

Knox Carols by Candlelight



Access Key

A customised accessibility guide

Updated December 2023 V1.0

Saturday 9 December 2023

Wally Tew Reserve | Brenock Park Drive | Ferntree Gully

Phone: 03 9298 8000 | www.knox.vic.gov.au/carols

4pm – 10.15pm (main show from 8pm)

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Guidelines

Thank you for choosing to use an Access Key for 2023 Knox Carols by Candlelight. This customised accessibility guide provides convenient information about accessing this event. 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 to 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 [20](#).
- Safety information is located on page [21](#).
- Download Access Key in its entirety – 21 pages in total.



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



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Did You Know?

- Knox Carols by Candlelight is held at Wally Tew Reserve, Brenock Park Drive, Ferntree Gully.
- Entry into the event is free of charge.
- Knox City Council aims for all events to be inclusive and accessible. See Knox City Council [website](#) for more information.
- View [Knox CARES 2022 -2026 Strategy](#).
- Kane Alexander, Shannen Wick, May Vice, and Danika Davic will be the headline artists on stage.
- All artists performing will be supported by the Royal Australian Navy Band - Melbourne.
- To provide feedback please email events@knox.vic.gov.au.



Accessibility Features

A host of accessibility features will be available including:

- Accessible parking, [page 6](#).
- Accessible entry points, see [page 6](#) and [page 8](#).
- Changing Places (adult change facility), [page 10](#).
- Chill Out Space, [page 14](#).
- A lost children collection area is located next to the Event Info Hub at the northern end of the oval (see map on [page 6](#)). Staff have Working with Children Checks.
- Identification wristbands will be available. Wristband can be worn by child and parents can include mobile phone numbers in the event their child goes missing. Wristbands can be obtained from the Event Info Hub, see map on [page 6](#).
- Event Program/Songbooks can be collected at the main entry gates.
- A screen will be located on the side of stage to provide a better level of viewing.
- Auslan interpreters will be on-site. They will be located on the right-hand side of the stage throughout the main show and projected on to the large screen.
- Event staff on-site in uniform, [page 9](#).
- Security and police on-site in uniform, [page 9](#).
- Event Control is located at the pavilion on the southern edge of the oval.



Parking

Accessible parking for patrons with disability parking permits will be available.

Entry and exit for accessible parking will be via the Burwood Highway entrance.

Parking attendants will be available to direct vehicles. They wear high visibility vests.

Accessible parking will be open for patrons to come and go at any time throughout the event.

Accessible parking will be available within the reserve with access path connection to the oval and amenities. There will be approximately 30 bays.

General parking will be available in the adjoining streets and shopping precinct car parks around the event site.

A drop off point will be available near the library. Entry is via Burwood Highway. Please be guided by our traffic attendants.

A designated taxi/uber point will be located adjacent to the library.

For information on how to get to Wally Tew Reserve, visit [Public Transport Victoria](https://www.ptv.vic.gov.au/).



What Can I Bring?

Bring:

- Christmas cheer.
- Rugs, cushions or low backrests.
- Lawn chairs.
- Picnics.
- Water.
- Sunhats and sunscreen.
- Umbrellas for shade/rain.
- Money if you wish to purchase food, drinks or market stall items.

NOT permitted:

- Alcohol.
- Drones.
- Animals (assistance animals permitted).
- Smoking.



Entry

Gates will open at 4pm and entry is free.

There are two main **pedestrian** entrances; Brenock Park Drive and Lyndale Court. Brenock Park Drive provides direct access to the carols oval. Lyndale Court provides direct access to the food court and restrooms including Changing Places.

Knox Carols Programs/Songbooks will be available at both entrances.

Venue capacity is approximately 10,000 patrons.



Sensory Guide



Feel

Different ground surface
Shared personal space
Uneven ground
Weather



Sounds

Announcements
Entertainment
Music
People
Traffic



Sights

Bright, flashing lights
Crowd movement



Smells

Food/Drink
Nature
Sunscreen

Staff and Assistance

Carols by Candlelight staff wear Knox City Council t-shirts and staff lanyards.

SES (State Emergency Service) staff wear orange uniforms.

Security Guards wear a black uniform with high visibility vests.

St. John Ambulance Australia (Victoria) will have two first aid stations; one inside the Scout Hall and one inside the Cricket pavilion.

St. John Ambulance Australia (Victoria) first aid staff wear a jumpsuit with the medical cross visible on their back.

Victoria Police will be on-site. They wear a navy uniform with high visibility vests.



Changing Places

Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Location: Within Wally Tew Reserve, near the library.

Includes:

- All gender, fully accessible toilet and adult change facility.
- Door clearance of 950mm.
- Cubicle space 3650mm x 4740mm.
- Grab rails wall mounted behind.
- Wall mounted fold down grab bar fitted to either side of the toilet.
- 1 x adult change table – electronically height adjustable foldable table – Max load 200kg.
- CHS Healthcare Ceiling lift system & Stellar 440F hoist with max load 200kg.
- 1 x washbasin with lever operated tap.

Please remember to bring your own sling and ensure it is compatible with hoist. If there is any uncertainty, please do not use hoist.

Entry method: To access the Changing Places, you will require the MLA key. Alternatively, eligible users can borrow a MLA key from one of the Access Support Staff. Please phone them on 0439 920 492.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Amenities and Parent Rooms

TEMPORARY TOILET BLOCK

Location: Near the main entrance, at Brenock Park Drive, next to the Scout Hall.

Includes:

- 2 All gender Comfort- Inn Wheelchair Accessible Toilets.
- 40 portable toilets.

WALLY TEW RESERVE TOILETS

Location: Near the library.

Includes:

- All gender, accessible toilet.
- Automated sliding door. Door clearance 800mm with easy-to-operate internal door lock.
- Grab-bar on wall beside toilet.
- Separate men/boys and women/girl's toilets.
- Baby change area (within women/girl's toilets).

PARENT ROOMS

Location: one on the northern side of the oval near First Aid and the other, on the southern side of the oval near the ice cream and coffee vendors.



Sensory Guide



Feel

Different ground surface
Heating/Cooling
Shared personal space



Sounds

Announcements
Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Free Family Activities

Free family activities will be running from 4pm until 8pm.

Family activities will be located around the perimeter of the oval.

Activities will include:

- Christmas craft activities.
- Face painting.
- Jumping castle.
- Roving Christmas characters.
- Green Hats Workshop “Planks” activation.



Pre-Show Entertainment

Stunning Pre-Show entertainment will commence at 5:00pm and run through until 7:30pm.

Pre-Show entertainment will be located on the main stage.

Entertainment will include:

- CJ Commerford and The Super Tones.
- Team Dream, Kids Entertainment.
- Knox Factor Grand Final.
- Kim Annette Dance Studio.



Sensory Guide



Feel

Different ground surface
Shared personal space
Uneven ground
Weather



Sounds

Announcements
Applause/Cheer
Entertainment
People



Sights

Bright flashing lights
Crowd movement
Flickering candles
Vivid entertainment



Smells

Food/Drink
Sunscreen

Chill Out Space

A Chill Out Space will be available from 4pm to 10.15pm. It will be located near the main entrance, at Brenock Park Drive, next to the Scout Hall.

The role of the Chill Out Space is to provide patrons an opportunity to break away from the event. It is available for people of all ages and abilities.

This space will not be staffed. Children are to be supervised at all times.

Patrons can retreat and rest. Download to your phone or tablet, ReachOut Breath App and/or ReachOut Worry Time App. Both available from the App store or Google play.

Patrons can:

- Relax in the comfy tepees.
- Enjoy books and colouring in.
- Play on BYO phone/tablet.
- Enjoy a quiet conversation.

Please avoid:

- Group games.
- Eating.
- Staying longer than 30 minutes.
- Loud conversations.
- Sleeping.



Sensory Guide



Feel
Shared personal space



Sounds
Ocean sounds
People
Soft music
Soft sounding instruments



Sights
Fairy lighting
Kaleidoscope patterns
Vibrant colours



Smells
Fragranced oils
Sunscreen

Main Carols Concert

The main carols concert will commence at 8pm and run through until 10pm.

The main carols concert will include a wonderful range of entertainment from talented local acts to nationally acclaimed artists and musicians and dancers.

Entertainment will include:

- Kane Alexander, Master of Ceremony & Performer.
- The Royal Navy Band Melbourne.
- Maya Vice – Performer.
- Shannen Wick – Performer.
- The Chime Choir – Performer.
- Knox Factor Winner 2022 – Danika Davic.
- 3D Arts presenting Santa Arrival.
- Singalong Carols throughout the night program with accompanying Songbook.

Patrons are encouraged to download a digital song book from the Carols [website](#). Limited copies of the Program/Songbook will be available at the main pedestrian entrances and the Event Info Hub.



Umbrella's
down
please!



During The Main Carols Concert

FIRST

A Welcome to Country from a Wurundjeri Elder and Knox Mayor, Cr Jude Dwight, will deliver an opening address.

NEXT

Kane Alexander, Master of Ceremony (MC) will come on stage and introduce each performer throughout the concert.

During the show, Santa Claus will appear with friendly Christmas helpers.

THEN

At the end of the show, Kane will invite all performers on stage to wave goodbye.

The show will finish at 10pm followed by a 6-minute fireworks display.



Sensory Guide



Feel

Shared personal space
Weather/Night air



Sounds

Announcements
Applause/Cheer
Entertainment
People



Sights

Bright flashing lights
Flickering candles
Vivid entertainment



Smells

Food/Drink
Sunscreen

Food Vendors

A food court will be located in the reserve behind the oval.

Food vendors will sell food and beverages.

Patrons are advised to bring cash. Some vendors may not have eftpos available. An ATM will be available in the food court.

Two water stations will be available. One near the Brenock Park Drive entrance. One near the Cricket pavilion.



Sensory Guide



Feel

Different ground surface
Heat from vans
Shared personal space
Weather
Night air



Sounds

Announcements
Cooking equipment
Entertainment
People
Van generators



Sights

Bright flashing lights



Smells

Food /Drink
Sunscreen

Fireworks

There will be fireworks display between approximately 10pm - 10.15pm when the main carols concert has finished.

This display will be noisy and bright.

During the firework display some fireworks may shoot straight up before exploding, others whirl in a spiral, some shatter into thousands of sparks, others tumble like a water fall and some float like shimmering showers.

The firework display will be colourful and the fireworks may appear to spin, whisk, shoot or dart into the night sky.

The firework operation area is an exclusion zone!



Sensory Guide



Feel
Shared personal space
Weather
Night air



Sounds
Announcements
Fireworks banging
Fireworks popping
Fireworks shooting
People



Sights
Bright flashing lights
Flashing fireworks
Shooting fireworks
Sparkling fireworks



Smells
Burning fireworks
Fireworks smoke

Time to Leave

The show will conclude at 10.15pm.

Exit will be through the same gates that patrons entered.

Parents: a family pick-up area is available near the library, enter via Burwood Highway.

The venue will remain well-lit until the last person leaves.

Event organisers request all patrons exit in an orderly manner, walking only.

Knox City Council and Access Ability Australia would like to wish you and those close to you a very Merry Christmas and a Happy New Year.

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Accessibility

- Accessible website with information about services and event <http://www.knox.vic.gov.au/carols>.
- Knox City Council is Relay Service Friendly. Contact the National Relay Service on 1300 555 727 and give the number (03) 9298 8000 for them to contact Knox City Council.
- A site map indicating accessibility features available (see map on [page 6](#)).
- Wayfinding signage throughout event site.
- Electric wheelchair/scooter charging point located in the centre of the site at the Event Control building.
- Permanent sealed paths assist patrons making their way around the festival site, including a new path connecting the accessible car park to the oval.
- There will be no provision of track matting for wheelchairs. However, area wardens will assist in keeping pathways clear and can walk alongside anyone who needs to move across the oval.
- Auslan interpreters present on stage throughout the main show program.
- Auslan projected onto screens.
- Assistance animals welcome.
- ATM on-site, near food and beverage area (see map on [page 6](#), ref 5).
- For patrons requiring telephone access, please go to the Event Info Hub ([page 6](#), reference 2).



Safety

- Varied terrain throughout (grass, concrete).
- Additional lighting towers throughout venue with main access points well lit. Note, most lighting will be subdued during the main carols concert so as to not distract from the stage lighting.
- Obstacles throughout including marquees, chairs, rugs and rubbish bins.
- The stage is a large structure of around 12-metres in length. It is recommended patrons stay away from this immediate area as it is busy with staff, technical crew and performers.
- Cables may extend across ground surfaces (appropriate cable trays will be provided).
- Large speakers are located in main entertainment audience area. They can be extremely loud. It is recommended not to stand too close.
- Water station is located at the Brenock Park Drive entrance.
- Children must be supervised at all times.
- A lost children collection area and identification wrist bands available.
- If first aid is required, please see a St. John Ambulance Australia (Victoria) first aid attendee or visit the First Aid stations. One inside the Scout Hall. One inside the Crickent pavilion.
- Defibrillator available for use located in the Event Control building.
- Security, emergency services and Victoria Police on-site.
- Patrolled pathways and carparks.
- Event organisers request all patrons move through the venue in an orderly manner, walking only.
- In the event of an emergency, staff will help and direct patrons to the nearest exit, which will likely be the same way you arrived. Please move to the designated assembly area.

