

Access Key

Knox Children and Family Centre Bayswater

41-43 Phyllis Street, Bayswater
Phone: (03) 9738 9700
www.knox.vic.gov.au/KnoxChildrenandFamilyCentres

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0464

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Glossary

AFFL	Above Finished Floor Level.
HSHH	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 Knox Children and Family Centre, Bayswater.

- 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 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 [19](#).
- Safety information is located on page [20](#).

Knox City Council hereby acknowledges the support and assistance provided by Access Ability Australia in helping to prepare the Knox Children and Family Centre, Bayswater 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 Children and Family Centre, Bayswater is welcoming to all individuals in our community.



COMMUNICATION BOARD

Take your Knox Children and Family Centre, Bayswater Communication Board
with you to ensure confident communication.

May 2021 V2

Accessible Toilet



无障碍厕所

Parking



停车场

Classroom



教室

No English



我不说英语

I Need Help



我需要帮助

Booking



预订

Deaf / Hard of Hearing



失聪 / 听力障碍

Write it Down



写下来

Question



问题

Name / Phone Number



名字 / 电话号码

First Aid



急救

How Much?



多少钱

I Want



我想要

Quiet Place



安静的地方

Map



地图

I Want to Sit Down



我想坐下

Yes



是 / 对

No



不

Security



保安

Something is Wrong



有点不对劲

Did You Know?

- Knox Children and Family Centre Bayswater is proudly owned and operated by Knox City Council.
- For opening hours, fees, tours and bookings, please visit our [website](#) or call (03) 9738 9700.
- Please click [here](#) to view the Knox Connection Access Respect Equality and Safety Strategy 2022-2027 plan.
- We provide a range of services including maternal and child health, early childhood education and care (kindergarten and child care) and playgroup. Session times are subject to availability.
- In each learning space there is access to a large, multi-aged, shared outdoor learning area, a children's toilet and baby change facility.
- Funded Kindergarten is available in both the child care and sessional Kindergarten programs.
- To attend the early education and care (kindergarten, child care), parents and carers of children attending a Knox service are required to provide an updated Australian Immunisation Record (AIR) twice per year as evidence that their child continues to be up to date with immunisations. Further information can be found [here](#).
- Families entering the Early Childhood Education and Care Service are provided with an access code upon enrolment. Visitors to this space are required to sign in at reception.
- For information on all of our services please click [here](#).
- For eligible families, Child Care Subsidy is available for child care. Follow this [link](#) to check for eligibility.
- For our policies and procedures, please click [here](#).
- To provide feedback please email kcfc_bayswater@knox.vic.gov.au

Getting There

Knox Children and Family Centre, Bayswater is located at 41 Phyllis Street, Bayswater.

See Google Maps reference [here](#).

The nearest bus stop is 600 metres at the intersection of Phyllis Street and Stud Road.

For further information on how to get to the Knox Children and Family Centre, Bayswater, please visit [Public Transport Victoria](#).



Parking

The most convenient parking for Knox Children and Family Centre, Bayswater is located at the front and rear of the building.

It is a shared carpark with the Bayswater Bowls Club.

It features:

- Two accessible parking bays located 15m from the entrance to the centre.
- Access to the footpath from the carpark is via a pram ramp with a gradient of 1:19 (5.2%).
- General parking with no restrictions.

If main carpark is full, street parking is available in surrounding streets.

There is a 5 minute drop off zone located at the front of the centre.

Bike racks are available at the entrance for cyclists.



Welcome

Welcome to Knox Children and Family Centre, Bayswater.

We support children and families with additional/diverse needs in all of our programs.

All classrooms are adaptable to suit individual children's needs in relation to:

- Layout.
- Placement and height of furniture and activities.
- Providing sensory sensitive or sensory stimulating spaces.
- The use of visual cues/communication boards.

The service actively engages with support and allied health services to provide additional support where possible.

Learning and development is planned for all children by qualified educators in regular consultation with families and structured to meet individual needs.

For office hours and contact details please visit our [website](#).

There is an undercover area located directly outside the entrance.



Entry

Entry to the centre is located within the main carpark, opposite the Bayswater Bowls Club.

Access to the centre is via steps with handrail with or an 8-metre ramp at a 1:19 gradient (5.3%).

Enter the centre through two sets of glass automated doors.

First set with a clearance of 1400mm. Second set with a clearance of 1300mm.



Reception

Reception is located directly ahead of entrance.

We request that all visitors report to reception.

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

There is a visual Communication Board at reception to support confident customer communication. The board is available in English and Mandarin.

Chairs with backs and armrests, couches and children's furniture are available.

A community notice board is displayed for patrons to see what's on in the local community.

There is a lending library for patrons to borrow books at no charge.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Automated doors
Children playing
People
Phones

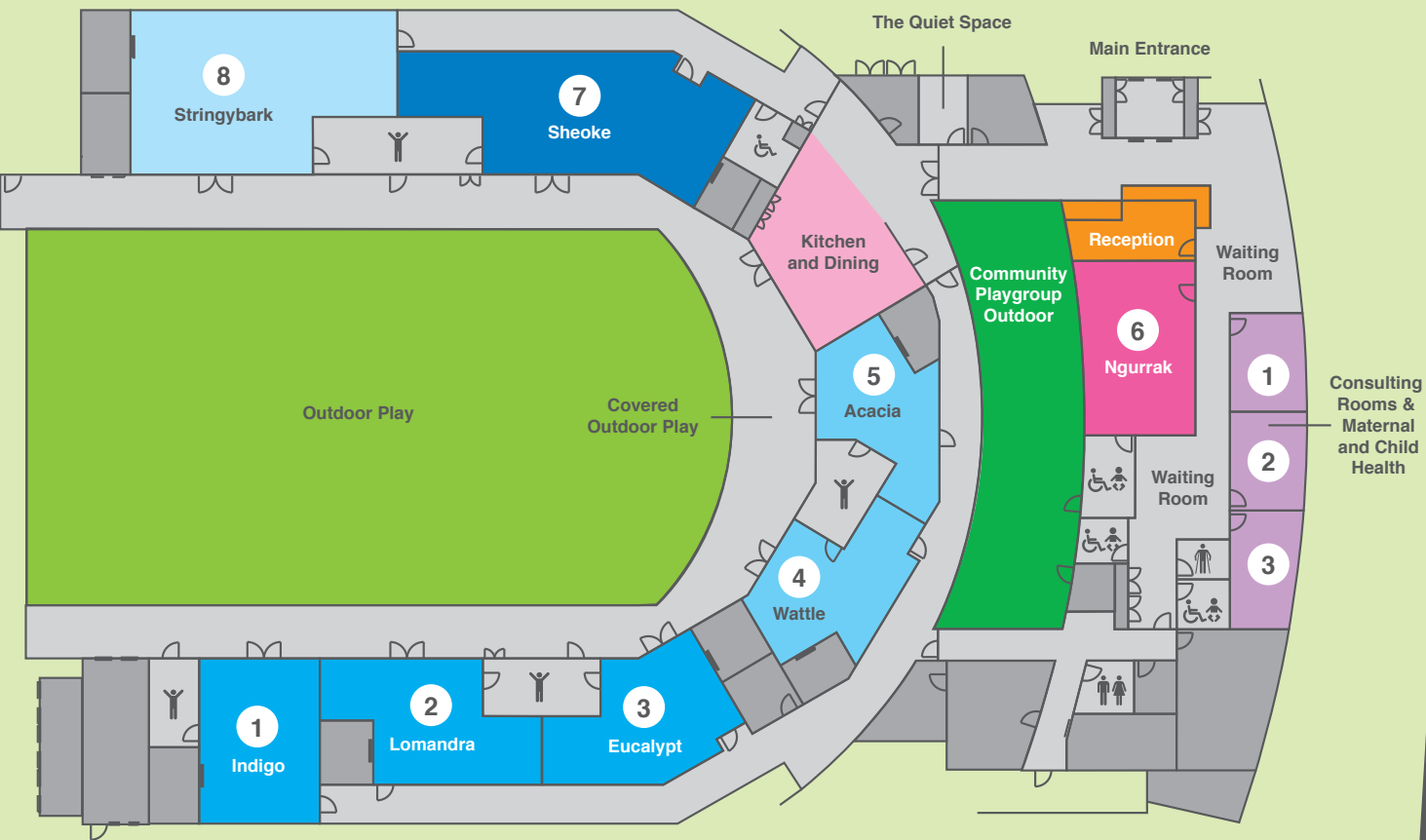


Sights

Bright lights
People

Map

Knox Children and Family Centre



Facilities				
Reception	Community Playgroup	0-2 Years Classroom	Toilets	
Maternal and Child Health	Community Playgroup Outdoor	2-3 Years Classroom	Family Room	
AG Program	Kindergarten	3-5 Years Classroom	Child Toilets	

Staff

All staff wear lanyards with a name badge and carry visual support cue cards.



Toilets

Knox Children and Family Centre has two sets of public toilets.

First Set

Location: To the left-hand side of reception, down the hallway and past the Maternal and Child Health clinic.

Includes:

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 2710mm x 2300mm.
- Grab bars to the left and behind toilet.
- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 830mm AFFL with lever tap 1000mm AFFL.
- Baby change area.

AND

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 2640mm x 2760mm.
- Grab bars to the left and behind toilet.

- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 830mm AFFL with lever tap 1000mm AFFL.
- Baby change area.
- Child toilet and sink.

AND

- One unisex ambulant toilet.

Second Set

Location: Outside room 7 within the main corridor.

Includes:

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 3400mm x 3500mm.
- Grab bars to the left and behind toilet.
- Toilet with contrast seat at height 460mm AFFL with left hand transfer.
- Sink height 820mm AFFL with lever tap 990mm AFFL.
- Shower with shower bench, HSHS and grab bars.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air freshener
Bathroom smells
Disinfectants

Child Care

We provide early childhood education and care for children from birth to six years of age.

To apply for our Child Care program please complete the registration form on our [website](#).

Children can access their Funded Kindergarten as part of our Child Care program.

In order to be eligible for the funded kindergarten program in Child Care, the minimum attendance requirement is three days per week.

Child Care sessions operate from classrooms which are located past a secure door.

Child Care is a permanent ongoing booking and can be full time (5 days per week) or part time (dependent on the needs of the service user).

All meals are provided for your children and are freshly prepared on-site.



Sensory Guide



Feel

Change ground surface
Heating/Cooling
Interactive environment
Shared personal space
Weather



Sounds

Children playing
Interactive toys
People
Water running



Sights

Bright lights
Glare
Interactive toys
People



Smells

Art and craft materials
Bathroom smells
Disinfectants
Food/Drink
People, Tanbark
Sunscreen

Sessional Kindergarten

Our Sessional Kindergarten delivers two years of kindergarten.

To be eligible to attend the sessional kindergarten service, your child must be either three or four years old by the 30th of April in the year they will attend kindergarten.

To register your child for our Sessional Kindergarten program, you need to complete registration form located on our [website](#) or speak to our service directly if you need assistance.



Sensory Guide



Feel

- Change in ground surface
- Heating/Cooling
- Interactive environment
- Shared personal space
- Weather



Sounds

- Children playing
- Interactive toys
- People
- Water running



Sights

- Bright lights
- Glare
- Interactive toys
- People



Smells

- Art and craft materials
- Bathroom smells
- Disinfectants
- Food/Drink
- People, Tanbark
- Sunscreen

Your First Day

Sessional Kindergarten and Child Care

1. Upon confirmation of enrolment, you will receive an invitation to attend an information session about starting Kindergarten (or a Parent Meeting for Child Care), which will include the orientation process, what to bring, and what to expect.
2. On arrival for your child's first day of orientation or independent attendance, check-in at reception where you will be provided with a security access code to access the classroom areas. The security access code allows for admittance through the security panels which are located at the entry to the classroom areas.
3. Staff will direct you and your child to your child's classroom and introduce you to their educators.
4. You will be shown how to use the sign in kiosk. Sign in kiosks are located in each classroom.

Upon attending these services, please remember to sign in at drop off and pick up times at the kiosk within each classroom.



Playgroup - Ngurrak Room

Playgroups bring young children, parents, families and communities together to learn and develop through informal play activities and social interaction.

Playgroups help parents and caregivers build social and support networks that encourage and assist them in their valuable parenting role.

We operate parent-led community groups throughout the week. For further information please see the [website](#).

Supported playgroups also operate out of our centre.

These playgroups are based on eligibility and are supported by relevant qualified staff to assist families who have children with additional needs.

Playgroup operates in room number 6 (Ngurrak Room) located next to reception. On arrival, check-in at reception to sign in. Entry is via a manual door opening inward. Door handle height 1520mm AFFL. Door clearance 840mm.

Room 6 includes its own kitchenette, microwave and sink.

This room also has its own private toilet. Access is via manual door opening inward with a clearance of 860mm. Toilet includes an adult and child toilet as well as baby change area.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Children playing
Interactive toys
Microwave
People
Water running



Sights

Bright lights
Glare
Interactive toys
People



Smells

Art and craft materials
Bathroom smells
Disinfectants
Food/Drink
People
Sunscreen

Consulting Rooms & Maternal and Child Health

Knox Children and Family Bayswater offers Consulting Rooms for Maternal and Child Health appointments and Allied Health Services.

The Knox Maternal and Child Health Service is a free, confidential service providing child health and developmental checks, information and advice and support to families with young children from birth to 6 years of age.

When you visit our centre, the nurse will review your child's health, growth and development.

You can refer to your child's MyHealth learning and developmental record (green book) for information about each visit or visit our [website](#).

Maternal and Child Health appointments usually involve conversations between parents/family or carer and a nurse about child development and may involve the child participating in learning and development assessments.

For information on bookings please call (03) 9298 8741.

The Consulting Room waiting area is located to the left of the main reception upon arrival.

The Maternal and Child Health is located to the left of reception and down the hallway.

Please check in at reception for all appointments. The staff will direct you to the assigned waiting area, where chairs and couches are available. Your Nurse or Allied Health Professional will take you into one of the rooms for your appointment.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Children playing
Interactive toys
People



Sights

Bright lights
People

Accessibility

THROUGHOUT

- Internet booking system.
- Phone booking system for tours.
- ReadSpeak program on website.
- Fully accessible website.
- Quiet area available. See staff for assistance.
- Assistance animals are welcome in the centre, however, close communication with families and supervision of the children is required when the animals are in attendance, including monitoring children that may have allergies.
- Exit button at height 1500mm AFFL located on right-hand side of the centre's first set of exit doors.
- We are Relay Service Friendly. Go to National Relay Service and give the number (03) 9738 9700 you want to call.
- Interpreter service is available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox Children and Family Centre Bayswater on (03) 9738 9700.

RECEPTION

- Reception desk height 1100mm AFFL. Additional low height service desk located to the left of the main reception desk at height 820mm AFFL.
- Phone number provided to call if reception is unattended.
- Pen and paper for exchange of information at reception.
- Staff available to read information to patrons if required.
- Information can be made available in large print. See staff for assistance.
- Pram and mobility aid parking. See staff for assistance.

QUIET SPACE

- The Quiet Space is located off foyer and near security doors. Access is via manual door opening inward with a clearance of 850mm.
- The Quiet Space room door "In Use" sign located at height of 1580mm AFFL..
- The Quiet Space room with clothes, toys and books for families. See staff for assistance.
- The Quiet Space can also be used as a prayer room.

CLASSROOMS

- Security panels at a height of 1520mm AFFL.
- Each classroom is set up based upon the needs of the participants within each program.
- Each classroom is named and clearly signed.
- Access to classroom area via automated glass door with clearance of 1200mm.
- Entry into each classroom via manual door opening outward with a clearance of 860mm.
- Each classroom has children's toilets with baby change tables.
- All classrooms include children's furniture.
- Each classroom has access to a shared outdoor play space. Access is via manual door opening outward with a clearance of 870mm. This can be made into a double door if required.
- Each classroom has a sign in kiosk at an operating height of 1460mm.
- Corridor connecting each classroom with couch seating.
- Exit button at height 1500mm AFFL located on left-hand side of automated glass door.



DINING & KITCHEN

- Shared dining space. Tables 740mm high x 560mm wide and chairs with backrests.
- Kitchen service bench at height 910mm AFFL. Low height service bench at height 750mm AFFL.
- Kitchen with children's table and chairs.

OUTDOORS

- Multi-level shared outdoor play space. Access to upper level is via steps or a 12-metre access ramp with gradient of 1:28 (3.6%).

PLAYGROUP

- Playgroup room (Ngurrak Room) with children's furniture and chairs with backs and arm rests.
- Room 6 kitchen bench at height of 900mm AFFL. Microwave operating height 1050mm AFFL.
- Playgroup Room toilet with latch lock at 1060mm AFFL. Adult toilet with left hand transfer and grab bars to the left and behind toilet. Sink height 820mm with lever tap at an operating height of 970mm AFFL.

CONSULTING ROOMS & MATERNAL AND CHILD HEALTH

- Consulting Rooms & Maternal Child and Health waiting areas have chairs with back and arm rests.
- Consulting Rooms & Maternal and Health rooms access via a manual door opening inward with a clearance of 850mm

Safety

- Entry steps to centre with TGSi at bottom and top.
- Access ramp to centre with no TGSi.
- Two wide solid glazing bands on front glass entry doors and internal glass windows: First at 540mm to 640mm AFFL. Second: 900mm to 1000mm AFFL.
- Unsecured child floor mat in Maternal and Child Health waiting area.
- Please be advised that children's furniture throughout the centre may not offer contrast to walls and floors. Children's toys may also be left on the floor in walkways. Please use caution when moving around the centre.
- Sunscreen is available. See staff for assistance.
- Outdoor play space with two sets of steps. Both sets with no TGSi. One set with no handrail.
- Outdoor play space access ramp with no TGSi, no handrail and no pathway curb to offer shoreline.
- Flat terrain inside the centre. Varied terrain in outdoor play space.
- Wet floor signage available.
- First aid is available. See staff for assistance.
- Defibrillator located at reception.
- All staff have Working With Children's Checks (WWCC).
- 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.
- Evacuation maps located on walls throughout including reception and hallways.

