

Access Key

A customised accessibility guide

The Basin Community House

21 Liverpool Road
The Basin 3154

Phone: 03 9761 0209

www.thebasincommunityhouse.org.au



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Glossary

AFFL	Above Finished Floor Level
HSSH	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 The Basin 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.



	Access Ability Australia	<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 AAA Library. For Access Keys in Braille or audio, please Contact Us.</p> <p>Please complete our short feedback form to help us ensure continuous improvement.</p>
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COMMUNICATION BOARD

Take your Communication Board for The Basin Community House 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?

- The Basin Community House is proudly supported by Knox City Council.
- To view the Knox Learning Alliance Disability Action Plan, click [here](#).
- The Basin Community House seeks to be an organisation that is available for all people to use, which enhances the quality of their lives, improves their sense of belonging and connection to their local community.
- Community programs are available to support vocational learning and assist jobseekers. Enquire [online](#) or call us on (03) 9761 0209 for more information.
- A range of courses are available. Our course guide can be downloaded from our [website](#).
- Enrolment information, policies and procedures are available online (at the bottom of our [website](#) page).
- Bookings are essential for all courses. Please call (03) 9761 0209 for bookings.
- A range of resources relating to your course can be found on our [website](#) for students to access out of class hours to support learning.
- Room hire is available.
- Follow The Basin Community House on [Facebook](#).
- To provide feedback please email info@basincommunityhouse.org or call us on (03) 9761 0209.



The Basin
Community House

Proudly supported by



The Basin Community House acknowledges the
Wirundjeri people, the traditional owners of the land on
which we work.

Map

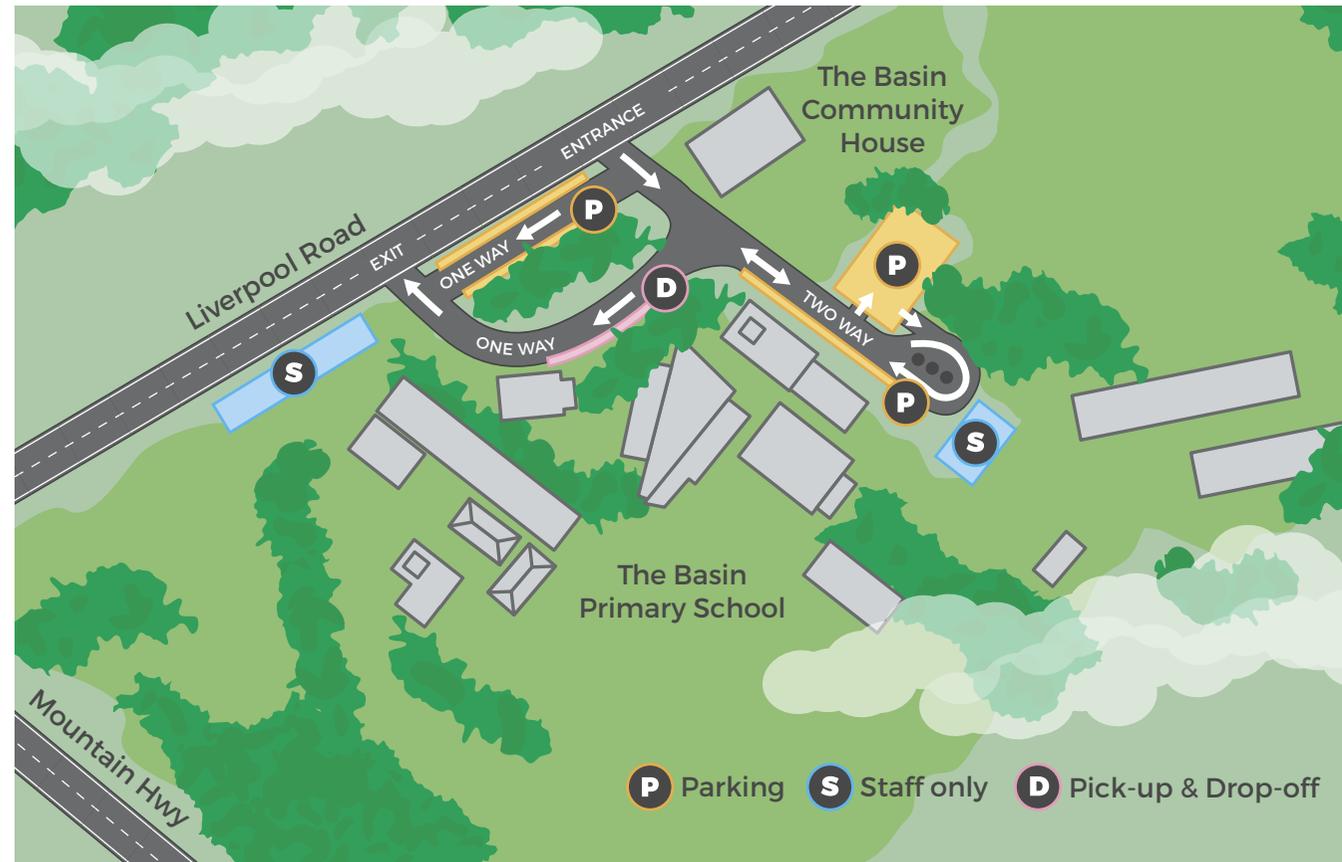
The Basin Community House is located at 21 Liverpool Rd, The Basin.

The nearest bus stop is located on Mountain Highway outside The Basin Primary School, approximately 300 metres from the centre.

Bus number 755 stops at The Basin Community House.

For further information on how to get to The Basin Community House visit: [Public Transport Victoria](#).

Alternatively, visit [Google Maps](#).



Parking

General parking for The Basin Community House is located past the community house, on the left-hand side. There are no restrictions.

There are two accessible parking bays approximately 30 metres from the centre entrance.

A drop off point is located opposite the entrance to the centre, within The Basin Primary School carpark.

Overflow parking may be available within The Basin Primary School carpark. No restrictions apply.

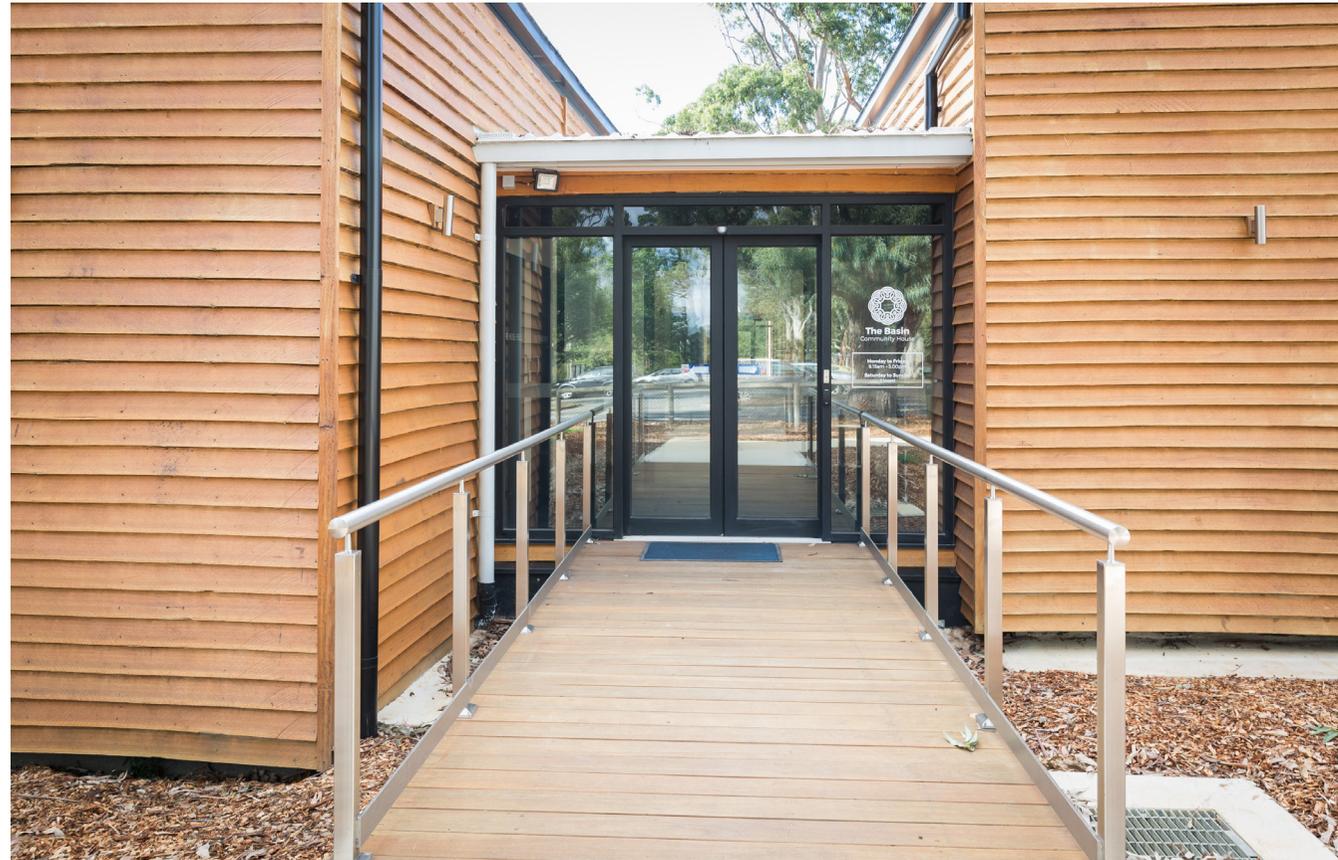


Welcome

The Basin Community House is open Monday to Friday 9.15am to 3.00pm.

Please try to avoid arriving prior to 9:15am and try to leave by 3:00pm due to school traffic.

Office hours may vary during school holiday periods. For further information, please refer to our [website](#) or call (03) 9761 0209.



Reception

The Basin Community House reception is located directly ahead of the entrance, on the left-hand side.

Entry to the centre is through two sets of glass double automated doors, with clearances of 1190mm.

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

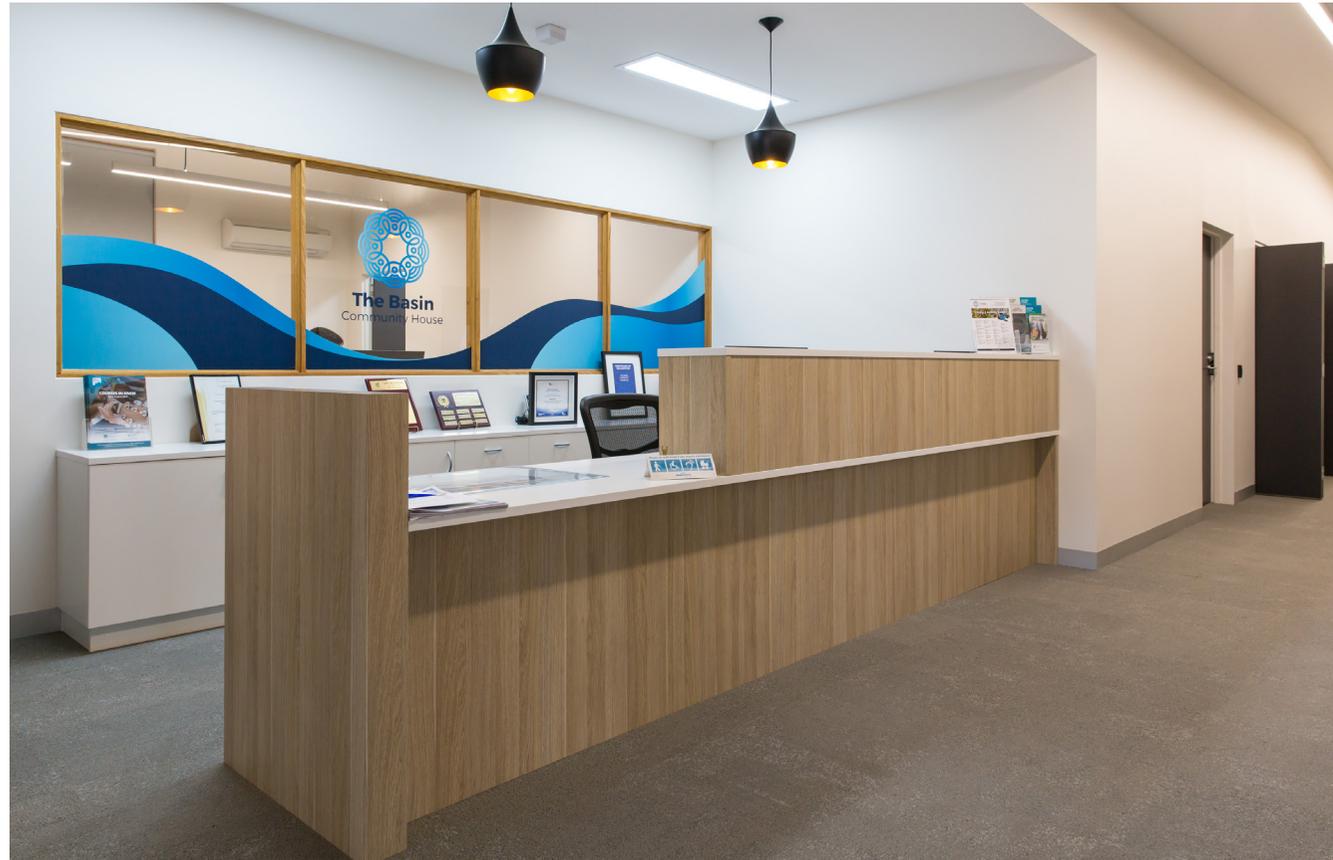
If reception is unattended, a bell is available on the counter.

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 available.

For all other enquiries, please see reception staff.



Sensory Guide



Feel

Change in ground surfaces
Heating/Cooling
Shared personal space



Sounds

Automated door
Attention bell
Computer
Echo
People
Telephones



Sights

Bright lights



Smells

Food/Drink

Staff

All staff and volunteers wear a name badge.



Toilets

Location: Past reception, down the hallway, on the right-hand side.

Includes:

- separate unisex accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 860mm with an easy-to-operate internal lock
- cubicle space 2970mm x 2320mm
- grab bars on wall to the right and behind toilet.
- toilet height 450mm AFFL with right-hand transfer
- shower with HHSH, grab bars and change bench.

Separate male and female toilets with artificial lighting.



Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Hand dryers
Toilets flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Help us
keep our
kitchens
clean and
tidy!



Kitchen Facilities

There are two kitchen areas within The Basin Community House.

The first is located within the Kitchen Classroom.

Amenities include: microwave, oven, stove top, hot water tap, fridge, sink and cookwear.

The second is a Kitchenette located in the main hallway, past reception, on the left.

Complimentary tea and coffee and a mini fridge are located here.

Kitchen facilities are available during the opening hours of the centre for all to use.

Visual instructions for hot water use are located on all sinks.

Both the boiling symbol and safety symbol need to be pushed at the same time to operate the tap.

Participants are welcome to bring their own food and drink.

Please clearly label your belongings and respect belongings of others.

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

Kitchen facilities within the Kitchen Classroom may be utilised for cooking groups so please use Kitchenette if Kitchen Classroom is in use.



Community Room and Kitchen Classroom

The Community Room and Kitchen Classroom are located directly opposite reception.

Entry to the Community Room is via a manual sliding door with a clearance of 1250mm.

Entry to the Kitchen Classroom is through a manual door opening inward with a clearance of 860mm.

These two areas share a space that can be separated via a manual sliding door with a clearance of 1745mm.

These rooms welcome learners of all abilities.

Rooms may be utilised for community meals, meetings, social groups and cooking theory/practical work.

A portable projector is available if required.

Laptops, iPad's, 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 for this space is 20 people.



Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Echo
Fans humming
Kitchen appliances
People
Rattling Cutlery
Water running



Sights

Bright lights
Glare



Smells

Food/Drink

Strictly no food or drink other than bottled water permitted!



Computer Training Room

The Computer Training Room is the second last room at the end of the hallway, on the right-hand side.

Entry is via a manual door opening inward with a clearance of 860mm.

The Computer Training Room contains twelve computers and welcomes learners of all abilities.

A projector is available.

Structured learning courses take place in this space, for example beginners computer skills, iPad courses, photography and photoshop and ready for work courses.

Laptops, iPad's, computer chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

A printer is available.

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

Capacity for this room is 24 people.

Participants may bring their own iPad's and Laptops.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
Echo
People
Printer



Sights

Bright lights
Flickering screens
Glare

Craft Room

The Craft Room is the last room at the end of the hallway, on the right-hand side.

Entry is via a manual door opening inward with a clearance of 860mm.

The Craft Room welcomes learners of all abilities.

Courses that take place in this room may include sewing, mosaic art, painting and general craft.

A portable projector is available if required.

Tea and coffee facilities can be set up here if required.

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 for this room is 40 people.



Sensory Guide



Feel
Different ground surfaces
Heating/Cooling
Shared personal space



Sounds
Echo
Kettle
People
Running water



Sights
Glare



Smells
Food/Drink
Glue
Paint

Long Room 1/2

Long Room 1/2 is located at the end of the hallway, on the left.

It consists of two single multipurpose rooms which are separated by a dividing wall. This wall can be moved to create one large single room.

There are two entrance points within the main hallway.

Both entrances are via a manual door opening inward with clearances of 860mm.

Long Room 1/2 welcomes learners of all abilities.

Courses that take place in this room may include yoga, meditation or Pilates. This room can also be utilised as a function space or training room.

A projector is available

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 for this room is 80 people.



Room Hire

There are four accessible multipurpose rooms and one accessible computer room for hire.

These rooms are available for meetings, corporate events or training.

AV equipment may be available, upon request.

Kitchen facilities are available for attendees.

To book a room, please download one of our booking forms from our [website](#) and mail it back to us at PO Box 160, The Basin 3154. Alternatively, scan and email to info@basincommunityhouse.org.

We have both casual booking forms, recurrent booking forms and pricing guides available [online](#).



Hall Hire

We have three halls available for hire. These halls are suitable for disco's, dance classes, music festivals, bridge clubs and senior's events and functions.

Hall inspections can be arranged during office hours Monday - Friday by appointment only. Please phone The Basin Community House on (03) 9761 0209 or email info@basincommunityhouse.org.

To book a hall, please download one of our booking forms from our [website](#) and mail it back to us at: PO Box 160, The Basin 3154 Alternatively, scan and email to info@basincommunityhouse.org. We have both casual booking forms, recurrent booking forms and pricing guides available [online](#).

The Basin Senior Citizens Hall

Located at 366 Forest Road, The Basin.

Includes: A small meeting room with capacity for 8 people and a larger hall with capacity for 100 people along with a kitchen and servery.

Trestle tables and chairs are available.



The Basin Progress Hall

Located at 370 Forest Road, The Basin.

Includes: A large hall with capacity for 100 people.

Trestle tables, chairs and a limited capacity kitchen is available.



The Boronia Progress Hall

Located at 134 Boronia Road, Boronia.

Includes: A smaller training room with capacity for 30 people and the main hall with capacity for 100 people.

Trestle tables, chairs and a limited capacity kitchen is available.

A stage is also available.



Accessibility

- Phone booking system available.
- Acceptance of Companion cards and Australian pensioner cards.
- Paved access to entrance from primary carpark with a slight decline gradient.
- Low height 720mm 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 exchange of information available at reception.
- Accessible parking for scooter users and prams available in reception area.
- Accessible storage area for mobility aids located in reception area.
- Information can be made available in large print.
- Large mouse and touch screen iPads available.
- Wide, clear internal walkways.
- Clear spaces between furniture for a person to manoeuvre a mobility aid.
- Tables throughout with dimensions 700mm high x 420mm deep.
- Kitchen Classroom with bench at height 890mm and accessible sink for hand washing. Sink height 800mm AFFL. Lever tap.
- Kitchenette bench height 900mm.
- Computer desks 700mm high x 585mm deep.
- Sink for hand washing available in Craft Room at height 900mm AFFL.
- An outdoor decking area is available. Entry via a manual door opening outward with a clearance of 800mm.
- Assistance animals are welcome.
- For participants who may require a break, a quiet space is available on the decking or in the Community Room.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



No smoking
on school
grounds.



Safety

- Wide solid glazing band at 990mm AFFL to 1090mm AFFL on entrance doors.
 - Flat surface throughout. Terrain varies between carpet, vinyl, tiling and decking.
 - Artificial lighting throughout.
 - Staff with Working with Children's Checks.
 - Children must be supervised at all times.
 - First aid kit located within Kitchenette. See staff for assistance.
 - No defibrillator is available.
 - Available signage for wet floors may be displayed.
 - Portable projectors require cabling to be laid out along the floor. Cable trays are available.
 - No safety marking on internal windows.
 - Wide, solid glazing band at 990mm AFFL to 1090mm AFFL on decking entrance door.
 - Five steps leading down from decking into garden with TGS1 and hand rail on both sides.
 - In the interest of child safety, access to school grounds is restricted.
 - Evacuation maps can be found at the exit of each room, at reception and at decking 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. Note, no electronic visual alert available.



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