Access Key

A customised accessibility guide

Knox Carols

Saturday 12 December 2026

Wally Tew Reserve
Brenock Park Drive, Ferntree Gully
Phone: 03 9298 8000
www.knox.vic.gov.au/carols
4.30pm – 9.30pm (main show from 7pm)



Updated November 2026 Version 6

knox

Knox City Council

Contents

Guidelines	3
Did You Know?	4
Accessibility Features	5
Parking	6
What Can I Bring?	7
Entry	8
Staff and Assistance	9
Changing Places	10
Amenities and Parent Rooms	11
Free Family Activities	12
Pre-Show Entertainment	13
Chill Out Space	14
Main Carols Concert	15
During The Main Carols Concert	16
Food Vendors	17
Fireworks	18
Time to Leave	19
Accessibility	20
Safety	21



Guidelines

Thank you for choosing to use an Access Key for 2026 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 -2027 Strategy.
- John O'Hara, thndo, Sophie Weiss, Halo Ensemble, Keanu Gonzalez and Carla Venkataya 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.



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 cricket pavilion. (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 on Brenock Park Drive near the bus stop. Please be guided by our traffic attendants.

For information on how to get to Wally Tew Reserve, visit [Transport Victoria.]



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 4.30pm 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 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 yellow and black uniform with security lanyard.

St. John's Ambulance Australia (Victoria) will have one first aid station; located inside the cricket pavilion.

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 0456 819 826.



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
Disenfectants
Cleaning
Soap

Amenities and Parent Rooms

2 TEMPORARY TOILET BLOCKS

Location: Near Wally Tew Reserve Toilets

1 All gender Comfort Inn Wheelchair accessibile toilet. 20 Portable Toilets.

Includes:

- 1 All gender Comfort- Inn Wheelchair Accessible Toilet.
- 30 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
Disenfectants
Cleaning
Soap

Free Family Activities

Free family activities will be running from 4.30pm until 8pm.

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

Activities will include:

- Christmas colouring and craft activities (free)
- Family entertainment on the main stage from 5pm
- Kids Carnival Rides (pay as you go)



Pre-Show Entertainment

The Pre Show will start from 5pm

Pre-Show entertainment will be located on the main stage.

This includes acts from:

- The Funtones
- Kim Annette Dance Studios
- 3d Arts Company
- RUCCIS Circus
- 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 4:30pm to 9:45pm. It will be located near the Event Info tent near the cricket pavilion.

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 a quiet space
- 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:

- John O'Hara
  (Master of Ceremonies & Performer)
- thndo
- Sophie Weiss
- Halo Ensemble
- Keanu Gonzalez
- Carla Venkataya
- 3D Arts presenting Santa's 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

John O'Hara, 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, John 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 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.

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.



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 Counci.
- A site map indicating accessiblity 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 Adjacent to the Wally Tew Reserve Toilets.
- 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 cricket pavilion.
- 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.

