

knox your city
by Candlelight
Carols



Access Key

Updated November 2019 V1.0

Saturday 7 December 2019

Wally Tew Reserve | Brenock Park Drive | Ferntree Gully

Phone: 03 9298 8000 | www.knox.vic.gov.au/carols

4pm - 10.15pm (main show from 8pm)

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Guidelines

Thank you for choosing to use an Access Key for Knox City Council's Carols by Candlelight 2019.

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 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 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.
- Download Access Key in its entirety - 21 pages in total.

	Access Ability Australia	<p>Access Keys are designed and developed by AccessAbilityAustralia.</p> <p>To view the full range of free Access Keys available, go to AAA Library. For Access Keys in Braille or audio, please Contact Us. Please complete our short survey to help us ensure continuous improvement.</p>
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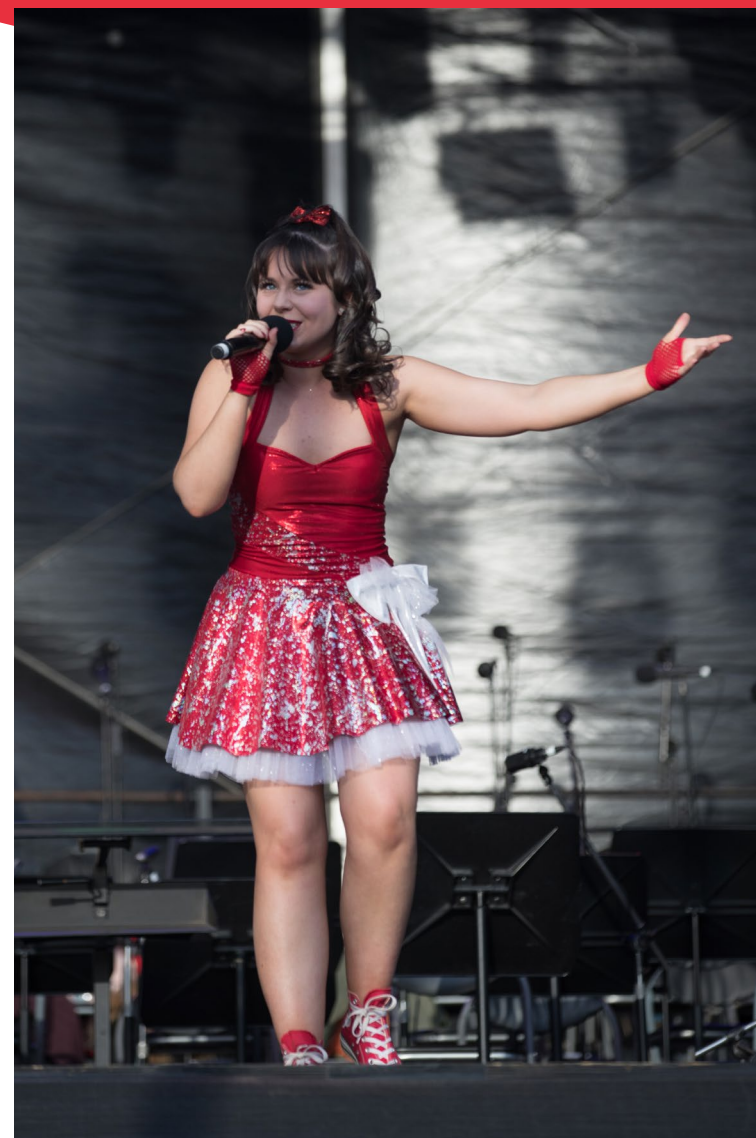
Access Keys
.....unlocking
your world





Did You Know?

- Knox Carols by Candlelight is held at Wally Tew Reserve, Brenock Park Drive, Ferntree Gully.
- Entry into the event is free of charge.
- Knox Carols by Candlelight is Knox City Council's flagship Access and Inclusion event which celebrates the International Day of People with Disability. See Knox City Council [website](#) for more information.
- Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
- Karen Knowles and Tenori will be the headline artists on stage.
- All artists performing will be supported by the Royal Australian Navy Band - Melbourne.
- To 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](#).
- Access Support Staff roving throughout the event site. To contact please phone: 0439 920 492.
- 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 at the northern end of the oval (see map on [page 6](#)). Staff have Working with Children Checks.
- Wristbands for children will be available as an option for parents to include mobile phone numbers in the event their child goes missing. Wristbands will be available from roving SES personnel who will be circulating the crowd during the event. They can also be obtained from the Event Info Hub. (see map on [page 6](#), reference 2).
- Event Program/Songbooks can be collected at the main entry gate.
- 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.
- Event staff on-site in uniform, [page 9](#).
- Security and police on-site in uniform, [page 9](#).
- Event Control is located at the pavilion on the southern edge of the oval.



Parking

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 Hwy. 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 Public Transport Victoria.

knox by Candlelight Carols

Taxi/Parent Pick Up
Show finishes at 10.15pm.
A taxi and parent pick up zone is available via Burwood Highway Entrance from 10.15pm (no parking).

Pet Owners
If near Wally Tew Reserve during Carols, please secure your pets. Fireworks are expected to begin around 10pm.

Accessible Parking
Accessible parking is available on site via the Burwood Hwy gate. **Please note:** Cars choosing to leave early will be assisted by on-site parking officials.

Saturday 7 December Wally Tew Reserve, Ferntree Gully 4pm - 10.15pm (main show from 8pm)

- Accessible parking
- Toilets
- Accessible toilets
- Parent room
- Changing places restroom
- Taxi/Parent Pick Up Zone
- First aid
- Drinking water
- Lost kids
- Chair/scooter recharge
- Chill out space
- Christmas Craft Activities
- Event Info Hub
- Food & Beverage
- Jumping Castle
- Melbourne Stars Play Cricket Zone
- Food & Beverage



Smoke & alcohol free event
For more information visit knox.vic.gov.au/carols

Give generously
this Christmas
www.knoxgives.org.au



Major
Partner





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.
- Drones.
- Animals (assistance animals permitted).
- Smoking.



Entry

Gates will open at 4pm and entry is free.

The main entrance is located at the north end of Brenock Park Drive, providing pedestrians accessible, direct access to the carols oval. There is no vehicle access at this entrance.

Knox Carols Programs/Songbooks will be available here and at the Event Info Hub.

Venue capacity is approximately 14,000 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

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

Access Support Staff wear a high visibility vest and a Knox Council lanyard.

SES (State Emergency Service) staff wear orange uniforms.

Security Guards wear a black uniform with high visibility vests.

St. John Ambulance Australia (Victoria) will have a first aid station located at the entry to the oval (see map on [page 6](#)). St. John Ambulance Australia (Victoria) first aid staff wear a 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:

- Unisex, 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 Access Support Staff. Please phone them on 0439 920 492.

Also includes:

- Separate unisex, accessible toilet.
- Automated sliding door. Door clearance 800mm with easy-to-operate internal door lock.
- Grab-bar on wall beside toilet.
- Separate male and female toilets.
- Baby change area (within female toilets).



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Amenities

At Knox Carols by Candlelight there two sets of amenities.

SET 1

Location: near the main entrance.

Includes:

- One unisex, accessible toilet.
- 20 single unisex toilets.
- Parent Room.

SET 2 (pictured)

Location: Event Control building, located at the pavilion on the southern edge of the oval.

Includes:

- One unisex, accessible toilet (via lift access).
- Separate male and female toilets.
- Parent Room.



Sensory Guide



Feel

Different ground surface
Heating/Cooling
Shared personal space



Sounds
Announcements
Echo
Hand dryers
People
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection



Smells
Air Freshener
Bathroom smells
Disinfectants



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:

- Melbourne Stars Play Cricket Zone.
- Jumping Castle.
- Christmas Craft Activities.
- Giant Games Space.



Pre-Show Entertainment

Stunning Pre-Show entertainment will commence at 5:30pm and run through until 7:30pm.

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

Entertainment will include:

- The Chime Choir.
- Shanty Town.
- Knox Factor Grand Final.
- Dance Fusion.



Sensory Guide



Feel

Different ground surface
Shared personal space
Uneven ground
Weather



Sounds

Announcements
Applause/Cheer
Entertainment
People



Sights

Bright flashing lights
Crowd movement
Flickering candles
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 at the rear of the oval, next to the Jumping Castle.

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 be operated by an early year's educator. Staff have Working with Children Checks. No guidance, counselling or child minding will take place.

Patrons can retreat and rest whilst being cocooned amongst playful tepees and sensory toys. 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 sensory toys and books.
- Play on BYO phone/tablet.
- Chat to staff.
- Enjoy a quiet conversation.

Please avoid:

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



Sensory Guide



Feel
Shared personal space



Sounds
Ocean sounds
People
Soft music
Soft sounding instruments



Sights
Fairy lighting
Kaleidoscope patterns
Vibrant colours



Smells
Fragranced oils
Sunscreen

Main Carols Concert

The main carols concert will commence at 8pm and run through until 10pm.

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

Entertainment will include:

- Karen Knowles, Principle Artist.
- Tenori, Principle Artist.
- Director of Music, Lieutenant David Coit leading The Royal Australian Navy Band - Melbourne.
- Tracey Kennedy, vocalists for The Royal Australian Navy Band - Melbourne.
- Urban Praise, Gospel Choir.
- Knox Factor 2018 winner, Renee Taggart.
- Christmas message by Father Jim Acreman.
- Candle lighting ceremony with members of St Joseph's College.
- Paper Moon performances including special guests: Santa and his mischievous elves.
- Sing-a-long Carols throughout the program (lyrics can be found within the Program/Songbook).



Knox Carols Programs/Songbooks will be available free of charge. They can be collected from the main pedestrian entrance and at the Event Info Hub. This marquee is orange and pink with 'Knox Arts & Events' across the top.

There will be a large screen to provide a better level of viewing.

During The Main Carols Concert



FIRST

A welcome to Country from a Wurundjeri Elder and Knox Mayor, Nicole Seymour, will deliver an opening address.

NEXT

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

During the show, Santa Claus with his friendly Elf will appear.

THEN

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

The show will finish at 10pm followed by a 10-minute fireworks display.

Umbrella's down please!



Sensory Guide



Feel

Shared personal space
Weather/Night air



Sounds
Announcements
Applause/Cheer
Entertainment
People



Sights

Bright flashing lights
Flickering candles
Vivid entertainment



Smells
Food/Drink
Sunscreen

Food Vendors

Food vendors will be located on both sides of the oval.

Food vendors sell food and beverages.

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

A water station will be available inside the venue. It is located near the main entrance.



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

Fireworks

There will be a firework display at approximately 10pm - 10.15pm 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 10.15pm.

Exit will be through the same gate that patrons entered.

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

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

Accessibility

- Access Hotline 0439 920 492.
- 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 in the centre of the site at the Event Control building.
- Permanent sealed paths assist patrons making their way around the festival site, including a new path connecting the accessible car park to the oval.
- Auslan interpreters present on stage throughout the main show program.
- Auslan projected onto screens.
- Assistance animals welcome.
- ATM on-site, near food and beverage area (see map on page 6, ref 3).
- For patrons requiring telephone access, please go to the Event Info Hub (page 6, reference 2).



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 located inside the venue near the main entrance.
- Children must be supervised at all times.
- A lost children collection area and identification wrist bands available.
- If first aid is required, please see a St. John Ambulance Australia (Victoria) first aid attendee or visit the First Aid station near the main entrance.
- 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.