

Access Key

Knox Children and Family Centre Wantirna South

81 Argyle Way, Wantirna South

Phone: (03) 9837 9600

www.knox.vic.gov.au/KnoxChildrenandFamilyCentres



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0464

knox



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Glossary

AFFL	Above Finished Floor Level.
HHSH	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, Wantirna South.

- 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, Wantirna South 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, Wantirna South is welcoming to all individuals in our community.



COMMUNICATION BOARD

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

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 Wantirna South is proudly owned and operated by Knox City Council.
- For opening hours, fees, tours and bookings, please click [here](#) or call (03) 9837 9600.
- 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 play groups. 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 kcfcwantirnasouth@knox.vic.gov.au

It is important to let us know if your child has any allergies or medical conditions. Please see staff to acquire appropriate documentation. This documentation must be completed by a doctor prior to children commencing care. When entering the care facility, please do not share your security code or allow others to enter who are not registered.

Getting There

Knox Children and Family Centre Wantirna South is located at 81 Argyle Way, Wantirna South.

Please see Google Maps reference [here](#).

The nearest bus stop is 550 metres away on Stud Road.

For information on how to get to Knox Children and Family Centre Wantirna South, visit [Public Transport Victoria](#).



Parking

Knox Children and Family Centre Wantirna South have their own dedicated underground carpark.

The entrance to the carpark is located to the right-hand side of the entrance when facing the building.

Lift or stair access from this carpark is available directly into the building.

There is:

- Two accessible parking bays 10 metres from the entrance to the lift.
- General parking with no restrictions.

Overflow parking is in the neighbouring streets. Please be aware there are parking restrictions during school drop off and pick up times and there is a large volume of traffic in the streets during these times.



Welcome

Welcome to Knox Children and Family Centre Wantirna South.

We support children 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 opening hours, please refer to our [website](#).

For further details please call (03) 9837 9600.



Argyle Way streetview Entry

Access to the centre is either from Argyle Way or from the underground carpark.

Argyle Way streetview Entry

- Access is via steps with handrail or a 20-metre ramp at a 1:20 gradient with one turning circle.
- Enter the centre through two sets of glass automated doors. First set with a clearance of 1350mm. Second set with a clearance of 1100mm.

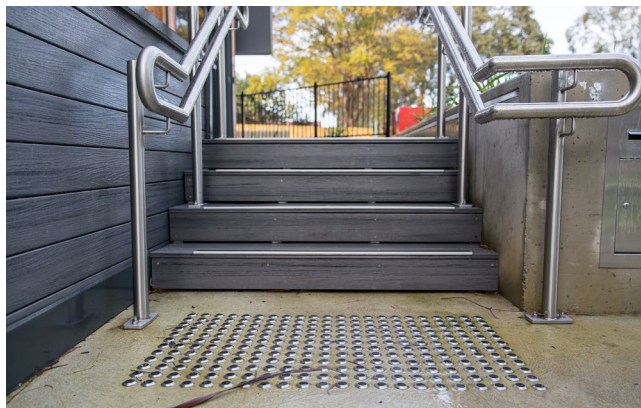
Reception is located directly ahead of this entrance.

Staff are available to assist with any enquiries.

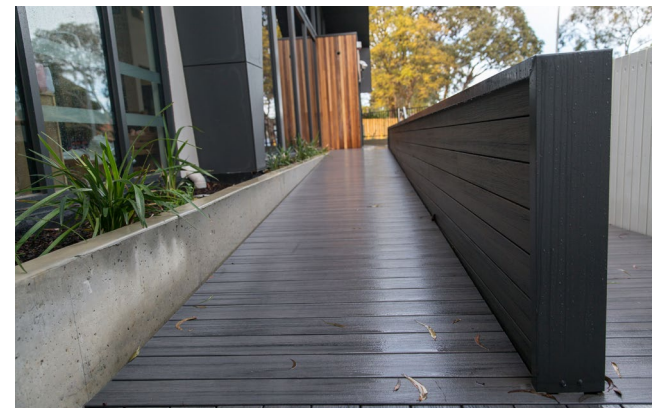
There is a visual Communication Board at reception to support confident communication.

Resources and brochures are available at reception.

Chairs with backs and armrests are available.



Stepped Entrance



Ramped Access



Accessible Entrance



Accessible Entrance

Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Automated doors
Children playing
Computers
People
Phones



Sights

Glare
People

Underground Carpark Entry

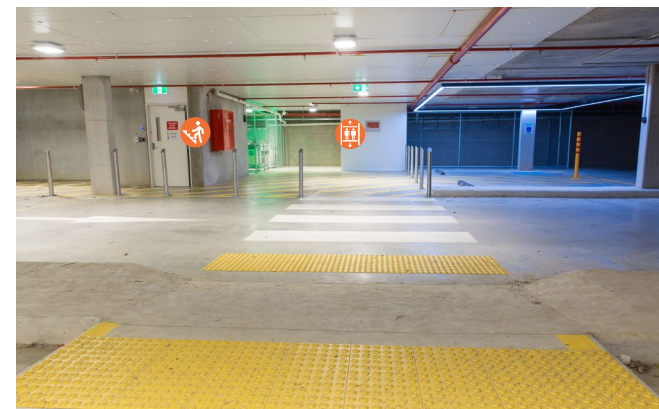
Entry to the underground carpark is via Argyle Street.

Access from the underground carpark to the centre is via steps with handrail or lift.

- Stepped access is located at the end of the carpark walkway, on the left. Enter via a single manual door opening inward. Reception is located at the top of the steps, to the right.
- Lift access is located at the end of the carpark walkway on the right. Reception is located ahead of the lift when exiting.



Carpark Entrance



Carpark Walkway



Stepped Entrance



Lift Entrance

Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Automated doors
Children playing
Computers
People
Phones



Sights

Glare
People

Map



Staff

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



Toilets

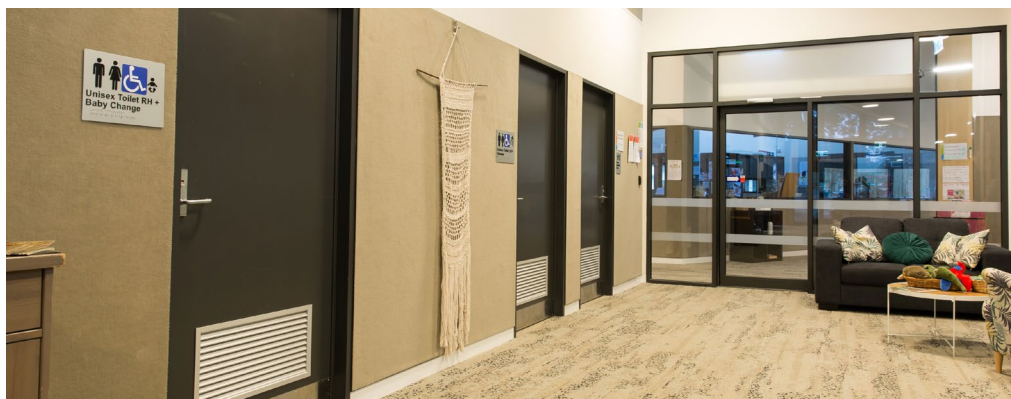
At Knox Children and Family Centre Wantirna South there are two sets of toilets.

First Set

Location: Past reception, in the hallway, on the left, opposite the Maternal Child and Health section.

Includes:

- A unisex, accessible toilet with sensor lighting.
- Door clearance of 860mm. Latch lock at 1060mm AFFL.
- Cubicle space 2950mm x 2700mm.
- Toilet height 450mm. Left hand transfer with grab bars to the left.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Shower with shower bench, HSH and grab bars.
- A second unisex accessible toilet with sensor lighting.
- Door clearance of 860mm. Latch lock at 1060mm AFFL.
- Cubicle space 3300mm x 3000mm.
- Toilet height 450mm. Right hand transfer with grab bars to the right.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Baby change area.
- One separate unisex ambulant toilet.



Second Set

Location: Classroom area hallway.

Includes:

- A unisex, accessible toilet with artificial lighting.
- Door clearance of 850mm. Twist lock at 1200mm AFFL.
- Cubicle space 3550mm x 2300mm.
- Toilet height 450mm. Right hand transfer with grab bars to the right.
- Sink height 800mm AFFL. Lever tap at 950mm AFFL.
- Shower with shower bench, HSH and grab bars.



Sensory Guide



Feel
Change in ground surface



Sounds
Echo
Hand dryer
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection



Smells
Air freshener
Bathroom smells
Disinfectants

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



Sounds

- Children playing
- Interactive toys
- Kitchen sounds
- People
- Water running



Sights

- Bright lights
- Glare
- Interactive toys
- People



Smells

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

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



Sounds

Children playing
Interactive toys
Kitchen sounds
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 you 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 - Darrang 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 runs in the Darrang Tree room at the front of the centre, to the left of reception. On arrival, check-in at reception to sign in. Entry is via manual door opening inward with a clearance of 860mm.

This room has its own dedicated outdoor play area, kitchenette facilities and toilets. Toilets include an adult and child sized toilet, baby change area. Access is via a manual sliding door with a clearance of 89mm.

Playgroup facilities are designed for learning and meet education and care services regulations.



To sign up, please email play@knox.vic.gov.au or call (03) 9298 8348.

Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Children playing
Interactive toys
Microwave
People
Traffic
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 Wantirna South 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 waiting area for the Consulting Rooms & Maternal and Child Health is located to the right of reception.



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
Heating/Cooling
Interactive toys
People



Sights

Bright sensor lights
People

Accessibility

- Internet booking system
- Phone booking system for tours
- ReadSpeak program on website.
- Fully accessible website.
- Lift access to the main floor from the underground carpark.
- Lift access button at a height of 1000mm AFFL. Door clearance of 900mm. Lift cubicle space 1390mm x 1590mm.
- Underground carpark stepped access with handrail on both sides.
- Access from Argyle Way via a 20 metre ramp at a 1:20 gradient with one turning circle.
- Argyle Way stepped access with handrails.
- Sensor lighting in waiting room, family meeting room and consultation rooms.
- Quiet Space available, see staff for assistance. This space can also be used as a prayer room.
- 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.
- We are Relay Service Friendly. Go to National Relay Service and give the number (03) 9837 9600 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 Wantirna South on (03) 9837 9600.

RECEPTION

- Low height customer service desk at 820mm AFFL.
- Bell to attract attention at reception.
- Pen and paper for exchange of information at reception.
- Staff available to read information if required.
- Contrast toilet seats in accessible and ambulant toilets.

PLAYGROUP

- Darrang Tree room kitchenette counter height 920mm AFFL and microwave operating height 1500mm AFFL.
- Darrang Tree room, access to outdoor area via manual door opening outward. Door clearance of 850mm which can be made into a double door if required.
- Security panel to access classroom area at an operating height of 1500mm AFFL.
- Access to classroom area via automatic glass door. Door clearance of 800mm.
- Pram storage located directly to the right upon entering the classroom area.
- Access to each classroom via manual door. Door clearance of 860mm.
- Sign in kiosk at an operating height of 1450mm AFFL in each classroom.
- Each classroom is set up based upon the needs of the participants within each program.
- Each classroom named and clearly signed.

- Each classroom has access to outdoor shared play space via manual door opening outward. Door clearance of 860mm which can be made into a double door if required.
- If your child has additional needs, funding for a carer to assist your child during our programs can be applied for through our facility. Please speak to us to find out more information.

DINNING & KITCHEN

- Kitchen service counter height 910mm AFFL.
- Tables located within kitchen with dimensions 750mm high x 450mm wide x 590mm deep and additional tables with the dimensions of 640mm high x 730mm wide x 700mm deep.
- Chairs with backrests within kitchen.
- Drinking fountains are located within hallway outside the kitchen and outside back office. Operating height of 960mm AFFL.
- Couch seating along the corridor linking all classrooms.

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

- Underground car park pram ramp with TGSi.
- Underground car park with designated footpath and zebra crossing.
- Underground carpark stepped access with TGSi at bottom and top.
- Argyle Way Street access steps with TGSi at bottom and top to centre.
- Argyle Way Street access ramp to centre without TGSi and handrail.
- Wide solid glazing bands at 500mm to 600mm AFFL and 900mm to 1000mm AFFL on glass entrance doors and external glass floor to ceiling windows.
- Maternal Child and Health waiting room.
- Please be aware that there may be scattered children's furniture, toys and unsecured mats located throughout all classrooms, within the Darrang Tree room as well as within waiting rooms.
- Within classrooms children's furniture may not offer colour contrast to walls and floor.
- All staff have Working with Children Checks.
- Sunscreen can be provided.
- If first aid is required, please see staff.
- A defibrillator is located on the wall behind reception.
- Flat terrain throughout centre.
- Signage for wet floors may be displayed.



- In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, members and visitors will be directed to the nearest exit and designated assembly area.
- Evacuation maps are located at each emergency exit, in each classroom, as well as in foyer and hallway near the couch area.