

# Access Key

A customised accessibility guide

## Mountain District Learning Centre

15 The Avenue,  
Ferntree Gully 3156  
Phone: 9758 7859  
[www.mdlc.com.au](http://www.mdlc.com.au)

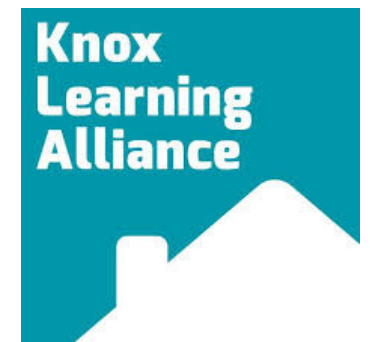


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# Glossary

AFFL	Above Finished Floor Level
MDLC	Mountain District Learning Centre
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 Mountain District Learning 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 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 a participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with a 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 [17](#).
- Safety information is located on page [18](#).
- Download Access Key in its entirety 18 pages in total.



**Access  
Ability  
Australia**

Access Keys are designed and developed by Access Ability Australia.

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 [feedback form](#) to help us ensure continuous improvement.

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# COMMUNICATION BOARD

Take your Mountain District Learning Centre Communication Board with you to ensure confident communication.  
March 2023 V3



Accessible Toilet



Deaf / Hard of Hearing



How much?



Phone



Recharge Station



Time



Wi-Fi



Rest Area



Toilet



Yes



Bus



I want



No



Taxi



Train



Yes / No Question



Garden



First Aid



No English



Write It Down



# Did You Know?

- MDLC is proudly supported by Knox City Council.
- To view Knox Learning Alliance Disability Action Plan, click [here](#).
- MDLC is spread across two sites – the main centre located at 15 The Avenue and the Uniting Church located at 6 The Avenue, conveniently located across the road from one another.
- MDLC is a Learning and Community Centre whose purpose is to enhance the lives of people, of all ages, in the Mountain District. It does this by providing education in a supportive environment and by building stronger communities.
- MDLC is a Registered Training Organisation. Accredited courses carry the same status as courses completed at any other registered training institution, such as TAFE or college.
- Programs are made to be affordable.
- Enrolment information, policies and procedures are available [online](#) (at the bottom of the website page).
- Wi-Fi is available throughout. See reception for password.
- Follow MDLC on [Facebook](#).
- To provide feedback please complete [MDLC online contact form](#) or speak with main centre reception staff.



## Mountain District LEARNING CENTRE

*Proudly supported by*

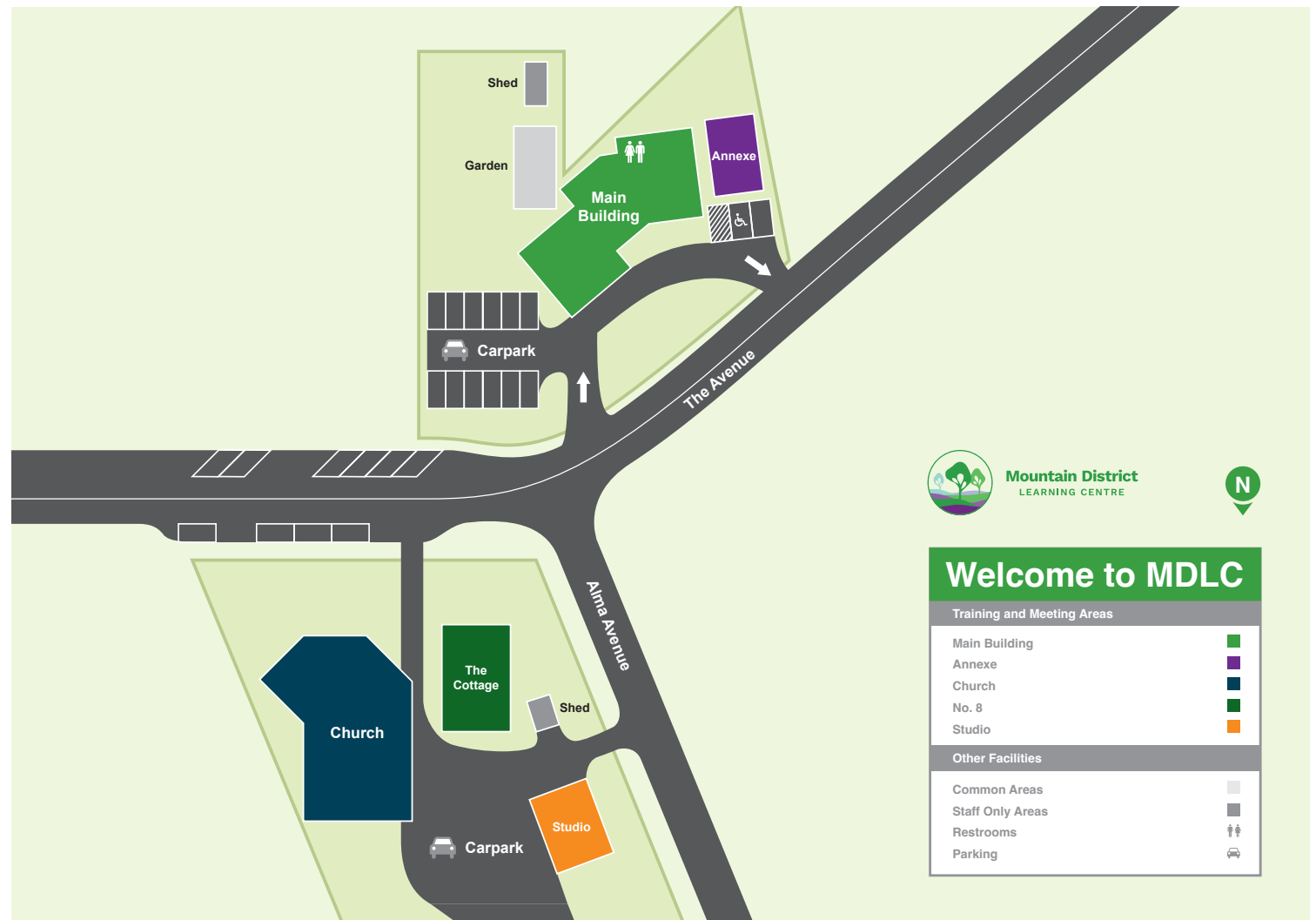


# Map

MDLC is a convenient 5-minute walk from Ferntree Gully Railway Station.

For further information on how to get to MDLC, visit: [Public Transport Victoria](#).

Alternatively, visit [Google Maps](#).



# Parking

MDLC's main centre has one accessible parking bay. It is located past the main centre entrance, on the left hand side of the driveway.

Mini bus parking is also located past the main centre entrance, on the left.

A drop off point is available directly outside the main centre entrance, on the left-hand side of the driveway.

General parking for MDLC is located on The Avenue.

Parking restrictions apply.

There is also a council carpark near the intersection of The Avenue and Wyuna Street. A four-hour time restriction applies.

There is limited parking available behind the MDLC Uniting Church site. Access is via Alma Avenue. It would be appreciated if these spaces could be left vacant for accessible use only.

For any further assistance with accessible parking, please call the centre on 9758 7859.



# Welcome

MDLC is open Monday to Friday 9am - 4pm.

MDLC comprises of two sites. The main centre at 15 The Avenue and the Uniting Church at 6 The Avenue.

The sites are conveniently situated approximately 50-metres apart on opposite sides of the road.

A small undercover area is available at the entrance to the main centre.

The Uniting Church is made up of 3 separate buildings; the Church, the Cottage and the Studio.

An undercover area is available at the Church entrance and both the Cottage and Studio have small undercover areas at the entrances.



Church



Cottage



Studio



Any questions?  
Just ask  
our friendly  
staff!



# Reception

MDLC reception is located at the entrance of the main centre.

Entry is via steps with handrail or a 6-metre access ramp with hand and guard rails. Entry into reception is via an accessible glass automated door.

Staff are on hand to assist with any enquiries, bookings or to provide directions.

Payments can be made at reception. Cash or eftpos is accepted.

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

Resources and brochures are also available at reception.

For all other enquiries, please see reception staff.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated door  
Computers  
Kitchen appliances  
People  
Printer  
Telephone



### Sights

Bright lights



### Smells

Food/Drink

# Staff

All staff wear a name badge.



# Toilets

## Main Centre (pictured)

Location: After reception, to the right of the kitchen.

Includes:

- separate unisex accessible toilet with artificial lighting.
- manual sliding door with clearance 885mm with easy-to-operate internal twist lock.
- cubicle space 2690mm x 1965mm.
- grab bars on wall to the left and behind toilet.
- toilet height 470mm AFFL with left-hand transfer and colour contrast toilet seat.
- easy to operate lever control tap.
- two separate unisex toilet with grab bars.

## Garden Craft Room

Location: Behind the main centre, outside Craft Room.

Includes:

- separate unisex accessible toilet.
- manual door opening inward. Door clearance 900mm with easy-to-operate internal door lock.
- cubicle space 2450mm x 1640mm.
- grab bars on wall to the right of toilet.
- toilet height 450mm AFFL with right-hand transfer.
- easy to operate lever control tap. Over toilet frame available.

## Uniting Church

Accessible toilet location: Off the main Church hall.

Includes:

- separate unisex accessible toilet with two entry doors and limited turning space for a wheelchair user. Participants may require assistance with access.
- church hall manual door opening outward with a clearance of 850mm. toilet manual door opening outward with a clearance 890mm with easy to operate internal door lock.
- cubicle space 1680mm x 1560mm.
- grab bars on wall to the left and behind toilet.
- toilet height 450mm AFFL with left-hand transfer.
- manual twist control taps.
- separate male and female toilets located in the church foyer.

There is an area to sit and wait in the church foyer.

## The Cottage

Location: At rear of building.

Includes: Unisex toilet.



## Sensory Guide



### Feel

Different ground surfaces  
Hand dryers  
Heating/Cooling  
Shared personal space



### Sounds

People  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

Help us  
keep our  
kitchen  
clean and  
tidy!



# Kitchen

MDLC kitchen is located in the main centre, next to reception.

Kitchen facilities are available during the opening hours of the centre.

There is a fridge, microwave, a sandwich press and complimentary tea and coffee.

Participants are welcome to bring their own food and drink. Please clearly label your belongings and respect belongings of others.

Chairs with backrests and a table are available.

Participants with access requirements may need assistance with making hot drinks. Please see reception staff.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Automated door  
Heater  
Kitchen appliances  
People  
Printers



### Sights

Bright lights  
Glare



### Smells

Food/Drink

# Classrooms

There are three general classrooms in the main centre.

Structured programs take place in these rooms such as VCAL and other educational programs. Some of our courses are accredited.

Each classroom has a teacher and some may have an educational support person.

Each room provides tables, wheelchair seating and chairs with backrests.

Stationary is provided or participants are welcome to bring their own.

Wi-Fi is available. Participants will be provided with a password.



Room 1 is located to the right of reception.

Entry is via a manual door opening inward with an 800mm clearance.

Capacity of this room is 12 - 15 people.



Room 2 is located in the main centre, to the left of reception.

Entry is via a manual door opening inward with an 800mm clearance.

Capacity of this room is 10 - 12 people.



Room 3 is located to the left of reception.

Entry is via a manual door opening inward with an 800mm clearance.

Capacity of this room is 8 - 10 people.

## Sensory Guide



### Feel

Breeze from fan  
Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Computers  
Fans humming  
Heating/Cooling  
On screen presentation  
People, Printers  
Telephones



### Sights

Flickering screens  
Glare  
Oscillating fans



### Smells

Food/Drink

# Communal Garden

The Communal Garden is located behind the main centre. For opening days and times, please see staff.

Access is on the left-hand side of the building.

Participants to follow a 15-metre sloping concrete path through the gate. The gate remains open during centre hours.

Community members are welcome to come along to spend time in this relaxing space or enjoy some gardening activities.

Gardening equipment is available. Please see staff for assistance.

The produce from the garden is shared with the community.

Community members are also able to feed and pat the chickens. Please see staff for assistance.

This space may sometimes be shared with classroom groups.

The capacity of this space is 20 people.



## Sensory Guide



**Feel**  
Change in gradient  
Different ground surfaces  
Weather



**Sounds**  
Basketball bouncing  
Chickens clucking  
Gardening equipment  
People  
Running water  
Traffic



**Sights**  
Animal movement  
Glare



**Smells**  
Animals  
BBQ  
Flowers  
Freshly cut grass

# Craft Room

The Craft Room is located behind the main centre.

Access is on the left-hand side of the building.

Participants to follow a sloping 15-metre concrete path through the gate.

The gate remains open during class times.

Room entry is via a 5-metre access ramp with handrail and then a sliding glass manual door.

Groups and social programs are run in the Craft Room.

Participants can enjoy a range of arts and craft activities including scrap booking, paper crafts and mixed media art.

Tables, wheelchair seating and chairs with backrests are available.

Complimentary tea and coffee are available.

Capacity of this room is 10 people.

An accessible toilet is located at the entrance to the room.



## Sensory Guide



### Feel

Different ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Gardening equipment  
(outside)  
People



### Sights

Glare



### Smells

Food/Drink  
Glue  
Paint

# Church Site

## CHURCH HALL

The Church Hall is located inside the Uniting Church on the left.

First, church entry is via an accessible manual door, opening outward.

Then, entry to the Church Hall is via accessible doors, opening outward.

The Church Hall is used for exercise classes and community lunches as well as other activities. There are chairs with backrests and folding tables. Complimentary tea and coffee are available.

## STUDIO

Studio entry is via an 8-metre access ramp with handrail.

Room access is via a manual sliding door with an 880mm clearance.

Activities in the Studio include social and friendship groups. Chairs with backrests and tables are provided. Complimentary tea, coffee are available.

Capacity of this room is 20 - 30 people.

## COTTAGE

Cottage entry is via a manual door, opening inward with a 770mm clearance.

Participants may require assistance with access.

Structured programs take place in the Cottage. Chairs with backrests and tables are provided. Complimentary tea and coffee are available.

Capacity of this room is 8 - 10 people.



Church Site



Church Hall



Studio



Cottage



# Accessibility

- An internet booking system is available for some courses.
- Acceptance of Companion cards and Australian pensioner cards.
- Ramped and stepped access throughout.
- Low height reception counter.
- Visual Communication Board at reception.
- Hearing Awareness Card at reception to support hard of hearing or Deaf visitors.
- Staff available to read information if required.
- Pen and paper for exchanging information available at reception.
- Accessible parking for scooter users available – see reception staff.
- Accessible storage area for mobility aids – see reception staff.
- Accessible raised garden beds in Community Garden.
- MDLC can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.
- Assistance animals welcome.
- Main Centre: For participants who may require a break, a quiet space is available in the garden or the seated area at the front of the centre.
- Main Centre: 4.5m access ramp to youth services.
- Church site: For participants who may require a break, a quiet space is available in the church foyer or front veranda.
- ReadSpeak facility available [online](#) providing audio message about events, services and facilities.



# Safety

## THROUGHOUT BOTH MDLC SITES

- Doormats placed on floor at entry/exit points and throughout buildings.
- Varied terrain throughout (grass, concrete, paving stones, carpet, vinyl, wood). Some surfaces with slightly varied and uneven gradient.
- Signage for wet floors may be displayed.
- If first aid is required, please see staff.
- A defibrillator is located behind reception in main centre.
- Air purifiers are present and operate in each classroom space.

## MAIN CENTRE

- TGSIs installed prior to main entry steps and access ramps.
- Access ramp to youth services with handrails on both side and TGSi at top and bottom.
- First aid room located in a hallway on the right hand side of the kitchen.
- Additional lighting at entry/exit point when dark.

- Contrast band on entry/exit door.

- Emergency exits are signed.

## COMMUNITY GARDEN

- Sloped concrete access pathway with gradient to garden.
- Varied garden ground levels.
- Protruding and overhead objects on pathways.

## CRAFT ROOM

- Handrail installed on access ramp.
- Small raised edge at room entry/exit and toilet entry/exit.
- Overhanging craft objects.

## THROUGHOUT CHURCH SITE

- Ground leading from Studio/Cottage to Church is sloped and uneven.

## CHURCH

- Small raised edge into foyer toilet entry/exit.
- Dulled lighting throughout.
- Emergency exits are signed.



## COTTAGE

- Small raised edge at entry/exit.
- Dulled lighting throughout.

## STUDIO

- Handrail installed on access ramp.
- Small raised edge at entry/exit.

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