



Vision
Australia

Ringwood Office

Realm Taxi Zone
Journey

Access Key




Shop 3, Civic Place, Ringwood Vic 3134 | Phone: 03 9760 0000
www.visionaustralia.org

Guidelines

Thank you for choosing to use an Access Key for Vision Australia, Ringwood Office Access Key - Realm Taxi Zone Journey.

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.
- Accessibility and safety information is located on page 18.
- Download Access Key in its entirety - 19 pages in total.

	Access Ability Australia	<p>Access Keys are designed and developed by AccessAbilityAustralia. To view the full range of free Access Keys available, go to AAA Library.</p> <p>For Access Keys in Braille or audio, please Contact Us.</p> <p>Please complete our short survey to help us ensure continuous improvement.</p>
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Access Keys
.....unlocking
your world



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Did You Know?

- The Ringwood Vision Australia office has an expansive outdoor courtyard featuring street art by local artists. This is a great space for events and get togethers in the warmer months.
- There is a purpose-built board room available for Vision Australia clients to hold recreational groups and meetings. The board room has teleconferencing facilities, computers and its own kitchenette.
- The new Ringwood office features furnishings and floor coverings in contrasting colours. All rooms have dimmable lighting, ergonomic furniture, and separate climate controls.
- Conference rooms are available so clients can meet with service providers to discuss care needs in private.
- TGSi is an abbreviation for 'Tactile Ground Surface Indicator'.
- To provide feedback please phone 9760 0000 or email ringwood@visionaustralia.org.

Realm Taxi Zone to Vision Australia Ringwood

Realm taxi zone is located on the north-side of the Maroondah Hwy, outside Realm.

- Exit the left-hand side of the taxi and head straight across the footpath to locate a building shoreline.
- Turn left and continue ahead for approximately 25-metres using the building as a shoreline.
- There is a slight incline on the paved pathway.
- Locate the hazard TGSIs and bollards on the right.
- Use the bollards on the right-hand side as a shoreline and continue 45-metres ahead to locate Cycles Galleria shop building.
- Turn right at the building and continue on paved pathway for approximately 45-metres, using the building as a shoreline.
- There are metal manholes along this paved pathway and possibly parked motorbikes along the left hand-wall.
- There is a slight decline on paved pathway.
- There are lamp posts and bench seats on the right-hand side of the paved pathway.

- Continue past two doorways.
- The first doorway should not be entered.
- The second doorway leads to an 'Each' office.
- At the corner of the building, turn left and continue on the paved pathway for approximately 55-metres using the building as a shoreline.
- It is advisable to remain left as some shops may have signage displays at the front of stores and there are also metal manholes to the right of the pathway.
- Continue past one doorway, a wooden gate then a metal gate.
- The building juts out a little twice along the shoreline between the building corner and the metal gate.
- Continue past another two doorways.
- Vision Australia Ringwood is the fourth doorway on the left.



Welcome

Vision Australia Ringwood is open Monday to Friday 9am – 4.30pm.



Entry / Exit

Entry/Exit into Vision Australia Ringwood is through a single glass automated door. The door is located on the left and opens to the right.

The entry/exit door has contrast.

There are glass panels adjacent to the entry/exit door.

The entrance way is a tiled surface.

When exiting, the automated door opens to the left.

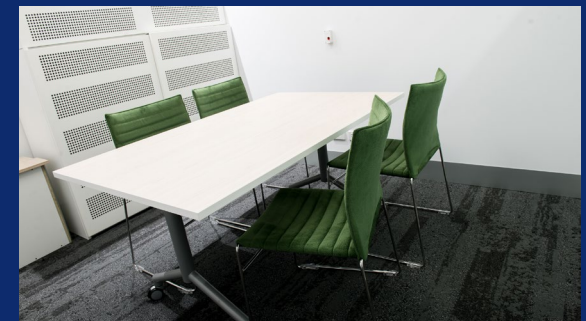
Shade or shelter is available from the cover of the roof line at the entry/exit of Vision Australia Ringwood.



Orthoptic Rooms



Meeting Rooms



Consultancy Rooms

Reception

Reception is located immediately after the entrance, to the right.

There is a reception service counter.

Clients and visitors are required to sign in on arrival and sign out prior to leaving.

The register book is in a large print format. It is located on the reception service counter.

Staff are available to help if required.

If reception is unattended please ring the bell located on the corner of the reception service counter.

Reception offers wide, clear internal walkways.

A waiting area is located to the right of the entrance. In the waiting area, there are chairs with backrests and armrests as well as a table.

Chairs are colour contrasted to the floor and walls.

A retail shop is located to the left of the entrance. There is a display stand in the centre of the retail shop. There are fitted cupboards on the adjoining two walls and a large shop window to the left of the retail shop.

Flooring surface in reception, the waiting area and the retail shop is vinyl.



Sensory Guide



Feel

Different ground surfaces
Heating/Cooling



Sounds

Adaptive equipment
Automated door
Bell
Echo
Heating/Cooling
Office Equipment
People
Radio/TV



Sights

Bright lights
Flickering TV



Smells

Timber

Staff

Vision Australia Ringwood staff may wear a uniform.

This uniform consists of navy blue or pale blue tops with navy or black pants and jacket.

Sometimes, women wear a yellow scarf with their uniform.

All Vision Australia Ringwood staff wear a blue and yellow lanyard and a large print name badge.





Orthoptic Room

An Orthoptic service is available in a purpose built Orthoptic Room.

This service is available Monday to Friday from 9am.

The Orthoptic Room is located past reception, on the left, in the hallway.

At reception, locate the left-hand hallway wall and use as a shoreline.

The Orthoptic Room is the first door on the left.

Entry is through a manual wooden door, opening inwardly.

The door handle is located at midway height on the left-hand side of the door.

Flooring surface in the Orthoptic Room is vinyl.

When exiting, the door handle is located at midway height on the right-hand side of the door.

Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Chair movement
Heating/Cooling
Orthoptic equipment
People
Printer/Photocopier



Sights

Orthoptic equipment
Varied lighting



Smells

Timber

Toilet

An accessible unisex toilet is available.

It is located past reception, on the right, in the hallway.

At reception, locate the wall of the reception desk on the right that leads into the hallway and use as a shoreline.

Continue past an open reception access and then another doorway.

The toilet is the second door on the right.

There is a sign to the right of the doorway at shoulder height which displays access information in text, symbols and Braille.

Entry is through a manual wooden door opening inward.

The door handle is located at midway height on the right-hand side of the door.

A door lock is located directly above the interior door handle.

Turn to the right to lock.

The toilet is located directly ahead of the doorway.

The toilet has a contrast seat and contrast tactile duel flush control buttons.

There is a grab-rail, toilet roll dispenser and a sanitary bin located on the right-hand side of the toilet when facing the door.

The sink is located on a wall on the left-hand side of the entry when facing the door.

There is a bin and an automated dryer recessed into the wall located to the left-hand side of the sink when facing the sink.

Flooring surface in the toilet area is polished concrete.

When exiting, the door handle is located at midway height on the left-hand side of the door.

The door lock is located directly above the door handle. Turn to the left to unlock.



Sensory Guide



Feel
Heating/Cooling
Toilet backrest



Sounds
Echo
Fan
Hand dryer
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection



Smells
Air Freshener
Bathroom smells
Disinfectants



Meeting Rooms

Vision Australia Ringwood has three Meeting room options. Meeting room one, two or three.

Meeting rooms one and two can be separated into two private rooms.

Alternatively, rooms one and two can be opened up to make one large adjoining room which then becomes Meeting room 3.

Meeting rooms are fully furnished.

There is a large table in the centre of each room.

Surrounding each table are chairs with backrests.

Flooring surface is carpeted with contrast edges providing a shoreline between the floor and wall.

Meeting Room One

Meeting room one is located past reception, on the left, in the hallway.

At reception, locate the left-hand hallway wall and use as a shoreline.

Meeting room one is the second door on the left.

Entry is through a manual wooden door opening inward.

The door handle is located at midway height on the right-hand side of the door.

There is a row of three computer terminals against the left wall with desk chairs placed in front of them.

When exiting, the door handle is located at midway height on the left-hand side of the door.



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Chair movement
Kitchen appliances
People
Telephones
TV



Sights

Dimmable lighting
Flickering TV



Smells

Food/Drink

Meeting Room Two

Meeting room two is located past reception, on the left, in the hallway.

At reception, locate the left-hand hallway wall and use as a shoreline.

Continue past doors one and two then past the kitchenette.

The wall juts in a little after the kitchenette.

Meeting room two is the third door on the left.

Entry is through a manual wooden door opening inward.

The door handle is located at midway height on the left-hand side of the door.

When exiting, the door handle is located at midway height on the right-hand side of the door.



Feel

Different ground surfaces
Heating/Cooling
Shared personal space



Sounds

Chair movement
Kitchen appliances
People
Telephones
TV



Sights

Dimmable lighting
Flickering TV



Smells

Food/Drink

Kitchenette

There is a Kitchenette available for clients and visitors to use.

It is located past reception, on the left, in the hallway.

At reception, locate the left-hand hallway wall and use as a shoreline.

Continue past two doorways.

The Kitchenette is a recessed space located on the left-hand wall.

There is a bench, overhead and under bench cupboards, a fridge and a hot and cold water tap.

The cutlery drawer is located on the left.

The cups are located in the overhead cupboards.

The fridge is located under the bench to the right.

The hot water is from the hot and cold water tap in the middle of the bench.

There is a drain beneath the hot and cold water tap.

Flooring surface in the Kitchenette is vinyl.



Consultancy Rooms

Vision Australia Ringwood has two Consultancy rooms available.
Consultancy room 1 and 2.

These rooms are interconnecting with a manual doorway in-between.
Both rooms have safety markings on internal glass entry/exit doors and adjacent panels.

Both rooms are fully furnished.

There is a table in the centre of each room.

Surrounding each table are chairs with backrests.

All furniture is colour contrasted to the floor and walls.

Flooring surface is carpeted.



Consultancy Room One

Consultancy room one is located past reception, on the right, in the hallway.

At reception, locate the wall of the reception desk on the right that leads into the hallway and use as a shoreline.

Continue past an open reception access and two doorways.

Consultancy room one is the third door on the right.

Entry is through a manual glass sliding door.

Face the sliding door and open it to the right.

The door handle is located at midway height on the left-hand side of the door.

When exiting, face the sliding door and open it to the left.

The door handle is located at midway height on the right-hand side of the door.



Sensory Guide



Feel

Different ground surfaces
Heating/Cooling



Sounds

Kitchen appliances
People
Sliding doors
Telephones



Sights

Dimmable lighting



Smells

Food/Drink

Consultancy Room Two

Consultancy room two is located past reception, on the right, in the hallway.

At reception, locate the wall of the reception desk on the right that leads into the hallway and use as a shoreline.

Continue past an open reception access and three doorways.

Consultancy room two is the fourth door on the right.

Entry is through a manual glass sliding door.

Face the sliding door and open it to the left.

The door handle is located at midway height on the right-hand side of the door.

When exiting, face the sliding door and open it to the right.

The door handle is located at midway height on the left-hand side of the door.



Sensory Guide



Feel

Different ground surfaces
Heating/Cooling



Sounds

Kitchen appliances
People
Sliding doors
Telephones



Sights

Dimmable lighting



Smells

Food/Drink

Accessibility

Throughout Vision Australia Ringwood Office there are:

- Clear spaces between furniture for a person to manoeuvre a mobility aid.
- Spaces for a person using a wheelchair to sit with friends/family.
- Accessible parking for scooter users or storage of mobility aids behind reception – please see staff.
- Pram parking available behind reception – please see staff.
- Wheelchair/scooter charging station (standard power points) are available in Meeting rooms on the tables and in Consulting rooms on the wall beside the table.
- Direct access to an accessible toilet with a Braille access sign.
- Lighting dimmer switch in Meeting rooms and Consultancy rooms.
- Information in large print and Braille.
- Staff available to read information if required.
- Assistance animals welcome.

Safety

- Available yellow signage for wet floors may be displayed.
- Limited use of obstacles (bins, raised edges, rugs).
- If first aid is required, please report to reception, who will contact the first aid office.
- Defibrillator is located in the store room behind reception.
- A visible exit sign is located inside the door that leads into the office.
- In the event of an emergency, staff will help and direct clients and visitors. If there is to be an evacuation, clients and visitors will be directed to the nearest exit and designated assembly area.



Vision Australia Ringwood to Realm Taxi Zone

- Exit Vision Australia Ringwood and turn immediate right.
- Continue on paved pathway for approximately 55-metres using the building as a shoreline.
- It is advisable to remain right as some shops may have signage displays at the front of stores and there are also metal manholes to the left of the pathway.
- Continue past two doorways, a metal gate, then a wooden gate followed by a third doorway.
- The building juts in a little after the metal gate until the building shoreline ends.
- At the corner of the building, turn right and continue on paved pathway for approximately 45-metres, using the building as a shoreline.
- There are metal manholes along this paved pathway and possibly parked motorbikes along the right-hand wall.
- There is a slight incline on paved pathway.
- There are lamp posts and bench seats on the left-hand side of the paved pathway.
- Continue past two doorways.
- The first doorway leads to an 'Each' office.
- The second doorway should not be entered.
- At the end of the building shoreline, listen for the audio-controlled crossing signals and turn left.
- Use the bollards on the left-hand side of the pathway as a shoreline and continue ahead 45-metres.
- Listen for the audio-controlled signal of Maroondah Highway crossing and continue past the crossing.
- When bollards discontinue, there will be hazard TGSIs.
- Locate a building shoreline on the left-hand side and continue ahead for 25-metres.
- The pathway has a slight decline.
- The Realm taxi rank is located on the right-hand side of the pathway.

