# Vision Australia Ringwood Office

# Ringwood Station Journey

# Access Key

**Shop 3 Civic Place, Ringwood, Victoria 3134**

**Phone: 9760 0000**

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

**Updated April 2019 Version 2.0**

## Guidelines

**Thank you for choosing to use an Access Key for Vision Australia Ringwood Office, Ringwood Station 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.**

**Download Access Key in its entirety – 30 pages in total.**

## 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**

## Ringwood Station to Vision Australia Ringwood

**Vision Australia Ringwood is approximately a 200-metre walk from Ringwood Station.**

**Commence the journey from the Ringwood Station Customer Service Office on Platform 3.**

**The Customer Service Office is located inside the station and is undercover.**

**Follow directional TGSIs from the Customer Service Office to the first controlled crossing.**

**Listen for the audio-controlled signal.**

**Activation buttons and signals are located on the left-hand and right-hand sides of the crossing.**

**Follow directional TGSIs to the first set of three descending steps.**

**There are hazard TGSIs.**

**There is a handrail in the centre and on the left-hand and right-hand sides of the steps.**

**Continue to follow directional TGSIs to the second set of three descending steps.**

**There are hazard TGSIs.**

**There is a handrail in the centre and on the left-hand and right-hand sides of the steps.**

**Continue to follow directional TGSIs to Maroondah Highway crossing.**

**There are hazard TGSIs at the crossing.**

**Activation buttons and signals are located on the left-hand and right-hand sides of the crossing.**

**Listen for the audio-controlled signal.**

**Continue ahead to reach the opposite side of the crossing.**

**Head to the left-hand side of the path and follow directional TGSIs until they discontinue.**

**Where TGSIs discontinue, there will be a gravel surface and a row of bollards.**

**Turn left at the gravel surface.**

**There will be bollards on the left-hand side and a gravel surface on the right-hand side.**

**Use the bollards on the left-hand side as a shoreline and continue 25-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 this 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 to Vision Australia Ringwood

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

## Vision Australia Ringwood 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.**

## 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 Reception

#### 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 Orthoptic Room

#### 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 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 Toilet

#### 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.**

### Sensory Guide Meeting Room One

#### 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.**

### Sensory Guide Meeting Room Two

#### 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 one and two.**

**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 Consultancy Room One**

#### 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 Consultancy Room Two

#### 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 a range of accessible features.**

**Please read the list below for inclusions.**

**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 tables.**

**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 Officer.**

**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 Ringwood Station

**Ringwood Station is approximately a 200-metre walk from Vision Australia Ringwood.**

**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 the 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 crossing signals and turn left.**

**Use the bollards on the left-hand side of the pathway as a shoreline and head 25-metres toward the controlled crossing.**

**Listen for the audio signal of Maroondah Highway crossing.**

**There are directional and hazard TGSIs at the crossing.**

**Activation buttons and signals are located on the left-hand and right-hand sides of the crossing.**

**Listen for the audio-controlled signal.**

**Continue ahead to reach the opposite side of the crossing.**

**Follow directional TGSIs to the first set of three ascending steps.**

**There are hazard TGSIs.**

**There is a handrail in the centre and on the left-hand and right-hand sides of the steps.**

**Find the handrail in the centre of the steps.**

**Listen for the audio crossing signals ahead.**

**Continue to follow directional TGSIs to the second set of three ascending steps.**

**There are hazard TGSIs.**

**There is a handrail in the centre and on the left-hand and right-hand sides of the steps.**

**Follow directional TGSIs to the second crossing.**

**Listen for the audio crossing signals.**

**Activation buttons and signals are located to the left and right.**

**Walk across a paved surface and to locate TGSIs outside Ringwood Station Customer Service Office.**

**Ringwood Station Customer Service Office is located inside the station, on Platform 3 and is undercover.**

**Access Ability Australia logo.**

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**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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