# Knox Children and Family Centre Wantirna South Access Key

**81 Argyle Way, Wantirna South**

**Phone: (03) 9837 9600**

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

**Updated October 2019**

**Version 1.0**Glossary

**AFFL – Above Finished Floor Level.**

**HHSH – Hand Held Shower Hose.**

**TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.**

## Guidelines

**Thank you for choosing to use an Access Key for Knox Children and Family Centre Wantirna South.**

**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 - 36 pages in total.**

**It is important to let us know if your child has any allergies or medical conditions. See staff to acquire appropriate documentation. Must be completed before child can commence.**

**Please do not share security or allow other families to enter the facility who are not registered.**

## Did You Know?

**Knox Children and Family Centre Wantirna South is proudly owned and operated by Knox City Council.**

**Please click the following link to view Knox Community Access and Equity Implementation Plan 2017 – 2022.**

[**http://www.knox.vic.gov.au/files/Community/Knox\_Community\_Access\_and\_Equity\_Implementation\_Plan\_2017-2022.pdf**](http://www.knox.vic.gov.au/files/Community/Knox_Community_Access_and_Equity_Implementation_Plan_2017-2022.pdf)

**For opening hours, fees or bookings, please visit our website on the following link or call (03) 9837 9600.**

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

**We provide a range of services including maternal and child health, four-year old sessional pre-school, playgroups, long day care and occasional care. Session times are subject to availability.**

**In each learning space, there is access to a large, multi-aged, shared outdoor learning area, a children’s toilet and baby change facility.**

**Class sizes are kept small to ensure your child gets the best possible service from our qualified educators.**

**Orientation sessions are available for pre-school, long day and occasional care services**

**Funded kindergarten is available in both the long day care and sessional pre-school programs.**

**To attend the early education and care (pre-school, long-day care and occasional care), parents and carers of children attending a Knox service are required to provide an updated immunisation history statement twice per year as evidence that their child continues to be up to date with immunisations. Further information can be found on the Department of Education and Training website on the following link.** [**https://www.education.vic.gov.au/childhood/earlychildhoodupdate/Pages/ecupdate\_strengthened\_No\_Jab\_No\_Play\_regulations.aspx**](https://www.education.vic.gov.au/childhood/earlychildhoodupdate/Pages/ecupdate_strengthened_No_Jab_No_Play_regulations.aspx)

**For information on all our services and how to access our programs, please download our ‘Guide to Children’s Services in Knox’ on the following link.** [**http://www.knox.vic.gov.au/Page/Page.aspx?Page\_Id=5678**](http://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=5678)

**For eligible families, Child Care Subsidy is available for long-day care and occasional care. Follow** **the following link to check for eligibility.**

[**https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy**](https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy)

**For our policies and procedures, please click the following link.**

[**http://www.knox.vic.gov.au/Page/Page.aspx?Page\_Id=5678**](http://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=5678)

**To provide feedback please email** **kcfcwantirnasouth@knox.vic.gov.au**

**Please see staff to acquire appropriate documentation. This documentation must be completed by a doctor prior to children commencing care.**

**When entering the care facility, please do not share your security code or allow others to enter who are not registered.**

## Getting There

**Knox Children and Family Centre Wantirna South is located at 81 Argyle Way, Wantirna South.**

**Please see Google Maps reference on the following link.**

[**https://www.google.com/maps/place/Knox+Children+%26+Family+Centre+(Wantirna)/@-37.8748298,145.2122279,14z/data=!4m8!1m2!2m1!1searly+years+hub+wantirna+south!3m4!1s0x6ad63c2b7221ff2d:0xd9ce1a9d129b2203!8m2!3d-37.882416!4d145.230388**](https://www.google.com/maps/place/Knox%2BChildren%2B%26%2BFamily%2BCentre%2B%28Wantirna%29/%40-37.8748298%2C145.2122279%2C14z/data%3D%214m8%211m2%212m1%211searly%2Byears%2Bhub%2Bwantirna%2Bsouth%213m4%211s0x6ad63c2b7221ff2d%3A0xd9ce1a9d129b2203%218m2%213d-37.882416%214d145.230388)

**The nearest bus stop is approximately 550 metres away on Stud Road.**

**For information on how to get to Knox Children and Family Centre Wantirna South, visit Public Transport Victoria on the following link.**

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

## Parking

**Knox Children and Family Centre Wantirna South have their own dedicated underground carpark.**

**The entrance to the carpark is located to the right-hand side of the entrance when facing the building.**

**Lift or stair access from this carpark is available directly into the building.**

**There is:**

**Two accessible parking bays approximately 10 metres from the entrance to the lift.**

**General parking with no restrictions.**

**Overflow parking is in the neighbouring streets. Please be aware there are parking restrictions during school drop off and pick up times and there is a large volume of traffic in the streets during these times.**

## Welcome

**Welcome to Knox Children and Family Centre Wantirna South.**

**We support children with additional/diverse needs in preschool, long day care and occasional care.**

**All classrooms are adaptable to suit individual children’s needs in relation to:**

**Layout.**

**Placement and height of furniture and activities.**

**Providing sensory sensitive or sensory stimulating spaces.**

**The use of visual cues/communication boards.**

**The service actively engages with support and allied health services to provide additional support where possible.**

**Learning and development is planned for all children by qualified educators in regular consultation with families and structured to meet individual needs.**

**For opening hours, please refer to our website** **on the following link.** [**http://www.knox.vic.gov.au/childcarenetwork**](http://www.knox.vic.gov.au/childcarenetwork)

**For further details please call (03) 9837 9600.**

## Argyle Street Entry

**Access to the centre is either from Argyle Street or from the underground carpark.**

**Argyle Street Entry**

**Access is via steps with handrail or a 20-metre ramp at a 1:20 gradient with one turning circle.**

**Enter the centre through two sets of glass automated doors.**

**First set with a clearance of 1350mm. Second set with a clearance of 1100mm.**

**Reception is located directly ahead of this entrance.**

**Staff are available to assist with any enquiries.**

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

**Resources and brochures are available at reception.**

**Chairs with backs and armrests are available.**

### Sensory Guide Argyle Street Entry

#### Feel

* **Change in ground surface**
* **Heating/Cooling**

#### Sounds

* **Automated doors**
* **Children playing**
* **Computers**
* **People**
* **Phones**

#### Sights

* **Glare**
* **People**

## Underground Carpark Entry

**Entry to the underground carpark is via Argyle Street.**

**Access from the underground carpark to the centre is via steps with handrail or lift.**

**Stepped access is located at the end of the carpark walkway, on the left.
Enter via a single manual door opening inward. Reception is located at the top of the steps, to the right.**

**Lift access is located at the end of the carpark walkway, on the right.
Reception is located ahead of the lift when exiting.**

### Sensory Guide Underground Carpark Entry

#### Feel

* **Change in ground surface**
* **Heating/Cooling**

### Sounds

* **Automated doors**
* **Children playing**
* **Computers**
* **People**
* **Phones**

### Sights

* **Glare**
* **People**

## Staff

**All staff wear a name badge.**

## Toilets

**At Knox Children and Family Centre Wantirna South there are two sets of toilets.**

**First Set**

**Location: Past reception, in the hallway, on the left, opposite the Maternal Child and Health section.**

**Includes:**

**A unisex, accessible toilet with sensor lighting.**

**Door clearance of 860mm. Latch lock at 1060mm AFFL.**

**Cubicle space 2950mm x 2700mm.**

**Toilet height 450mm. Left hand transfer with grab bars to the left.**

**Sink height 800mm AFFL. Lever tap at 950mm AFFL.**

**Shower with shower bench, HHSH and grab bars.**

**A second unisex accessible toilet with sensor lighting.**

**Door clearance of 860mm. Latch lock at 1060mm AFFL.**

**Cubicle space 3300mm x 3000mm.**

**Toilet height 450mm. Right hand transfer with grab bars to the right.**

**Sink height 800mm AFFL. Lever tap at 950mm AFFL.**

**Baby change area.**

**One separate unisex ambulant toilet.**

**Second Set**

**Location: Classroom area hallway.**

**Includes:**

**A unisex, accessible toilet with artificial lighting.**

**Door clearance of 850mm. Twist lock at 1200mm AFFL.**

**Cubicle space 3550mm x 2300mm.**

**Toilet height 450mm. Right hand transfer with grab bars to the right.**

**Sink height 800mm AFFL. Lever tap at 950mm AFFL.**

**Shower with shower bench, HHSH and grab bars.**

### Sensory Guide Toilets

#### Feel

* **Change in ground surface**

#### Sounds

* **Echo**
* **Hand dryer**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Air freshener**
* **Bathroom smells**
* **Disinfectants**

## Four-Year-Old Sessional Pre School

**Our four-year-old sessional preschool program delivers 15 hours of program time per week.**

**To be eligible to attend our pre-school service, your child must be four years old by the 30th of April in the year they will attend pre-school.**

**For information on fees and charges, please visit our website** **on the following link.** [**http://www.knox.vic.gov.au/keysonline**](http://www.knox.vic.gov.au/keysonline)

**To register your child for our pre-school program, you will need to create an Knox Early Years Services (KEYS) account on our online portal on the following link and follow the prompts to submit your interest.**[**http://www.knox.vic.gov.au/keysonline**](http://www.knox.vic.gov.au/keysonline)

**Families are able to register, pay fees and view offers of pre-school places at any time using the KEYS portal.
Please note that it is your responsibility to ensure your details are correct and up to date to ensure your child can receive their pre-school offer.**

**Once a position in our program has been allocated to you, an automatic email will be sent to you via the KEYS online portal with your confirmation.**

**This email will provide you with information on getting started on the first day of term, which includes opportunities for orientation and where you can spend time with your child at the service prior to commencing your child’s full sessions.**

**Please remember to provide food for your child when they are attending.**

### Sensory Guide Four-Year-Old Sessional Pre School

#### Feel

* **Change ground surface**
* **Heating/Cooling**
* **Interactive environment**
* **Shared personal space**
* **Weather**

#### Sounds

* **Children playing**
* **Interactive toys**
* **Kitchen sounds**
* **People**
* **Water running**

#### Sights

* **Bright lights**
* **Glare**
* **Interactive toys**
* **People**

#### Smells

* **Art and craft materials**
* **Bathroom smells**
* **Disinfectants**
* **Food/Drink**
* **People**
* **Tanbark**
* **Sunscreen**

## Long Day Care

**We provide childcare and education for children from birth to six years of age.**

**To apply for our Long Day Care program, please complete the waiting list form on our website** **on the following link.** [**http://www.knox.vic.gov.au/childcarenetwork**](http://www.knox.vic.gov.au/childcarenetwork)

**Children can access their Funded Preschool Year during our Long Day Care program.**

**In order to be eligible for the funded kindergarten program in long day care, the minimum attendance requirement is three days per week.**

**Long Day Care sessions operate from classrooms which are located past a secure door.**

**Long Day Care is a permanent ongoing booking and can be either full time (5 days per week) or part time (dependent on the needs of the service user).**

**All meals are provided for your children and are freshly prepared on-site.**

### Sensory Guide Long Day Care

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Interactive environment**
* **Shared personal space**
* **Weather**

#### Sounds

* **Children playing**
* **Interactive toys**
* **Kitchen sounds**
* **People**
* **Water running**

#### Sights

* **Bright lights**
* **Glare**
* **Interactive toys**
* **People**

#### Smells

* **Art and craft materials**
* **Bathroom smells**
* **Disinfectants**
* **Food/Drink**
* **People**
* **Tanbark**
* **Sunscreen**

## Occasional Day Care

**Occasional Day Care is available for children from birth to six years of age.**

**Occasional Care is a flexible (not ongoing) booking that operates on a need’s basis for the service user.**

**Bookings open on a Monday, at 8:30am for the following week. Bookings for the current week, can be made, depending on availability.**

**Please remember to provide food for your child when they are attending.**

### Sensory Guide Occasional Day Care

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Interactive environment**
* **Shared personal space**
* **Weather**

#### Sounds

* **Children playing**
* **Interactive toys**
* **Kitchen sounds**
* **People**
* **Water running**

#### Sights

* **Bright lights**
* **Glare**
* **Interactive toys**
* **People**

#### Smells

* **Art and craft materials**
* **Bathroom smells**
* **Disinfectants**
* **Food/Drink**
* **People**
* **Tanbark**
* **Sunscreen**

## Your First Day

**Sessional Pre-School**

**1. Upon confirmation of enrolment, you will receive an invitation to attend an information session about starting preschool, which will include the orientation process, what to bring, and what to expect.**

**2. On arrival, check-in at reception where you will be provided with a security access code to access the classroom area.**

**3. Staff will direct you and your child to your classroom.**

**4. You will be shown you how to use the sign in kiosk. Sign in kiosks are located in each classroom.**

**Day Care Services (Long Day Care and Occasional Day Care)**

**1. On arrival for orientation, please check-in to reception.**

**2. Staff will direct you and your child to your child’s classroom and introduce you to their educators.**

**3. You will be shown you how to use the sign in kiosk. Sign in kiosks are located in each classroom. You will also have opportunity to speak to your child’s educators about their learning and development.**

**4. On arrival for your child’s first day of independent attendance, check-in at reception where you will be given a security access code. Please note, if you are attending the Occasional Care Program, this code changes weekly and can be picked up from reception upon paying fees.**

**5. Once you have received your security code, you can take your child through to their classroom to meet their educators and sign them in.**

**Upon attending these services, please remember to sign in at drop off and pick up times at the kiosk within each classroom.**

## Playgroup

**Playgroups bring young children, parents, families and communities together to learn and develop through informal play activities and social interaction.**

**Playgroups help parents and caregivers build social and support networks that encourage and assist them in their valuable parenting role.**

**We operate parent lead community playgroups throughout the week.**

**Supported playgroups also operate out of our centre.**

**These playgroups are supported by relevant qualified staff to assist families who have children with additional needs.**

**They maybe some eligibility criteria, which can be found within our ‘Guide to Family and Children’s Services in Knox’** **on the following link.** [**http://www.knox.vic.gov.au/Page/Page.aspx?Page\_Id=5678**](http://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=5678)

**Playgroup runs in the Darrang Tree room at the front of the centre, to the left of reception.**

**On arrival, check-in at reception to sign in.**

**Entry is via a manual door opening inward with a clearance of 860mm.**

**This room has its own dedicated outdoor play area, kitchenette facilities and toilets.**

**Toilets include an adult and child sized toilet, and a baby change area.**

**Access is via a manual sliding door with a clearance of 890mm.**

**Playgroup facilities are designed for learning and meet education and care services regulations.**

**To sign up, please email play@knox.vic.gov.au or call (03) 9298 8348.**

## Sensory Guide Playgroup

#### Feel

* **Change in ground surface**
* **Heating/Cooling**

#### Sounds

* **Children playing**
* **Interactive toys**
* **Microwave**
* **People**
* **Traffic**
* **Water running**

#### Sights

* **Bright lights**
* **Glare**
* **Interactive toys**
* **People**

#### Smells

* **Art and craft materials**
* **Bathroom smells**
* **Disinfectants**
* **Food/Drink**
* **People**
* **Sunscreen**

## Maternal and Child Health

**The Knox Maternal and Child Health Service is a free, confidential service providing child health and developmental checks, information and advice and support to families with young children from birth to 6 years of age.**

**When you visit our centre, the nurse will review your child’s health, growth and development at identified key ages and stages. The key ages and stages can be found on our website** **on the following link.** [**www.knox.vic.gov.au/maternalchildhealth#BM14792**](http://www.knox.vic.gov.au/maternalchildhealth#BM14792)

**You can refer to your child’s MyHealth learning and development record (green book) for information about each visit.**

**Maternal and Child Health appointments usually involve conversations between parents and a nurse about child development and may involve the child participating in learning and development assessments.**

**For information on bookings please call (03) 9298 8741.**

**When arriving for your appointment:**

**1. Check-in to reception to sign in.**

**2. Staff will direct you to the Maternal and Child Health consultation rooms.**

**3. Take a seat in the waiting area. Chairs with backrests and couches are available.**

**4. The nurse will meet you in the waiting area and take you into one of the consultation rooms to complete your appointment.**

**Access into the Maternal and Child Health waiting room is via a manual sliding door with a clearance of 900mm. Access into the consultation rooms is via a manual sliding door with a clearance of 870mm.**

### Sensory Guide Maternal and Child Health

#### Feel

* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Children playing**
* **Heating/Cooling**
* **Interactive toys**
* **People**

#### Sights

* **Bright sensor lights**
* **People**

Accessibility
**Internet booking system.**

**Phone booking system.**

**ReadSpeak program on website.**

**Fully accessible website.**

**Lift access to the main floor from the underground carpark. Lift access button at a height of 1000mm AFFL. Door clearance of 900mm. Lift cubicle space 1390mm x 1590mm.**

**Underground carpark stepped access with handrail on both sides.**

**Argyle Street stepped access with handrails.**

**Low height customer service desk at 820mm AFFL.**

**Bell to attract attention at reception.**

**Pen and paper for exchange of information at reception.**

**Staff to read information if required.**

**Contrast toilet seats in accessible and ambulant toilets.**

**Darrang Tree room kitchenette counter height 920mm AFFL and microwave operating height 1500mm AFFL.**

**Darrang Tree room, access to outdoor area via manual door opening outward. Door clearance of 850mm which can be made into a double door if required.**

**Sensor lighting in waiting room, family meeting room and consultation rooms.**

**Security panel to access classroom area at an operating height of 1500mm AFFL.**

**Access to classroom area via automatic glass door. Door clearance of 800mm.**

**Pram storage located directly to the right upon entering the classroom area.**

**Kitchen service counter height 910mm AFFL.**

**Tables located within kitchen with dimensions 750mm high x 450mm wide x 590mm deep and additional tables with the dimensions of 640mm high x 730mm wide x 700mm deep.**

**Chairs with backrests within kitchen.**

**Drinking fountains are located within hallway outside kitchen and outside back office. Operating height of 960mm AFFL.**

**Couch seating along the corridor linking all classrooms.**

**Access to each classroom via manual door. Door clearance of 860mm.**

**Sign in kiosk at an operating height of 1450mm AFFL in each classroom.**

**Each classroom is set up based upon the needs of the participants within each program.**

**Each classroom named and clearly signed.**

**Each classroom has access to outdoor shared play space via manual door opening outward. Door clearance of 860mm which can be made into a double door if required.**

**If your child has additional needs, funding for a carer to assist your child during our programs can be applied for through our facility. Please speak to us to find out more information.**

**Quiet areas available. See staff for assistance.**

**Assistance animals are welcome in the centre, however, close communication with families and supervision of the children is required when the animals are in attendance, including monitoring children that may have allergies.**

**We are is Relay Service Friendly. Go to National Relay Service and give the number (03) 9837 9600 you want to call.**

**Interpreter service is available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox Children and Family Centre Wantirna South on (03) 9837 9600.**

## Safety

**Underground carpark pram ramp with TGSI.**

**Underground carpark with designated footpath and zebra crossing.**

**Underground carpark stepped access with TGSI at bottom and top.**

**Argyle Street access steps to centre with TGSI at bottom and top.**

**Argyle Street access ramp to centre without TGSI and handrail.**

**Wide solid glazing bands at 500mm to 600mm AFFL and 900mm to 1000mm AFFL on glass entrance doors and external glass floor to ceiling windows.**

**Maternal Child and Health waiting room with unsecured rug.**

**Please be aware that there may be scattered children’s furniture, toys and unsecured mats located throughout all classrooms and within the Darrang Tree room.**

**Within classrooms children’s furniture may not offer colour contrast to walls and floor.**

**All staff have Working with Children Checks.**

**Sunscreen can be provided.**

**If first aid is required, please see staff.**

**A defibrillator is located on the wall behind reception.**

**Flat terrain throughout centre.**

**Signage for wet floors may be displayed.**

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

**Evacuation maps located at each emergency exit, in each classroom, as well as in foyer and hallway near the couch area.**

## Access Ability Australia

**Eastern Innovation Centre, 5a Hartnett Drive, Mulgrave, 3170.**

**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 Access Ability Australia.**

**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.**

**© Access Ability Australia, All Rights Reserved. 2019 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. 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 Access Ability Australia at your own risk and you agree to defend, indemnify, save and hold Access Ability Australia 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 Access Ability Australia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. Access Ability Australia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of Access Ability Australia.**

**End of document.**