

# Access Key

## Knox Civic Centre

511 Burwood Highway  
Wantirna South

Website: [knox.vic.gov.au](http://knox.vic.gov.au)

Phone: (03) 9298 8000  
(including after-hours emergencies)



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# Glossary

AFFL = Above Finished Floor Level

TGSI = Tactile Ground Surface Indicators

# Guidelines

Thank you for choosing to use an Access Key for Knox Civic Centre.

For your Access Key to be successful, we recommend you follow these guidelines:

- Access Keys preferably to be obtained two weeks in advance of visit.
- Access Keys to be read calmly and confidently in an environment free of distractions.
- An adult/carer is to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key.
- Help the participant comprehend the key points of the Access Key, consistently monitoring for level of understanding.
- If using the Access Key as a reflective tool, 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 17.
- Safety information is located on page 18.
- Download Access Key in its entirety, 20 pages in total.

Access Keys  
.....unlocking  
your world



**Access  
Ability  
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

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.

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## Did You Know?

- Opening hours: Monday to Friday 8:30am-5pm (excluding public holidays).
- Knox Community Access and Equity Implementation Plan 2017-2022 can be viewed online [here](#) .
- Knox Civic Centre has free Wi-Fi available. No password is required.
- Meeting Rooms can be booked. Catering with dietary requirements are available. Enquire at Customer service.
- To provide feedback or make an online request, go to [Online Requests](#) or speak with a Customer Service staff member.



# Visitor Map

For information on how to get to Knox Civic Centre, visit: [Public Transport Victoria](https://www.ptv.vic.gov.au/)  
Alternatively, visit [Google Maps](https://www.google.com/maps)



# Parking

Restricted general parking is available inside the grounds. If the carpark is full, it is recommended visitors park in the Ozone carpark.

There are two accessible car parking places within 20-metres of the Civic Centre main entrance.

There are also three 15-minute parks available directly at the front of the Civic Centre, near the entrance.

For further information see map on [page 5](#).



# Staff

Knox City Council Customer Service staff wear grey shirts, grey vests, grey pants and a name tag.

Knox City Council Hall Keeper staff wear business shirts with Knox City Council logo, black pants and a name tag.

If visitors require assistance, please see staff.



Customer Service



Hall Keeper

# Main Entry

Entry into the Knox Civic Centre is via steps with handrails.

An access ramp is also available, located to the right of the steps.

This 25-metre long access ramp at a gradient of 3.6 - 4.4% offers a clear path of travel from the carpark to the main entrance.

There is an undercover area at the entrance of the Knox Civic Centre.

Visitors enter through two sets of glass automated doors.



# Foyer

Visitors are welcome to relax in the Foyer.

Tables and seating with backrests and armrests are available.

A water station with cups is located on the right at a height of 750-mm AFFL.

Toilets are located at the rear of the Foyer, on the right.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
People



### Sights

Bright lights  
Sunlight

# Atrium Entry

The Atrium is open Monday to Friday  
9am–5pm (excluding public holidays).

The Atrium entry is via steps with handrail.

There is no ramp access at this entry point.

Entry into the Atrium is through a manual  
glass entry door opening outward with a  
clearance of 1100-mm.



# Atrium

Visitors are welcome to relax in the attractive Atrium.

The Atrium boasts a water feature and a selection of lush native plants.

Visitors are to take care and remain on the pathways.

Tables and seating with backrests and armrests are available.

Storage is available for mobility aids. Please see staff for assistance.

Access to level one from the Atrium is via stairs with handrail or a lift. The stairs are located at the rear of the Atrium, on the right-hand side. The lift is located at the rear of the Atrium, on the left-hand side.



## Sensory Guide



**Feel**  
Gas heaters  
Humidity  
Shared personal space  
Weightless feeling (lift)



**Sounds**  
Echo  
People  
Water feature



**Sights**  
Fans oscillating  
Glare



**Smells**  
Chlorine  
Nature

# Toilets

Toilets are located at the rear of the Foyer, on the right.

All toilets are clearly signed.

Entry to the toilet area is via a manual door opening inward with a door clearance of 850-mm.

All toilets are located off a hallway within this area.

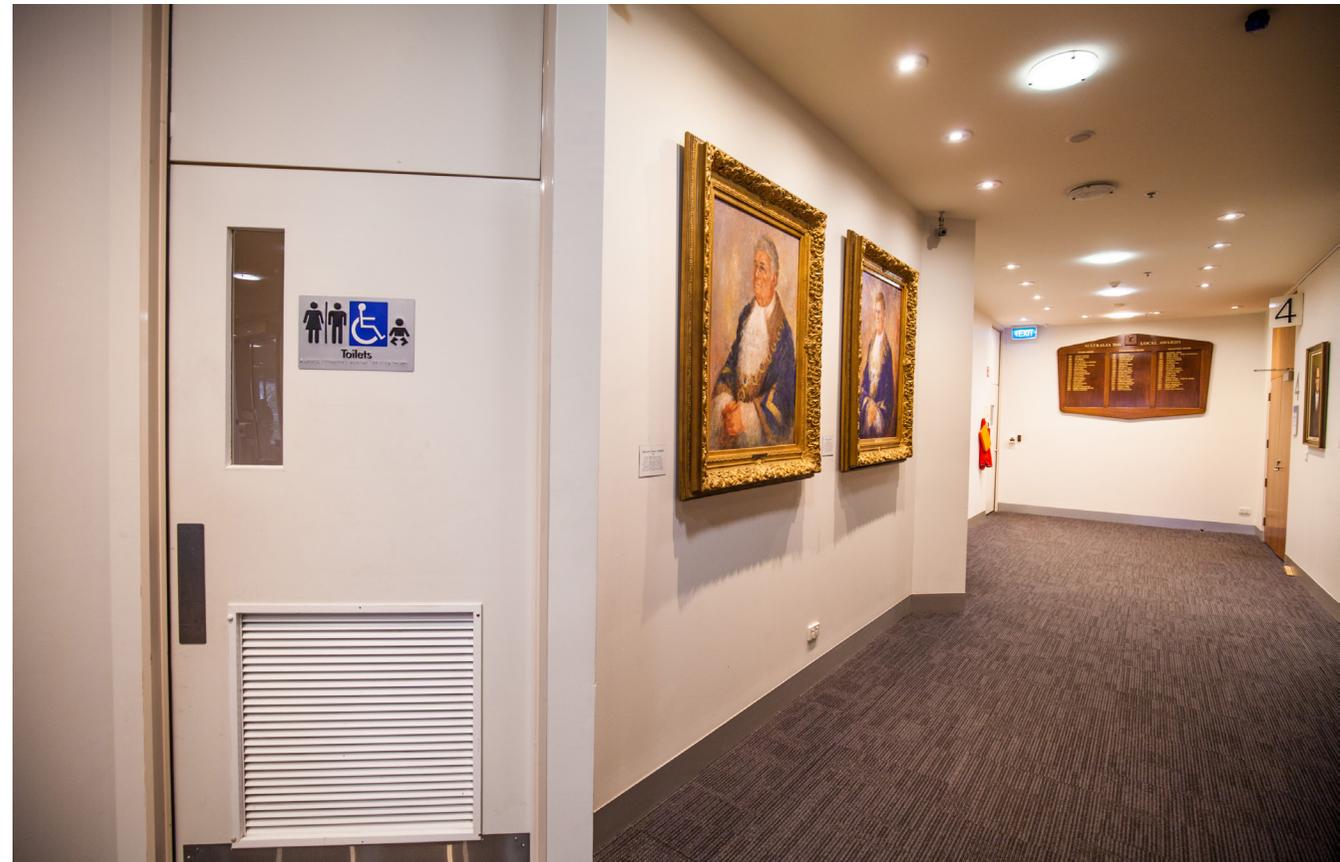
Includes:

Separate unisex accessible toilet with manual door opening inward. Door clearance 850-mm with easy to operate internal door lock. Cubicle space 2650-mm x 1770-mm. Grab bars on wall to the right and behind toilet. Toilet seat height 450-mm AFFL with right-hand transfer. Easy to operate flip control tap.

Baby change area in the accessible toilet.

Separate male and female toilets.

There is an area to sit and wait located outside the toilet area. Seating with backrests and armrests are available.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Hand dryers  
People  
Toilets flushing  
Water running



### Sights

Bright lights  
Mirror/Reflections



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

# Customer Service

The Customer Service area is located on the left after main entry.

If entering via the Atrium, first, go to level one. Then, the Customer Service area is located on the right after entry from the Atrium.

Upon arrival, visitors are to take a ticket. The ticket machine has a touch pad. Visitors will be offered a selection of ticket types to suit their enquiry needs. If unsure, visitors to choose a general ticket and wait for their number to be called.

If visitors require assistance with ticketing, please ask Customer Service staff.

Ticket numbers are called audibly and displayed visually on screens which are located above either side of the service area.

Seating with backrests and armrests are available.

The counters located on the right are for general enquiries (pets, permits, fines, rates, rubbish).

The counter located on the left is for building and planning enquiries.

Visitors can make payments in cash or via eftpos.

A visual communication board and pen and paper can be made available for exchanging information.

A hearing loop is available on Customer Service counter number five.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Announcements  
People  
Printer  
Telephones



### Sights

Bright lights  
Flickering screens

# Visitor Information

The Customer Service area has brochures, community resource booklets, flyers and a large screen displaying community events and information.

Seating with backrests and armrests are available.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Announcements  
People  
Printer  
Telephones



### Sights

Bright lights  
Flickering screens

# Meeting Rooms

There are four Meeting Rooms located on the right-hand side of the Foyer.

Each Meeting Room is clearly numbered with signage on the walls.

Water, tea and coffee is available in every room. Food may be served.

Storage is available for mobility aids. Please see a staff member for assistance.

Meeting Rooms 1, 3 and 4 have external doors to the outside and two sets of internal doors.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Amplified presenters  
Echo  
Hot water urn  
People  
Screen presentation



### Sights

Bright lights  
Flickering screen  
Glare



### Smells

Food/Drink

# Exit

Visitors are to exit the Knox Civic Centre either through the main entry/exit doors (pictured right) or via the Atrium.

Please note, the Atrium is open between 9am and 5pm.

If returning to the Atrium from level one via the lift, the lift doors to the Atrium will automatically open within a few moments.



# Accessibility

- An accessible [website](#) with information about services and events.
- Clear signage indicating main entrance.
- Lift access to both levels.
- Lift buttons at accessible height. No audio available within lift.
- Large print numbers displayed above each Meeting Room door.
- Low height Customer Service counter at 740-mm AFFL with seat and backrest.
- Knox City Council has staff trained in access awareness and available to read information to visitors if required.
- Spaces available for a person using a wheelchair to sit with friends.
- Assistance animals welcome.
- An Auslan service is available for Customer Service enquiries or events. These services must be booked in advance. Please call 03 9298 8000.
- Interpreter service available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000.
- Knox City Council is Relay Service Friendly. Go to National Relay Service and give the number 03 9298 8000 you want to call.



# Safety

- Varied terrain throughout including tiles, vinyl and carpet.
  - Main entrance access ramp with handrails, several turning points and two landing platforms.
  - No TGSi on main entry steps or access ramp.
  - Swirling patterned contrast on main glass entry doors at 770-mm to 1280-mm AFFL.
  - Swirling patterned contrast on glass panels adjacent to main entry door at 840-mm to 1150-mm AFFL.
  - TGSi installed prior to Atrium external steps, both at top and base.
  - Contrast solid band on external Atrium glass entry at doors at 910-mm to 1010-mm AFFL.
  - No contrast on glass panels adjacent to external Atrium entry door.
  - Contrast writing on internal Atrium glass entry door at 1310-mm to 1380-mm AFFL.
  - TGSi installed prior to internal Atrium steps with some tiles missing at base of steps.
  - Slight decline in floor level at main entrance from tiled area to carpeted area.
  - Seating with colour contrast to walls and floors throughout Foyer and Customer Service area.
  - Artificial and natural lighting throughout Foyer and Customer Service.
  - Clear space between furniture in the Foyer and Customer Service areas to manoeuvre a mobility aid.
  - Overhead hanging plants in Atrium.
  - Protruding objects on Atrium pathways including plants, bins, gas heaters.
  - No barriers surrounding water feature in Atrium.
  - Consistency of lighting throughout Atrium may vary depending upon weather.
  - Signage for wet floors may be displayed.
  - Visible exit signs.
  - Defibrillator in the Foyer located on the wall overlooking Atrium.
- 
- If first aid is required see Customer Service staff or a Hall Keeper.
  - In the event of an emergency, staff are on hand to assist with any evacuation requirements (including the provision of audible fire alarms, fire wardens, accessible and hazard free emergency exits and assembly areas on accessible routes). Visitors to note; no electronic visual alert system available.
  - Evacuation map located on wall to the left-hand side of Civic Centre main exit door. See map on [page 5](#).
  - Knox City Council request all visitors move safely throughout the venue; walking only.

# Eastgate South

Eastgate South is located at the rear of the main Civic Centre building.

## Parking

Restricted general parking is available inside the grounds. If the carpark is full, it is recommended visitors park in the Ozone carpark.

There is one accessible car parking space located directly outside the Eastgate South main entrance.

For further information see map on [page 5](#).

## Entry

First, visitors enter through a set of glass automated doors.

Next, visitors to check list and dial extension number of the person required.

Then, enter through a second set of glass automated doors.

Toilets are located inside the building.

## Includes:

Separate unisex accessible toilet with manual door opening inward. Door clearance of 850-mm with easy to operate internal door lock. Cubicle space 3000-mm x 1950-mm. Grab bars on wall to the right and behind toilet. Toilet seat height 450-mm AFFL with right-hand transfer. Easy to operate lever control tap.

Separate male and female toilets.



# Eastgate North

Eastgate North is located at the rear of the main Civic Centre building.

## Parking

Restricted general parking is available inside the grounds. If the carpark is full, it is recommended visitors park in the Ozone carpark.

There is one accessible car parking space located on the left of the building.

For further information see map on [page 5](#).

## Entry

First, visitors enter through a glass manual door.

Next, visitors to check list and dial extension number of the person required.

Then, enter through a glass automated door.

Toilets are located inside the building.

## Includes:

Separate unisex accessible toilet with manual door opening inward. Door clearance of 850-mm with easy to operate internal door lock. Cubicle space 3000-mm x 1950-mm. Grab bars on wall to the right and behind toilet. Toilet seat height 460-mm AFFL with right-hand transfer. Easy to operate lever control tap.

