



# Knox Fest Access Key

A customised accessibility guide

Updated February 2025

**Saturday 1 March 2025, 10am-10pm**

Wally Tew Reserve | Brenock Park Drive | Ferntree Gully

Phone: 9298 8000 | [www.knox.vic.gov.au/knoxfest](http://www.knox.vic.gov.au/knoxfest)

knox



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AFFL - Above Finished Floor Level
FTG Library - Ferntree Gully Library
MLA - Master Locksmith Access Key
TGSI - Tactile Ground Surface Indicators





# Guidelines

Thank you for choosing to use an Access Key for Knox Fest. This customised accessibility guide provides convenient information about accessing this event. 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 features located on page [6](#).
- Safety information is located on page [19](#).

Knox City Council hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare the Knox Festival Access Key.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting us to highlight its commitment to accessibility and inclusion through this comprehensive guide. Their expertise and support have played a vital role in ensuring that Knox Festival is welcoming to all individuals in our community.



Access  
Ability  
Australia

# COMMUNICATION BOARD

## Knox Festival

February 2025, V1.0

Changing Places



Toilets



Map



Food



Drinking Fountain



Quiet Place



Yes



No



Phone



First Aid



I need Help



Write it down



# Did You Know?

- Knox Fest is held at Wally Tew Reserve, Brenock Park Drive, Ferntree Gully.
- Gates open on Saturday 10am - 10pm.
- Entry into the event is free of charge.
- Knox Fest is a community festival where you will find fun for all ages and abilities. Packed with heaps of activities including community and market stalls, delicious food trucks, all day stage entertainment, games space and lots of free interactive and creative fun for the whole family.
- View [Knox Connection Access Respect Equality and Safety Strategy 2022 - 2027](#).
- Event Information marquee located near the brick cricket pavilion.
- Free shuttle buses - buses depart 11am to 10.10 pm every 20 minutes, looping from Ferntree Gully Station to the event and Upper Ferntree Gully Station to the event.
- Bike parking will be available near Lyndale Court. Please bring your own bike lock.
- To see what's on at the Knox Fest, view a program of events [here](#).
- Knox Fest is a drug, alcohol, smoke and vape free event.
- Follow us on [Facebook](#).
- To provide feedback please email [events@knox.vic.gov.au](mailto:events@knox.vic.gov.au).



# Accessibility Features

Knox Fest welcomes patrons of all abilities and we are keen to support a great event day for all, by providing the following accessibility features:

- Event Information Hub for all event enquiries located in the centre of the event site. Staff will be available here to provide information including accessibility information, large print information, maps, stage programs and helpful directions. Staff are also available to read information if required.
- A visual Communication Board is available at the Event Information Hub to support confident communication.
- Identification wristbands will be available at the Event Information Hub. Wristbands will include parent phone numbers to assist in child safety at this large-scale event. This Hub will also be the collection point for lost children.
- Accessible amenities in FTG Community Arts Centre, Wally Tew Reserve and Event Control. A permanent [Changing Places](#) is also available in Wally Tew Reserve.
- Accessible car park is located via the Burwood Highway entrance.
- New accessible pathways have been added to the event site to link up existing pathways and improve site accessibility.
- Three Chill Out Spaces are available for self-guided activities for those seeking respite from the busy crowds.
- Wayfinding signage for key event features displayed as large signs and in colourful teardrop banners.
- FTG library will be available for protection from weather and quiet activities.
- A variety of seating options throughout from bench seats, seats with backrests, seats with back and armrests and picnic style tables.
- Spaces for a person using a wheelchair to sit with friends.
- An accessible gated playground.
- If requiring telephone access, please go to the Event Information Hub and ask to use the event mobile.
- If you have any queries prior to the event regarding accessibility please call the Access Hotline 0439 920 492.

# 2025 site map



Full program visit: [knox.vic.gov.au/knoxfest](https://knox.vic.gov.au/knoxfest)



# Parking and Entry

Parking is limited - where possible please walk, ride or take public transport to the event.

Accessible parking will be available within the reserve. There will be approximately 30 bays.

Entry and exit for accessible parking will be via the Burwood Highway entrance.

Accessible parking will be open for patrons to come and go at any time throughout the event.

Free shuttle bus - buses depart from Ferntree Gully Station and Upper Ferntree Gully Station.

There will be access path connections throughout.

A drop off point will be located on Brenock Park Drive for quick 2-minute drive through access, also ideal for taxis and accessibility patrons. Please be guided by our traffic attendants.

For information on how to get to Wally Tew Reserve, visit [Public Transport Victoria](https://www.ptv.vic.gov.au/).

Gates will open at 10am and entry is free.

Pedestrian entry can be made through three different gates:

- Lyndale Court
- Brenock Park Drive
- Burwood Highway accessible parking area.

An Event Information Marquee is available for event enquiries. It will be located in the centre of the event site (by the brick cricket pavilion). The staff will be able to provide key programming and other helpful information to all patrons.



## Sensory Guide



### Feel

Different ground surface  
Shared personal space  
Uneven ground  
Weather



### Sounds

Announcements  
Entertainment  
Music  
People  
Traffic



### Sights

Bright, flashing lights  
Crowd movement



### Smells

Food/Drink  
Nature  
Sunscreen



# Staff and Assistance

Knox Fest event staff wear a lanyard with Event Staff identification.

Event staff will be happy to give you directions, answer questions and direct you to the Information Hub for more information.

Security Guards wear a black uniform with high visibility vests.

St. John Ambulance Australia (Victoria) will have a first aid station located in the cricket pavilion. (see map on page 7)

St. John Ambulance Australia (Victoria) first aid staff wear a dark green jumpsuit with the medical cross visible on their back.

Victoria Police will be on-site. They wear a navy uniform with high visibility vests.

State Emergency Services (SES) will be on site and will be happy to offer assistance. They wear a bright orange jumpsuit or uniform.



# Changing Places

Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Location: Within Wally Tew Reserve, near the library.

Includes:

- All genders, fully accessible toilet and adult change facility
- Door clearance of 950mm
- Cubicle space 3650mm x 4740mm
- Grab rails wall mounted behind
- Wall mounted fold down grab bar fitted to either side of the toilet
- 1 x adult change table – electronically height adjustable foldable table – Max load 200kg
- CHS Healthcare Ceiling lift system & Stellar 440F hoist with max load 200kg
- 1 x washbasin with lever operated tap.

Please remember to bring your own sling and ensure it is compatible with hoist. If there is any uncertainty, please do not use hoist.

Entry method: To access the Changing Places, you will require the MLA key. Alternatively, eligible users can borrow a MLA key from the FTG Library, located in the main hub.



## Sensory Guide



### Sounds

Automated doors  
Echo  
Hand dryers  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Bathroom smells  
Disinfectants



# Amenities and Parent Rooms

At Knox Fest, there are three sets of toilets.

## Set 1

Location: Ferntree Gully Community Arts Centre, located nearest to the accessible parking entrance.

Includes:

- One all genders, accessible toilet
- Manual door opening inward. Door clearance of 900mm with easy-to-operate internal door lock
- Cubicle space 3270mm x 1880mm
- Grab bar on wall to the left and behind toilet
- Toilet seat with colour contrast and height at 460mm AFFL with left-hand transfer
- Separate men/boys and women/girls' toilets
- Baby change area (within the accessible toilet).

## Set 2

Location: Wally Tew Reserve toilets, located in the centre of the event site.

Includes:

- One all genders, accessible toilet with an automated sliding door and an 800 mm door clearance, easy-to-operate internal door lock and grab-bar on wall beside toilet
- Separate men/boys and women/girls' toilets
- Baby change area (within women/girls' toilets).

## Set 3

Location: Cricket Pavilions.

Includes:

- One all genders, accessible toilet (via lift access)
- Separate men/boys and women/girls' toilets
- Parent Room.



## Sensory Guide



### Feel

Different ground surface  
Shared personal space



### Sounds

Announcements  
Echo  
Hand dryers  
People  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants



# Chill Out Space

Three Chill Out Spaces will be set up at Knox Fest for festival goers to take respite and relax away from the crowds.

1. Ferntree Gully Library (reading space) or outside the Ferntree Gully Arts Centre (weather permitting).
2. True Fairy Space next to Wally Tew Playground.
3. Near the Event Information marquee beside the Cricket Pavilion.

The tactile sensory and chill out space will be outside the Ferntree Gully Arts Centre (weather permitting) and will provide a quiet sensory area where children and festival patrons can take a moment and explore some gentle quiet play.

The space will feature a range of sensory based toys and activities including:

- Visual sensory pod
- Auditory sensory pods including 'The Quiet Cave'
- Snuggle pods
- Olfactory sensory pod
- Tactile sensory pod
- Gently water / sound play wall
- Large floor pillows.

The True Fairy Beach Party Space next to Wally Tew Playground will have quiet and interactive play with beach themed characters such as pirates and mermaids.

It is a mini magical playground with quiet, sensory based activities designed for calming play.

The Chill Out Space is located by the Event Information marquee, beside the cricket pavilion. This space is a self-guided quiet space. Bring along your devices or preferred activities that bring a sense of calm.

The space will include:

- Rugs and soft cushions
- Fairy Lights
- Books and Colouring activities.



# Food Court

It will be open from 10am to 10pm

Food vendors will sell food and beverages.

Patrons are advised to bring cash. Some vendors may not have eftpos available.

Accessible water stations will be located by the brick cricket pavilion, in the main hub and by the scout hall.

Picnic tables and chairs will be available in the Food Court area.



## Sensory Guide



### Feel

Different ground surface  
Heat from vans  
Shared personal space  
Weather  
Night air



### Sounds

Announcements  
Cooking equipment  
Entertainment  
People  
Van generators



### Sights

Bright flashing lights



### Smells

Food /Drink  
Sunscreen



# Kids Hub

A Kids Hub will be located by the Wally Tew playground.

It will be open from 10am to 5pm

It will include free inflatables, games, interactive performers and more.

Some age/height restrictions may apply for the inflatables and amusements. Restrictions will be signed.



## Sensory Guide



### Feel

Shared personal space  
Weather  
Weightlessness



### Sounds

Blowers/Equipment  
Festival sounds  
People



### Sights

Crowd movement  
Moving inflatables/rides  
Vibrant colours  
Vivid entertainment



### Smells

Food/Drink  
Nature  
Sunscreen



# The Good Food Hub

The Good Food Hub includes the Global Kitchen Marquee and Food Market and will be located in the Community Zone.

It will be open and sizzling from 10am to 5pm.

Chefs and local cultural cooks will demonstrate culinary delights in a Ready Steady Cook style competition.

Chairs with backrests will be available in the marquee

Surrounding the Global Kitchen Marquee will be a market of yummy foodie stalls and tastings, and seating areas in the shade.



## Sensory Guide



**Feel**  
Shared personal space  
Weather



**Sounds**  
Amplified voices  
Cooking sounds  
Festival sounds  
People  
Wrappers crinkling



**Smells**  
Food/Drink  
Sunscreen

# Community Stage

A Community Stage will be located in the centre of the festival, near the library.

Performances will start at 10am - 5pm for Community stage programming and 6pm - 9pm for Youth programming (Sunset Stage).

This stage bursts with a colourful program of a range of local multicultural performances, big bands, energetic dance troupes during the day, and some cool tunes and young musicians in the Canopy Stage located on the oval. Performances will start from 10am to 10pm.

This stage will have a variety of local musicians and bands. The music will have the crowds dancing.



## Sensory Guide



**Feel**  
Shared personal space  
Weather



**Sounds**  
Announcements  
Applause  
Crowd cheering  
Entertainment (loud)  
People



**Sights**  
Bright flashing lights  
Crowd movement  
Vivid entertainment



**Smells**  
Food/Drink  
Nature  
Sunscreen



# Other Programs

Other programs on offer include:

- Market Stalls
- Kids Arts
- Come and Try Sports
- Craft Workshops
- Community Stalls
- ERL
- Council Hub
- Youth Hub
- First Nations Hub





# Saturday Evening Twilight Program

A highlight to this year's event will be the Extended Twilight Program on Saturday from 5pm.

The new Sunset Stage will be programmed with musical acts on the Community Stage from 6 - 9pm.

The Community Stage is located between Changing Places toilets and Ferntree Gully Library.

The Canopy Stage will also feature live band performances from 5pm to 10pm.

The Canopy Stage is located near Food Court area, on the Oval.

Patrons are welcome to enjoy the bouncy beats combined with burgers and burritos from the Food Court Treats as the sun sets over Knox.

Rides and Amusements will continue until 10pm

Stay for dinner, music, amusements and to watch the sun set over Knox Fest.

To see what's on at the Knox Fest, download [a program of events](#).



## Sensory Guide



**Feel**  
Shared personal space  
Weather



**Sounds**  
Announcements  
Applause  
Crowd cheering  
Entertainment (loud)  
People



**Sights**  
Bright flashing lights  
Crowd movement  
Light projections  
Vivid entertainment



**Smells**  
Food/Drink  
Nature  
Sunscreen

# Safety

- Varied terrain throughout including grass, concrete, accessible paved and gravel pathways with some small embankments on surrounding areas.
- FTG Community Arts Centre glass, automated entry doors with wide, solid beam at 860mm to 1000mm AFFL.
- FTG Community Arts Centre with TGSi and handrail oan access ramps.
- Additional lighting provided in the evening.
- Cricket Pavilions with TGSi and handrails on access ramp at front.
- Cricket Pavilions with steps with handrail.
- Protruding objects on pathways including wheelie bins (green) as well as guide ropes and anchors situated around ALL marques.
- Overhead hazards may include moving rides, overhanging branches or decorations.
- Cables may extend across ground surfaces (appropriate cable trays will be provided).
- Available signage for wet floors may be displayed.
- Accessible water station available.
- If first aid is required, please see a St. John Ambulance Australia (Victoria) first aide attendee or visit the First Aid station near the Event Information marquee.
- Security will be on site. Emergency services will be on site as required.
- Children must be supervised at all times.
- Alcohol and Drug Free event.
- All council event staff have with Working with Children's Checks.
- In the event of an emergency, emergency services and event wardens will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.

