# Access Key Eureka Skydeck

## General Visit

**Updated July 2017**

**Riverside Quay, Southbank, Melbourne, Victoria Australia**

**Phone 61 3 9693 8810**

## Guidelines

**Thank you for choosing to use an Access Key for Eureka Skydeck.**

**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 or professional is to read to 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.**

**For any enquiries on Access Keys, please contact AccessAbilityAustralia at** [**info@accessabilityaustralia.com**](mailto:info@accessabilityaustralia.com) **or go to** [**www.accessabilityaustralia.com**](http://www.accessabilityaustralia.com)

## Did You Know?

**The Eureka Tower stands 297-metres above the streets of Melbourne.**

**Lifts travel at nine metres per second and it takes thirty-eight seconds to reach the Skydeck on level 88.**

**Eureka Skydeck staff wear black uniforms with chequered shirts.**

**Open daily 10am to 10pm (Christmas Day & New Year’s Eve 10am to 5.30pm).**

**Eureka Skydeck offers school education & excursion programs as well as easily downloadable education resources.**

**The Edge extends three metres from Eureka Tower’s 88th floor and suspends you nearly 300 meters over Melbourne in a glass cube.**

**This is an optional experience.**

**Vertigo is a specially constructed green screen which gives guests the illusion of falling off the top of the building.**

**This is an optional experience.**

## Welcome to Eureka Skydeck

**Ground Level**

**Guests enter through the main door located on the ground level.**

**The entrance has glass automated doors.**

**Guests purchase tickets at reception.**

**Staff greet guests with a friendly ‘hello’.**

**There are seats available for guests whilst waiting.**

### Sensory Guide Reception

#### Sounds:

* **People**
* **Registers**

#### Sights:

* **People**
* **Bright lights**
* **Signs**
* **Screens**

## Safety and Security

**Ground Level**

**Next, guests line up to go through security.**

**Security staff search bags and guests go through a metal detector.**

### Sensory Guide Safety and Security

#### Sounds:

* **People**
* **Projector Screen**

#### Sights:

* **People**
* **Signs**
* **Bright/Flashing lights**
* **Projector Screen**

## Lining Up for the Lift

**Ground Level**

**Then, guests line up for the lift.**

**Security staff direct guests to the lift.**

### Sensory Guide Lining Up for the Lift

#### Sounds:

* **People**
* **Wind/Weather**

#### Sights:

* **People**
* **Bright lights**
* **Signs**
* **Screens**

## Guest Comfort

**Ground Level**

**There are toilets available on this level.**

**Toilets are located after the metal detector on the left.**

**Look for these yellow and black signs.**

**There are also more toilets available on the Skydeck.**

### Sensory Guide Toilets

#### Sounds:

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

#### Sights:

* **People**
* **Signs**
* **Mirrors**

#### Smells:

* **People**
* **Toileting smells**
* **Disinfectants**

## The Lift

**In the lift, guests will hear the sound of a recorded voice through a speaker.**

**Ears may bubble as the lift goes up.**

**Swallow, yawn or open mouth to feel better.**

### Sensory Guide the Lift

#### Movement:

* **Weightless feeling**
* **Shared personal space**
* **Swaying**

#### Sounds:

* **People**
* **Recorded voice**
* **Lift moving**
* **Wind/Weather**

#### Sights:

* **People**
* **Lift buttons**
* **Mirrors**

#### Smells:

* **People**

## Arrival to The Skydeck

**Staff greet guests upon arrival to the Skydeck.**

**Take a moment to control balance before following the sign to the Skydeck.**

**Enter the Skydeck through the hallway.**

### Sensory Guide Arrival to the Skydeck

#### Movement:

* **Balance**

#### Sounds:

* **People**
* **Recorded iconic Melbourne sounds**

#### Sights:

* **People**
* **The view**
* **Bright lights/Sun**
* **Signs**

## The Skydeck

**Eureka Skydeck offers large open spaces for guests to enjoy the floor-to-ceiling, 360-degree views.**

**If feeling unwell, look into the horizon or stand against a wall.**

**There are several seating options available and a kiosk for refreshments.**

**There are 30 viewfinders around the Skydeck.**

**Some viewfinders have viewers at different heights.**

## Sensory Awareness

**Skydeck**

**Flooring features signage and red lines.**

**It is ok to walk on these.**

**In some areas, the floor slightly slopes up and down.**

**Close to the windows, the floors slope up.**

### Sensory Guide Skydeck

#### Movement:

* **Depth perception**
* **Balance**
* **Uneven surfaces**

#### Sounds:

* **People**
* **Recorded iconic Melbourne sounds**

#### Sights:

* **People**
* **Bright lights/Sun**
* **Signs**
* **Screens**
* **The view**

## Guest Comfort

**Skydeck**

**Toilets are located on this level.**

**Look for these yellow and black signs.**

**If using the accessible toilet, please ask a staff member to assist in removing the barrier.**

### Sensory Guide Toilets Skydeck

#### Sounds:

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

#### Sights:

* **People**
* **Signs**
* **Mirrors**

#### Smells:

* **People**
* **Toileting smells**
* **Disinfectants**

## The Terrace

**Skydeck**

**To step outside to the Terrace, there are two glass automated doors.**

**Wait for the green light then press the button to open a glass automated door.**

**Guests can see ‘The Edge’ in action from the Terrace.**

### Sensory Guide the Terrace

#### Movement:

* **Balance**
* **Wind**
* **Vertigo**

#### Sounds:

* **People**
* **Automatic doors**
* **Traffic**
* **City sounds**
* **Wind/Weather**

#### Sights:

* **People**
* **Bright lights/Sun**
* **The view**

## Leaving Eureka Skydeck

**Skydeck / Ground Floor**

**Follow the ‘down to earth’ sign to the lift.**

**Next, staff will direct guests into the lift to the ground floor.**

**On the ground floor, guests exit through the glass automated door leading to the gift shop.**

**Merchandise is available for purchase.**

**AccessAbilityAustralia Logo**

**PO Box 2207**

**Rowville Victoria 3178**

**Mobile: 0403 670 942**

**Mobile: 0412 206 923**

**Email:** [**info@accessabilityaustralia.com**](mailto:info@accessabilityaustralia.com)

**Website:** [**www.accessabilityaustralia.com**](http://www.accessabilityaustralia.com)

**Access Keys are designed and developed by AccessAbilityAustralia.**

**To view the full range of free Access Keys available, go to** [**www.accessabilityaustralia.com**](http://www.accessabilityaustralia.com)

**© AccessAbilityAustralia, All Rights Reserved. 2017**

**DISCLAIMER: All materials provided through AccessAbilityAustralia are not intended to replace professional advice. All necessary care has been taken to design and produce Work(s). Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms & conditions.**

**End of Document.**