

Goldfields
Libraries

Kangaroo Flat Library

23 Lockwood Road
Kangaroo Flat Victoria 3555
Phone (03) 5447 8344
ncgrl.vic.gov.au/libraries/kangarooflat



Access Key

A customised accessibility guide

Updated February 2023 V2.0

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AFFL - Above finished floor level.

HSSH – Hand held shower hose.

PIN – Personal Identification Number. Issued with every new library membership.



**Goldfields
Libraries**

Guidelines

Thank you for choosing to use an Access Key for Kangaroo Flat Library. This customised accessibility guide provides convenient information about accessing Kangaroo Flat Library. Access Keys are universally designed and suitable for all people, regardless of ability.

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 can 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 the 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.
- Accessibility information is located on page [26](#).
- Safety information is located on page [27](#).
- Download Access Key in its entirety - 28 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to [AAA Library](#).
For Access Keys in Braille or audio, please [Contact Us](#).
Please complete our short [survey](#) to help us ensure continuous improvement.



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December 2021 V1

I need help



Something is wrong



I don't speak English



Deaf / Hard of hearing



Write it down



Yes



No



First aid



Ambulance



Police



Toilets



Accessible toilet



Hearing loop



Recharge station



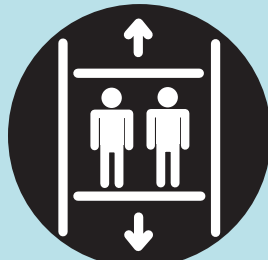
Drinking fountain



Stairs



Lifts



Phone



Parking



Taxi



December 2021 V1

I need help



Question



Yes



No



I don't speak English



Deaf/Hard of hearing



Write it down



Service desk



Quiet place



I want



I want to sit down/Rest area



Membership



Wi-Fi



Meeting rooms



EFTPOS



How much?



Receipt



Activities



Time



Taxi





Did You Know?

- Kangaroo Flat Library is operated by the Goldfields Library Corporation and proudly supported by the City of Greater Bendigo.
- Kangaroo Flat Library is one of nine libraries and eight agencies operated by Goldfields Libraries. Goldfields Libraries cover four Council areas and a library region from Gisborne and Romsey in the south to Wedderburn and Boort in the north west of Central Victoria.
- A library member is a person who has signed up for membership to attend and use facilities or to access eLibrary resources. Use of the library is not restricted to members. Membership is free.
- Please view the City of Greater Bendigo's [All Ages All Abilities Action Plan](#).
- The City of Greater Bendigo is committed to ensuring that the way people move around the city, access information and buildings, and their overall experience within the community is inclusive and accessible.
- Kangaroo Flat Library's programs and services have been designed to allow people of all abilities to access them.
- Kangaroo Flat Library is a small facility with a warm and welcoming atmosphere and staff who are familiar with community members. People

who may become overwhelmed in large and busy environments may prefer the atmosphere offered in Kangaroo Flat Library.

- Storytime sessions also attract small groups. This is ideal for children who may easily become overwhelmed.
- The Kangaroo Flat Library fish tank is a popular and calming feature for community members.
- Kangaroo Flat Library acknowledges the Dja Dja Wurrung as the Traditional Owners and Custodians of the land and waterways of our region. We recognise their living cultures and ongoing connection to Country, and pay our respects to their Elders past, present and emerging. The customer service desk at Kangaroo Flat Library features artwork created by local indigenous artist Daikota Nelson.
- We offer:
 - a [Home Library](#) service for individuals who are unable to visit the library themselves and to institutions.
 - 3-week loans with no limits on books
 - 1-week loans with a limit of 10 items for DVDs
 - 3-week loans with a limit of 10 items for music CDs
 - 1-week loan with no limits on magazines
 - 3-week loans with a limit of 10 items for audiobooks
 - public internet computers

- free Wi-Fi access
- colour copying, printing, remote printing, scanning and laminating
- programs room and adjoining atrium available for hire. Please call the library on (03) 5447 8344 for more information
- community lounge space
- guided tours can be arranged by prior appointment. Please call (03) 5447 8344.
- If you need assistance using our library online, browse our list of [instructional videos](#) or email helpdesk@ncgrl.vic.gov.au.
- Follow us on [Facebook](#)
- To provide feedback please visit our [website](#) or call us on (03) 5447 8344.
- To subscribe to Goldfields Libraries on [YouTube](#).

Useful Links

[Search our catalogue](#)

[eLibrary](#)

[Sign up to our Newsletter](#)

[Research services](#)

[Goldfield Libraries Events](#)

[Book clubs](#)



Getting There

Kangaroo Flat Library is located at 23 Lockwood Road, Kangaroo Flat.

See Google Maps reference [here](#).

Train

The V/Line regional train from Southern Cross Station to Bendigo will get you there. The nearest railway station, Kangaroo Flat Station, is 600 metres from Kangaroo Flat Library.

Bus

The nearest bus stop, on Helm Street, is 330 metres from Kangaroo Flat Library.

Some regional bus services will get you there. Ask for guidance from public transport staff.

Walking

The Bendigo Creek Trail leads from the centre of Bendigo to Kangaroo Flat Library. The trail is a 486 metre walk from the beginning of the trail at Crusoe Reservoir.

For further information on how to get to Kangaroo Flat Library, please visit [Public Transport Victoria](#).





Parking

The most convenient parking for Kangaroo Flat Library is located within a designated car park on site.

There are:

- 2 accessible parking bays located 20 metres from the entrance to the Kangaroo Flat Library
- 8 general parking bays with two-hour parking restrictions in the front carpark
- overflow parking with two-hour parking restriction, located at the rear of Kangaroo Flat Library
- nearby street parking with two-hour parking restrictions
- bike racks located outside the entrance.

Kangaroo Flat Library



Legend	
■ Foyer	■ Toilet
■ Customer Service Counter	■ Accessible Toilet
■ Programs Room	■ Staff Only Area
■ Children's Area	 Adjoining Building
■ Atrium	1 Main Entrance
■ Library	R Returns
■ Community Lounge	K Kitchenette
■ Study and Wifi Area	

Entry

Kangaroo Flat Library is open six days a week.

For opening hours and contact details please visit our [website](#).

There is an undercover area outside the entrance. This area includes bench seating, some with back and armrests.

Entry to Kangaroo Flat Library is through a double set of glass automated doors with a clearance of 1980mm.

The customer service counter is located directly ahead of the entry doors.

There is a visual Communication Board located at the customer service counter to support confident customer communication. See pages [4](#) and [5](#).



SENSORY GUIDE



Feel

Change in ground surface
Heating/Cooling



Sounds

Automated doors
People
Traffic



Sights

Bright lights
Glare



Staff

Kangaroo Flat Library staff are available to help with any enquiries, bookings or to provide assistance.

Toilets

Kangaroo Flat Library has two sets of public toilets.

Set One

Location: To the left of the customer service desk, on the end wall.

Includes:

- one unisex toilet with artificial lighting
- manual door opening outward. Door clearance of 850mm. Twist lock at 1080mm AFFL
- cubicle space 3100mm x 1770mm
- grab bars to the left and behind toilet
- colour contrast toilet seat at height 470mm AFFL with left hand transfer
- sink height 850mm AFFL with lever tap at 950mm AFFL
- baby change area
- sharps unit.

Separate male and female toilets including ambulant.

Set Two

Location: At the back of the Kangaroo Flat Library, in a hallway.

These toilets can be accessed from the library or programs room.

Includes:

- entry door from library to hallway opening outward. Door clearance 850mm. This door remains open during library operating times
- programs room entry doors to hallway opening outward with a clearance of 850mm
- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 870mm. Twist lock at 1120mm AFFL
- cubicle space 2250mm x 2640mm
- grab bars to the left and beside toilet
- colour contrast toilet seat at height 460mm AFFL with left hand transfer
- sink height 780mm AFFL with lever tap at 900mm AFFL
- emergency button located 450mm from toilet
- shower with HSHS, grab bars and shower bench
- toilet commode and baby change area.

Separate unisex toilet.

Set One



Set Two



Set Two (inside)



SENSORY GUIDE



Feel

Change in ground surface
(first set only)
Heating/Cooling



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Library

Membership

Joining Kangaroo Flat Library is free and open to anyone.

Membership to Kangaroo Flat Library entitles you to use your library card at any Goldfields Libraries branch or agency. Ask staff about borrowing material from other Victorian libraries.

Library Membership

Kangaroo Flat Library membership is issued in person in the library. You will need to show personal identification with a current address.

Applicants under the age of 16 must have their membership application signed by a parent or guardian.

A Goldfields Libraries card will be given with each membership. This card means that you can:

- borrow books, audio books, magazines, DVDs and music
- use the public access computers and the internet
- use the digital resources like eBooks, eAudio books, digital magazines and other online resources from home and in the library.

Please ask staff to help with your library PIN.





Library Collection

Kangaroo Flat Library has many items available for borrowing.

Physical items like books for babies, children and adults, magazines, DVDs, music CDs and audio books are identified by labels on the spine or bottom left-hand corner of the front cover and can be found in specific parts of the library.

We have sets of ten books that can be borrowed by Book Clubs. A full list can be found in our Book Clubs section of the [website](#) or through the library catalogue.

Our collections are shared between all Goldfields Libraries.

Ask staff for help in finding things you might want to borrow.

We have many [eResources](#) that can be accessed from home using your library card and PIN. Ask staff for help connecting to any of these eResources.



Reservations

Kangaroo Flat Library items are catalogued. A library catalogue is a register of items.

There is a catalogue computer to look up item availability located next to the community lounge space.

The Kangaroo Flat Library catalogue can also be accessed through the main public computers or [online](#) via our website. The computers are located next to the community lounge space.

You can search for an item by keyword, author, title, subject or series.

All book genres and adult non-fiction are categorised into sections.

Items can be reserved using the catalogue computer, online, over the phone or with Kangaroo Flat Library staff.

Visit [How to place a reservation](#) to learn how to reserve an item via a catalogue computer.

Visit our website to reserve an item [online](#).

When placing a reserve, you can select which Goldfields libraries branch or agency you would like to collect your reserves from. Items that have been reserved will be held on the reservation shelf for 10 days. At Kangaroo Flat Library, these shelves are located after entry on the right.

Items can be renewed up to five times unless they are reserved by another member.

Borrowing Items

Self-Loan Stations

Self-loan stations allow independent borrowing and renewing of library materials and you can check your library account. They easily offer many language choices and increased font sizes.

Kangaroo Flat Library has two self-loan stations. These are located inside, near the entry/exit to the Kangaroo Flat Library.

Items can also be renewed online through the Goldfields Libraries [website](#).

Goldfields Libraries [Spydus App](#) allows you to search the catalogue and renew items from your Apple or Android device. Your library card number and PIN are used to login.





Borrowing Items Customer Service Counter

There is one customer service counter at Kangaroo Flat Library. This is located directly ahead of the entry doors.

Items can be borrowed at the customer service counter.

Membership card or photo ID is required.

For more information on borrowing visit our [website](#).

Items can be renewed five times unless they are reserved by another member.

Members who have overdue items may have their borrowing rights restricted. No fines will be charged.

Damaged or lost items incur a fee to cover the cost of replacing the item.

Programs for All Ages

There is always something extra happening in Kangaroo Flat Library, from storytimes for small children and holiday programs for school aged children to talks and workshops for teens and adults or performances for all ages.

All our events and regular programs are promoted with printed flyers in the library, on [Facebook](#) page and through the Goldfields Libraries [website](#).

Places for some events need to be booked. You will need an email address and contact phone number to do this.

Staff are available to help with information or booking.

To find out [what's on](#) and make bookings, members can visit our [events](#) page on our [website](#).





Library Services

Kangaroo Library offers a range of services.

The copying and computer facilities are available to everyone. Membership is not a requirement.

Kangaroo Flat Library services include:

- [computers](#)
- [photocopying, printing and scanning.](#)
- laminating – see staff at the customer service desk.

The photocopier is used for copying, printing and scanning. Photocopying and printing incur a charge. Please go to the customer service counter to pay for these services. Cash and EFTPOS are available.

Computers

Kangaroo Flat Library has computers and internet access that is free to use for library members, the local community and visitors.

There are five computers.

Your membership allows free computer use for up to one hour per day. Bookings are not required.

Computer areas have tables as well as chairs with backrests.

Once you login to a computer using your Library card number and PIN, or a Visitor card, you have access to Microsoft programs including Word, and the internet.

You need to bring your own headphones if you want to listen to music, talking or videos.

The computer will show a warning when you have 10 minutes of your allowed time left. This is when you need to ask staff for more time if you need it.

Staff are available for basic computer support and printing help.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Computers
People

Photocopying, Printing and Scanning

The photocopier at Kangaroo Flat Library is used for photocopying, printing and scanning.

Kangaroo Flat Library has one photocopier. It is located after the entry door on the right.

There is a charge for photocopying and printing. A4 and A3 black and white or full colour copies can be made. Please go to the customer service counter to pay for these services. Cash and EFTPOS are available.

Scanning is free.

Staff are available to help with instructions and use.



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Computers
People
Photocopier/Printer

Returning Items

There is one external returns chute at Kangaroo Flat Library. This is available 24 hours a day, 7 days a week.

The returns chute is located outside the library entrance, on the right. Returns chute at a height of 1230mm AFFL.

All items are returned through the external returns chute.

There is no returns chute inside Kangaroo Flat Library.

Items can be returned to any Goldfields Libraries branch or agency.

Members only receive notifications from Goldfields Libraries when items are seven days late.

You can sign up for the Library Elf service to get reminders shortly before items are due.

Visit our [website](#) for instructions on connecting to Library Elf or collect a brochure at the library.



Goldfields Library Corporation
KANGAROO FLAT LIBRARY
HOURS
Mon - Wed 10am - 5pm
Thursday 10am - 5pm
Friday 10am - 5pm
Saturday 9.30am - 12.30pm
www.n
OPEN HOURS
MON - 10am - 5pm
TUE - 10am - 5pm
WED - 10am - 5pm
THU - 10am - 5pm
FRI - 10am - 5pm
SAT - 9.30am - 12.30pm

RETURNS CHUTE

Storytime

Kangaroo Flat Library runs Storytime, Toddler Time and Baby Rhyme Time sessions for families with preschool age children every week.

The duration of Storytime will vary depending upon the age of the children. Please refer to our [website](#) for session times.

All Storytimes are run during school terms only.

Storytime take place in the programs room at Kangaroo Flat Library.

Each session is designed for a particular age group.

- Baby Rhyme Time includes simple stories, songs and rhymes for 0-1-year-olds.
- Toddler Time includes stories, songs and rhymes for 1-3-year-olds.
- Storytime includes stories, songs and rhymes for 3-5-year-olds.

Our presenters will welcome your family and you can take a cushion or seat to sit on.

Our presenters will read age-appropriate stories and sing rhymes and songs – often with actions.

Your family can stay as long as you like or as little as you like.

At the end of the session, we encourage you to go to our children's area and choose some books to read and take home. Kangaroo Flat Library staff will be there to help you choose books that are fun and age appropriate.

Everybody is encouraged to join in and have fun!



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Children participating
Laughing
People
Singing



Sights

Bright lights
Glare

Community Lounge Space

The Community Lounge Space is located past the entry doors, to the left.

Includes:

- hydro tap with chilled and boiling water
- sink
- chairs with back and armrests
- reading nook with green cushions
- couch with back and armrests
- coffee table
- newspapers.

Kangaroo Library staff can assist if required. Anyone is free to eat and drink anywhere in the library



SENSORY GUIDE



Feel

Heating/Cooling
Shared personal space



Sounds

Hydro tap
People



Sights

Bright lights

Programs Room and Atrium

The programs room is located past the customer service desk, to the right.

Entry to the programs room is through glass automated doors, which are generally always open, with a clearance of 1600mm.

This space is utilised for Storytimes, holiday programs, author talks and community group use. Anyone may also use this area as a quiet space if the area is not booked.

The programs room includes:

- audio-visual screen
- microwave
- fridge
- sink
- hydro tap for both chilled and boiling water
- tables as well as chairs with backrests.

Community groups can book this area. Please call (03) 5447 8344 for more information.

An adjoining atrium can be also accessed from the programs room via a glass door opening inward with a clearance of 930mm.

The atrium can also be accessed from the library via a door located to the left of the customer service counter. Door opening inward with a clearance of 930mm.



SENSORY GUIDE



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

Hydro tap
Fridge
Microwave
People



Sights

Bright lights
Glare



Accessibility

Throughout

- Clear path of travel from outdoor to indoor areas.
- Wide, clear internal and external walkways.
- Phone and internet booking system.
- Clear signage throughout.
- Hearing loop available at customer service desk. Pen and paper for exchange of information available at customer service counters.
- Staff available to read information to members if required.
- Clear space between furniture to manoeuvre a mobility aid.
- Free Wi-Fi.
- Seating with colour contrast to walls and floor.
- Assistance animals welcome.
- Two scooter recharging points located outside on the left of the entry doors. Height 1100mm AFFL.
- Kangaroo Flat Library is Relay Service friendly. Use the National Relay Service (NRS) to contact Kangaroo Flat Library on (03) 5447 8344. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: communications.gov.au/helpdesk.

- Kangaroo Flat Library welcomes service providers and clients.
- Kangaroo Flat Library is registered as a breastfeeding welcome venue with the Australian Breastfeeding Association.

Entry

- Customer service desk at height 900mm AFFL. Lower desk at height 750mm AFFL with knee clearance 700mm AFFL.
- Chair can be provided for members to sit at the low height service desk.

Computer Area

- Computer desk height 740mm AFFL with knee clearance 700mm AFFL.

Photocopiers

- Operating panel at 1070mm AFFL.

Self-serve checkout machines

- Operating height 1200mm AFFL.

Children's Section

- Storytime pod which allows children access to visual audio books in a range of languages.
- Reading nook with red cushions.
- Dinosaur shaped parent/child reading chair.

Study and Wi-Fi Area

- Tables at height 700mm AFFL with knee clearance 640mm AFFL.
- Orange table at height 770mm AFFL with knee clearance 750mm AFFL.
- Couch with back and armrests.

Programs Room

- Tables at height 740mm AFFL and knee clearance 780mm AFFL.
- Bench height 900mm AFFL.
- Microwave operating height 1500mm AFFL.
- Hydro tap at operating height 1250mm AFFL.

Community lounge space

- Bench height 900mm AFFL.
- Hydro tap operating height at 1300mm AFFL.

Safety

Throughout

- Outdoor terrain varies between bitumen, concrete, gravel and grass.
- Indoor terrain varies between carpet, tiles and lino.
- All staff have Working with Children Checks.
- Children must be actively supervised at all times.
- Objects throughout include furniture, book trolleys, book shelves and bins.
- Book sale items located against wall in hallway at rear of library, as well as outside library entrance undercover area.
- Contrast safety band on surrounding library windows at 1020mm to 1110mm AFFL.
- Fire extinguishers throughout.
- Fire wardens present in library.
- First aid available.
- Walking only.
- Illuminated exit signs.
- Evacuation maps located throughout library.
- Emergency exit door located in programs 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.
- Ask staff for a copy of our Covid policy or look for Covid updates on our [website](#).

Entry

- Public footpath to library includes two pram ramps.
- Entry doors and glass side panels with contrast safety bands at 1030mm to 1120mm AFFL.
- Please adhere to safe social distancing guidelines and sanitise hands upon entry.
- Sanitisation station at entry. Height 950mm AFFL.

Toilets

- Library entrance hallway to additional toilets with contrast safety band on glass door and side panel at 1030mm to 1105mm AFFL.
- Small, raised edge at library hallway entrance/exit.
- Programs room hallway entrance to additional toilets with contrast safety band on glass doors and side panel at 1030mm to 1105mm AFFL.

Computer Area

- Personal information is deleted once a member logs off library computers.

Children's Area

- Rug on floor, colour contrasted.

Community Lounge Space

- Hydro tap with childproof mechanism.

Programs Room and Atrium

- Hydro tap with childproof mechanism.
- Glass door to atrium and side panel with contrast safety bands at 1020mm to 1110mm AFFL.



Contact

23 Lockwood Road
Kangaroo Flat Victoria 3555

Phone (03) 5447 8344

ncgrl.vic.gov.au/libraries/kangarooflat

Kangaroo Flat Library



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