# Community Learning Centre Access Key Access Key

**A customised accessibility guide**

**40 Fulham Road**

**Rowville VIC 3178**

**Phone 9764 1166**

**Website https://www.communitylc.org.au/**

**Version 3.0**

**Updated April 2023**

## Glossary

**AFFL - Above Finished Floor Level.**

**CLC - Community Learning Centre.**

**RCC - Rowville Community Centre.**

**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 Community Learning 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 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.**

**Download Access Key in its entirety 28 pages in total.**

## Did You Know?

**CLC is proudly supported by Knox City Council.**

**Please contact info@communitylc.org.au for a copy of the Knox Learning Alliance Disability Action Plan.**

**CLC is located within Rowville Community Centre.**

**CLC is dedicated to the provision of high quality, financially accessible services and educational programs in a welcoming and respectful environment, which encourages participation, sharing, growth and learning.**

**Pre-accredited training is offered.**

**Course Guides can be downloaded from CLC website and include current enrolment information and refund policies.**

**There are five Room Hire arrangements that can be organized. More information can be found here. https://www.communitylc.org.au/room-hire**

**Gift certificates are available. To find out more please call us on 9764 1166.**

**Free Wi-Fi is available throughout the Rowville Community Centre using the network “KCC Guest”.**

**Follow CLC on Facebook on the following link.**

**https://www.facebook.com/communitylearningcentre**

**To provide feedback please speak with reception staff or complete the online contact form on the following link.**

**https://www.communitylc.org.au/contact-us**

## Location

**CLC is located near Stud Park Shopping Centre within the Rowville Community Centre.**

**Bus stops are conveniently located at Stud Park Shopping Centre only a 5-minute walk from CLC. There is also a bus stop located on Fulham Road at the front of CLC.**

**For further information on how to get to CLC visit Public Transport Victoria on the following link.**

**https://www.ptv.vic.gov.au/journey/**

**Alternatively, visit Google Maps on the following link.**

**https://www.google.com/maps/place/Rowville+Community+Centre/@-37.9194007,145.2371889,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63df0c263917b:0xd4720c52ce9b56c9!8m2!3d-37.9194007!4d145.2393776**

## Parking

**General parking for CLC is located at the front of Rowville Community Centre.**

**There are seven accessible parking bays.   
Six are located at the front of the centre, within a 20-metre walk and one outside the Tennis Pavilion, within a 40-metre sloping pathway walk.**

**Mini bus parking is also located at the front of Rowville Community Centre.**

**A 5-minute drop off point is available directly outside the main entry. Additional parking is available at Stud Park Shopping Centre.**

**No restrictions apply.**

## Welcome

**CLC is located within the Rowville Community Centre building.**

**CLC is open Monday to Friday.**

**Office hours change during school holidays.**

**For details, please phone 9764 1166.**

**An undercover area is available at the front of the centre.**

## Reception

**CLC reception is located in the foyer within Rowville Community Centre.**

**Entry to the centre is via accessible glass automated doors.**

**CLC reception is located past Rowville Community Centre reception, on the right.**

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

**Payments can be made at reception.**

**Cash or eftpos is accepted or payments can be made via our website on the following link. https://www.communitylc.org.au/**

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

**Resources and brochures are available at reception.**

**Chairs with backrests are also available in reception.**

**Refreshments can be purchased.**

### Sensory Guide Reception

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Activity classes**
* **Computers**
* **Music**
* **People**
* **Printers**
* **Telephones**

#### Sights

* **Bright lights**
* **Glare**

#### Smells

* **Food/Drink**

## Staff

**All staff and volunteers wear a name badge (pic of name badge to be included)**

**Accessible Toilets**

**In the Rowville Community Centre, there are two unisex accessible toilets.**

**Each accessible toilet has sensor lighting and an area nearby to sit and wait.**

**Set One**

**Location: After RCC reception, past Halls 1 and 2, in the foyer corridor, on the left-hand side.**

**Includes baby change table.**

**Set Two**

**Location: After RCC reception, past Hall 1, on the left-hand side, nearest to Hall 2 entrance.**

**Both sets include:**

**• separate unisex accessible toilet.**

**• manual door, opening inward. Door clearance of 920mm with an easy-to-operate internal door lock.**

**• cubicle space 3000mm x 2050mm.**

**• grab bars on wall to right and behind toilet.**

**• toilet height 450mm AFFL with right-hand transfer.**

**• lever tap.**

**• shower with seat, grab bar and curtain.**

**Seating areas include chairs with backs and armrests. All toilets are available to CLC students.**

### Sensory Guide Accessible Toilets

#### Feel

* **Different ground surfaces**
* **Heating/Cooling**

#### Sounds

* **Echo**
* **Hand dryers**
* **People**
* **Toilets flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**
* **Sensor lighting**

#### Smells

* **Air Freshener**
* **Bathroom smells**
* **Disinfectants**

## Toilets

**In the Rowville Community Centre, there are four sets of toilets.**

**All toilet sets have sensor lighting and an area nearby to sit and wait.**

**Seating areas include chairs with backs and armrests.**

**All toilets are available to CLC students.**

**Set One**

**Location: After main entrance, in the foyer, on the left-hand side.**

**Includes: Separate male and female toilets and parent and child cubicle.**

**Set Two**

**Location: After RCC reception, veer right past CLC reception.**

**Includes: Separate male and female toilets.**

**Set Three**

**Location: After RCC reception, past Hall 1, in the foyer corridor, on the right-hand side, directly across from Hall 2.**

**Includes: Separate male and female toilets.**

**Set Four**

**Location: After RCC reception, past Hall 1, on the left-hand side, nearest the entry to Hall 2. These toilets are located inside the change rooms.**

**Includes: Separate male and female toilets.**

### Sensory Guide Toilets

#### Feel

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

#### Sounds

* **Echo**
* **Hand dryers**
* **People**
* **Toilets flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**
* **Sensor lighting**

#### Smells

* **Air Freshener**
* **Bathroom smells**
* **Disinfectants**

## Kitchenette

**Kitchenette facilities are available during opening hours of the centre for all members.**

**The Kitchenette is located past CLC reception, within a hallway.**

**The Kitchenette is on the right-hand side.**

**There is a fridge, microwave and complimentary tea and coffee.**

**Instructions for hot water use are located above the sink.**

**Participants are welcome to bring their own food and drink.**

**Please clearly label and respect belongings of others.**

**Participants with access requirements may need assistance with making hot drinks.**

**Please see CLC reception staff.**

**Please keep our kitchenette clean and tidy**

### Sensory Guide Kitchenette

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Computers**
* **Kitchen appliances**
* **Music**
* **People**
* **Telephones**

#### Smells

* **Food/Drink**

## Room 5 – Computer Lab

**The Computer Lab is held in room 5. It is located past CLC reception, within a hallway, on the left.**

**Numbered signage is clearly displayed above the door.**

**Entry is via a set of manual double doors, opening inward.**

**The Computer Lab welcomes learners of all abilities.**

**Structured learning courses take place in this space for example, computer courses, business courses and work ready courses.**

**Laptops, chairs with backrests and tables are available.**

**Wi-Fi is provided for classes that require it.**

**Sometimes, the room configuration may alter, depending upon courses run in this space.**

**Capacity of this room is 12 people.**

**Strictly no food or drink other than bottled water in computer lab.**

### Sensory Guide Computer Lab Room 5

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Computers**
* **On-screen presentations**
* **People**
* **Telephones**

#### Sights

* **Bright lights**
* **Flickering screens**

## Room 6

**Room 6 is located past CLC reception, within a hallway, on the left.**

**Numbered signage is clearly displayed above the door.**

**Entry is via a set of manual double doors, opening inward.**

**Room 6 welcomes learners of all abilities.**

**Structured learning courses take place in this space for example, computer courses, language courses and work ready courses.**

**Laptops, chairs with backrests and tables are available.**

**Wi-Fi is provided for classes that require it.**

**Sometimes, room configuration may alter, depending upon courses run in this space.**

**Capacity of this room is 12 people.**

### Sensory Guide Room 6

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Computers**
* **On-screen presentations**
* **People**
* **Telephones**

#### Sights

* **Bright lights**
* **Flickering screens**

#### Smells

* **Food/Drink**

## Room 7

**Room 7 is located past CLC reception, within a hallway.**

**Room 7 is at the end of this hallway.**

**Numbered signage is clearly displayed above the door.**

**Entry is via a set of manual double doors, opening inward.**

**Room 7 welcomes learners of all abilities.**

**Courses that take place in this space may be a variety of workshops including photography, art, floral arranging or cake decorating.**

**Laptops, chairs with backrests and tables are available.**

**Wi-Fi is provided for classes that require it.**

**Sometimes, the room configuration may alter, depending upon courses run in this space.**

**Capacity of this room is 20 people.**

### Sensory Guide Room 7

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Computers**
* **On-screen presentations**
* **People**
* **Telephones**

#### Sights

* **Bright lights**
* **Flickering screens**
* **Glare**

#### Smells

* **Food/Drink**
* **Glue**
* **Paint**

**Rooms 8/9**

**Rooms 8/9 are located to the right of CLC reception.**

**They are two rooms opened up to form one larger room.**

**Access into this room is either via door 8 or door 9.**

**Room 8 is located past CLC reception, within a hallway.**

**Room 8 is at the end of this hallway, on the right.**

**Numbered signage is clearly displayed above the door.**

**Entry is via a set of manual double doors, opening inward.**

**Room 9 is located to the right of CLC reception.**

**Numbered signage is clearly displayed above the door.**

**Entry is via a set of manual double doors, opening outward.**

**Room 8/9 welcomes learners of all abilities.**

**Activities that take place in this space include adult’s and children’s dance classes, social groups, Tai Chi and other exercise classes.**

**Chairs with backrests are available.**

**Sometimes, the room configuration may alter, depending upon the activities run in this space.**

**There is adequate space for pram parking.**

**Capacity of this room is 30 people.**

### Sensory Guide Room 8/9

#### Feel

* **Different ground surfaces**
* **Heating/Cooling**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Vibration**

#### Sounds

* **Echo**
* **Feet stomping**
* **Music**
* **People**

#### Sights

* **Bright lights**
* **Glare**
* **Reflection**

#### Smells

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

## Room Hire

## There are five accessible room arrangements for hire at CLC.

## These rooms are available for training, workshops, meetings and corporate events.

## AV equipment may be available upon request.

## There is a Kitchenette available. Complimentary tea and coffee are provided.

## For further enquiries, please view CLC’s Room Hire website page or contact CLC by phone on 9764 1166 or by email to info@communitylc.org.au.

## https://www.communitylc.org.au/room-hire

## Accessibility

**An internet booking system is available for all courses.**

**Acceptance of Companion cards and Australian pensioner cards on some classes.**

**Wide self-opening doors into Rowville Community Centre.**

**CLC information board positioned at centre entry.**

**Clear CLC internal directional signs including symbols.**

**Visual Communication Board at CLC reception.**

**Hearing Awareness Card at CLC reception to support visitors who are hard of hearing or Deaf.**

**Staff available to read information if required.**

**Pen and paper for exchanging information available at CLC reception.**

**Accessible parking for scooter users available. Please see a staff member.**

**Accessible storage area for mobility aids. Please see a staff member.**

**Wide, clear internal and external CLC walkways.**

**CLC can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.**

**Assistance animals welcome.**

**For learners that may require a break, a quiet space is available in the centre foyer or in the corridor, past Hall 2 - seating is provided.**

**ReadSpeak facility available online providing audio message about events, services and facilities. Click the following link.**

**http://www.knox.vic.gov.au/learnlocal**

## Safety

**Varied terrain throughout (concrete, carpet, vinyl, wood, tiles). Mostly flat even surfaces with the exception of varied outdoor gradient.**

**If first aid is required, please see a CLC staff.**

**A defibrillator is located on the wall to the right of Rowville Community Centre reception.**

**Emergency exits are clearly signed.**

**Children must be supervised at all times.**

**Handrails on steps leading from carpark to Rowville Community Centre entry.**

**TGSI installed prior to steps in Rowville Community Centre carpark.**

**Lighting above steps in Rowville Community Centre carpark.**

**Rowville Community Centre tinted glass entry/exit doors with wide metal framing.**

**Protruding obstacles throughout Rowville Community Centre (bins, doormats, pot plants).**

**No safety markings or contrast on windows.**

**Sensor lights in toilets.**

**CLC hallway has a small raised edge at entry/exit.**

**CLC laptops with unsecured wiring.**

**Rooms 8/9 have a small raised edge at entry/exit.**

**Signage for wet floors may be displayed.**

**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.**

## Access Ability Australia

**Access Keys are designed and developed by Access Ability Australia.**

**https://accessabilityaustralia.com/**

**To view the full range of free Access Keys available, go to AAA Library.**

**https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please contact us.**

**https://accessabilityaustralia.com/contact-us/**

**Please complete our short feedback form to help us ensure continuous improvement.**

**https://accessabilityaustralia.com/aaa-product-feedback-form/**

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**The End.**