# Knox Children and Family Centre Bayswater Access Key

**41 - 43 Phyllis St, Bayswater**

**Phone: (03) 9738 9700**

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

**Version 1.0**

**Updated April 2020**

## Glossary

**AFFL – Above Finished Floor Level.**

**HHSH – Hand Held Shower Hose.**

**KEYS - Knox Early Years Services**

**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, Bayswater.**

**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 - 32 pages in total.**

## Did You Know?

**Knox Children and Family Centre Bayswater 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) 9738 9700.**

[**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, early childhood education and care (Kindergarten [Preschool] and long-day care) and playgroup. Session times are subject to availability.**

**Bookings for tours can be made over the phone. Please call (03) 9738 9700.**

**Immunisations are available. Visit our website** **on the following link to learn more.** [**https://www.knox.vic.gov.au/Page/Page.aspx?Page\_Id=1727**](https://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1727)

**Families entering the Early Childhood Education and Care Service are provided with an access code upon enrolment. Visitors to this space are required to sign in at reception please.**

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

**Orientation sessions are available for Kindergarten (Preschool), long day care and playgroups.**

**Funded Kindergarten (Preschool) is available in both the long day care and sessional Kindergarten (Preschool) programs.**

**To attend the early education and care (Kindergarten (Preschool) and long-day care), parents and carers of children attending a Knox service are required to provide an Australian Immunisation Record (AIR) 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. Please** **click 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. 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 visit 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 us at** **kcfcbayswater@knox.vic.gov.au**

## Getting There

**Knox Children and Family Centre, Bayswater is located at 41 Phyllis Street, Bayswater.**

**See Google Maps reference on the following link.** [**https://www.google.com/maps/place/41+Phyllis+St,+Bayswater+VIC+3153/data=!4m2!3m1!1s0x6ad63b8c6ad56aa9:0x3c56e9e65d982b46?sa=X&ved=2ahUKEwir2p\_9ooLnAhW5zzgGHYF8BGMQ8gEwAHoECAsQAQ**](https://www.google.com/maps/place/41%2BPhyllis%2BSt%2C%2BBayswater%2BVIC%2B3153/data%3D%214m2%213m1%211s0x6ad63b8c6ad56aa9%3A0x3c56e9e65d982b46?sa=X&ved=2ahUKEwir2p_9ooLnAhW5zzgGHYF8BGMQ8gEwAHoECAsQAQ)

**The nearest bus stop is approximately 600 metres at the intersection of Phyllis Street and Stud Road.**

**For further information on how to get to the Knox Children and Family Centre, Bayswater, please visit Public Transport Victoria** **on the following link.** [**https://www.ptv.vic.gov.au/journey**](https://www.ptv.vic.gov.au/journey)

## Parking

**The most convenient parking for Knox Children and Family Centre, Bayswater is located at the front and rear of the building.**

**It is a shared carpark with the Bayswater Bowls Club.**

**It features:**

**Two accessible parking bays located approximately 15m from the entrance to the centre.**

**Access to the footpath from the carpark is via a pram ramp with a gradient of 1:19 (5.2%).**

**General parking with no restrictions.**

**If main carpark is full, street parking is available in surrounding streets.**

**There is a 5 minute drop off zone located at the front of the centre.**

**Bike racks are available at the entrance for cyclists.**

## Welcome

**Welcome to Knox Children and Family Centre, Bayswater.**

**We support children and families with additional/diverse needs in all of our programs.**

 **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 office hours and contact details please visit our website** **on the following link.** [**https://www.knox.vic.gov.au/childcarenetwork**](https://www.knox.vic.gov.au/childcarenetwork)

**There is an undercover area located directly outside the entrance.**

## Entry

**Entry to the centre is located within the main carpark, opposite the Bayswater Bowls Club.**

**Access to the centre is via steps with handrail with or an 8-metre ramp at a 1:19 gradient (5.3%).**

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

**First set with a clearance of 1400mm. Second set with a clearance of 1300mm.**

## Reception

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

**We request that all visitors report to reception.**

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

**There is a visual Communication Board at reception to support confident customer communication. The board is available in English and Mandarin.**

**Chairs with backs and armrests, couches and children’s furniture are available.**

**A community notice board is displayed for patrons to see what’s on in the local community.**

**There is a lending library for patrons to borrow books at no charge.**

### Sensory Guide Reception

#### Feel

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

#### Sounds

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

#### Sights

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

## Staff

**All staff wear lanyards with a name badge and carry visual support cue cards.**

## Toilets

**Knox Children and Family Centre has two sets of public toilets.**

**First Set**

**Location: To the left-hand side of reception, down the hallway and past the Maternal and Child Health Clinic.**

**Includes:**

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

**Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.**

**Cubicle space 2710mm x 2300mm.**

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

**Toilet with contrast seat at height 460mm AFFL with left hand transfer.**

**Sink height 830mm AFFL with lever tap 1000mm AFFL.**

**Baby change area.**

**And**

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

**Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.**

**Cubicle space 2640mm x 2760mm.**

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

**Toilet with contrast seat at height 460mm AFFL with left hand transfer.**

**Sink height 830mm AFFL with lever tap 1000mm AFFL.**

**Baby change area.**

**Child toilet and sink.**

**And**

**One unisex ambulant toilet.**

**Second Set**

**Location: Outside room 7 within the main corridor.**

**Includes:**

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

**Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.**

**Cubicle space 3400mm x 3500mm.**

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

**Toilet with contrast seat at height 460mm AFFL with left hand transfer.**

**Sink height 820mm AFFL with lever tap 990mm AFFL.**

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

### Sensory Guide Toilets

#### Feel

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

#### Sounds

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

#### Sights

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

#### Smells

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

## Long Day Care

**We provide early childhood education and care 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. Click the following link.** [**http://www.knox.vic.gov.au/childcarenetwork**](http://www.knox.vic.gov.au/childcarenetwork)

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

**In order to be eligible for the funded Kindergarten (Preschool) 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. Please remember to provide your child with a drink bottle.**

**Long day care operates in rooms 1 - 5 and in room 8 (Stringybark Room)**

### Sensory Guide Long Day Care

#### Feel

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

#### Sounds

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

#### Sights

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

#### Smells

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

## Sessional Kindergarten (Preschool) - Sheoke Room

**Our four-year-old sessional Kindergarten (Preschool) delivers 15 hours of program time per week.**

**To be eligible to attend our Kindergarten (Preschool) service, your child must be four years old by the 30th of April in the year they will attend.**

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

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

**If you do not have access to the internet, please come and see us at reception and we can assist you.**

**Families are able to register, pay fees and view offers of Kindergarten (Preschool) 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 Kindergarten (Preschool) 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 and a drink bottle for your child when attending sessional Kindergarten (Preschool).**

**Sessional Kindergarten (Preschool) operates in room number 7 (Sheoke Room).**

### Sensory Guide Sessional Kindergarten (Preschool)

#### Feel

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

#### Sounds

* **Children playing**
* **Interactive toys**
* **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 Kindergarten (Preschool)**

**1. Upon confirmation of enrolment, you will receive an invitation to attend an information session about starting Kindergarten (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 areas. The security access code allows for admittance through the security panels which are located at the entry to the classroom areas.**

**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.**

**Long 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. The security access code allows for admittance through the security panels which are located at the entry to the classroom areas.**

**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 - Ngurrak Room

**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-led 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.**

**There may be some eligibility criteria, which can be found within our ‘Guide to Family and Children’s Services in Knox’. 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)

**Playgroup operates in room number 6 (Ngurrak Room) located next to reception. On arrival, check-in at reception to sign in. Entry is via a manual door opening inward. Door handle height 1520mm AFFL. Door clearance 840mm.**

**Room 6 includes its own kitchenette, microwave and sink.**

**This room also has its own private toilet. Access is via manual door opening inward with a clearance of 860mm. Toilet includes an adult and child toilet as well as baby change area.**

### Sensory Guide Playgroup

#### Feel

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

#### Sounds

* **Children playing**
* **Interactive toys**
* **Microwave**
* **People**
* **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. Click 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 developmental record (green book) for information about each visit.**

**Maternal and Child Health appointments usually involve conversations between parents/family or carer 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.**

**Maternal and Child Health is located to the left of reception and down the hallway.**

**When arriving for your appointment:**

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

**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.**

### Sensory Guide Maternal and Child Health

#### Feel

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

#### Sounds

* **Children playing**
* **Interactive toys**
* **People**

#### Sights

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

##  Accessibility

**Throughout:**

**Internet booking system.**

**Phone booking system for tours.**

**ReadSpeak program on website.**

**Fully accessible website.**

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

**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.**

**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.**

**Exit button at a height of 1500mm AFFL located on right-hand side of the centre’s first set of exit doors.**

**We are Relay Service Friendly. Go to National Relay Service and give the number (03) 9738 9700 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 Bayswater on (03) 9738 9700.**

**Reception:**

**Reception desk height 1100mm AFFL. Additional low height service desk located to the left of the main reception desk at a height 820mm AFFL.**

**There is a bell at reception when unattended.**

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

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

**Information can be made available in large print. See staff for assistance.**

**Pram and mobility aid parking. See staff for assistance.**

**Infant Feeding Room:**

**Infant feeding room located off foyer and near security doors. Access is via manual door opening inward with a clearance of 850mm.**

**Infant feeding room door ‘In Use’ sign located at a height of 1580mm AFFL.**

**Infant feeding room with clothes, toys and books for families. See staff for assistance.**

**Infant feeding room can also be used as a prayer room.**

**Classrooms:**

**Security panels at a height of 1520mm AFFL.**

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

**Each classroom is named and clearly signed.**

**Access to classroom area via automated glass door with clearance of 1200mm.**

**Entry into each classroom via manual door opening outward with a clearance of 860mm.**

**Each classroom has children’s toilets with baby change tables.**

**All classrooms include children’s furniture.**

**Each classroom has access to a shared outdoor play space. Access is via manual door opening outward with a clearance of 870mm. This can be made into a double door if required.**

**Each classroom has a sign in kiosk at an operating height of 1460mm.**

**Corridor connecting each classroom with couch seating.**

**Exit button at height of 1500mm AFFL located on left-hand side of automated glass door.**

**Dining and Kitchen:**

**Shared dining space. Tables 740mm high x 560mm wide and chairs with backrests.**

**Kitchen service bench at height 910mm AFFL. Low height service bench at height 750mm AFFL.**

**Kitchen with children’s table and chairs.**

**Outdoors:**

**Multi-level shared outdoor play space. Access to upper level is via steps or a 12-metre access ramp with an approximate gradient of 1:28 (3.6%).**

**Playgroup:**

**Playgroup room 6 with children’s furniture and chairs with backs and armrests.**

**Room 6 kitchen bench at height of 900mm AFFL. Microwave operating height 1050mm AFFL.**

**Playgroup Room toilet with latch lock at 1060mm AFFL. Adult toilet with left hand transfer and grab bars to the left and behind toilet. Sink height 820mm with lever tap at an operating height of 970mm AFFL.**

**Maternal and Child Health:**

**Maternal and child health waiting area with couch seating and chairs with back and armrests.
Maternal and child health consultation rooms access via a manual door opening inward with a clearance of 850mm.**

## Safety

**Entry steps to centre with TGSI at bottom and top.**

**Access ramp to centre with no TGSI.**

**Two wide solid glazing bands on front glass entry doors and internal glass windows: First at 540mm to 640mm AFFL. Second 900mm to 1000mm AFFL.**

**Unsecured child floor mat in Maternal and Child Health waiting area.**

**Please be advised that children’s furniture throughout the centre may not offer contrast to walls and floor. Children’s toys may also be left on the floor in walkways. Please use caution when moving around the centre.**

**Sunscreen is available. See staff for assistance.**

**Outdoor play space with two sets of steps. Both sets with no TGSI. One set with no handrail.**

**Outdoor play space access ramp with no TGSI, no handrail and no pathway curb to offer shoreline.**

**Flat terrain inside the centre. Varied terrain in outdoor play space.**

**Wet floor signage available.**

**First aid is available. See staff for assistance.**

**Defibrillator located at reception.**

**All staff with Working with Children’s Checks.**

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

**Evacuation maps located on walls throughout including reception and hallways.**

**Access Ability Australia**

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

**Mobile: 0403 670 942**

**Mobile: 0412 206 923**

**Email .****info@accesskeys.com****.au**

**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.**

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