

# Access Key

A customised accessibility guide

## Coonara Community House

22 Willow Road  
Upper Ferntree Gully 3156  
Phone: 03 9758 7081  
[www.coonarahouse.org.au](http://www.coonarahouse.org.au)

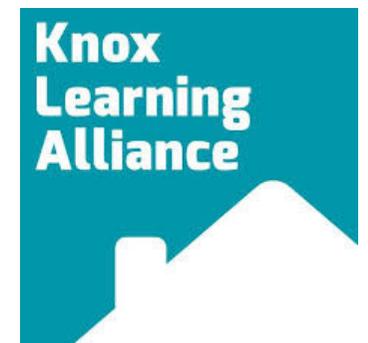


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# Glossary

AFFL	Above Finished Floor Level
CCH	Coonara Community House
ELC	Early Learning 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 Coonara Community House.

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



	<b>Access Ability Australia</b>	<p>Access Keys are designed and developed by Access Ability Australia.</p> <p>To view the full range of free Access Keys available, go to <a href="#">AAA Library</a>. For Access Keys in Braille or audio, please <a href="#">Contact Us</a>. Please complete our short <a href="#">feedback form</a> to help us ensure continuous improvement.</p>
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# COMMUNICATION BOARD

Take your Coonara Community House Communication Board with you to ensure confident communication.  
February 2021 V2

No English

Deaf / Hard of Hearing

I Need Help

Question

I Want

Write It Down

Toilet

Accessible Toilet

Phone

Wi-Fi

Quiet Place

Gardens

How Much?

First Aid

Time

Taxi

Bus

Train

Yes

No

# Did You Know?

- CCH is proudly supported by Knox City Council.
- To view Knox Learning Alliance Disability Action Plan, click [here](#).
- CCH focuses on the needs of individual learners, works with smaller class sizes and makes a concerted effort to encourage adults who may lack confidence.
- CCH is a Registered Training Organisation. Accredited courses carry the same status as courses completed at any other registered training institution, such as TAFE or college.
- Generous terms for the payment of fees is offered.
- Enrolment information, policies and procedures are available [online](#) (at the bottom of our website page).
- CCH is the recipient of many awards for its quality and innovative training and delivery of courses.
- An Early Learning Centre is available for 3-year-old Kinder and an Occasional Care Program.
- Room hire is available.
- The social enterprise is a model that provides simultaneous volunteering and training opportunities for job seekers. CCH runs a social enterprise under the umbrella of 'Upcycled at Coonara'. Currently making play equipment for child care centres and reusable library bags for Eastern Regional Libraries.
- Wi-Fi is available throughout. See reception for password.
- Follow CCH on [Facebook](#).
- To provide feedback, please complete [CCH's online contact form](#) or speak with reception staff.



*Proudly supported by*



# Map

For further information on how to get to CCH, visit: [Public Transport Victoria](#).

Alternatively, visit [Google Maps](#).



All visitors  
please  
report to  
reception at  
entrance 1.



# Parking

Parking for CCH is located on the side street that runs between CCH and Kings Park. Parking is also available at the rear of CCH. Access is via the side street.

On the side street there is:

- General parking.
- One accessible parking bay.
- Accessible 30-metre pathway to CCH entry/exit.

Press the black button on the handle to release the gate.

At the rear of CCH there is:

- General parking.
- Two accessible parking bays.
- An entry/exit gate.

For participants with access needs, please use the entry/exit on the side street.

A drop off point is available directly outside CCH on Willow Road.

Bus parking is located in the rear carpark. Overflow general parking is available on neighbouring streets or in Kings Park Oval.

No restrictions apply.



We are a  
perfume and  
aftershave  
free zone for  
the comfort of  
allergy sufferers!



# Welcome

CCH is open Monday to Friday 9am - 4pm and weekends for timetabled courses.

A small undercover area is available at the front of CCH or in the foyer.



# Reception

CCH reception is located at the front of the building on Willow Street.

Entry is via steps with handrail or an access pathway.

Stepped entry leads to a manual glass door opening outward.

The access pathway leads to an automated glass door with a 780mm clearance.

Staff are on hand to assist with any enquiries or bookings.

Payments can be made at reception. Cash or eftpos is accepted.

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

Resources, brochures and chairs with backrests are also available.

For all other enquiries, please see reception staff.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated door  
Clock  
Computers  
People  
Printer  
Telephone  
Traffic



### Sights

Bright lights  
Glare

# Staff

All staff wear a name badge.



# Toilets

## Main Building (pictured)

Location: At the end of a small hallway, directly ahead of reception.

Includes:

- separate unisex accessible toilet
- manual door opening outward. Door clearance 870mm with easy-to-operate internal door lock
- cubicle space 2430mm x 1770mm
- grab bars on wall to the right and behind toilet
- toilet height 470mm AFFL with right hand transfer
- easy to operate lever control tap
- separate male and female toilets.

There is an area to sit and wait in the foyer.

## Meeting Room Toilets

Location: At the end of the Meeting Room, within a hallway. Meeting Room manual door opening inward with a clearance of 860mm.

Includes:

- separate unisex accessible toilet with two entry doors
- manual door marked 'Staff' opening inward. Door clearance 850mm with easy-to-operate internal door lock



- cubicle space 2250mm x 2020mm
- grab bars on wall to the right and behind toilet
- toilet height 450mm AFFL with right-hand transfer
- easy to operate lever control tap
- baby change area
- separate male and female toilets.

There is an area to sit and wait in the Meeting Room.

## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Hand dryers  
People  
Toilets flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

# Kitchenette

The Kitchenette is located in the foyer, on the right.

Entry is via a manual door opening inward with a 700mm clearance.

Kitchen facilities are available during the opening hours of the centre. There is a fridge, microwave and complimentary tea, coffee and water.

Participants are welcome to bring their own food and drink. Please clearly label your belongings and respect belongings of others.

Chairs with backrests, a couch and table are available in the foyer.

Participants with access requirements may need assistance with making hot drinks. Please see reception staff.



## Sensory Guide



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



**Sounds**  
Kitchen appliances  
People  
Photocopier  
Telephones



**Sights**  
Bright lights



**Smells**  
Food/Drink

# Training Room

The Training Room is located directly ahead of reception.

Entry is via a manual door opening inward with an 820mm clearance.

Accredited and pre-accredited courses run here.

Chairs with backrests and tables are available.

AV equipment, computers and iPads are also available; however, it is preferable participants bring their own devices for optimal learning outcomes.

Wi-Fi is available. Participants will be provided with a password.

Capacity of this room is 21 people.

The room configuration may alter depending upon activities being run.

Participants are welcome to use the Kitchenette in the foyer.



## Sensory Guide



### Feel

Breeze from fan  
Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Computers, Fans humming  
On-screen presentations  
People, Photocopier  
Power tools (outside)  
Telephones



### Sights

Bright lights  
Flickering screens  
Glare  
Oscillating fan



### Smells

Food/Drink  
Timber

# Early Learning Centre

CCH have an Early Learning Centre (ELC) which provides a 3-year old Kinder program called Kidzfun as well as an Occasional Care Program.

The ELC is located in the foyer, on the right.

Entry is via a manual accessible door opening outward.

Children are required to bring a bag packed with a drink bottle containing water, a healthy morning tea, a change of clothes, a sun hat/beanie and a spare nappy/pull up if required. Parents are instructed not to send foods containing or likely to contain nuts.

Indoor and outdoor play spaces, children's toilets and sunscreen are provided.

Activities may include imaginative play, painting, craft, singing, storytelling, shared meal times as well as outdoor play.

Kidzfun kinder program runs on Tuesdays and Thursdays 9.15am -12.15pm during term times.

Kidzfun is run by qualified staff during school terms only. Staff wear CCH polo shirts.

Capacity of this room for Kidzfun is 19.



Occasional Care runs during school terms for children aged 0 - 5. Staff wear CCH polo shirts.

Bookings are essential.

Capacity of this room for Occasional Care is 15.

Enrolment forms and fees are available [online](#) or contact CCH.

## Sensory Guide



### Feel

- Change in gradient (outside)
- Different ground surfaces
- Heating/cooling
- Shared personal space
- Weather



### Sounds

- Chickens clucking (garden)
- Clock
- Music | People
- Power tools (outside)
- Running water
- Telephones
- Toys
- Traffic



### Sights

- Children participating
- Glare



### Smells

- Animals
- Disinfectant
- Food/Drink
- Gardens | Tanbark
- Glue | Paint
- Sunscreen

All visitors  
please  
report to  
reception at  
entrance 1.



# Gardens

There are two gardens at CCH: one at the front and the other at the back.

The front garden is located at the front of the main building. Access is via the side entry or the main entrance at reception.

The back garden is located at the rear of the main building. Access is via an external 25-metre access ramp with handrail at the rear of the main building.

The gardens are open during the centre's hours.

Participants and volunteers are welcome to come along to spend time in this relaxing space or enjoy some gardening activities. Gardening equipment is available. Please see staff for assistance.

Chairs with backrests and tables are available.

Chickens and Trev's Shed are also located in the back garden. Trev's Shed is a community shed and is available for class use. Please see staff if interested in utilising this space.

Additional gardening volunteers are always welcome. Please contact the centre on 9758 7081.



## Sensory Guide



### Feel

Change in gradient  
Different ground surfaces  
Weather



### Sounds

Chickens clucking  
Gardening equipment  
People  
Running water  
Traffic



### Sights

Animal movement  
Glare



### Smells

Animals  
BBQ  
Flowers  
Freshly cut grass  
Freshly cut wood  
Tanbark

# Community Kitchen

The Community Kitchen is located at the rear of the main building, at the bottom of the external access ramp and opposite the outdoor pizza oven.

Entry is via a small step and a double door opening inward.

Cooking classes and community lunches, such as introduction into hospitality, run in the Community Kitchen.

Community lunches also run during term time.

For participants interested in volunteering to cook, cooking starts at 10.00am. Lunch is served at 12.30pm. Please see reception staff for further details.

During CCH opening hours, if the Community Kitchen is vacant, learners and volunteers are welcome to use this space for complimentary tea, coffee and water.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Clock  
Gardening Equipment  
(outside)  
Kitchen appliances,  
People, Telephones,  
Traffic, Water running



### Sights

Bright lights  
Glare



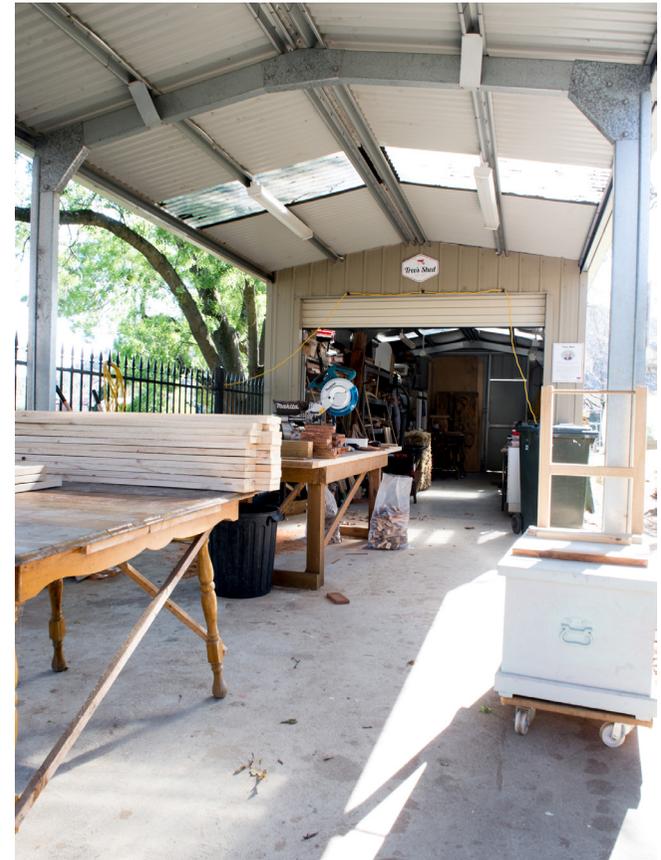
### Smells

Food/Drink

# Social Enterprise Social Connectedness

The social enterprise is a model that provides simultaneous volunteering and training opportunities for job seekers.

CCH runs a social enterprise under the umbrella of 'Upcycled at Coonara'. The enterprise makes a range of products including play equipment for child care centres from high quality pallets and re-usable library bags for Eastern Regional Libraries.



# Room Hire

Please see Room Hire & Events Coordinator for bookings and enquiries -

[hire@coonarahouse.org.au](mailto:hire@coonarahouse.org.au). Room Hire is available for Not-For-Profit organisations, For Profit organisations, group hirers and individual hirers.

The room configuration can alter depending upon activities being run.

Participants are welcome to use the Community Kitchen which is annexed provided it is not in use.

All rooms have chairs with backrests and tables.

When hiring the facilities at CCH, it is the responsibility of the person hiring to organise insurance cover during the time of hire.

It is also the responsibility of the hirer to pay for any damage or loss of property, and to ensure the premises are left clean and tidy, heating and power turned off and all doors secured.

## Sunny Room

For location please see map on [page 6](#). Access is via a small step and an accessible door opening outward.

## Meeting Room

For location please see map on [page 6](#). Access is via a small step and an accessible door opening outward.

## Chimney Room

The Chimney room is located at the rear of the main building, opposite the bottom of the external access ramp.

Entry has a small ramp and is via a manual door opening outward and a clearance of 920mm.

Pre-accredited and social groups use the room.

Wi-Fi is available. Participants will be provided with a password

Capacity of this room is 12 people.



# Accessibility

- An internet booking system is available for some courses.
- Acceptance of Companion cards and Australian pensioner cards.
- Ramped and stepped access to and throughout.
- Low height reception counter.
- Visual Communication Board at reception.
- Hearing Awareness Card at reception to support hard of hearing or Deaf visitors.
- Staff available to read information if required.
- Pen and paper for exchanging information available at reception.
- Accessible parking for scooter users and prams available in foyer.
- Accessible storage area for mobility aids – see reception staff.
- Wide clear internal and external walkways throughout.
- CCH can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.
- Assistance animals welcome.
- For participants who may require a break, a quiet space is available in the foyer or the seated areas in the gardens.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



# Safety

## THROUGHOUT

- Doormats placed on floor at entry/exit points and throughout buildings.
- Varied terrain throughout (natural grass/imitation grass, concrete, paving stones, gravel, tanbark, carpet, vinyl, wood). Some surfaces with slightly varied and uneven gradient.
- If first aid is required, please see staff.
- Defibrillator located in the foyer on the wall next to the kitchenette.
- Emergency exits are signed.
- Children must be supervised at all times.

## RECEPTION/FOYER

- Handrail on entry/exit steps.
- No TGSi prior to entry/exit steps.
- Small raised edge at entry/exit from reception to foyer.
- Wooden structural beam in foyer.

## TOILETS

- Small raised edge in hallway leading to toilets where ground surfaces change.

## KITCHENETTE

- Small raised edge at entry/exit.
- Raised entry/exit door handle.

## TRAINING ROOM

- Small raised edge at entry/exit.

## EARLY LEARNING CENTRE

- Raised entry/exit door handle.
- To aid in the safety of children and families attending ELC, please ensure to close all internal and external doors when entering/exiting our facilities.
- Small raised edge at entry/exit.
- Overhead internal artworks.
- Stepped access to outside play area.
- Protruding objects on pathways and overhead (furniture, toys, artworks).

## GARDEN

- Handrail installed on access ramp.
- TGSi installed prior to access ramp.
- Varied garden ground levels with stepped access.

- Protruding and overhead objects on pathways.

## COMMUNITY KITCHEN

- Small stepped entry/exit.

## SUNNY ROOM

- Small stepped at entry/exit.

## MEETING ROOM

- Small raised edge at entry/exit.

In the event of an emergency, staff will help and direct participants and visitors. If there is to be an evacuation, participants and visitors will be directed to the nearest exit and designated assembly area.

Coonara Community House is required to meet government advice during the COVID pandemic. Please visit the [Coonara Community House](#) website to check measures in force.