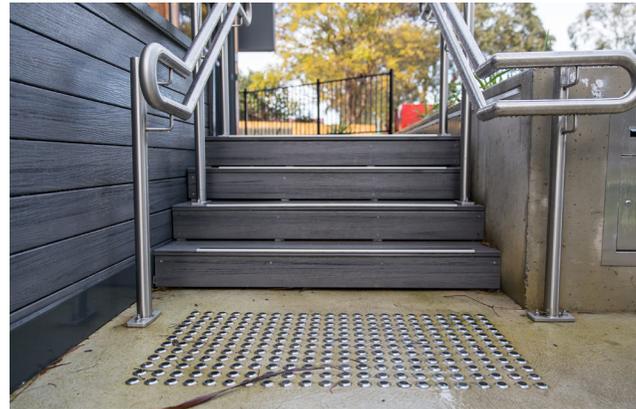
Reception is located directly ahead of this entrance.

Staff are available to assist with any enquiries.

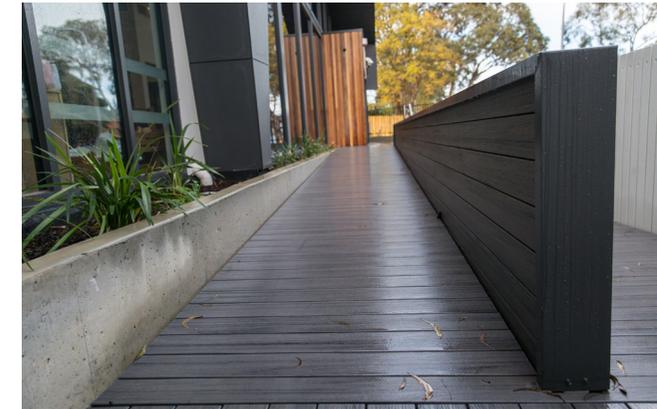
There is a visual Communication Board at reception to support confident communication.

Resources and brochures are available at reception.

Chairs with backs and armrests are available.



Stepped Entrance



Ramped Access



Accessible Entrance



Accessible Entrance

## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Automated doors  
Children playing  
Computers  
People  
Phones



### Sights

Glare  
People

# Underground Carpark Entry

Entry to the underground carpark is via Argyle Street.

Access from the underground carpark to the centre is via steps with handrail or lift.

- Stepped access is located at the end of the carpark walkway, on the left. Enter via a single manual door opening inward. Reception is located at the top of the steps, to the right.
- Lift access is located at the end of the carpark walkway on the right. Reception is located ahead of the lift when exiting.



Carpark Entrance



Carpark Walkway



Stepped Entrance



Lift Entrance

## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Automated doors  
Children playing  
Computers  
People  
Phones



### Sights

Glare  
People

# Map



## Knox Children & Family Centre

Classrooms	
1. Darrang (Playgroup)	■
2. Walert	■
3. Duat	■
4. Barrawam	■
5. Marram	■
6. Warini	■
7. Waa	■
8. Narrang	■
9. Ngarrert	■
10. Bunjil	■
11. Gurrng Gurrng	■

Other Facilities	
A. Entrance	■
B. Reception	■
C. Family Meeting Room	■
D. Maternal Child Health	■
E. Balam Balam (Dining Room)	■
F. Kitchen	■
G. Offices (Staff Only)	■
Restrooms	♿

# Staff

All staff wear a name badge.



# Toilets

At Knox Children and Family Centre Wantirna South there are two sets of toilets.

## First Set

Location: Past reception, in the hallway, on the left, opposite the Maternal Child and Health section.

### Includes:

- A unisex, accessible toilet with sensor lighting.
- Door clearance of 860mm. Latch lock at 1060mm AFFL.
- Cubicle space 2950mm x 2700mm.
- Toilet height 450mm. Left hand transfer with grab bars to the left.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Shower with shower bench, HSHS and grab bars.
- A second unisex accessible toilet with sensor lighting.
- Door clearance of 860mm. Latch lock at 1060mm AFFL.
- Cubicle space 3300mm x 3000mm.
- Toilet height 450mm. Right hand transfer with grab bars to the right.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Baby change area.
- One separate unisex ambulant toilet.



## Second Set

Location: Classroom area hallway.

### Includes:

- A unisex, accessible toilet with artificial lighting.
- Door clearance of 850mm. Twist lock at 1200mm AFFL.
- Cubicle space 3550mm x 2300mm.
- Toilet height 450mm. Right hand transfer with grab bars to the right.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Shower with shower bench, HSHS and grab bars.



## Sensory Guide



**Feel**  
Change in ground surface



**Sounds**  
Echo  
Hand dryer  
Toilet flushing  
Water running



**Sights**  
Bright lights  
Mirror/Reflection



**Smells**  
Air freshener  
Bathroom smells  
Disinfectants

# Four-Year-Old Sessional Kindergarten

Our four-year-old sessional Kindergarten program 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 Kindergarten.

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

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

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 for your child when they are attending.

## Sensory Guide



### Feel

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



### Sounds

- Children playing
- Interactive toys
- Kitchen sounds
- People
- Water running



### Sights

- Bright lights
- Glare
- Interactive toys
- People



### Smells

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

# Long Day Care

We provide childcare and education for children from birth to six years of age.

To apply for our Long Day Care program, please follow the instructions that are listed in detail 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.



## Sensory Guide



### Feel

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



### Sounds

- Children playing
- Interactive toys
- Kitchen sounds
- People
- Water running



### Sights

- Bright lights
- Glare
- Interactive toys
- People



### Smells

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

# Occasional Day Care

Occasional Day Care is available for children from birth to six years of age.

Occasional Care is a flexible (not ongoing) booking that operates on a needs basis for the service user.

For further information on bookings, please refer to our [website](#).

Please remember to provide food for your child when they are attending.



## Sensory Guide



### Feel

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



### Sounds

- Children playing
- Interactive toys
- Kitchen sounds
- 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 area.
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.

## Day Care Services (Long Day Care and Occasional 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. Please note, if you are attending the Occasional Care Program, this code changes weekly and can be picked up from reception upon paying fees.
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

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 lead 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 runs in the Darrang Tree room at the front of the centre, to the left of reception. On arrival, check-in at reception to sign in. Entry is via manual door opening inward with a clearance of 860mm.

This room has its own dedicated outdoor play area, kitchenette facilities and toilets. Toilets include an adult and child sized toilet, baby change area. Access is via a manual sliding door with a clearance of 89mm.

Playgroup facilities are designed for learning and meet education and care services regulations.



To sign up, please email [play@knox.vic.gov.au](mailto:play@knox.vic.gov.au) or call (03) 9298 8348.

## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Children playing  
Interactive toys  
Microwave  
People  
Traffic  
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](#).

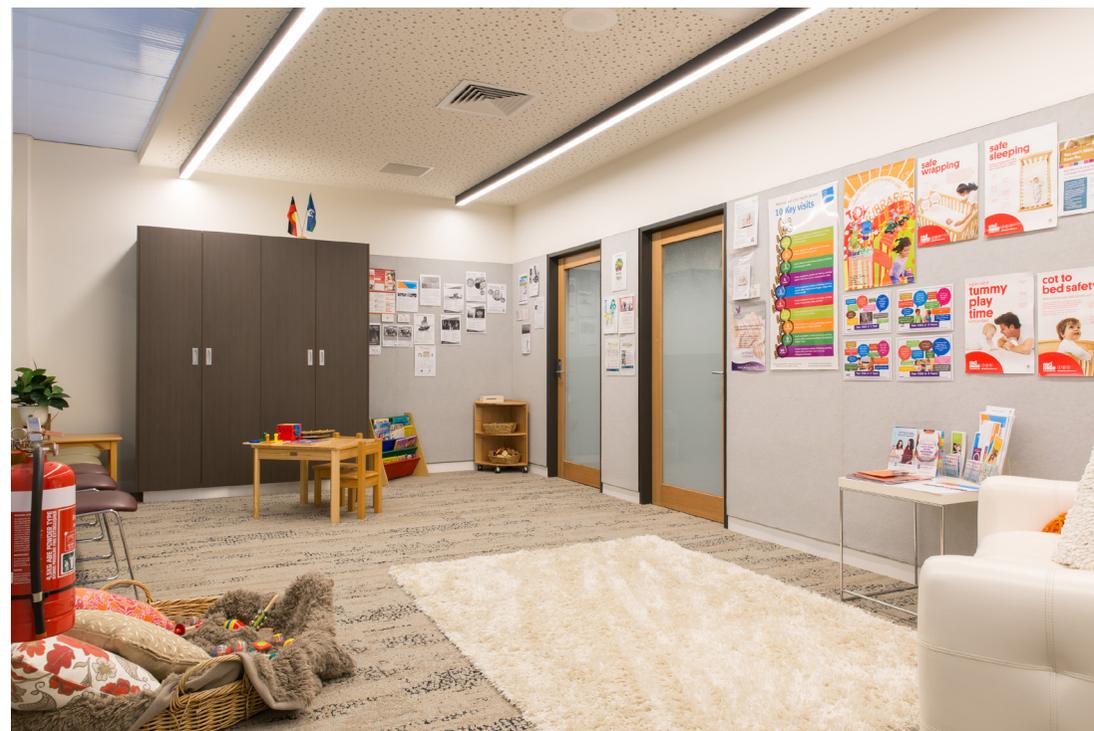
You can refer to your child's MyHealth learning and development record (green book) for information about each visit.

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

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

When arriving for your appointment:

1. Check-in at reception to sign in.
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.



Access into the Maternal and Child Health waiting room is via a manual sliding door with a clearance of 900mm. Access into the consultations room via manual sliding door with a clearance of 870mm.

## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Children playing  
Heating/Cooling  
Interactive toys  
People



### Sights

Bright sensor lights  
People

# Accessibility

- Internet booking system.
  - Phone booking system.
  - ReadSpeak program on website.
  - Fully accessible website.
  - Lift access to the main floor from the underground carpark.
  - Lift access button at a height of 1000mm AFFL. Door clearance of 900mm. Lift cubicle space 1390mm x 1590mm.
  - Underground carpark stepped access with handrail on both sides.
  - Access from Argyle street via a 20 metre ramp at a 1:20 gradient with one turning circle.
  - Argyle street stepped access with handrails.
  - Low height customer service desk at 820mm AFFL.
  - Bell to attract attention at reception.
  - Pen and paper for exchange of information at reception.
  - Staff available to read information if required.
  - Contrast toilet seats in accessible and ambulant toilets.
  - Darrang Tree room kitchenette counter height 920mm AFFL and microwave operating height 1500mm AFFL.
  - Darrang Tree room, access to outdoor area via manual door opening outward. Door clearance of 850mm which can be made into a double door if required.
  - Sensor lighting in waiting room, family meeting room and consultation rooms.
  - Security panel to access classroom area at an operating height of 1500mm AFFL.
  - Access to classroom area via automatic glass door. Door clearance of 800mm.
  - Pram storage located directly to the right upon entering the classroom area.
  - Kitchen service counter height 910mm AFFL.
  - Tables located within kitchen with dimensions 750mm high x 450mm wide x 590mm deep and additional tables with the dimensions of 640mm high x 730mm wide x 700mm deep.
  - Chairs with backrests within kitchen.
  - Drinking fountains are located within hallway outside the kitchen and outside back office. Operating height of 960mm AFFL.
  - Couch seating along the corridor linking all classrooms.
  - Access to each classroom via manual door. Door clearance of 860mm.
  - Sign in kiosk at an operating height of 1450mm AFFL in each classroom.
  - Each classroom is set up based upon the needs of the participants within each program.
  - Each classroom named and clearly signed.
  - Each classroom has access to outdoor shared play space via manual door opening outward. Door clearance of 860mm which can be made into a double door if required.
- 
- 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.
  - Quiet area available. See staff for assistance.
  - 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.
  - We are Relay Service Friendly. Go to National Relay Service and give the number (03) 9837 9600 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 Wantirna South on (03) 9837 9600.

# Safety

- Underground car park pram ramp with TGSi.
- Underground car park with designated footpath and zebra crossing.
- Underground carpark stepped access with TGSi at bottom and top.
- Argyle Street access steps with TGSi at bottom and top to centre.
- Argyle Street access ramp to centre without TGSi and handrail.
- Wide solid glazing bands at 500mm to 600mm AFFL and 900mm to 1000mm AFFL on glass entrance doors and external glass floor to ceiling windows.
- Maternal Child and Health waiting room with unsecured rug.
- Please be aware that there may be scattered children's furniture, toys and unsecured mats located throughout all classrooms and within the Darrang Tree room.
- Within classrooms children's furniture may not offer colour contrast to walls and floor.
- All staff have Working with Children Checks.
- Sunscreen can be provided.
- If first aid is required, please see staff.
- A defibrillator is located on the wall behind reception.
- Flat terrain throughout centre.
- Signage for wet floors may be displayed.



- In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, members and visitors will be directed to the nearest exit and designated assembly area.
- Evacuation maps are located at each emergency exit, in each classroom, as well as in foyer and hallway near the couch area.