

# Access Key

## Orana Neighbourhood House

62 Coleman Road  
Wantirna South 3152  
Phone: 03 9801 1895  
[www.orananh.org.au](http://www.orananh.org.au)



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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 Orana Neighbourhood House.

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 19.
- Safety information is located on page 20.
- 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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# COMMUNICATION BOARD

Take your Orana Neighbourhood House Communication Board with you to ensure confident communication.  
June 2019 V1.0



Accessible Toilet



Bus



Deaf / Hard of Hearing



First Aid



How Much?



I Need Help



I Want



No English



Phone



Question



Quiet Place



Rest Area



Something is Wrong



Taxi



Time



Write it Down



Wi-Fi



Yes



No



Yes/No Question



# Did You Know?

- Orana is proudly supported by Knox City Council.
- To view Knox Learning Alliance Disability Action Plan, click [here](#).
- Orana offers a range of programs including adult education classes, hobby and leisure courses, exercise classes, and social and self-development groups for people living in our community. Our programs offer opportunities for enjoyment, learning and to develop new interests and skills in an accessible, welcoming and safe place to be.
- Programs are made to be affordable.
- Enrolment information, policies and procedures are available [online](#) (at the bottom of our website page).
- Volunteer programs are available for work in reception or the gardens. Please call 9801 1895.
- Orana has multi-purpose rooms available for hire.
- Wi-Fi is available throughout. See reception for password.
- Follow Orana on [Facebook](#).
- To provide feedback, please complete Orana's [online contact form](#) or speak with reception staff .



*Proudly supported by*



# Map

Orana is located near Knox City Shopping Centre and Studfield Shopping Centre.

Ventura bus 737 stops at the door on Coleman Road.

Orana is a convenient 15-minute walk from Knox City Shopping Centre.

There is a [walking path](#) from Knox City Shopping Centre leading directly to Orana.

Orana is located a convenient [10-minute walk](#) from Studfield Shopping Centre, along Coleman Road.

For further information on how to get to Orana, visit: [Public Transport Victoria](#).

Alternatively, visit [Google Maps](#).



# Parking

General parking for Orana is located in the Orana carpark, at the front of the centre.

Orana has one accessible parking bay. It is located at the front of the centre.

Street parking is also available in the neighbouring streets. No restrictions apply.

Additional general parking is available next to the tennis courts, at the rear of Orana. Entry is via Neville street. There is a 95-metre pathway from this car park that leads to Orana. It has a slight uphill gradient.

Mini bus parking is located either in the accessible parking bay or at the front of the centre, on Coleman Road.

For any further assistance with accessible parking, please call Orana on 9801 1895.



# Welcome

Orana is open Monday to Friday 9am - 3.30pm.

Reception and office staff are unavailable between 12.30pm - 1pm; however, the centre will remain open during these times.

An undercover area is available in the carport, to the right of the entrance door.





# Reception

Orana reception is located at the front of the building.

Entry is via an accessible automated glass door.

Staff are on hand to assist with any enquiries, bookings or to provide directions.

Payments can be made at reception. Cash or eftpos is accepted.

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

Resources, brochures, books and chairs with backrests are also available in reception.

For all other enquiries, please see reception staff.

For after-hours entry, participants please speak with the course facilitator for instructions on how to access the building.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated door  
Computers  
Music  
People  
Printers  
Telephones



### Sights

Bright lights  
Glare



### Smells

Food/Drink

# Staff

All staff wear yellow lanyards and name tags.



# Toilets

Location: In the main building, through reception, at the end of the hallway.

Includes: Separate unisex accessible toilet with manual sliding door. Door clearance 850mm with easy-to-operate internal door lock. Cubicle space 2080mm x 2360mm. Grab bars on wall to the right and behind toilet. Folding grab bar on left of toilet. Contrast toilet seat at height 450mm AFFL with right-hand transfer. Easy to operate lever control tap.

Two unisex toilets.



## Sensory Guide



**Feel**  
Different ground surfaces  
Heating/Cooling



**Sounds**  
Hand dryers  
People  
Toilet flushing  
Water running



**Sights**  
Bright lights  
Mirror/Reflection



**Smells**  
Air Freshener  
Bathroom smells  
Disinfectants

# Training Room

The Training Room is located past reception, in the hallway, first door on the right.

Entry is via a manual door, opening outward, with an 800mm clearance.

This room has multiple uses such as exercise classes, senior groups and hospitality classes.

Chairs with backrests and tables are available and can be arranged as per room/activity requirements.

Participants are responsible for room set up and pack up.

Capacity of this room is 30 people.

There is a kitchen with a fridge, microwave and complimentary tea and coffee.

Please clearly label your belongings and respect belongings of others.

Participants with access requirements may need assistance with making hot drinks.

Please see reception staff for assistance or alternatively, use the tea/coffee station located in the hallway.



Don't forget to pack up before you leave!



## Sensory Guide



### Feel

- Breeze from fan
- Different ground surfaces
- Heating/Cooling
- Increased body temp (exercise classes)
- Shared personal space
- Uneven floor gradient



### Sounds

- Fans humming
- Kitchen appliances
- Music
- On-screen presentations
- People
- Telephones



### Sights

- Bright lights
- Flickering screens
- Oscillating fans



### Smells

- Food/Drink
- Glue
- Paint

# Computer Lab

The Computer Lab is located past reception, in the hallway, second door on the left.

Entry is via an accessible door, opening inward, with a 1-metre clearance. The Computer Lab welcomes participants of all abilities.

Structured classes and learning groups run in this room.

Computers, iPad, tables, wheelchair seating and chairs with backrests are available.

Participants are welcome to bring their own iPads if preferred.

Wi-Fi is available. Participants will be provided with a password.

A complimentary tea and coffee station is available in the hallway.

Capacity of this room is 8 - 10 people.

Sometimes, this room may be opened up and shared with the adjoining room. The adjoining room has a kitchen.



Don't forget to pack up before you leave!



## Sensory Guide



### Feel

Breeze from fan  
Heating/Cooling  
Shared personal space



### Sounds

Computers  
Fans humming  
On-screen presentations  
People  
Printers  
Telephones



### Sights

Flickering screens  
Glare  
Oscillating fans

# Kitchen Room

The Kitchen Room is located past reception, at the end of the hallway, third door on the left.

Entry is via an accessible manual door, opening inward.

This room has multiple uses such as knitting groups, social chat groups, language groups or small hospitality classes.

Chairs with backrests and tables are available.

Capacity of this room is 8 - 12 people.

There is a kitchen with a fridge, microwave and complimentary tea, and coffee.

Please clearly label your belongings and respect belongings of others.

Participants with access requirements may need assistance with making hot drinks.

Please see reception staff for assistance or alternatively, use the tea/coffee station located in the hallway.



Don't forget to pack up before you leave!



## Sensory Guide



**Feel**  
Breeze from fan  
Different ground surfaces  
Heating/Cooling



**Sounds**  
Computers  
Fans humming  
Kitchen appliances  
People  
Printer  
Telephones



**Sights**  
Bright lights  
Flickering screens  
Glare  
Oscillating Fans



**Smells**  
Food/Drink

# Portable

The Portable is located at the rear of the building.

This is a stand-alone building, detached from the main building.

Entry is via a covered 20-metre access ramp with handrail, located on the left-hand side of the main building.

The Portable is located at the end of this ramp.

Entry is via a manual door, opening outward with a 980mm clearance.

Exercise classes, fitness classes and arts and crafts run in this room.

Capacity of this room is 40 people.

There is a Kitchenette available with a fridge and complimentary tea and coffee. There are chairs with backrests and tables available.



Don't forget to pack up before you leave!



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Increased body temp  
Increased heart temp  
(Exercise classes)  
Share personal space | Vibration



### Sounds

Footsteps/stomping  
Music  
People  
Telephones



### Sights

Flickering screens  
Glare



### Smells

Food/Drink  
People  
Timber

# Gardens

There are two gardens at Orana: one at the front and the other at the back.

Access to the back garden is via an accessible pathway, located on the right-hand side of the centre.

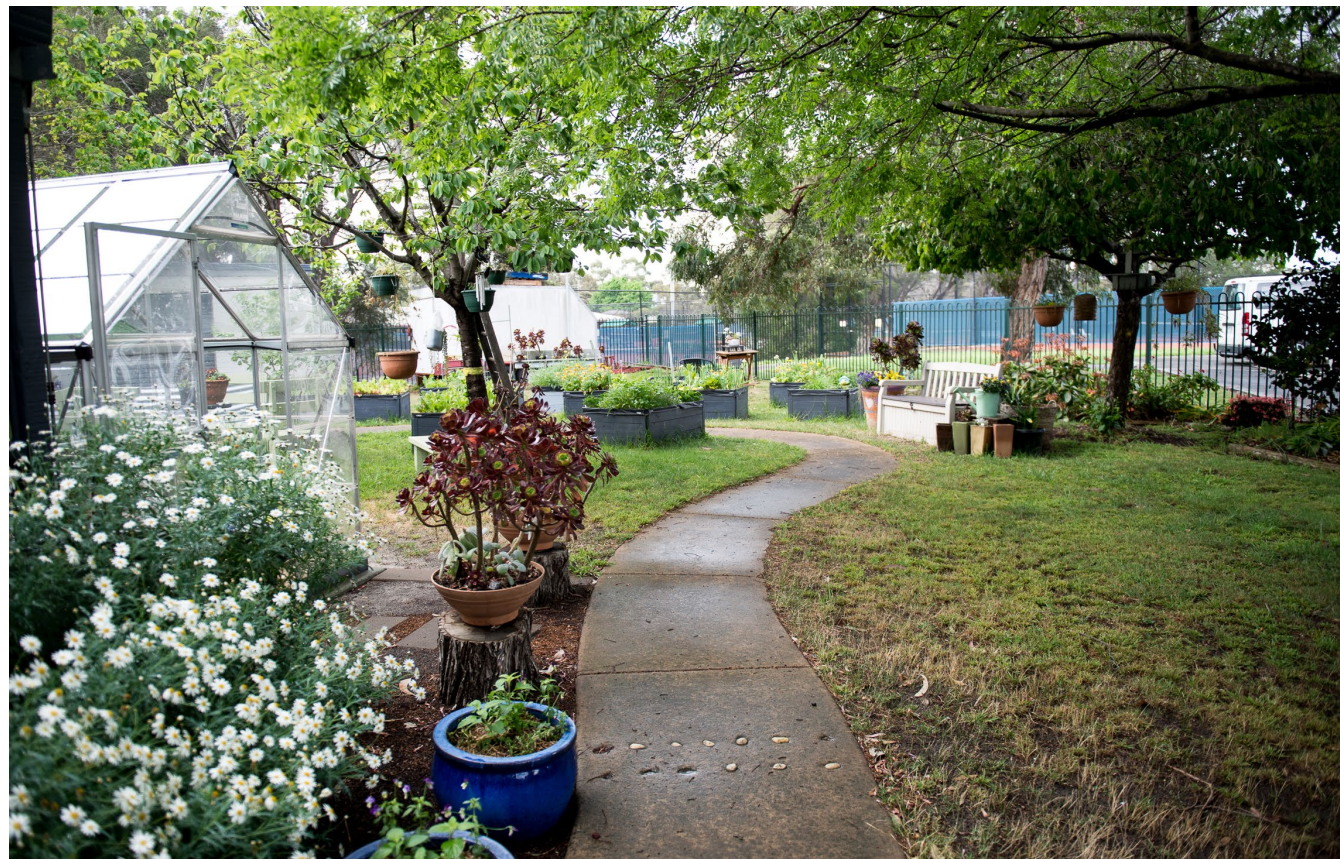
The gardens are open during centre hours.

Participants and volunteers are welcome to come along to spend time in this relaxing space or enjoy some gardening activities.

Gardening equipment is available. Please see staff for assistance. Chairs with backrests and tables are available.

Additional volunteers are always welcome.

Please contact the centre on 9801 1895.



## Sensory Guide



**Feel**  
Change in gradient  
Different ground surfaces  
Weather



**Sounds**  
Gardening equipment  
People  
Running water  
Tennis (courts next door)  
Traffic



**Sights**  
Glare



**Smells**  
BBQ  
Flowers  
Freshly cut grass  
Tanbark



# Social Connectedness

Orana aims to support people to remain active and socially connected to their community by offering a mix of activities, workshops and events.

A variety of annual events run at Orana including;

- Community bus trips.
- Senior social events.
- A Christmas party.

Orana participants, volunteers and guests will be sent invitations.

For more information about these events, please contact Orana [online](#) or call 9801 1895.



# Room Hire

There are four accessible rooms available for hire at Orana

These include:

- The Training Room.
- A Computer Room.
- The Kitchen Room.
- The Portable Room.

These rooms are available for meetings, corporate events or training.

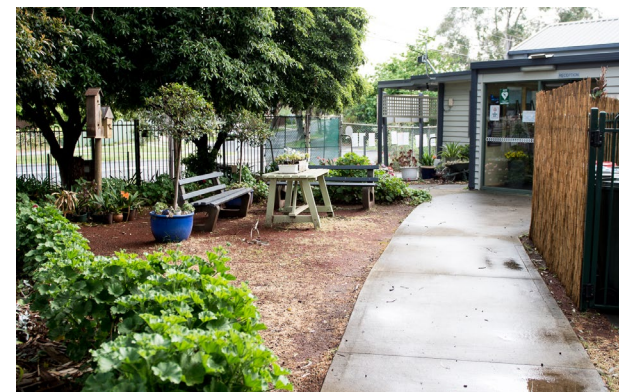
Included in the room hire is; AV equipment, Laptops, Free Wi-Fi. There is a kitchen available in every room with complimentary tea and coffee.

For enquiries or to make a booking, please contact Orana [online](#) or call 9801 1895.



# Accessibility

- An internet booking system is available for some courses.
- Acceptance of Companion cards.
- Ramped and stepped access throughout.
- Low height reception counter.
- A visual Communication Board at reception.
- Hearing Awareness card at reception to support hard of hearing or Deaf visitors.
- Staff available to read information if required.
- Friendly helpful staff, trained in access awareness.
- Pen and paper for exchanging information available at reception.
- Adjustable, supportive seating with well-positioned armrests, built-in lumbar support and adjustable seat height and depth is available for flexible positioning throughout the centre. Please see staff for assistance.
- Accessible parking for scooter users available in the carport or main hallway.
- Accessible storage area for mobility aids throughout each room.
- Wide, clear internal and external walkways.
- Accessible tables in computer room.
- An all ability keyboard available in computer room.
- Accessible raised garden beds in front and back gardens.
- Orana can provide some assistance to make classroom resources more accessible - please advise staff prior to attending if required.
- Assistance animals are welcome.
- For participants who may require a break, a quiet space is available in reception or the gardens. Seating is available.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



# Safety

## THROUGHOUT

- Doormats placed on floor at entry/exit points and throughout.
- Varied terrain throughout (grass, concrete, paving stones, carpet, vinyl, wood). Some surfaces with slightly varied and uneven gradient.
- No TGSI installed prior to steps or access ramps.
- Signage for wet floors may be displayed.
- No contrast on glass doors/windows with the exception of reception entry/exit door.
- Additional lighting provided in the evening.
- Handrails on steps and ramps.
- No lighting on steps.
- If first aid is required, please see staff.
- A defibrillator is located in hallway, after reception, on the left.
- Emergency exits are signed.

## RECEPTION

- Contrast markings on glass reception entry/exit door.
- End of hallway flooring in main building has a change of ground surface from carpet to vinyl with a small raised edge.

## TRAINING ROOM

- Small raised edge at internal entry/exit.
- Slightly uneven flooring gradient in centre of room.
- Concrete structural pillar in centre of room.

## COMPUTER ROOM

- Small raised edge at entry/exit.

## PORTABLE

- Sloped 5-metre concrete pathway from reception to Portable Room access ramp.
- Small raised edge at entry/exit.



In the event of an emergency, staff will help and direct participants and visitors. If there is to be an evacuation, participants and visitors will be directed to the nearest exit and designated assembly area.