# Orana Neighbourhood House Access Key

**62 Coleman Road, Wantirna South 3152**

**Phone: (03) 9801 1895**

**Website:** [**www.orananh.org.au**](http://www.orananh.org.au)

**Updated June 2019**

**Version 1.0**

## Glossary

**AFFL – Above Finished Floor Level.**

**TGSI – Tactile Ground Surface Indicator.**

## 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**

**Download Access Key in its entirety - 27 pages in total.**

## Did You Know?

**Orana is proudly supported by Knox City Council.**

**To view Knox Learning Alliance Disability Action Plan, click the following link.**

[**https://orananh.org.au/images/PDF/KLA-DAP-Overview-2018-2021.pdf**](https://orananh.org.au/images/PDF/KLA-DAP-Overview-2018-2021.pdf)

**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. Please call 9801 1895 or visit our website on the following link or.**

[**https://www.orananh.org.au/index.php/en/find-a-course**](https://www.orananh.org.au/index.php/en/find-a-course)

**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 on the following link.**

[**https://www.facebook.com/orananeighbourhoodhouse/**](https://www.facebook.com/orananeighbourhoodhouse/)

**To provide feedback, please complete Orana’s online contact form on the following link or speak with reception staff.**

[**https://www.orananh.org.au/index.php/en/contact-us**](https://www.orananh.org.au/index.php/en/contact-us)

## Getting There

**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 Neighbourhood House, visit Public Transport Victoria on the following link.**

[**www.ptv.vic.gov.au/journey/**](http://www.ptv.vic.gov.au/journey/)

**Alternatively, visit Google Maps on the following link.**

[**www.google.com.au/maps/place/Orana+Neighbourhood+House/@-37.8627267,145.2458677,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63c6d4aba20a7:0x736bed3a83576da4!8m2!3d-37.8627267!4d145.2480564**](http://www.google.com.au/maps/place/Orana%2BNeighbourhood%2BHouse/%40-37.8627267%2C145.2458677%2C17z/data%3D%213m1%214b1%214m5%213m4%211s0x6ad63c6d4aba20a7%3A0x736bed3a83576da4%218m2%213d-37.8627267%214d145.2480564)

## 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 carpark 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 9am – 3.30pm Monday to Friday.**

**Reception and office staff are unavailable between 1230pm – 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 Reception

#### 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 450-mm AFFL with right-hand transfer. Easy to operate lever control tap.**

**Two unisex toilets.**

### Sensory Guide Toilets

#### 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.**

### Sensory Guide Training Room

#### 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 one-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.**

### Sensory Guide Computer Lab

#### 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.**

### Sensory Guide Kitchen Room

#### Feel

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

#### Sounds

* **Computers**
* **Fan humming**
* **Kitchen appliances**
* **People**
* **Printers**
* **Telephones**

#### Sights

* **Bright lights**
* **Flickering screens**
* **Glare**
* **Oscillating fans**

#### Smells

* **Food/Drink**

## The 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 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.**

### Sensory Guide the Portable

#### Feel

* **Different ground surfaces**
* **Heating/Cooling**
* **Increased body temp (exercise classes)**
* **Increased heart rate (exercise classes)**
* **Shared 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 Gardens

#### 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 and a Christmas party.**

**Orana participants, volunteers and guests will be sent invitations.**

**For more information about these events, please contact Orana online on the following link or call 9801 1895.**

[**https://www.orananh.org.au/index.php/en/contact-us**](https://www.orananh.org.au/index.php/en/contact-us)

## Room Hire

**There are four accessible rooms available for hire at Orana.**

**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 and free Wi-Fi.**

**There is a kitchen available in every room with complimentary tea and coffee.**

**For more information, please see our room hire policy on the following link.**

[**https://orananh.org.au/images/PDF/ORANA\_NH\_ROOM\_HIRE\_BOOKLET.pdf**](https://orananh.org.au/images/PDF/ORANA_NH_ROOM_HIRE_BOOKLET.pdf)

**For enquiries or to make a booking, please contact Orana online on the following link or call 9801 1895.**

[**https://www.orananh.org.au/index.php/en/contact-us**](https://www.orananh.org.au/index.php/en/contact-us)

**Participants are requested to please pack up the room upon completion.**

## 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 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 welcome.**

**For participants who may require a break, a quiet space is available in reception or the gardens. Seating is available.**

**ReadSpeak facility available on-line providing audio message about events, services and facilities. Please click the following link.**

[**http://www.knox.vic.gov.au/learnlocal**](http://www.knox.vic.gov.au/learnlocal)

## Safety

**Throughout Orana there are:**

**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.**

**In Reception there is 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.**

**In the Training Room there is:**

**Small raised edge at internal entry/exit.**

**Slightly uneven flooring gradient in centre of room.**

**Concrete structural pillar in centre of room.**

**In the Computer Room there is a small raised edge at entry/exit.**

**Sloped 5-metre concrete pathway from reception to Portable Room access ramp.**

**Small raised edge at entry/exit at Portable Room.**

**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.**

**Access Ability Australia logo.**

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**Rowville Victoria 3178.**

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

**To view the full range of free Access Keys available, go to the following link.**

[**https://accessabilityaustralia.com/access-keys-2/**](https://accessabilityaustralia.com/access-keys-2/)

**For Access Keys in braille or audio, please contact us on the following link.**

[**https://accessabilityaustralia.com/contact-us/**](https://accessabilityaustralia.com/contact-us/)

**Please complete our short survey on the following link to help us ensure continuous improvement.**

[**https://www.surveymonkey.com/r/F666XYK**](https://www.surveymonkey.com/r/F666XYK)

**We really appreciate your feedback.**

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