# 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** **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**

**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)

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