

Access Key

Rowville Neighbourhood Learning Centre

40 Fulham Road
Rowville 3178

Ph: 03 9764 1006 or 03 9764 1166
www.rowvillenc.org.au



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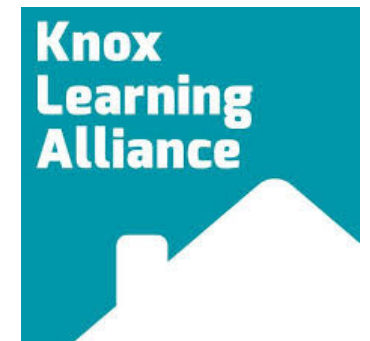
Glossary

AFFL = Above Finished Floor Level

RCC = Rowville Community Centre

RNLC = Rowville Neighbourhood Learning Centre

TGSI = Tactile Ground Surface Indicators



Guidelines

Thank you for choosing to use an Access Key for Rowville Neighbourhood Learning 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 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 Rowville Neighbourhood Learning Centre Communication Board with you to ensure confident communication.
June 2019 V1.0



No English

Write it Down

I Need Help

First Aid

Ambulance

Phone

Toilet

Accessible Toilet

Taxi

Bus

Drinking Fountain

Deaf / Hard of Hearing

Time

No

Yes

How much?

Map

Membership

Quiet Place

Wi-Fi

Did You Know?

- RNLC is proudly supported by Knox City Council.
- To view Knox Learning Alliance Disability Action Plan, click [here](#).
- RNLC is located within Rowville Community Centre.
- RNLC is dedicated to the provision of high quality, financially accessible services and educational programs in a welcoming and respectful environment, which encourages participation, sharing, growth and learning.
- Pre-accredited training is offered.
- [Course Guides](#) can be downloaded from RNLC website.
- A wide range of programs and activities for children, including Accredited Vacation Care Programs during school holidays, are offered. Enquire [online](#) or call 9764 1006 | 9764 1166.
- Courses to help with business development are available. Enquire [online](#) or call the centre on 9764 1006 | 9764 1166.
- Enrolment information, policies and procedures are available [online](#) (at the bottom of our website page).
- There are 5 rooms available for hire.
- Gift certificates are available. To find out more please call us on 9764 1006 | 9764 1166.
- Wi-Fi is available throughout. See reception for password.

- Follow RNLC on [Facebook](#).
- To provide feedback please complete the [online contact form](#) or speak with reception staff.



**Rowville Neighbourhood
Learning Centre Inc.**

Proudly supported by



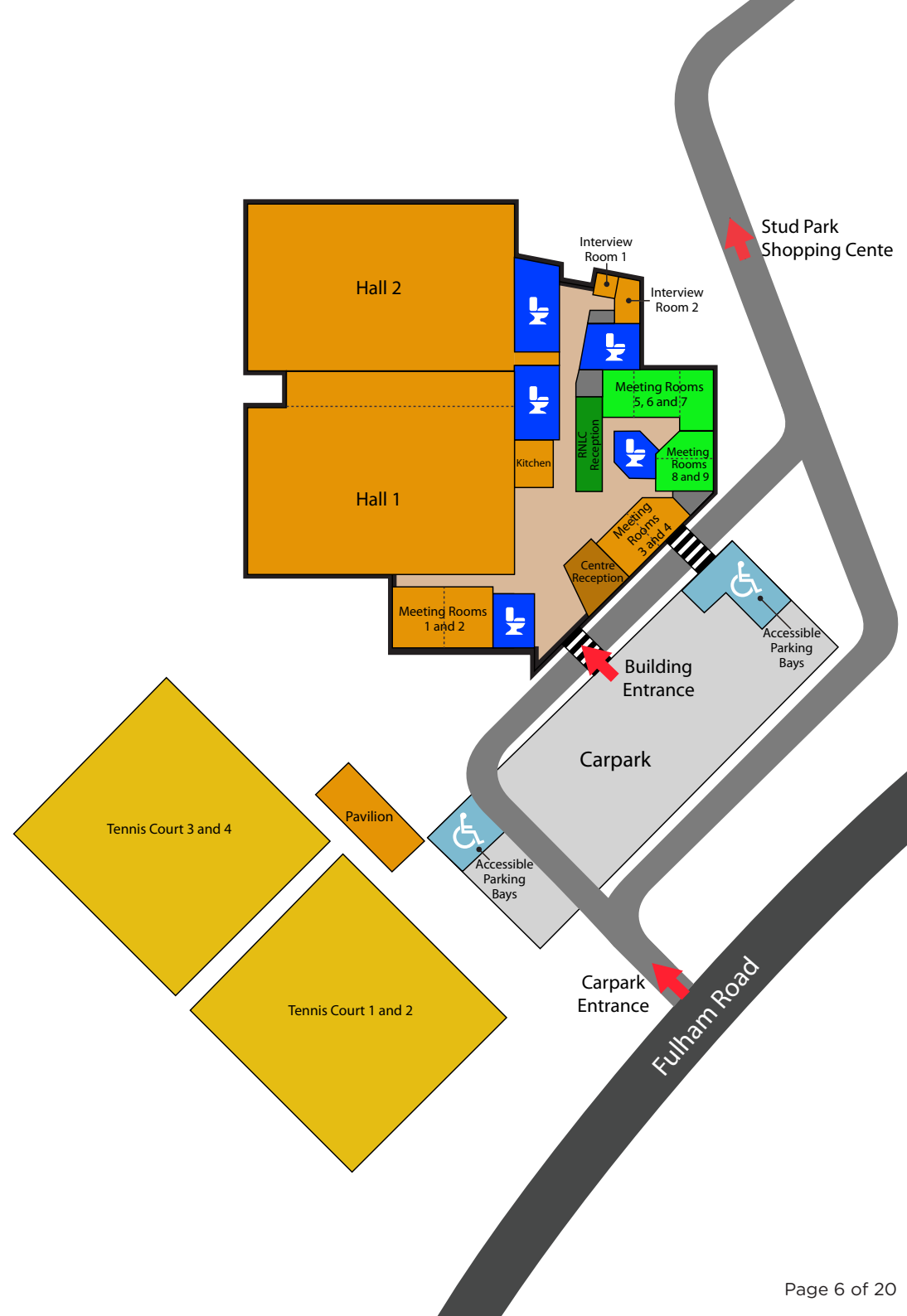
Map

RNLC is located near Stud Park Shopping Centre within the Rowville Community Centre.

Bus stops are conveniently located at Stud Park Shopping Centre only a 5-minute walk from RNLC. There is also a bus stop located on Fulham Road at the front of RNLC.

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

Alternatively, visit [Google Maps](#).



Parking

General parking for RNLC is located at the front of Rowville Community Centre.

There are seven accessible parking bays. Six are located at the front of the centre, within an approximate 20-metre walk and one outside the Tennis Pavilion with an approximate 40-metre uphill walk.

Mini bus parking is also located at the front of RCC.

A 5-minute drop off point is available directly outside the main entry.

Additional parking is available at Stud Park Shopping Centre.

No restrictions apply.



Welcome

RNLC is located within the Rowville Community Centre building.

RNLC is open Monday to Friday 9.00am - 5.00pm (during school terms).

Office hours change during school holidays.
For details please phone 9764 1006 or 9764 1166.

An undercover area is available at the front of the centre.



Reception

RNLC reception is located, in the foyer, within the Rowville Community Centre.

Entry to the centre is via accessible glass automated doors. RNLC reception is located past Rowville Community Centre reception, on the right.

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

Payments can be made at reception. Cash or eftpos is accepted or with PayPal via our [website](#).

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

Resources and brochures are available at reception. Chairs with backrests are also available. Refreshments can be purchased.

For all other inquiries please see reception staff.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Activity classes
Computers
Music
People
Printers
Telephones



Sights
Bright lights
Glare



Smells
Food/Drink

Staff

All staff and volunteers wear a name badge.



Toilets

In the Rowville Community Centre, there are four sets of toilets and two unisex accessible toilets. All toilet sets have sensor lighting and an area nearby to sit and wait. Seating areas include chairs with backrests and armrests. All toilets are available to RNLC students.



Unisex Accessible Toilets

Set One

Location: After RCC reception, past Halls 1 and 2, in the foyer corridor, on the left-hand side. Includes baby change table.

Set Two

Location: After RCC reception, past Hall 1, on the left-hand side, nearest to Hall 2 entrance.

Both sets include: Manual door, opening inward. Door clearance of 920mm with an easy-to-operate internal door lock. Cubicle space 3000mm x 2050mm. Grab bars on wall to right and behind toilet. Toilet seat height 450mm AFFL with right-hand transfer. Lever tap. Shower with seat, grab bar and curtain.



Set One

Location: After main entrance, in the foyer, on the left-hand side.

Includes: Separate male and female toilets and parent and child cubicle.



Set Two

Location: After RCC reception, veer right past RNLC reception.

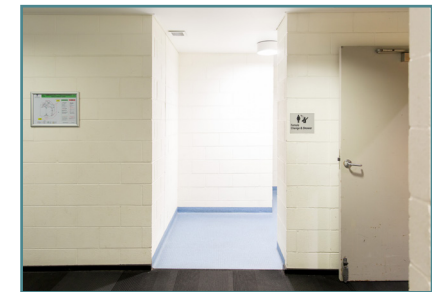
Includes: Separate male and female toilets.



Set Three

Location: After RCC reception, past Hall 1, in the foyer corridor, on the right-hand side, directly across from Hall 2.

Includes: Separate male and female toilets.



Set Four

Location: After RCC reception, past Hall 1, on the left-hand side, nearest the entry to Hall 2. These toilets are located inside the change rooms.

Includes: Separate male and female toilets.

Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Echo
Hand dryers
People
Toilets flushing
Water running



Sights

Bright lights
Mirror/Reflection
Sensor lighting



Smells

Bathroom smells
Disinfectants

Kitchenette

Kitchenette facilities are available during opening hours of the centre for all members.

The Kitchenette is located past RNLC reception, within a hallway.

The Kitchenette is on the right-hand side.

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

Instructions for hot water use are located above the sink.

Participants are welcome to bring their own food and drink. Please clearly label and respect belongings of others.

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

Please see RNLC reception staff.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
Kitchen Appliances
Music
People
Telephones



Smells
Food/Drink

Room 5 Computer Lab

The Computer Lab is held in room 5. It is located past RNLC reception, within a hallway, on the left.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

The Computer Lab welcomes learners of all abilities.

Structured learning courses take place in this space for example, computer courses, business courses and work ready courses.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, the room configuration may alter, depending upon courses run in this space.

Capacity of this room is 12 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens

Room 6

Room 6 is located past RNLC reception, within a hallway, on the left.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 6 welcomes learners of all abilities.

Structured learning courses take place in this space for example, computer courses, language courses and work ready courses.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, room configuration may alter, depending upon courses run in this space.

Capacity of this room is 12 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens



Smells
Food/Drink

Room 7

Room 7 is located past RNLC reception, within a hallway. Room 7 is at the end of this hallway.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 7 welcomes learners of all abilities.

Courses that take place in this space may be a variety of workshops including photography, art, floral arranging or cake decorating.

Laptops, chairs with backrests and tables are available.

Wi-Fi is provided for classes that require it.

Sometimes, the room configuration may alter, depending upon courses run in this space.

Capacity of this room is 20 people.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
On-screen presentations
People
Telephones



Sights
Bright lights
Flickering screens
Glare



Smells
Food/Drink
Glue
Paint

Rooms 8/9

Rooms 8/9 are located to the right of RNLC reception.

They are two rooms opened up to form one larger room.

Access into this room is either via door 8 or door 9.

Room 8 is located past RNLC reception, within a hallway. Room 8 is at the end of this hallway, on the right.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening inward.

Room 9 is located to the right of RNLC reception.

Numbered signage is clearly displayed above the door.

Entry is via a set of manual double doors, opening outward.

Room 8/9 welcomes learners of all abilities.

Activities that take place in this space include adult's and children's dance classes, social groups, Tai Chi and other exercise classes.

Chairs with backrests are available.



Sometimes, the room configuration may alter, depending upon the activities run in this space.

There is adequate space for pram parking.

Capacity of this room is 30 people.

Sensory Guide



Feel

Different ground surfaces
Heating/Cooling
Increased body temp
Increased heart rate
Shared personal space
Vibration



Sounds

Echo
Feet stomping
Music
People



Sights

Bright lights
Glare
Reflection



Smells

Food/Drink
People

Room Hire

There are five accessible rooms for hire at RNLC.

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

AV equipment may be available upon request.

There is a Kitchenette available. Tea and coffee can be provided at a low cost.

For more information, please room hire policy [here](#).

For further enquiries or to make a booking, please contact RNLC on 9764 1006 | 9764 1166 or email programmer@rowvillenlc.org.au.



Aimee Seebeck Hall

Aimee Seebeck Hall is also available for hire and can be booked through RNLC [website](#).

It is located at 100 Police Road, Rowville.

Aimee Seebeck Hall is suitable for gatherings such as weddings, birthday parties, delivery of training, drama, dance classes and other activities.

Capacity of this hall is up to 70 people.

Inspection of the hall can be arranged during office hours Monday - Friday, 9am - 5pm by appointment only.

Please phone RNLC 9764 1006 or 9764 1166 or email inquiries@rowvillenlc.org.au.



Vacation Care

RNLC Vacation Care Program provides care for children who currently attend primary school.

A variety of centre-based activities such as arts, crafts, sports and games operate, as well as excursions to a range of venues in and around Melbourne.

Children are fully supervised by program staff that have formal qualifications in teaching/ childcare, first aid training or are experienced in Vacation Care Programs.

Tours are available.

Capacity of the program is up to 80 children.

Bookings are essential.

Please contact the Vacation Care Co-ordinator on 9764 1006 | 9764 1166 or email shp@rowvillenc.org.au for further information.

Program Hours: 7.30am - 6.00pm during the school holidays (excluding public holidays).

For enrolment forms and further information please visit our [website](#).



Don't forget to pack your lunch!



Accessibility

- An internet booking system is available for some courses.
- Acceptance of Companion cards and Australian pensioner cards on some classes.
- Wide self-opening door into Rowville Community Centre.
- RNLC information board positioned at centre entry.
- Clear RNLC internal directional signs including symbols.
- Visual Communication Board at RNLC reception.
- Hearing Awareness Card at RNLC reception to support hard of hearing or Deaf visitors.
- Staff available to read information if required.
- Pen and paper for exchanging information available at RNLC reception.
- Accessible parking for scooter users available – please see staff.
- Accessible storage area for mobility aids – please see staff.
- Wide, clear internal and external RNLC walkways.
- RNLC can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.
- Assistance animals welcome.
- For learners that may require a break, a quiet space is available in the centre foyer or in the corridor, past Hall 2 - seating is provided.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



Safety

- Varied terrain throughout (concrete, carpet, vinyl, wood, tiles). Mostly flat, even surfaces with the exception of varied outdoor gradient.
- If first aid is required, please see RNLC staff.
- Defibrillator is located on the wall to the right of Rowville Community Centre reception.
- Emergency exits are clearly signed.
- Children must be supervised at all times.
- Handrails on steps leading from carpark to Rowville Community Centre entry.
- TGSI installed prior to step edges in Rowville Community Centre carpark.
- Lighting above steps in Rowville Community Centre carpark.
- Rowville Community Centre tinted glass entry/exit doors with wide, metal framing.
- Protruding obstacles throughout Rowville Community Centre (bins, doormats, pot plants).
- No safety markings or contrast on windows.
- Sensor lights in toilets.
- RNLC hallway has a small raised edge at entry/exit.
- RNLC laptops with unsecured wiring.
- Rooms 8/9 have a small raised edge at entry/exit.
- Signage for wet floors may be displayed.
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation visitors will be directed to the nearest exit and designated assembly area.

