

# **Coonara Community House Access Key**

**22 Willow Rd**

**Upper Ferntree Gully, 3156**

**Phone: 03 9758 7081**

**<https://www.coonarahouse.org.au/index.php/en/>**

**Version 2.0**

**Updated February 2021**

## **Glossary**

**AFFL – Above Finished Floor Level**

**CCH – Coonara Community House**

**ELC – Early Learning Centre**

**TGSI - Tactile Ground Surface Indicator. 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 Coonara House.**

**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 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 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.**

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

## **Did You Know?**

**CCH is proudly supported by Knox City Council.**

**To view Knox Learning Alliance Disability Action Plan, click the following link.**

**<https://coonarahouse.org.au/images/PDF/KLA-DAP-Overview-2018-2021.pdf>**

**CCH focuses on the needs of individual learners, works with smaller class sizes and makes a concerted effort to encourage adults who may lack confidence.**

**CCH 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.**

**Generous terms for the payment of fees is offered.**

**Enrolment information, policies and procedures are available online (at the bottom of the website page) on the following link.**

**<https://www.coonarahouse.org.au/index.php/en/about>**

**CCH is the recipient of many awards for its quality and innovative training and delivery of courses.**

**An Early Learning Centre is available for 3-year-old Kinder and an Occasional Care Program.**

**Room hire is available.**

**The social enterprise is a model that provides simultaneous volunteering and training opportunities for job seekers. CCH runs a social enterprise under the umbrella of 'Upcycled at Coonara'. Currently making play equipment for child care centres and re-usable library bags for Eastern Regional Libraries.**

**Wi-Fi is available throughout. See reception for password.**

**Follow CCH on Facebook on the following link**

Follow CCH on Facebook on the following link

<https://www.facebook.com/CoonaraCommunityHouse/>

To provide feedback, please speak with reception staff or complete CCH's online contact form on the following link.

<https://www.coonarahouse.org.au/index.php/en/contact>

We are a perfume and aftershave free zone for the comfort of allergy sufferers.

## Location

For information on how to get to CCH, visit: Public Transport Victoria on the following link.

[www.ptv.vic.gov.au/journey/](http://www.ptv.vic.gov.au/journey/)

Alternatively, visit Google maps on the following link.

[www.google.com.au/maps/place/Coonara+Community+House+Training/@-37.8954489,145.300969,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63cc5f5d01681:0x3b5cafc7a96e8882!8m2!3d-37.8954489!4d145.3031577](http://www.google.com.au/maps/place/Coonara+Community+House+Training/@-37.8954489,145.300969,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63cc5f5d01681:0x3b5cafc7a96e8882!8m2!3d-37.8954489!4d145.3031577)

# **Parking**

**Parking for CCH is located on the side street that runs between CCH and Kings Park.**

**Parking is also available at the rear of CCH. Access is via the side street.**

**On the side street there is:**

- **General parking**
- **One accessible parking bay**
- **Accessible 30metre pathway to CCH entry/exit.**

**Press the black button on the handle to release the gate.**

**At the rear of CCH there is:**

- **General parking**
- **Two accessible parking bays**
- **An entry/exit gate**

**For participants with access needs, please use the entry/exit on the side street.**

**A drop off point is available directly outside CCH on Willow Road.**

**Bus parking is located in the rear carpark.**

**Overflow general parking is available on neighbouring streets or in Kings Park Oval.**

**No restrictions apply.**

**Can all visitors please report to reception at entrance 1?**

## **Welcome**

**CCH is open Monday to Friday 9am – 4pm and weekends for timetabled courses.**

**A small undercover area is available at the front of CCH or in the foyer.**

**CCH is a perfume and aftershave free zone. This has been implemented for the comfort of allergy sufferers.**

## **Reception**

**CCH reception is located at the front of the building on Willow Street.**

**Entry is via steps with handrail or an access pathway.**

**Stepped entry leads to a manual glass door opening outward.**

**The access pathway leads to an automated glass door with a 780mm clearance.**

**Staff are on hand to assist with any enquiries or bookings.**

**Payments can be made at reception.**

**Cash or eftpos is accepted.**

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

**Resources, brochures and chairs with backrests are also available.**

**For all other enquiries, please see reception staff.**

## **Sensory Guide Reception**

### **Feel**

- **Heating/Cooling**
- **Shared personal space**

### **Sounds**

- **Automated door**



- **Clock**
- **Computers**
- **People**
- **Printer**
- **Telephone**
- **Traffic**

## **Sights**

- **Bright lights**
- **Glare**

## **Staff**

**All staff wear name badges.**

## **Toilets**

### **Main Building**

**Location - At the end of a small hallway, directly ahead of reception.**

**Includes:**

**Separate unisex accessible toilet with manual door opening outward. Door clearance 870mm with easy-to operate internal door lock.**

**Cubicle space 2430-mm x 1770-mm.**

**Grab bars on wall to the right and behind toilet.**

**Toilet seat at height 470mm AFFL with right-hand transfer.**

**Easy to operate lever control tap.**

**Separate male and female toilets.**

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

### **Meeting Room Toilets**

**Location - At the end of the Meeting Room, within a hallway.**

**Includes: Separate unisex accessible toilet with two entry doors.**

**Meeting Room manual door opening inward with a clearance of 860mm. Toilet manual door marked 'Staff' opening inward with a clearance 850mm with easy-to-operate internal door lock.**

**Cubicle space 2250mm x 2020mm.**

**Grab bars on wall to the right and behind toilet.**

**Toilet seat height 450mm AFFL with right-hand transfer.**

**Easy to operate lever control tap.**

**Includes baby change area.**

**Separate male and female toilets.**

**There is an area to sit and wait in the Meeting Room.**

## **Sensory Guide Toilets**

### **Feel**

- **Different ground surfaces**
- **Heating/Cooling**
- **Shared personal space**

### **Sounds**

- **Hand dryers**
- **People**
- **Toilets flushing**
- **Water running**

### **Sights**

- **Bright lights**
- **Mirror/Reflection**

### **Smells**

- **Air Freshener**

- **Bathroom smells**
- **Disinfectants**

## **Kitchenette**

**The Kitchenette is located in the foyer, on the right.**

**Entry is via a manual door opening inward with a 700mm clearance.**

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

**There is a fridge, microwave and complimentary tea, coffee and water.**

**Participants are welcome to bring their own food and drink.**

**Please clearly label your belongings and respect belongings of others.**

**Chairs with backrests, a couch and table are available in the foyer.**

**Participants with access requirements may need assistance with making hot drinks.**

**Please see reception staff.**

## **Sensory Guide Kitchenette**

## **Feel**

- **Different ground surfaces**
- **Heating/Cooling**
- **Shared personal space**

## **Sounds**

- **Kitchen appliances**
- **People**
- **Photocopier**
- **Telephones**

## **Sights**

- **Bright lights**

## **Smells**

- **Food/Drink**

## **Training Room**

**The Training Room is located directly ahead of reception.**

**Entry is via a manual door opening inward with an 820mm clearance.**

**Accredited and pre-accredited courses run here.**

**Chairs with backrests and tables are available.**

**AV equipment, computers and iPads are also available; however, it is preferable participants bring their own devices for optimal learning outcomes.**

**Wi-Fi is available.**

**Participants will be provided with a password.**

**Capacity of this room is 21 people.**

**The room configuration may alter depending upon activities being run.**

**Participants are welcome to use the Kitchenette in the foyer.**

## **Sensory Guide Training Room**

### **Feel**

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

### **Sounds**

- **Computers**
- **Fans humming**

- **On-screen presentations**
- **People**
- **Photocopier**
- **Power tools (outside)**
- **Telephones**

## **Sights**

- **Bright lights**
- **Flickering screens**
- **Glare**
- **Oscillating fan**

## **Smells**

- **Food/Drink**
- **Timber**

## **Early Learning Centre**

**CCH have an Early Learning Centre (ELC) which provides a 3-year old Kinder program called Kidzfun as well as an Occasional Care Program.**

**The ELC is located in the foyer, on the right.**

**Entry is via a manual accessible door opening outward.**

**Children are required to bring a bag packed with a drink bottle containing water, a healthy morning tea, a change of clothes, a sun hat/beanie and a spare nappy/pull up if required. Parents are instructed not to send foods containing or likely to contain nuts.**

**Indoor and outdoor play spaces, children's toilets and sunscreen are provided.**

**Activities may include imaginative play, painting, craft, singing, storytelling, shared meal times as well as outdoor play.**

**Kidzfun is run by qualified staff during school terms only.**

**Staff wear CCH polo shirts.**

**Capacity of this room for Kidzfun is 19.**

**Occasional Care runs during school terms times for children aged 0 – 5.**

**Staff wear CCH polo shirts**

**Bookings are essential.**

**Capacity of this room for Occasional Care is 15.**



**Enrolment forms and fees are available on the following link or contact CCH.**

**<https://www.coonarahouse.org.au/index.php/en/early-learning-centre>**

## **Sensory Guide Early Learning Centre**

### **Feel**

- **Change in gradient (outside)**
- **Different ground surfaces**
- **Heating/Cooling**
- **Shared personal space**
- **Weather**

### **Sounds**

- **Chickens clucking (garden)**
- **Clock**
- **Music**
- **People**
- **Power tools (outside)**
- **Running water**
- **Telephones**
- **Toys**

- **Traffic**

## **Sights**

- **Children participating**
- **Glare**

## **Smells**

- **Animals**
- **Disinfectant**
- **Food/Drink**
- **Gardens**
- **Glue**
- **Paint**
- **Sunscreen**
- **Tanbark**

## **Gardens**

**There are two gardens at CCH: one at the front and the other at the back.**

**The front garden is located at the front of the main building.**

**Access is via the side entry or the main entrance at reception.**

**The back garden is located at the rear of the main building.**

**Access is via an external 25 metre access ramp with handrail at the rear of the main building.**

**The gardens are open during the centre's hours.**

**Participants and volunteers 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.**

**Chairs with backrests and tables are available.**

**Chickens and Trev's Shed are also located in the back garden.**

**Trev's Shed is a community shed and is available for class use.**

**Please see staff if interested in utilising this space.**

**Additional gardening volunteers are always welcome.**

**Please contact the centre on 9758 7081.**

**Can all visitors please report to reception at the front of the centre.**

## **Sensory Guide Gardens**

### **Feel**

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

### **Sounds**

- **Chickens clucking**
- **Gardening equipment**
- **People**
- **Running water**
- **Traffic**

### **Sights**

- **Animal movement**
- **Glare**

### **Smells**

- **Animals**
- **BBQ**

- **Flowers**
- **Freshly cut grass**
- **Freshly cut wood**
- **Tanbark**

## **Community Kitchen**

**The Community Kitchen is located at the rear of the main building, at the bottom of the external access ramp and opposite the outdoor pizza oven.**

**Entry is via a small step and a double door opening inward.**

**Cooking classes and community lunches, such as introduction into hospitality, run in the Community Kitchen.**

**Community lunches also run during term time.**

**For participants interested in volunteering to cook, cooking starts at 10am. Lunch is served at 1230pm.**

**Please see reception staff for further details.**

**During CCH opening hours, if the Community Kitchen is vacant, learners and volunteers are**

welcome to use this space for complimentary tea, coffee and water.

## **Sensory Guide Community Kitchen**

### **Feel**

- Different ground surfaces
- Heating/Cooling
- Shared personal space

### **Sounds**

- Clock
- Gardening equipment (outside)
- Kitchen appliances
- People
- Telephones
- Traffic
- Water running

### **Sights**

- Bright lights
- Glare

### **Smells**

- **Food/Drink**

## **Social Enterprise | Social Connectedness**

**The social enterprise is a model that provides simultaneous volunteering and training opportunities for job seekers.**

**CCH runs a social enterprise under the umbrella of 'Upcycled at Coonara'.**

**The enterprise makes a range of products including play equipment for child care centres from high quality pallets and re-usable library bags for Eastern Regional Libraries.**

## **Room Hire**

**Please see House Coordinator for bookings and enquiries.**

**Room hire is available for Not-For-Profit organisations.**

**Sunny Room:**

**For location, please see map on page 6. Access is via a small step and an accessible door opening outward.**

### **Meeting Room:**

**For location, please see map on page 6. Access is via a small step and an accessible door opening outward.**

**In both rooms, chairs with backrests and tables are available.**

**When hiring the facilities at CCH, it is the responsibility of the person hiring to organise insurance cover during the time of hire of premises.**

**It is also the responsibility of the hirer to pay for any damage or loss of property, and to ensure the premises are left clean and tidy, heating and power turned off and all doors secured.**

## **Accessibility**

**An internet booking system is available for some courses.**



**Acceptance of Companion cards and Australian pensioner cards.**

**Ramped and stepped access to and 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 and prams available in foyer.**

**Accessible storage area for mobility aids – see reception staff.**

**Wide clear internal and external walkways throughout.**

**CCH can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.**

**Assistance animals welcome.**

**For participants who may require a break, a quiet space is available in the foyer or the seated areas in the gardens.**

**ReadSpeak facility is available on the following link providing audio message about events, services and facilities.**

**<http://www.knox.vic.gov.au/learnlocal>**

## **Safety**

**Throughout:**

**Doormats placed on floor at entry/exit points and throughout buildings.**

**Varied terrain throughout (natural grass/imitation grass, concrete, paving stones, gravel, tanbark, carpet, vinyl, wood). Some surfaces with slightly varied and uneven gradient.**

**If first aid is required, please see staff.**

**Defibrillator located in the foyer on the wall next to the kitchenette.**

**Emergency exits are signed.**

**Children must be supervised at all times.**

## **Reception/Foyer:**

**Handrail on entry/exit steps.**

**No TGSi prior to entry/exit steps.**

**Small raised edge at entry/exit from reception to foyer.**

**Wooden structural beam in foyer.**

## **Toilets (Main Building):**

**Small raised edge in hallway leading to toilets where ground surfaces change.**

## **Kitchenette:**

**Small raised edge at entry/exit.**

**Raised entry/exit door handle.**

## **Training Room:**

**Small raised edge at entry/exit.**

## **Early Learning Centre:**

**Raised entry/exit door handle.**

**To aid in the safety of children and families attending ELC, please ensure to close all internal and external doors when entering/exiting our facilities.**

**Small raised edge at entry/exit.**

**Overhead internal artworks.**

**Stepped access to outside play area.**

**Protruding objects on pathways and overhead (furniture, toys, artworks).**

**Garden:**

**Handrail installed on access ramp.**

**TGSI installed prior to access ramp.**

**Varied garden ground levels with stepped access.**

**Protruding and overhead objects on pathways.**

**Community Kitchen:**

**Small stepped entry/exit.**

**Sunny Room:**

**Small stepped entry/exit.**

**Meeting Room:**

**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. Coonara Community House is required to meet government advice during the COVID pandemic. Please visit the Coonara Community House website to check measures in force.

<https://www.coonarahouse.org.au/>

## **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 on the following link.

<https://accessabilityaustralia.com/access-keys-2/>

For Access Keys in Braille or audio, please Contact Us on the following link.

<https://accessabilityaustralia.com/contact-us/>

Please complete our short survey to help us ensure continuous improvement on the following link.

<https://www.surveymonkey.com/r/F666XYK>

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**The End.**