# Knox Leisureworks Aquatic and Recreation Centre Access Key

**35 Tormore Rd, Boronia VIC 3155**

**Phone: (03) 9762 3133**

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

**Updated February 2020**

**Version 1.1**

## Glossary

**ACTIVE supervision - Parents must have their children within eyesight at all times when actively supervising.**

**AFFL – Above Finished Floor Level**

**Casual guests – Visitors, non-members.**

**Flume - A winding tubular waterslide or chute at a swimming pool.**

**HHSH - Hand Held Shower Hose.**

**Members - A person who has paid for membership to attend and use the facilities.**

**TGSI – Tactile Ground Surface Indicator. 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 Leisureworks Aquatic and Recreation Centre.**

**For your Access Key to be successful, we recommend you follow these guidelines:**

**Access Keys are available online to help you prepare for your visit in advance.**

**Access Keys be read and shared in an environment free of distractions.**

**Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.**

**If sharing the Access Key with participant, help participant comprehend key points, consistently monitoring for level of**

**understanding.**

**If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.**

**If using the Access Key as a reflective tool, make sure to 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 48 pages in total.**

## Did You Know?

**Knox Leisureworks Aquatic and Recreation Centre is proudly supported 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)

**Knox Leisureworks Aquatic and Recreation Centre is a NDIS provider.**

**Knox Leisureworks Aquatic and Recreation Centre is an accredited Watch Around Water centre. See the following link for more information.**

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

**The following aquatic supervision rules apply:**

**Children under the age of 5 must remain within arm’s reach of a parent/guardian at all times in the water.**

**Children under the age of 10 will not be allowed entry without a parent/guardian at least 16 years or older and must be actively supervised at all times within the centre.**

**Parent/guardian are to use their knowledge of the child’s swimming ability to determine the level of supervision required for children over the age of 10.**

**A range of membership options are available.
Please visit our website on the following link for further information.** [**https://www.knoxleisureworks.com.au/our-memberships-options**](https://www.knoxleisureworks.com.au/our-memberships-options)

**Please visit our website on the following link for casual entry prices.** [**https://www.knoxleisureworks.com.au/casual-entry-prices**](https://www.knoxleisureworks.com.au/casual-entry-prices)

**Swimming lessons for learners of all ages and abilities are available. Visit our website on the following link for further information on how to enrol into our swim school.** [**https://www.knoxleisureworks.com.au/learn-to-swim**](https://www.knoxleisureworks.com.au/learn-to-swim)

**Group fitness classes are available for people of all abilities. Download a group fitness timetable on the following link to see what’s on.**

[**https://www.knoxleisureworks.com.au/group-fitness-classes**](https://www.knoxleisureworks.com.au/group-fitness-classes)

**A range of dry programs and activities are available which include gym access and personal training.**

**Exercise Physiology is available. Contact us on (03) 9762 3133 to arrange an appointment.**

**Allied Health services are available.
For information about what services are available, please visit the Stay Tuned website on the following link.**

[**https://www.staytuned.com.au/**](https://www.staytuned.com.au/)

**Follow us on Facebook and Instagram on the following links.**

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

[**https://www.instagram.com/knox.leisureworks/**](https://www.instagram.com/knox.leisureworks/)

**To provide feedback please visit our website, social media pages or pick up a feedback form from reception.**

## Getting There

**Knox Leisureworks Aquatic and Recreation Centre is located at 35 Tormore Road, Boronia.**

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

[**https://www.google.com/maps/place/Knox+Leisureworks/@-37.8571047,145.2763367,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63b7cf53f4fc1:0xc41f515405155eeb!8m2!3d-37.857109!4d145.2785254**](https://www.google.com/maps/place/Knox%2BLeisureworks/%40-37.8571047%2C145.2763367%2C17z/data%3D%213m1%214b1%214m5%213m4%211s0x6ad63b7cf53f4fc1%3A0xc41f515405155eeb%218m2%213d-37.857109%214d145.2785254)

**The nearest bus stop is located approximately 550 metres from the centre at the corner of Tormore/Boronia Roads.**

**There is a taxi zone directly outside the entrance.**

**For information on how to get to Knox Leisureworks Aquatic and Recreation Centre, visit Public Transport Victoria on the following link.**

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

## Parking

**Parking for Knox Leisureworks Aquatic and Recreation Centre is located at the front of the centre.**

**Enter via Penrith Avenue or Tormore Road.**

**There is:**

**Eight accessible parking bays located between 25 - 50 metres from the entrance.**

**Four parents with pram parking bays approximately 60 metres from the entrance.**

**General parking.**

**A dedicated drop off point and bus parking are located directly outside the entrance.**

**Overflow parking is located in the neighbouring streets. No restrictions apply.**

### Welcome

**Welcome to Knox Leisureworks Aquatic and Recreation Centre.**

**Entry is via two sets of automated glass doors, each with a clearance of 1200mm.**

**Doors open to the left upon entry and to the right upon exit.**

**For opening hours, please visit our website** **on the following link.**

[**https://www.knoxleisureworks.com.au/contact-us**](https://www.knoxleisureworks.com.au/contact-us)

**For further details please call (03) 9762 3133.**

## Reception

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

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

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

**Resources and brochures are also available,**

**Members**

**1. Scan membership wristband/keychain on turnstile scanner. Scanner is located on the right-hand side of the turnstile.**

**2. Enter through turnstile to centre.**

**Casual Guests**

**1. Please pay for visit at reception. Cash or eftpos is accepted.**

**2. Enter through a swing gate with a clearance of 1200mm.**

**Electric and manual wheelchairs are available for use. Staff can offer assistance.
Please enquire at reception or with staff in the Pool Hall.**

### Sensory Guide Reception

#### Feel

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

#### Sounds

* **Automated doors**
* **Kitchen sounds**
* **People**
* **Phones**

#### Sights

* **Glare**

#### Smells

* **Deodorants**
* **Food/Drink**

## Pool Hall

**The Pool Hall is located ahead of reception.**

**1. At reception, go through the swing gate or turnstile.**

**2. Enter the Pool Hall via an automated glass sliding door with a clearance of 860mm.**

**3. Follow the 50-metre access ramp down to pool level. This ramp at a 1:14 gradient has 2 landing platforms and 2 turning points.**

**The Pool Hall includes:**

**Change rooms.**

**Indoor Warm Water Pool.**

**Indoor 50m Lap and Recreation Pool.**

**Indoor Program Swimming Pool.**

**Indoor Toddler Pool.**

**Spa.**

**Waterslide.**

## Staff

**Customer Service staff wear orange and blue polo shirts with the Knox Leisureworks logo and black shorts or pants.**

**A black jacket with the Knox Leisureworks logo may also be worn.**

**Lifeguards wear bright orange polo shirts with the Knox Leisureworks logo and black shorts.**

**Polo shirts have the word ‘Lifeguard’ across the back.**

**They also carry a kickboard and a radio.**

**Swim Instructors wear bright orange rash vests with the Knox Leisureworks logo and black shorts. Rash vests have the word ‘Instructor’ across the back.**

## Toilets

**At Knox Leisureworks Aquatic and Recreation Centre there are four sets of toilets.**

**First Set:**

**Location: In reception foyer, opposite the café.**

**Includes:**

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

**Manual door opening inward. Door clearance of 860mm. Latch lock 970mm AFFL.**

**Cubicle space 2000mm x 3250mm.**

**Grab bars to the right and behind toilet.**

**Toilet height 450mm AFFL with right hand transfer.**

**Sink height 820mm AFFL with lever tap 940mm AFFL.**

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

**Separate male and female toilets, showers and change rooms with ambulant toilets and baby change area in each set.**

**Second Set:**

**Location: In the Pool Hall, between the Program Swimming Pool and Spa, at the bottom of the access ramp.**

**Includes:**

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

**Manual door opening inward. Door clearance of 870mm. Twist lock 1020mm AFFL.**

**Cubicle space 2080mm x 3500mm.**

**Grab bars to the left.**

**Toilet height 450mm AFFL with left hand transfer.**

**Sink height 860mm AFFL with lever tap 980mm AFFL.**

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

**Separate male and female toilets, showers and change rooms with ambulant toilets and baby change area in each.**

**Separate family change cubicles.**

**Third Set:**

**Location: In the Pool Hall, nearest to the Warm Water Pool.**

**Includes:**

**Eight separate, unisex change cubicles and one unisex toilet.**

**Four separate unisex, accessible toilets with artificial lighting.**

**Manual door opening inward. Door clearance of 980mm. Twist lock 1100mm AFFL.**

**Cubicle space 2100mm x 2670mm.**

**Toilet height 450mm AFFL.**

**Sink height 790mm AFFL and lever tap 790mm AFFL.**

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

**One unisex accessible toilet with grab bars to the left and behind toilet with left hand transfer.**

**Three unisex accessible toilets with grab bars to the right and behind toilet with right hand transfer.**

### Sensory Guide Toilets

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Amplified voice**
* **Echo**
* **Hand dryers**
* **Music**
* **People**
* **Toilet flushing**
* **Water running**

#### Sights

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

#### Smells

* **Bathroom smells**
* **Chlorine**
* **Deodorants**
* **Disinfectants**

## Accessible Toilet with Change Facility

**Location: In the Pool Hall, adjacent to the Program Swimming Pool.**

**To use this facility, you will require a key.**

**See staff at reception or at the lifeguard station for assistance. The lifeguard station is located in the centre of the Pool Hall, between the 50m Lap and Recreation Pool and Toddler pool.**

**Includes:**

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

**Automated door opening inward. Door clearance of 880mm. Automated lock 1170mm AFFL.**

**Flip up grab bars on either side of toilet.**

**Toilet height 450mm with left- or right-hand transfer and colour contrast seat.**

**Sink height 890mm AFFL with lever tap 960mm AFFL.**

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

**Guldmann GH3+3 hoist with maximum weight capacity of 250kg.**

**The maximum weight of the adult change table is 150kg.**

**Please remember to bring your own sling and ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.**

### Sensory Guide Accessible Toilet with Change Facility

#### Feel

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

#### Sounds

* **Amplified voice**
* **Echo**
* **Hand dryers**
* **Music**
* **People**
* **Toilet flushing**
* **Water running**

#### Sights

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

#### Smells

* **Bathroom smells**
* **Chlorine**
* **Deodorants**
* **Disinfectants**

## Indoor Warm Water Pool

**The Warm Water Pool is located in the far-right corner of the Pool Hall.**

**It is utilised for gentle exercise which is optimal for recovery and relaxation.**

**It can also be used for group fitness classes.**

**During this time, it will be closed to the public.**

**Includes:**

**Access ramp with handrails, approximately 10-metres in length at a 1:14 gradient.**

**Pool hoist Guldmann GH3+3 with maximum weight capacity of 250kg. See staff for assistance.**

**Temperature approximately 34 degrees celsius.**

**Maximum depth is 1.6 metres.**

**Handrail around the interior perimeter.**

**Our group fitness timetable is available online or call us on (03) 9762 3133 to check if the pool is available prior to attending. Click the following link.**

[**https://www.knoxleisureworks.com.au/group-fitness-classes**](https://www.knoxleisureworks.com.au/group-fitness-classes)

**Children under the age of 16 are not permitted to use this pool without medical clearance and must be supervised by an adult at all times.**

### Sensory Guide Indoor Warm Water Pool

#### Feel

* **Being splashed**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Warm water**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Glare**
* **Splashing**

#### Smells

* **Chlorine**

## Indoor 50m Lap and Recreation Pool

**The 50m Lap and Recreation Pool is located in the centre of the Pool Hall.**

**It is utilised for lap swimming, swimming lessons, alternative group training, pool games and casual swimming.**

**Includes:**

**Two entry points;**

**• Access ramp with handrails, approximately 20-metres in length at a 1:14 gradient.**

**• Steps with handrails.**

**If required, a person can be lifted into a water wheelchair via the hoist located at the indoor Warm Water Pool.
See staff for assistance.**

**Temperature approximately 28 degrees celsius.**

**Depth 1 to 1.8 metres.**

**For lap lane availability and private lane bookings, please call us on (03) 9762 3133.**

### Sensory Guide Indoor 50m Lap and Recreation Pool

#### Feel

* **Being splashed**
* **Cool water**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Splashing**

#### Smells

* **Chlorine**

## Indoor Program Swimming Pool

**The Indoor Program Swimming Pool is located in the top right-hand side of the Pool Hall, nearest the fully accessible changeroom.**

**It is utilised for team building exercises, group activities, children’s play area and children’s swimming lessons.**

**Includes:**

**Steps with handrails.**

**Temperature approximately 32 degrees celsius.**

**Maximum depth 1 metre.**

### Sensory Guide Indoor Program Swimming Pool

#### Feel

* **Being splashed**
* **Cool water**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Splashing**

#### Smells

* **Chlorine**

## Indoor Toddler Pool

**The Indoor Toddler Pool is located at the bottom of the Pool Hall access ramp.**

**It is utilised for swimming lessons, pool games and casual swimming.**

**Includes:**

**Beach entry.**

**Temperature approximately 32 degrees celsius.**

**Maximum depth 1 metre.**

**Mini water-slide. Step entry with handrails.**

**Variety of water features that sprinkle rain and spray water.**

**Terms and conditions of use are clearly signed.**

### Sensory Guide Indoor Toddler Pool

#### Feel

* **Being splashed**
* **Cool water**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Children playing**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Bubbles**
* **Splashing**
* **Water Features**

#### Smells

* **Chlorine**

## Spa

**The Spa is located at the bottom of the Pool Hall access ramp, opposite the Toddler Pool.**

**Includes:**

**Step entry with handrails.
There are three steps up to reach the spa and then five steps down into the water.**

**Temperature approximately 37 degrees celsius.**

**Maximum depth 0.9 metres.**

**Push button operated water and air jets.
Buttons located left of spa entrance steps.**

**For enjoyment of the spa, please:**

**Limit spa use to a maximum of 15 minutes at one time.**

**Bring a water bottle to stay well hydrated.**

**Do not use the spa if you are pregnant.**

**Do not exercise in the spa.**

**Do not put your head under water.**

**Children under the age of 16 are not permitted to use the spa at any time.**

**If you are taking medication or are unwell, please seek medical advice before using the spa.**

### Sensory Guide Spa

#### Feel

* **Bubbles**
* **Shared personal space**
* **Warm water**
* **Water jets**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Bubbles**

#### Smells

* **Chlorine**

## Waterslide

**We operate an 80-metre waterslide all year round.**

**It is fully enclosed and entry is located in the Pool Hall, near the Toddler Pool.**

**Access incurs an additional cost and tickets can be purchased at reception.**

**1. Enter via steps with handrails.**

**2. Meet a lifeguard at the top of the slide who will advise when it is safe to slide down.**

**3. Follow the staircase into the slide tower and then launch into the slide tube. Feet first only!**

**4. The ride will finish in the flume which has a shallow depth.**

**5. Take a moment to control balance and then exit immediately.**

**Please visit our website on the following link for operating hours, terms and conditions of use and cost.** [**https://www.knoxleisureworks.com.au/waterslide**](https://www.knoxleisureworks.com.au/waterslide)

**You can reach the bottom in as little as 13 seconds.** Sensory Guide Waterslide

#### Feel

* **Cool water**
* **Being splashed**
* **Enclosed space**
* **Increased heart rate**
* **No resistance**
* **Stomach drop**
* **Shared personal space**
* **Weightlessness**

#### Sounds

* **Echo**
* **People**
* **Running water**
* **Splashing**

#### Sights

* **Heights**
* **Running water**

#### Smells

* **Chlorine**

## Access and Inclusion Lesson

**Knox Leisureworks Aquatic and Recreation Centre operate a specialised swimming program to assist learners of all abilities to engage in swimming lessons.**

**Classes are designed to work with each person’s ability and may operate in a one to one format or as part of a larger group with support from additional instructors.**

**When arriving for your lesson:**

**1. Check in at reception.**

**2. If required, head to one of our change facilities to get changed into your bathers. Please see staff if you need access to our accessible toilet with change facility.**

**3. Head to your allocated pool and lane to meet your instructor. Staff are available for assistance.**

**4. Follow the instructions of your instructor to complete your lesson.**

**To arrange bookings, please visit our website on the following link and make an enquiry so a member of our team can get in contact with you.**

[**https://www.knoxleisureworks.com.au/access-inclusion-swimming**](https://www.knoxleisureworks.com.au/access-inclusion-swimming)

**Don’t forget to bring your bathers, goggles and towel.**

## Aquatic Group Fitness

**We offer a variety of aquatic group fitness classes for our members and casual guests.**

**Members**

**1. Collect a ticket at reception or use the automatic ticket kiosk located at the entry to the Pool Hall.**

**2. Go to where the class is being held. Staff are available to provide assistance if required.**

**3. Give your ticket to the instructor.**

**4. Follow the instructor and enjoy the class.**

**Casual Guests**

**1. Purchase a ticket at reception.**

**2. Staff will direct you to where the class is being held.**

**3. Give your ticket to the instructor.**

**4. Follow the instructor and enjoy the class.**

**Classes vary from 45mins to 1 hour.**

**All classes have limited capacity.**

**Please arrive early to ensure your spot in the class.**

**Due to health and safety reasons, persons who arrive after the class has commenced will no longer be able to purchase a ticket.**

**Please visit our website on the following link to download a copy of our timetable.**

[**https://www.knoxleisureworks.com.au/aqua-aerobics-classes**](https://www.knoxleisureworks.com.au/aqua-aerobics-classes)

**Don’t forget your drink bottle!**

### Sensory Guide Aquatic Group Fitness

#### Feel

* **Being splashed**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Echo**
* **Music**
* **People**
* **Running water**

#### Sights

* **Splashing**

#### Smells

* **Chlorine**

## Land-Based Group Fitness

**We offer a variety land-based group fitness classes for our members and casual guests.**

**The group fitness room is located past reception, on the left, past the café.**

**Access is via 2 manual glass doors opening inward. Single door clearance of 810mm. Double door clearance of 1600mm.**

**Members**

**1. Collect a ticket at reception or use the automatic ticket kiosk located at the entry to the Pool Hall.**

**2. Go to the group fitness room.**

**3. Give your ticket to the instructor.**

**4. Follow the instructor and enjoy the class.**

**Casual Guests**

**1. Purchase a ticket at reception.**

**2. Staff will direct you to the group fitness room.**

**3. Give your ticket to the instructor.**

**4. Follow the instructor and enjoy the class.**

**Classes vary from 45mins to 1 hour.**

**All classes have limited capacity.**

**Please arrive early to ensure your spot in the class.**

**Due to health and safety reasons, persons who arrive after the class has commenced will no longer be able to purchase a ticket.**

**Virtual group fitness classes are available for members only.**

**They are held in the group fitness room when the room is available.**

**They involve following an instructor on a screen.**

**Please visit our website on the following link to download a copy of our timetable.**

[**https://www.knoxleisureworks.com.au/group-fitness-classes**](https://www.knoxleisureworks.com.au/group-fitness-classes)

**Don’t forget a towel and drink bottle!**

### Sensory Guide Land-Based Group Fitness

#### Feel

* **Heating/Cooling**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**

#### Sounds

* **Amplified voice**
* **Feet stomping**
* **Music**
* **People**

#### Sights

* **Rapid movement**

#### Smells

* **Body odour**
* **Deodorant**

## Gym

**We have a fully functional gym with a range of equipment to suit all your health and fitness needs.**

**Our gym is staffed during whole centre opening hours only.**

**It is located past reception, on the right.**

**Access is via a set of double automated glass doors with a clearance of 1470mm.**

**Our gym equipment includes:**

**Cardio equipment.**

**Pin loaded machines.**

**Free weights.**

**Boxing equipment.**

**Our gym is open 24/7 for platinum and gym and fitness members only.**

**Personal training is also available.
To view our personal training packages, please visit our website on the following link.**

[**https://www.knoxleisureworks.com.au/personal-training**](https://www.knoxleisureworks.com.au/personal-training)

**If you have any medical conditions, we advise that you speak to your doctor prior to commencing any physical activity.**

**Children under the age of 12 are not permitted to use gym equipment.**

**Don’t forget a towel and drink bottle.**

### Sensory Guide Gym

#### Feel

* **Heating/Cooling**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**

#### Sounds

* **Automated doors**
* **Gym equipment**
* **Music**
* **People**
* **Weights clanging**

#### Sights

* **Glare**

#### Smells

* **Body odour**
* **Deodorants**

## Childcare

**Childcare services are available for children aged 6 weeks to 6 years old.**

 **The childcare facility is located past reception, on the left, past the café.**

**Access is via a manual door opening outward. Door clearance of 760mm.**

**This facility is staffed by qualified childcare educators.**

**They wear orange and blue polo shirts with the Knox Leisureworks logo.**

**Children enjoy a fun and educational experience.**

**There is a full range of games, toys and educational equipment.**

**Enrolment forms can be downloaded online on the following link and must be completed and returned to reception prior to attending.**

[**https://www.knoxleisureworks.com.au/childcare**](https://www.knoxleisureworks.com.au/childcare)

**Once enrolments have been processed, you will be notified by a member of our staff.**

**Bookings are essential, please call (03) 9762 3133 or speak to reception.**

**Childcare services are included in the Platinum membership package.
A cost is incurred for all other members and guests.**

**Please visit our website on the following link for operating hours and session times.**

[**https://www.knoxleisureworks.com.au/childcare**](https://www.knoxleisureworks.com.au/childcare)

### Sensory Guide Childcare

#### Feel

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

#### Sounds

* **Children playing**
* **Toys**
* **Singing**

#### Sights

* **Glare**

#### Smells

* **Disinfectants**
* **Food/Drink**
* **Glue**
* **Paint**

## Accessibility

**Internet and phone bookings.**

**Knox City Council with accessible website.**

**Paved access to the centre at a 1:48 gradient.**

**Assistance animals welcome.**

**Enquire at reception for large print program timetable.**

**Reception customer service desk height 900mm. A separate customer service desk at a height of 750mm is available past the entry gate.**

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

**Staff available to read information if required.**

**Acceptance of Companion cards and Senior cards.**

**Electric and manual wheelchairs available at reception.**

**Staff can provide assistance to visitors wishing to use a wheelchair to access Pool Hall.**

**Chairs with backrests and couches located in reception foyer.**

**Café located in reception foyer. Café counter height 900mm.**

**Large print menu at café.**

**Café tables 700mm high x 370mm deep.**

**Clear spaces between furniture for a person to manoeuvre a mobility aid.**

**Guardrail at Pool Hall viewing platform 1100mm AFFL.**

**Additional tables within Pool Hall at top of access ramp and next to Toddler Pool. Table heights 710mm x 325mm deep.**

**Chairs with backrests and bench seating throughout Pool Hall.**

**Chairs with backs and armrests near Warm Water pool.**

**Motorised scooter permitted in Pool Hall. Restrictions apply.**

**Pram and mobility scooter parking at pool side.**

**Five aquatic wheelchairs. See staff for assistance.**

**Exit from centre is via a swing gate with a clearance of 1200mm followed by two automated doors. Note, short seven second closing time delay on swing gate.**

**Visible and illuminated exit signs.**

**ReadSpeak facility available online on the following link providing audio message about services and facilities.**

[**https://www.knox.vic.gov.au/Page/Page.aspx?Page\_Id=276**](https://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=276)

## Safety

**ACTIVE supervision - Parents must have their children within eyesight at all times when actively supervising.
Centre entry doors with contrast decals at 1000mm to 1100mm AFFL.**

**Terrain varies between carpet, vinyl, concrete and tiling. Small potholes in concrete located between Warm Water Pool and Program Pool.**

**Floor and ground surfaces may become slippery when wet. Walking only.**

**Wet floor signage may be displayed.**

**Artificial lighting throughout. Not including toilets near reception.**

**Pool Hall entry door with contrast decals at 1000mm to 1100mm AFFL.**

**TGSI at top and base of Pool Hall access ramp.**

**Handrail on both sides of Pool Hall access ramp.**

**Contrast decals at 900mm to 1000mm AFFL on internal windows within Pool Hall.**

**TGSI prior to Warm Water pool access ramp and access steps.**

**No TGSI prior to Program Pool entry steps.**

**No TGSI prior to 50 metre pool access ramp or steps.**

**No TGSI prior to waterslide entry steps.**

**No TGSI prior to spa entry steps.**

**Drainage grate surrounding Toddler Pool.**

**Walking only in Pool Hall.**

**Motorised scooter permitted in Pool Hall.**

**Gym entry door with contrast decals at 1000mm to 1100mm AFFL.**

**Contrast band 1000mm to 1060mm AFFL on gym windows.**

**Please visit our website to view our 24/7 gym safety measures.**

**Contrast decals at 1030mm to 1130mm AFFL on group fitness room access door.**

**Contrast decals at 1070mm to 1130mm AFFL on creche access door.**

**Duress alarm located within accessible change room.**

**Staff with Working with Children Checks.**

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

**A defibrillator is located in the gym and on pool deck first aid room.**

**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 are located throughout the facility.**

## 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)

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**We really appreciate your feedback.**

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