

Access Key

Knox Civic Centre

511 Burwood Highway

Wantirna South

Victoria 3152

Ph: 03 9298 8000 including after-hours emergencies

Updated June 2018 Version 1.0

Glossary of Terms Sensory Guide

Shared personal space: A varied distance at which one person feels comfortable

Balance: An even distribution of weight enabling someone to remain steady

Different ground surfaces: Carpet, floor tiles, lino, concrete tiles

Guidelines

Thank you for choosing to use an Access Key for Knox Civic Centre.

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

Access Keys preferably to be obtained two weeks in advance of event/experience.

Access Keys to be read calmly and confidently in an environment free of distractions.

An adult/carer or professional to read to the Access Key with the 'participant' as often as required, to ensure the participant understands the Access Key.

Help the 'participant' comprehend the key points of the Access Key, consistently monitoring their level of understanding.

If using the Access Key as a reflective tool for people with cognitive impairment/memory loss, enjoy the pivotal link between experience and recall after the experience has taken place.

Once the experience has taken place, revisit the Access Key to celebrate success.

For all enquiries regarding Access Keys, please contact AccessAbilityAustralia via email at info@accessabilityaustralia.com

or go to <https://accessabilityaustralia.com/>

Access Ability Australia logo

Did you Know?

Opening hours: Monday to Friday 8:30am - 5pm (excluding public holidays).

Knox Community Access and Equity Implementation Plan 2017- 2022 can be viewed on-

line here

<http://www.knox.vic.gov.au/accessandequityplan>

Knox City Council has an accessible web site with information about services and events.

Knox City Council has friendly helpful staff trained in access awareness and available to read information to visitors if required.

Knox Civic Centre has free Wi-Fi available.

No password is required.

Meeting rooms can be booked.

Catering with dietary requirements are available.

Enquire at customer service.

To provide feedback or make an online request, go to <http://www.knox.vic.gov.au/onlinerequests>

or speak with a Customer Service staff member.

Visitor Map

Map inserted.

For information on how to get to Knox Civic Centre, visit <https://www.ptv.vic.gov.au/getting-around/local-areas/show/61>

Parking

Restricted general parking is available inside the grounds.

If the carpark is full, it is recommended visitors park in the Ozone carpark.

There are also three 15-minute parks available directly outside the Knox Civic Centre, near the main entrance.

There are two accessible car parking spaces directly outside the Knox Civic Centre main entrance.

An additional accessible car park space is located at the rear of the Knox Civic Centre.

There is lighting in the evening throughout the car park and entrances.

Staff

If visitors require assistance, please see a staff member.

Knox City Council Customer Service staff wear grey shirts, grey vests, grey pants and a name tag.

Knox City Council Hall Keeper staff wear business shirts with Knox City Council logo, black pants and name tags.

Main Entry

Entry into the Knox Civic Centre is via stairs with handrail.

An access ramp is also available, located to the right of the stairs.

There is an undercover area at the entrance of the Knox Civic Centre.

Visitors enter through two sets of glass automated doors.

There are tiles in the entrance with a slight decline to the carpeted area.

Foyer

Visitors are welcome to relax in the Foyer.

Tables and seating with backs and armrests are available.

A water station with cups is located on the right.

Toilets are located at the rear of the Foyer on the right.

Sensory Guide Foyer

Feel:

- **Shared personal space**
- **Heating**
- **Cooling**

- **Different ground surfaces**

Sounds:

- **People**
- **Automated doors**

Sights:

- **People**
- **Sunlight/Bright lights**
- **Stained glass ceiling panels**
- **Furniture**
- **Signs/Artworks**
- **Photographs**

Smells:

- **People**

Atrium Entry

The Atrium is open Monday to Friday 9 – 5pm (excluding public holidays).

The Atrium entry is via stairs with handrail.

There is no ramp access at this entry point.

Entry into the Atrium is through a set of manual glass entry doors.

Atrium

Visitors are welcome to relax in the attractive Atrium.

The Atrium boasts a water feature and a selection of lush native plants.

Visitors are to take care and remain on the pathways.

Tables and seating with backs and armrests are available.

Storage is available for mobility aids.

Please see a staff member for assistance.

Access up to level one from the Atrium is via stairs with handrail.

The stairs are located at the rear of the Atrium on the right-hand side.

A lift is also available.

The lift is located at the rear of the Atrium on the left-hand side.

The lift buttons are raised.

No audio is available within the lift.

Sensory Guide Atrium

Feel:

- **Shared personal space**
- **Humidity**
- **Ceiling fan**
- **Movement**
- **Control balance**
- **Weightless feeling (lift)**

Sounds:

- **People**
- **Water feature**
- **Echo**

Sights:

- **People**
- **Sunlight/Glass ceiling**
- **Furniture**
- **Water feature**
- **Plants/Statues/Art**
- **Gas heaters**

Smells:

- **Nature**
- **Water feature**

- **Chlorine**

Toilets

Toilets are located at the rear of the Foyer on the right.

All toilets are clearly signed.

Entry to the toilets is via a manual entry door.

Separate male and female toilets are available.

There is a separate accessible toilet and a baby change area.

There is an area to sit and wait located outside toilet area.

Seating with backs and armrests are available.

Sensory Guide Toilets

Feel:

- **Shared personal space**
- **Heating**
- **Cooling**
- **Different ground surfaces**

Sounds:

- **People**
- **Water running**

- **Toilets flushing**
- **Hand dryers**

Sights:

- **People**
- **Bright lights**
- **Signs**
- **Mirror/Reflections**

Smells:

- **People**
- **Air Freshener**
- **Bathroom smells**
- **Disinfectants**

Customer Service

The Customer Service area is located on the left after main entry or on the right after entry from the Atrium.

Upon arrival, visitors are to take a ticket.

The ticket machine has a touch pad.

Visitors will be offered a selection of ticket types to suit their enquiry needs.

If unsure, visitors to choose a general ticket and wait for their number to be called.

If visitors require assistance with ticketing, please ask a Customer Service staff member.

Ticket numbers are called audibly and displayed visually on screens which are located above either side of the service area.

Seating with backs and armrests are available.

The counters on the right are for general enquiries (pets, permits, fines, rates, rubbish).

The counter on the left is for building and planning enquiries.

Visitors can make payments in cash or via eftpos.

A visual communication board and pen and paper can be made available for exchanging information.

Sensory Guide Customer Service

Feel:

- **Shared personal space**
- **Heating**
- **Cooling**

Sounds:

- **People**

- **Announcements**
- **Keyboard**
- **Mouse clicks**
- **Telephones**
- **Printer**

Sights:

- **People**
- **Bright lights**
- **TV Screen**
- **Service counters**
- **Furniture**
- **Ticket machine**
- **Pamphlet wall**
- **Signs**

Smells:

- **People**

Visitor Information

The Customer Service area has brochures, community resource booklets, flyers and a large screen displaying community events and information.

Seating with backs and armrests are available.

Sensory Guide Visitor Information

Feel:

- **Shared personal space**
- **Heating**
- **Cooling**

Sounds:

- **People**
- **Announcements**
- **Keyboard**
- **Mouse clicks**
- **Telephones**
- **Printer**

Sights:

- **People**
- **Bright lights**
- **TV Screen**
- **Service counters**
- **Furniture**
- **Ticket machine**

- **Pamphlet wall**
- **Signs**

Smells:

- **People**

Meeting Rooms

There are four Meeting Rooms located on the right-hand side of the Foyer.

Each Meeting Room is clearly numbered with signage on the walls.

Water, tea and coffee is available in every room.

Food may be served.

Storage is available for mobility aids. Please see a staff member for assistance.

Meeting Rooms 1,3 and 4 have external doors to the outside and two sets of internal doors.

Sensory Guide Meeting Rooms

Feel:

- **Shared personal space**
- **Heating**
- **Cooling**
- **Different ground surfaces**

Sounds:

- **People**
- **Amplified presenters**
- **Screen presentation**
- **Hot water urn**
- **Echo**

Sights:

- **People**
- **Sunlight/Bright lights**
- **Furniture**
- **Presentation screen**
- **Food/Drink**

Smells:

- **People**
- **Food/Drink**

Exit

Visitors are to exit Knox Civic Centre either through the main entry/exit doors or via the Atrium.

Please note, the Atrium will only be open between 9am and 5pm.

If returning to the Atrium from level one via the lift, please wait for doors to automatically open into the Atrium.

All exit signs are clearly displayed.

Safety

There is contrast safety markings on external main entry/exit doors and external Atrium entry/exit doors.

There is contrast signage on the internal Atrium door.

There are tiles in the Foyer entrance with a slight decline to the carpeted area.

Flooring in toileting area is lino and tile.

There is consistent and even lighting throughout the Foyer and Customer Service area.

There is clear space between furniture in the Foyer and Customer Service areas to manoeuvre mobility aids.

Tactile Ground Indicators are installed on the stairway.

Terrain in the Atrium is flat concrete tiles.

Consistency of lighting throughout the Atrium may vary depending upon the weather.

There is a defibrillator in the Foyer located on the wall overlooking the Atrium.

If first aid is required see a Customer Service staff member or a Hall Keeper.

In the event of an emergency, staff are on hand to assist with any evacuation requirements (including the provision of audible fire alarms, fire wardens, accessible and hazard free emergency exits and assembly areas on accessible routes).

Knox City Council request all visitors move safely throughout the venue, walking only.

Accessibility

Accessible parking and drop off zones are available.

Recharge stations for scooter users are in the Foyer and Meeting rooms.

Ramp or lift access to both levels is available.

Clear external and internal directional signage is clearly displayed.

Accessible toilet is available.

Low height Customer Service counters with seats are available.

A visual communication board is available at Customer Service.

Spaces are available for a person using a wheelchair to sit with friends.

An Auslan service is available for Customer Service enquiries or events.

These services must be booked in advance.

Please call 03 9298 8000.

Interpreter service available.

Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000.

Knox City Council is Relay Service Friendly.

Go to Relay Service and give the number 03 9298 8000 you want to call.

<https://relayservice.gov.au/support/training/nrs-call-numbers/>

Eastgate South

Eastgate South is located at the rear of the main Civic Centre building.

Parking

Restricted general parking is available inside the grounds.

If the carpark is full, it is recommended visitors park in the Ozone carpark.

There is one accessible car parking space located directly outside the Eastgate South main entrance.

Entry

First visitors enter through a set of glass automated doors.

Visitors to check list and dial extension number of the person required.

Then enter through a second set of glass automated doors.

Toilets are located inside the building.

Eastgate North

Eastgate North is located at the rear of the main Civic Centre building.

Parking

Restricted general parking is available inside the grounds.

If the carpark is full, it is recommended visitors park in the Ozone carpark.

There is one accessible car parking space located on the left of the building.

Entry

First visitors enter through a glass manual door.

Visitors to check list and dial extension number of the person required.

Then enter through a glass automated door.

Toilets are located inside the building.

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continuous improvement.**

<https://www.surveymonkey.com/r/F666XYK>

We really appreciate your feedback.

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