

# Knox Carols



## Access Key

A customised accessibility guide

Updated November 2025 V1.0

Saturday 13 December 2025

Wally Tew Reserve | Brenock Park Drive | Ferntree Gully

Phone: 03 9298 8000 | [www.knox.vic.gov.au/carols](http://www.knox.vic.gov.au/carols)

4pm – 9.30pm (main show from 7pm)



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# Guidelines

Thank you for choosing to use an Access Key for 2024 Knox Carols. 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 information is located on page [20](#).
- Safety information is located on page [21](#).

Knox City Council hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare the Knox Carols 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 Carols is welcoming to all individuals in our community.

# Did You Know?

- Knox Carols is held at Wally Tew Reserve, Brenock Park Drive, Ferntree Gully.
- Entry into the event is free of charge.
- Knox City Council aims for all events to be inclusive and accessible. See Knox City Council [website](#) for more information.
- View [Knox CARES 2022 -2026 Strategy](#).
- Bernard Curry, Shannen Wick, Harry Targett, Briana Bishop, Liona Tatafu, Skye, Priscilla Stanley and Knox Factor 2024 Winners – Jack Casslyn / Amelia Reynolds Billing will be the headline artists on stage.
- 3D Arts and Santa will also make an appearance.
- The music is played by The Royal Australian Navy Band
- There will be a fireworks finale finish at approx. 9:30pm
- You can provide feedback. Please email: [events@knox.vic.gov.au](mailto:events@knox.vic.gov.au).





# Accessibility Features

A host of accessibility features will be available including:

- Accessible parking, [page 6](#).
  - Accessible entry points, see [page 6](#) and [page 8](#).
  - Changing Places (adult change facility), [page 10](#).
  - Chill Out Space, [page 14](#).
  - A lost children collection area is located next to the Event Info Hub.
  - Event Program/Songbooks can be collected at the main entry gates from the Event Info Hub.
  - A screen will be located on the side of stage to provide a better level of viewing.
  - Auslan interpreters will be on-site. They will be located on the right-hand side of the stage throughout the main show and projected on to the large screen.
  - Identification wristbands will be available. Wristband can be worn by children and parents can include mobile phone numbers in the event their child goes missing. Wristbands can be obtained from the Event Info Hub, or SES staff wearing orange uniforms.
- All Staff have Working with Children Checks.
  - Event Staff will be on site in purple vests
  - Event Wardens and Information staff will be on site in light blue vests.
  - Security and police on site in uniform.
  - Event Control is located at the Scout Hall (see map on page 6).



# Parking

Accessible parking for patrons with disability parking permits will be available.

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

Parking attendants will be available to direct vehicles. They wear high visibility vests.

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

Accessible parking will be available within the reserve with access path connection to the oval and amenities. There will be approximately 30 bays.

General parking will be available in the adjoining streets and shopping precinct car parks around the event site.

A drop off point will be available near the library. Entry is via Burwood Highway. Please be guided by our traffic attendants.

A designated taxi/uber point will be located adjacent to the library.

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





# What Can I Bring?

## Bring:

- Christmas cheer.
- Rugs, cushions or low backrests.
- Lawn chairs.
- Picnics.
- Water.
- Sunhats and sunscreen.
- Umbrellas for shade/rain.
- Money if you wish to purchase food, drinks or market stall items.



## NOT permitted:

- Alcohol.
- Drugs.
- Drones.
- Animals (assistance animals permitted).
- Smoking and vaping.





# Entry

Gates will open at 4pm and entry is free.

There are two main **pedestrian** entrances; Brenock Park Drive and Lyndale Court. Brenock Park Drive provides direct access to the carols oval.

Lyndale Court provides direct access to the food court and restrooms including Changing Places.

A printed version of Knox Carols Songbooks will be available for accessible needs only at the Event Info Tent.

A digital version will be available via [www.knox.vic.gov.au/carols](http://www.knox.vic.gov.au/carols) or via this QR code.



Venue capacity is approximately 10,000 patrons.



## Sensory Guide



### Feel

Different ground surface  
Shared personal space  
Uneven ground  
Weather



### Sounds

Crowd noises  
Announcements  
Music  
People  
Traffic



### Sights

Bright, flashing lights  
Crowd Movement



### Smells

Food/Drink  
Nature  
Sunscreen



# Staff and Assistance

Carols staff wear Knox City Council t-shirts and staff lanyards.

SES (State Emergency Service) staff wear orange uniforms.

Security Guards wear a black uniform with high visibility vests.

St. John's Ambulance Australia (Victoria) will have one first aid station; located inside near Scout Hall.

St. John's Ambulance Australia (Victoria) first aid staff wear a 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



# 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 gender, 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 one of the Event Organisers. Please phone 0429 993 036.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Automated Doors  
water running  
Hand Dryers  
Toilet Flushing  
Echo



**Sights**  
People  
Mirror Reflection



**Smells**  
Bathroom Smells  
Disinfectants  
Cleaning  
Soap



# Amenities and Parent Rooms

## TEMPORARY TOILET BLOCK

Location: Near the main entrance, at Brenock Park Drive, next to the Scout Hall.

Includes:

- 2 All gender Comfort- Inn Wheelchair Accessible Toilets.
- 40 portable toilets.

## WALLY TEW RESERVE TOILETS

Location: Near the library.

Includes:

- All gender, accessible toilet.
- Automated sliding door. Door clearance 800mm with easy-to-operate internal door lock.
- Grab-bar on wall beside toilet.
- Separate men/boys and women/girl's toilets.
- Baby change area (within women/girl's toilets).

## PARENT ROOMS

Location: on the northern side of the oval near First Aid.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Automated Doors  
water running  
Hand Dryers  
Toilet Flushing  
Echo



**Sights**  
People  
Mirror Reflection  
Lights



**Smells**  
Bathroom Smells  
Disinfectants  
Cleaning  
Soap

# Free Family Activities

Free family activities will be running from 4pm until 8pm.

Family activities will be located around the perimeter of the oval.

Activities will include:

- Christmas colouring and craft activities (free)
- Kids Show on the main stage with Celia and friends Frosty & Elf (5:30pm)
- Kids Carnival Rides (pay as you go)





# Pre-Show Entertainment

The Pre Show will start from 4:30pm

Pre-Show entertainment will be located on the main stage

This includes acts from:

- Knox Factor 2025
- Kim Annette Dance Studios
- Celia Wordsworth and her friends Frosty & Elf
- The Knox City Sings Community Choir
- Welcome to Country
- Mayors Address



## Sensory Guide



### Feel

Different ground surface  
Shared personal space  
Uneven ground  
Weather



### Sounds

Announcements  
Applause/Cheer  
Entertainment  
People



### Sights

Bright flashing lights  
Crowd movement  
Vivid entertainment



### Smells

Food/Drink  
Sunscreen

# Chill Out Space

A Chill Out Space will be available from 4pm to 10.15pm. It will be located near the main entrance, at Brenock Park Drive, next to the Scout Hall.

The role of the Chill Out Space is to provide patrons an opportunity to break away from the event. It is available for people of all ages and abilities.

This space will not be staffed. Children are to be supervised at all times.

Patrons can retreat and rest. Download to your phone or tablet, ReachOut Breath App and/or ReachOut Worry Time App. Both available from the App store or Google play.

## Patrons can:

- Relax in the comfy tepees.
- Enjoy books and colouring in.
- Play on BYO phone/tablet.
- Enjoy a quiet conversation.

## Please avoid:

- Group games.
- Eating.
- Staying longer than 30 minutes.
- Loud conversations.
- Sleeping.



## Sensory Guide



**Feel**  
Shared Personal Space  
Soft Toys  
Woven Rugs



**Sounds**  
People  
Soft Music



**Sights**  
Fairy lighting  
Vibrant colours



**Smells**  
Sunscreen  
Fragranced Oils



# Main Carols Concert

The main carols concert will commence at 7pm and run through until 9.30pm.

The main carols concert will include a wonderful range of entertainment from talented local acts to nationally acclaimed artists, musicians and dancers.

Entertainment will include:

- Bernard Curry, Master of Ceremony & Performer
- The Royal Navy Band Melbourne.
- Halo Choir
- Shannen Wick – Performer.
- Harry Targett – Performer.
- Brianna Bishop – Performer.
- Knox Factor Winners – Jack Casslyn / Amelia Reynolds Billing
- 3D Arts presenting Santa Arrival.

Sing along to your favourite Carols throughout the night. A program with Songbook (digital and print copies available)

Patrons are encouraged to download a digital song book from the Carols website. Limited copies of the Program/Songbook will be available at the Event Info Hub.



# During The Main Carols Concert

## FIRST

A Welcome to Country from a Wurundjeri Elder and Knox Mayor will deliver an opening address.

## NEXT

Bernard Curry, Master of Ceremony (MC) will come on stage and introduce each performer throughout the concert.

During the show, Santa Claus will appear with friendly Christmas helpers.

## THEN

At the end of the show, Bernard will invite all performers on stage to wave goodbye.

The show will finish at 9.30pm.

Please be advised that a fireworks display **will** take place at the end of the show.

The display will last for approximately 5 minutes and may include loud noises and bright flashing lights.

We recommend that guests who may be sensitive to noise or light prepare accordingly.



## Sensory Guide



### Feel

Shared Personal Space  
Weather  
Night Air  
Cooling



### Sounds

Announcements  
Applause  
Entertainment  
Fireworks  
Music



### Sights

Bright Flashing Lights  
Vivid Entertainment  
Fireworks



### Smells

Food / Drink  
Sunscreen  
Smoke from fireworks



# Food Vendors

A food court will be located in the reserve behind the oval.

Food vendors will sell food and beverages.

Bring cash or Card.

All vendors will have eftpos available.

There will be no ATM on site. Closest withdrawal point will be at Ferntree Gully Woolworths.

Two water stations will be available. One near the the scout hall entrance. One near the windmill / food court area.



## Sensory Guide



### Feel

Different Ground Surface  
Heat from vans  
Shared Personal space  
Weather



### Sounds

Cooking Equipment  
Announcements  
People  
Van Generators



### Sights

Bright Flashing Lights  
Vivid Colours



### Smells

Food /Drink  
Sunscreen

# Fireworks

There will be a fireworks display at approximately 9:30 pm for 5 minutes when the main carols concert has finished.

This display will be noisy and bright.

During the firework display some fireworks may shoot straight up before exploding, others whirl in a spiral, some shatter into thousands of sparks, others tumble like a water fall and some float like shimmering showers.

The firework display will be colourful and the fireworks may appear to spin, whisk, shoot or dart into the night sky.

The firework operation area is an exclusion zone!



## Sensory Guide



### Feel

Shared personal space  
Weather  
Night air



### Sounds

Announcements  
Fireworks banging  
Fireworks popping  
Fireworks shooting  
People



### Sights

Bright flashing lights  
Flashing fireworks  
Shooting fireworks  
Sparkling fireworks



### Smells

Burning fireworks  
Fireworks smoke



# Time to Leave

The show will conclude at 9:40 pm.

Exit will be through the same gates that patrons entered.

Parents: a family pick-up area is available near the library, enter via Burwood Highway.

The venue will remain well-lit until the last person leaves.

Event organisers request all patrons exit in an orderly manner, walking only.

Knox City Council would like to wish you and those close to you a very Merry Christmas and a Happy New Year.

*Proudly supported by*



# Accessibility

- Accessible website with information about services and event  
<http://www.knox.vic.gov.au/carols>.
- Knox City Council is Relay Service Friendly. Contact the National Relay Service on 1300 555 727 and give the number (03) 9298 8000 for them to contact Knox City Council.
- A site map indicating accessibility features available (see map on [page 6](#)).
- Wayfinding signage throughout event site.
- Electric wheelchair/scooter charging point located at the Scout Hall
- Permanent sealed paths assist patrons making their way around the festival site, including a new path connecting the accessible car park to the oval.
- There will be no provision of track matting for wheelchairs. However, area wardens will assist in keeping pathways clear and can walk alongside anyone who needs to move across the oval.
- Auslan interpreters present on stage throughout the main show program.
- Auslan projected onto screens.
- Assistance animals welcome.
- For patrons requiring telephone access, please go to the Event Info Hub ([page 6](#), reference 5).





# Safety

- Varied terrain throughout (grass, concrete).
- Additional lighting towers throughout venue with main access points well lit. Note, most lighting will be subdued during the main carols concert so as to not distract from the stage lighting.
- Obstacles throughout including marquees, chairs, rugs and rubbish bins.
- The stage is a large structure of around 12-metres in length. It is recommended patrons stay away from this immediate area as it is busy with staff, technical crew and performers.
- Cables may extend across ground surfaces (appropriate cable trays will be provided).
- Large speakers are located in main entertainment audience area. They can be extremely loud. It is recommended not to stand too close.
- Water station is located at the Brenock Park Drive entrance located at The Scout Hall and Brick Cricket Pavilion.
- Children must be supervised at all times.
- A lost children collection area and identification wrist bands available at Event Info Hub.
- If first aid is required, please see a St. John Ambulance Australia (Victoria) first aid attendee or visit the First Aid stations. Inside the Scout Hall.
- Defibrillator available for use located in the Event Control building.
- Security, emergency services and Victoria Police on-site.
- Patrolled pathways and carparks.
- Event organisers request all patrons move through the venue in an orderly manner, walking only.
- In the event of an emergency, staff will help and direct patrons to the nearest exit, which will likely be the same way you arrived. Please move to the designated assembly area.

