

# Access Key

A customised accessibility guide

Rowville Community Centre  
40 Fulham Rd,  
Rowville VIC 3178  
Phone (03) 9763 7400  
[www.knox.vic.gov.au/rcc](http://www.knox.vic.gov.au/rcc)



# Contents and Glossary

Guidelines	<a href="#">3</a>
Communication Board	<a href="#">4</a>
Did You Know?	<a href="#">5</a>
Map	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Reception	<a href="#">9</a>
Staff	<a href="#">10</a>
Accessible Toilets	<a href="#">11</a>
Toilets	<a href="#">12</a>
Room Hire and Our Program Rooms	<a href="#">13</a>
Program Rooms Continued	<a href="#">14</a>
Living Longer Living Stronger	<a href="#">15</a>
Gentle Exercise Classes	<a href="#">16</a>
Senior Sports	<a href="#">17</a>
Senior Citizens Clubs	<a href="#">18</a>
Community	<a href="#">19</a>
Accessibility	<a href="#">20</a>
Safety	<a href="#">21</a>

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 Rowville Community Centre. This customised accessibility guide provides convenient information about accessing this centre. Access Keys are universally designed and suitable for all people, regardless of ability.

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 to 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  
Ability  
Australia**

Access Keys are designed and developed by [Access Ability Australia](#). 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 feedback](#) to help us ensure continuous improvement.



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# COMMUNICATION BOARD

Take your Rowville Community Centre Communication Board with you to ensure confident communication.  
June 2021 V2.0



No English



我不说英语

Write It Down



写下来

I Need Help



我需要帮助

Question



问题

I Want



我想要

First Aid



急救

Ambulance



救护车

Police



警察

Phone



电话

Name / Phone Number



名字 / 电话号码

Toilet



洗手间

Accessible Toilet



无障碍厕所

Taxi



出租车

Bus



公交车

Drinking Fountain



自动饮水机

Deaf / Hard of Hearing



失聪 / 听力障碍

Time



时间

No



不

Yes



是 / 对

How Much?



多少钱

# Did You Know?

Rowville Community Centre is proudly supported and owned by Knox City Council.

View the [Knox Connection, Access, Respect, Equality and Safety Strategy 2022-27](#).

Rowville Community Centre offers a range of activities including:

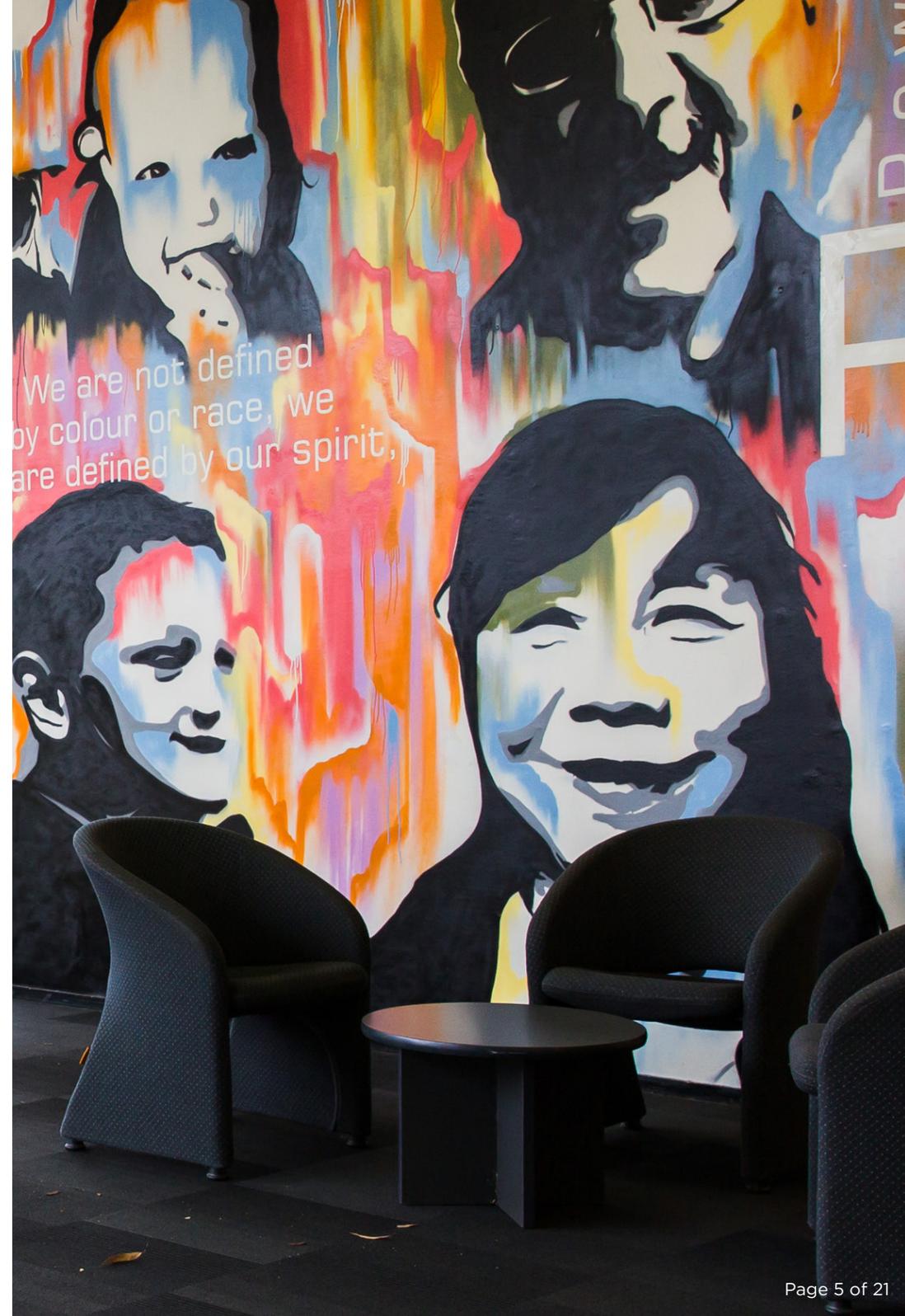
- Lifestyle, health and community classes.
- Activities for people aged over 50.
- Rowville and Chinese Senior Citizen Clubs.

There are a variety of rooms available for hire. Visit our [website](#) for further information.

Take a virtual tour of the centre by clicking [here](#).

The Rowville Community Centre is also the home of the Community Learning Centre.

To provide feedback, please visit our [contact us](#) page or speak with reception staff on (03) 9763 7400.



# Visitor Map

RCC is located near Stud Park Shopping Centre.

Bus stops are conveniently located at Stud Park Shopping Centre only a 5-minute walk from RCC.

There is also a bus stop located on Fulham Road at the front of RCC.

For further information on how to get to RCC visit: [Public Transport Victoria](https://www.ptv.gov.au).



# Parking

General parking is located at the front of RCC.

There are seven accessible parking bays.

Six parking bays are located at the front of the centre. They are within a 20-metre walk to the entry. One accessible parking bay is located outside the Tennis Pavilion. It is within a 40-metre sloping walk to RCC entry.

Mini bus parking is located at the front of RCC.

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

Welcome to Rowville Community Centre. We are open 6 days a week. For opening hours please refer to our [website](#).

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

For details, please phone RCC on (03) 9763 7400.



# Reception

Entry to the centre is via a double glass automated door.

RCC reception is located in the foyer, 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.

There is a visual Communication Board at reception to support confident communication. This board is also available in Mandarin.

Resources and brochures as well as chairs with backrests and armrests are available in the foyer.

There is a vending machine in the foyer, located on the left. This machine only accepts cash.

Public Wi-Fi is available for RCC patrons. No password is required.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Automatic doors  
Echo  
People  
Office equipment  
Telephones



### Sights

Bright lights  
Glare



### Smells

Cleaning products  
Food/Drink

# Staff

RCC Administration staff and Duty Officer  
Weekend staff wear a uniform that consists of  
a black polo shirt with an RCC logo.

All staff wear a name badge.



# 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.

## 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
- automated door. 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 backrests and armrests.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling



### Sounds

Echo  
Hand dryers  
People  
Toilets flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection  
Sensor lighting



### Smells

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.

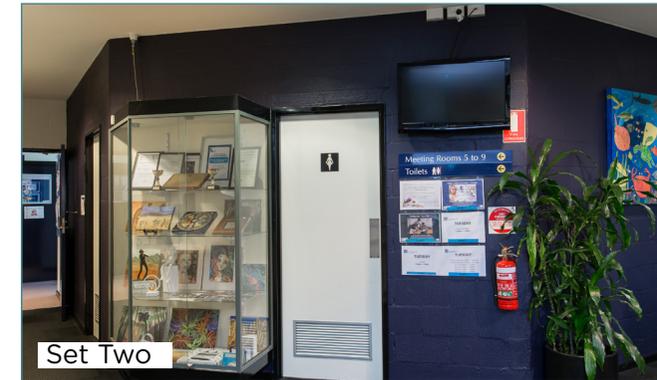
## Set One

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

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



Set One



Set Two

## Set Two

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

Includes: Separate male and female toilets.

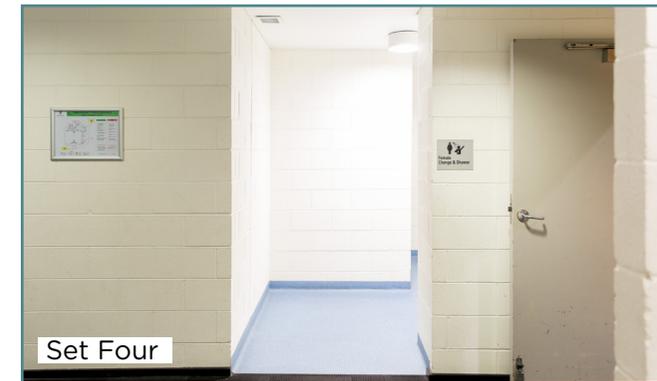


Set Three

## 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

## 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 with baby changeables.

## Sensory Guide



### 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

Bathroom smells  
Disinfectants

# Room Hire and Our Program Rooms



## Program Rooms

Programs and classes take place in a variety of rooms and spaces.

Program rooms include:

- Rooms 1 and 2.
- Rooms 3 and 4.
- Halls 1 and 2.
- Tennis Pavilion (separate building to RCC).
- Kitchen.

Signage is clearly displayed above each door.

Access doors to all rooms can be opened up to double doors with the exception of the Kitchen.

Each room is equipped with air conditioning and heating.

Visitors participating in activities are welcome to take a break and rest.

Seating can be made available in each room or alternatively, there is seating available in RCC foyer and inside the Tennis Pavilion.

A water station is available in RCC foyer, outside the Kitchen. Food and drink are permitted throughout.

## Room Hire

RCC offer these facilities for hire for sport, lifestyle or corporate activities.

Subject to availability, these facilities can be hired on a regular or a casual basis.

The centre may have a projector and screen available upon request.

For more information on venue hire, please call the Rowville Community Centre on (03) 9763 7400, email [rcc@knox.vic.gov.au](mailto:rcc@knox.vic.gov.au) or complete an enquiry form [online](#).

# Program Rooms Continued



## Rooms 1 and 2

Located after the entrance, on the left-hand side, down a hallway.

Access is via a manual double door opening inward with a 760-mm door clearance. Handles are located 1520-mm from the floor to aid safety of children during structured programs.

Both rooms have vinyl flooring with natural and fixed room lighting.

## Rooms 3 and 4 (pictured)

Located past reception, on the right-hand side.

Access is via a manual double door opening outward with an 850-mm door clearance.

Both rooms have vinyl flooring with natural and fixed room lighting.

## Hall 1 (pictured)

Located past reception, on the left-hand side.

Access is via two sets of manual double doors opening outward with a 940-mm door clearance.

Includes a polished wooden floor, natural and fixed hall lighting, a stage, roof mounted basketball structures and tiered stands.

## Hall 2

Located past reception and past Hall 1, on the left-hand side. Access is via two sets of manual double doors opening outward. Door one with a clearance of 830-mm and door two with a clearance of 810-mm.

Includes a polished wooden floor, limited natural lighting combined with fixed hall lighting and roof mounted basketball structures.

## Kitchen

A Kitchen for basic tea and coffee making is also available at RCC.

Located past reception and past Hall 1, on the left-hand side of the corridor.

Access is via a manual door opening inward with a 760-mm door clearance.

## Tennis Pavilion

Conveniently located next door to RCC, sharing the same carpark.

Access is via a manual glass door opening outward with a 780-mm door clearance.

Includes a small kitchen with tea and coffee making facilities, a fridge and microwave, vinyl flooring, natural and fixed room lighting and seating with backrests.

Outside, there are four floodlit rebound ace tennis courts fitted with netting and chain wire fencing. Access from the Pavilion to the tennis courts is via a glass manual door opening outward with a 780-mm door clearance and a single step to the balcony. It is then a further six step descent from the balcony to the tennis courts.

Separate male and female toilets are conveniently located within the Pavilion.

An undercover area is available at the front and rear.

# Living Longer Living Stronger

Living Longer Living Stronger classes are accredited resistance training programs for people over 50 which aim to increase bone density, muscle strength and metabolic rate and to help manage or prevent medical conditions including Type 2 diabetes, high blood pressure, osteoporosis, arthritis and depression. Classes are run by qualified instructors.

For bookings and further information including class times, please phone (03) 9763 7400 or refer to our [website](#).

It is recommended participants wear loose fitting clothing with runners and bring along a drink bottle and a yoga mat.

Enrolment forms must be completed prior to attendance. They are available from reception.

Participants pay on arrival at reception. Cash or eftpos is accepted.

Classes run in a variety of RCC rooms including Rooms 1 - 4 or Halls 1 and 2. See pages 12 and 13 for further information.

Classes are limited to 12 people.

Activities may include a warm up, light resistance training and lifting weights and a cool down. Music may be played. Equipment is provided. The duration of each class is one hour.



## Sensory Guide



### Feel

Heating/Cooling  
Increased heart rate/  
Body temp  
Light resistance  
(weights)  
Shared personal  
space



### Sounds

Echo  
Footsteps/Feet stomping  
Music  
People



### Sights

Bright lights  
Glare  
Reflection



### Smells

Deodorant  
People  
Timber (Halls 1 & 2)

# Gentle Exercise Classes

Gentle low impact exercise programs are offered including a range of lifestyle and health classes such as Stretch and Tone and Yoga. Classes are designed with Older Adults in mind and are to help increase strength, fitness and muscle tone using light weights. Classes are run by qualified instructors.

For bookings and further information including class times, please phone (03) 9763 7400 or refer to our [website](#).

It is recommended participants wear loose fitting clothing with runners and bring along a drink bottle and a yoga mat.

Enrolment forms must be completed prior to attendance. They are available from reception.

Bookings are required. Payment is required upfront. It can be made at reception. Cash or eftpos is accepted.

Classes run in Halls 1 and 2. See pages 12 and 13 for further information.

Class sizes may be up to 15 people.

Activities may include a light warm up, low impact exercises using body resistance and hand weights, stretching and a cool down. Music may be played. Equipment is provided. The duration of each class is one hour.



## Sensory Guide



### Feel

Heating/Cooling  
Increased heart rate/  
Body temp  
Light resistance  
(weights)  
Shared personal  
space



### Sounds

Echo  
Footsteps/Feet stomping  
Music  
People



### Sights

Bright lights  
Glare  
Reflection



### Smells

Deodorant  
People  
Timber

Senior Sports is an active exercise program for over 50's providing opportunity to engage and socialise in a safe secure indoor or outdoor setting.

For further information including class times, please phone (03) 9763 7400 or refer to our [website](#) .

It is recommended participants wear loose fitting clothing with runners and bring along a drink bottle. If participating in outdoor sport, it is recommended participants also bring along a hat and sunscreen.

No maximum participant numbers apply. New participants of all abilities are always welcome. Classes are casual. Payment is required. It can be made at reception. Cash or eftpos is accepted.

Senior Sports run in Halls 1 and 2. See pages 12 and 13 for further information.

These groups take part in badminton, table tennis or Pickleball. Equipment is provided. The duration of Senior Sports is two hours.

Staff are available to assist. They wear a uniform that consists of a black polo shirt with an RCC logo.

# Senior Sports



## Sensory Guide



**Feel**  
Heating/Cooling  
Increased heart rate/  
body temp  
Shared personal  
space  
Weather



**Sounds**  
Echo  
Footsteps/Feet stomping  
Music  
Nature  
People  
Sporting equipment  
Traffic



**Sights**  
Bright lights  
Glare



**Smells**  
Deodorant  
Nature  
People  
Timber

RCC facilitate a Rowville Senior Citizens Club and Chinese Senior Citizens Club. They are designed for people aged 55+ years. All activities are run independently.

Fees for both clubs are required to be paid upfront. Details are available at RCC reception, phone (03) 9763 7400 or refer to our [website](#).

The clubs run in Rooms 3 and 4 or Halls 1 or 2. See pages 12 and 13 for further information.

**Rowville Senior Citizen Club** sizes may be up to 200 people. New members are always welcome.

This club offer a range of activities including carpet bowls, bingo, card games as well as day trips.

**Chinese Senior Citizens Club** sizes may be up to 300 people. New members are always welcome.

This club offers a range of activities including Karaoke, badminton, table tennis, travel and tours, English lessons, Tai Chi, card games and fan and sword dancing as well as social dances and yoga.

# Senior Citizen Clubs



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Echo  
Cooking  
People  
Music/Singing  
Sporting equipment



### Sights

Bright lights  
Glare



### Smells

Food/Drink

Did you know that sport and active recreation can fit into four different NDIS funding categories?



The [NDIS Sports Guide](#) will walk you through how to include sport and recreation into your NDIS planning goals.

## Community

There are many groups that conduct their programs at RCC. Sessions are carried out in Halls 1 or 2 and vary in duration depending upon the activity.

These include basketball clubs, trampolining clubs, Kelly Sports, Weight Watchers and Youth Space - Drop In and more.

RCC reception staff are available to help direct participants.

It is recommended participants wear appropriate clothing with runners preferred and bring along a drink bottle if participating in sporting activities.

Toilets are conveniently located outside Halls 1 and 2 on both the left and right-hand sides.

These organisations may be contacted directly for more information. Please visit our [website](#) for further details.



# Accessibility

- Acceptance of Companion cards.
- Clear path of travel from outdoor to indoor areas.
- 40-metre sloped walk from RCC entry to Tennis Pavilion.
- Wide self-opening doors into Rowville Community Centre.
- Information board positioned at centre entry.
- Clear internal directional signs including symbols and room numbers above each door.
- Visual Communication Board at RCC reception.
- Hearing Awareness Card at RCC reception to support hard of hearing or Deaf visitors.
- Direct access to an accessible toilet with an access sign.
- Staff available to read information if required.
- Pen and paper for exchanging information available at RCC reception.
- Accessible parking for scooter users. Please see staff.
- Accessible storage area for mobility aids. Please see staff.
- Pram parking available in all rooms.
- Wide, clear internal walkways.
- For visitors that may require a break, a quiet space is available in the foyer or in the corridor, past Hall 2 - seating is provided.
- No wheelchair access from Tennis Pavilion to outdoor tennis courts. Wheelchair access is via the left-hand side of the building, when facing the Pavilion.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.
- Assistance animals welcome.



# Safety

- Handrails on steps leading from carpark to RCC entry.
- TGSi installed prior to steps in RCC carpark.
- Lighting above steps in RCC carpark.
- RCC tinted glass entry/exit doors with wide metal framing.
- Varied terrain throughout (concrete, carpet, vinyl, wood, tiles). Mostly flat even surfaces with the exception of varied outdoor gradient.
- Protruding obstacles throughout RCC (bins, doormats, pot plants).
- Sensor lights in RCC toilets and kitchen.
- Hall 1 with slightly raised floor level toward the second access door.
- Hall 1 tiered steps protrude beyond stands.
- Hall 1 tiered steps on stands with no TGSi.
- Hall 1 tiered steps located on left and right-hand side of stands with handrail on one side only. No handrail on steps located in centre of stand.
- Hall 1 recessed stage.
- Tennis Pavilion access doors with no contrast.
- Stepped access from rear of Tennis Pavilion to tennis courts with no handrail or TGSi.
- Stepped access from Tennis Pavilion balcony to outdoor courts with no handrail or TGSi.
- Signage for wet floors may be displayed.
- If first aid is required, please see RCC staff.
- A defibrillator is located on the wall to the right of RCC reception.
- Children must be supervised at all times.
- Emergency exits are signed.
- 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.

