

# Access Key

## Knox Leisureworks Aquatic and Recreation Centre

35 Tormore Rd,  
Boronia VIC 3155

Phone: (03) 9762 3133

[www.knoxleisureworks.com.au](http://www.knoxleisureworks.com.au)



# Contents

Guidelines	<a href="#">3</a>
AAA Comm Board	<a href="#">4</a>
Did You Know?	<a href="#">5</a>
Getting There	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Staff	<a href="#">9</a>
Reception	<a href="#">10</a>
Therapeutic Benefits	<a href="#">11</a>
Pool Hall	<a href="#">12</a>
Toilet	<a href="#">13</a>
Accessible Toilet with Change Facility	<a href="#">14</a>
Indoor Warm Water Pool	<a href="#">15</a>
Indoor 50 Lap & Recreation Pool	<a href="#">16</a>
Indoor Program Swimming Pool	<a href="#">17</a>
Indoor Toddler Pool	<a href="#">18</a>
Spa	<a href="#">19</a>
Access and Inclusion Lesson	<a href="#">20</a>
Aquatic Group Fitness	<a href="#">21</a>
Land-Based Group Fitness	<a href="#">22</a>
Gym	<a href="#">23</a>
Childcare	<a href="#">24</a>
Accessibility	<a href="#">25</a>
Safety	<a href="#">26</a>

# Glossary

**Access Key** - A customised accessibility guide that provides accurate and convenient information about accessing venues, events and programs. Access Keys are universally designed and suitable for all people, regardless of ability.

**ACTIVE Supervision**- Parents must have their children within eyesight at all times when actively supervising.

**AFFL** - Above finished floor level.

**Balance** - A biological system that enables us to maintain a body's desired position and requires a number of sensory systems to work together. Good balance builds better posture, helps to prevent falling over when standing or moving, improves coordination and increases muscular power.

**Cardiovascular** - Relating to the heart and blood vessels.

**Casual Guest** - Visitors, non-members.

**Changing Places** - A facility for people who cannot use standard accessible toilets. They provide extra features and more space to meet the needs of people with disabilities or additional requirements.

**ESL** - English as a Second Language.

**Exercise Physiology** - For people with acute, sub-acute, or chronic medical conditions, injuries or disabilities. It involves qualified health professionals delivering and evaluating safe and effective exercise interventions.

**Flexibility** - The ability of joints to move through a range of motion while unrestricted and pain free.

**Gross Motor Skills** - Gross motor skills use the large muscles of the body. Commonly used gross motor skills include actions such as rolling, crawling, walking, jumping, riding a bike, and climbing stairs. Gross motor skills are essential to movement and participating in activities at school and at home.

**Interpersonal and Social Skills** - Relating to relationships or communication between people and the ability to interact with them in the most efficient and proper manner.

**HSSH** - Hand held shower hose.

**Members** - A person who has paid for membership to attend and use the facilities.

**NDIS** - National Disability Insurance Scheme.

**Proprioception** - awareness of position and movement of the body.

**Social Interaction** - Consider the perspective of other people and understand their needs.

**Sensory Exploration** - The stimulation of one's senses: touch, smell, taste, movement, balance, sight and hearing.

**Sensory Regulation** - Relates to an individual's ability to increase and decrease their alertness, or arousal, to match the situation or environment.

**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 Knox Children and Family Centre, Wantirna South.

- 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 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 [25](#).
- Safety information is located on page [26](#).
- Download Access Key in its entirety - 26 pages in total.

Access Keys  
.....unlocking  
your world



**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.



© AccessAbilityAustralia, All Rights Reserved. 2021 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. All necessary care has been taken to design and produce Work(s). All measurements provided are within an approximate range. Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of AccessAbilityAustralia.



# COMMUNICATION BOARD

Take your Knox Leisureworks Aquatic and Recreation Centre Communication Board with you to ensure confident communication.  
May 2021 V2



Changerooms

Accessible Toilet

First Aid

No English

How Much?

Something is Wrong

Map

Membership

No

Yes

Taxi

Wheelchair

Toilet

Write it Down

Fully Accessible Changeroom

I Want

Swim

Gym

Receipt

Exercise Class

# Did You Know?

- Knox Leisureworks Aquatic and Recreation Centre is proudly supported by Knox City Council.
- View [Knox Community Access and Equity Implementation Plan 2017 – 2022](#).
- Knox Leisureworks Aquatic and Recreation Centre is a NDIS provider.
- Knox Leisureworks Aquatic and Recreation Centre is an accredited [Watch Around Water](#) centre.
- A range of membership options are available. Please visit our [website](#) for further information.
- Please visit our [website](#) for casual entry prices.
- Swimming lessons for learners of all ages and abilities are available. Visit our [website](#) for further information on how to enrol into our swim school.
- Group fitness classes are available for people of all abilities. Download a [group fitness timetable](#) to see what's on.
- A range of dry programs and activities are available which include gym access and personal training.
- Exercise Physiology is available. Contact us on (03) 9762 3133 to arrange an appointment.
- Allied Health services are available. For information about what services are available, please visit the [Stay Tuned website](#).
- Follow us on [Facebook](#) and [Instagram](#)
- To provide feedback please visit our website, social media pages or pick up a feedback form from reception.

## Aquatic Supervision Rules

- Children under the age of 5 must remain within arm's reach of a parent/guardian at all times in the water.
- Children under the age of 10 will not be allowed entry without a parent/guardian at least 16 years or older and must be **ACTIVELY** supervised at all times within the centre.
- Parent/guardian are to use their knowledge of the child's swimming ability to determine the level of supervision required for children over the age of 10.



# Getting There

Knox Leisureworks Aquatic and Recreation Centre is located at 35 Tormore Road, Boronia.

See Google Maps reference [here](#).

The nearest bus stop is located approximately 550 metres from the centre at the corner of Tormore/Boronia Roads.

There is a taxi zone directly outside the entrance.

For information on how to get to Knox Leisureworks Aquatic and Recreation Centre, visit [Public Transport Victoria](#).



# Parking

Parking for Knox Leisureworks Aquatic and Recreation Centre is located at the front of the centre. Enter via Penrith Avenue or Tormore Road.

There is:

- Eight accessible parking bays located between 25 - 50 metres from the entrance.
- Four parents with pram parking bays approximately 60 metres from the entrance.
- General parking.

A dedicated drop off point and bus parking are located directly outside the entrance.

Overflow parking is located in the neighbouring streets. No restrictions apply.



# Welcome

Welcome to Knox Leisureworks Aquatic and Recreation Centre.

Entry is via two sets of automated glass doors, each with a clearance of 1200mm.

Doors open to the left upon entry and to the right upon exit.

For opening hours, please visit our [website](#).

For further details please call (03) 9762 3133.





# Staff

Customer Service staff wear orange and blue polo shirts with the Knox Leisureworks logo and black shorts or pants. A black jacket with the Knox Leisureworks logo may also be worn.

Lifeguards wear international standard uniform which comprises of a bright yellow and red long sleeve shirt with red shorts. The word 'Lifeguard' is across the front and back of shirts. They carry a kickboard and a radio.

Swim Instructors wear bright orange rash vests with Knox Leisureworks logo and black shorts. Rash vests have the word 'Instructor' across the back.



# Reception

Reception is located directly ahead of the entrance.

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

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

Resources and brochures are also available.

## Members

1. Scan membership wristband/keychain on turnstile scanner. Scanner is located on the right-hand side of the turnstile.
2. Enter through turnstile to centre.

## Casual Guests

1. Please pay for visit at reception. Cash or eftpos is accepted.
2. Enter through a swing gate with a clearance of 1200mm.

Electric and manual wheelchairs are available for use. Staff can offer assistance. Please enquire at reception or with staff in the Pool Hall.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
Café sounds  
People  
Phones



### Sights

People  
Television Screen



### Smells

Chlorine  
Food/Drink

# Therapeutic Benefits

Being involved in regular moderate physical activity can provide numerous advantages. Listed below are the associated therapeutic benefits of participating in activities available at Knox Leisureworks.

## Aquatic Activities

- Develops interpersonal and social skills.
- Develops understanding of winning and losing.
- Encourages cooperation.
- Encourages sensory exploration.
- Facilitates development of gross motor skills.
- Improves cardiovascular health.
- Improves muscular strength.
- Improves overall mental health and wellbeing.
- Improves proprioception.
- Promotes improvement in range of movement.
- Promotes sensory regulation.
- Reduces pain and inflammation.
- Reduces stiffness.
- Relaxation and calming benefits.
- Supports injury rehabilitation.

## Indoor Warm Water Pool

- Functional retraining for work.
- Increased flexibility.
- Increased aerobic fitness.
- Increased muscular strength.

- Promotes sensory regulation.
- Relief of muscular tension and decreased pain.

## Spa

- Assists with relaxation and stress relief.
- Assists with sleep disorders.
- Helps relieve muscle and joint pain.
- Improves circulation and blood flow.
- Promotes sensory regulation.

## Aqua Aerobics

- Assists in the management of injuries and rehabilitation.
- Encourages social interaction and community participation.
- Exercises the body without putting stress on joints.
- Improves endurance.
- Improves physical fitness.
- Increases flexibility.
- Increases muscle strength.
- Promotes sensory regulation.
- Reduces pain and stiffness.

## Gymnasium

- Assists with balance and flexibility.
- Can decrease risk of chronic disease.
- Assists with stress relief, decreased anxiety and better sleep.
- Encourages social interaction and community participation.
- Helps improve brain functionality and memory.

- Helps improve mood.
- Helps improve posture.
- Helps reduce joint and muscle pain.
- Improves cardiovascular fitness.
- Increases energy levels.
- Promotes sensory regulation.

## Group Fitness

- Encourages social interaction and community participation.
- Fitness instructors help to ensure exercises are executed in the correct way.
- Gentle exercises for joints (spin and low impact classes).
- Helps improve physical fitness.
- Improves energy levels.
- Improves muscle strength in legs (spin classes).
- Promotes sensory regulation.
- Working out in a group assists with fitness motivation and accountability.



Did you know that sport and active recreation can fit into four different NDIS funding categories?

The [NDIS Sports Guide](#) will walk you through how to include sport and recreation into your NDIS planning goals.

# Pool Hall

The Pool Hall is located ahead of reception.

1. At reception go through the swing gate or turnstile.
2. Enter the Pool Hall via an automated glass sliding door with a clearance of 860mm.
3. Follow the 50-metre access ramp down to pool level. This ramp at a 1:14 gradient has 2 landing platforms and 2 turning points.

The Pool Hall includes:

- Change rooms
- Indoor Warm Water Pool
- Indoor 50m Lap and Recreation Pool
- Indoor Program Swimming Pool
- Indoor Toddler Pool
- Spa.



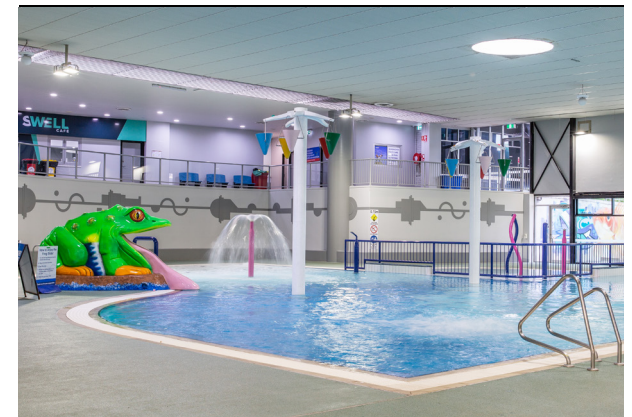
Indoor Water Pool



Indoor 50m Lap and Recreation Pool



Indoor Program Swimming Pool



Indoor Toddler Pool



Spa

# Toilets

At Knox Leisureworks Aquatic and Recreation Centre there are four sets of toilets.

## First Set:

Location: In reception foyer, opposite the café.

Includes:

- A unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 860mm. Latch lock 970mm AFFL.
- Cubicle space 2000mm x 3250mm.
- Grab bars to the right and behind toilet.
- Toilet height 450mm AFFL with right hand transfer.
- Sink height 820mm AFFL with lever tap 940mm AFFL.
- Shower with HSSH, grab bars and shower bench.
- Separate male and female toilets, showers and change rooms with ambulant toilets and baby change area in each set.

## Second Set:

Location: In the Pool Hall, between the Program Swimming Pool and Spa, at the bottom of the access ramp.

Includes:

- A unisex, accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 870mm. Twist lock 1020mm AFFL.
- Cubicle space 2080mm x 3500mm.
- Grab bars to the left.
- Toilet height 450mm AFFL with left hand transfer.
- Sink height 860mm AFFL with lever tap 980mm AFFL.
- Shower with HSSH, grab bars and shower bench.
- Separate male and female toilets, showers and change rooms with ambulant toilets and baby change area in each.
- Separate family change cubicles.

## Third Set:

Location: In the Pool Hall, nearest to the Warm Water Pool.

Includes:

- Eight separate, unisex change cubicles and one unisex toilet.
- Four separate unisex, accessible toilets with artificial lighting.
- Manual door opening inward. Door clearance of 980mm. Twist lock 1100mm AFFL.
- Cubicle space 2100mm x 2670mm.
- Toilet height 450mm AFFL.
- Sink height 790mm AFFL and lever tap 790mm AFFL.
- Shower with HSSH, grab bars and shower bench.
- One unisex accessible toilet with grab bars to the left and behind toilet with left hand transfer.
- Three unisex accessible toilets with grab bars to the right and behind toilet with right hand transfer.



## Sensory Guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Amplified voice  
Echo, Hand dryers  
Music  
People  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection  
People



### Smells

Bathroom smells  
Chlorine  
Deodorants  
Disinfectants

# Accessible Toilet with Change Facility

Location: In the Pool Hall, adjacent to the Program Swimming Pool. To use this facility, you will require a key. See staff at reception or at the lifeguard station for assistance. The lifeguard station is located in the Pool Hall between the 50m Lap and Recreation pool and the Toddler pool.

Includes:

- A fully accessible, unisex toilet with artificial lighting.
- Automated door opening inward. Door clearance of 880mm. Automated lock 1170mm AFFL.
- Flip up grab bars on either side of toilet.
- Toilet height 450mm with left- or right-hand transfer and colour contrast toilet seat.
- Sink height 890mm AFFL with lever tap 960mm AFFL.
- Shower HSH, grab bars and shower bench.
- Guldmann GH3+3 hoist with maximum weight capacity of 250kg.
- The maximum weight of the adult change table is 150kg.

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



## Sensory Guide



**Feel**  
Heating/Cooling



**Sounds**  
Amplified voice  
Echo, Hand dryer  
Music  
Toilet flushing  
Water running



**Sights**  
Bright lights  
Mirror/Reflection



**Smells**  
Bathroom smells  
Chlorine  
Deodorants  
Disinfectants

# Indoor Warm Water Pool

The Warm Water Pool is located in the far-right corner of the Pool Hall.

It is utilised for gentle exercise which is optimal for recovery and relaxation. It can also be used for group fitness classes. During this time, it will be closed to the public.

Includes:

- Access ramp, with handrails, approximately 10 metres in length at a 1:14 gradient.
- Pelican pool hoist with maximum weight capacity of 200kg. See staff for assistance.
- Temperature approximately 34 degrees celsius.
- Maximum depth 1.6 metres.
- Handrail around the interior perimeter.

Our group fitness timetable is available [online](#) or call us on (03) 9762 3133 to check if the pool is available prior to attending.

Children under the age of 16 are not permitted to use this pool without medical clearance and must be supervised by an adult at all times.



## Sensory Guide



### Feel

Being splashed  
Heat/Humidity  
Increased body temperature  
Increased heart rate  
Shared personal space  
Warm water  
Water resistance  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Echo | Music  
People  
Running water  
Splashing



### Sights

Glare  
People  
Splashing



### Smells

Chlorine

# Indoor 50m Lap & Recreation Pool

The 50m Lap and Recreation Pool is located in the centre of the Pool Hall.

It is utilised for lap swimming, swimming lessons, alternative group training, pool games and casual swimming.

Includes:

- Access ramp, with handrails, approximately, 20 metres in length at a 1:14 gradient.
- Steps with handrails.
- If required, a person can be lifted into a water wheelchair via the hoist located at the indoor Warm Water Pool. See staff for assistance.
- Temperature approximately 28 degrees celsius.
- Depth 1 to 1.8 metres.

For lap lane availability and private lane bookings, please call us on (03) 9762 3133.



## Sensory Guide



### Feel

Being splashed  
Cool water  
Increased body temperature  
Increased heart rate  
Shared personal space  
Water resistance  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Echo | Music  
People  
Running water  
Splashing



### Sights

Glare  
People  
Splashing



### Smells

Chlorine



# Indoor Program Swimming Pool

The Indoor Program Swimming Pool is located in the top right-hand side of the Pool Hall, nearest the fully accessible changeroom.

It is utilised for team building exercises, group activities, children's play area and children's swimming lessons.

Includes:

- Steps with handrails.
- Temperature approximately 32 degrees celsius.
- Maximum depth 1 metre.



## Sensory Guide



### Feel

Being splashed  
Cool water  
Increased body temperature  
Increased heart rate  
Shared personal space  
Warm water  
Water resistance  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Echo  
Music  
People  
Running water  
Splashing



### Sights

Glare  
People  
Splashing



### Smells

Chlorine

# Indoor Toddler Pool

The Indoor Toddler Pool is located at the bottom of the Pool Hall access ramp.

It is utilised for swimming lessons, pool games and casual swimming.

Includes:

- Beach entry.
- Temperature approximately 32 degrees celsius.
- Maximum depth 1 metre.
- Mini water-slide. Step entry with handrails.
- Variety of water features that sprinkle rain and spray water.

Terms and conditions of use are clearly signed.



## Sensory Guide



### Feel

Being splashed  
Increased body temperature  
Increased heart rate  
Shared personal space  
Warm water  
Water features  
Water resistance  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Children playing  
Echo | Music  
People  
Running water  
Splashing



### Sights

Bubbles  
Splashing  
Water Features



### Smells

Chlorine

# Spa

The Spa is located at the bottom of the Pool Hall access ramp, opposite the Toddler Pool.

Includes:

- Step entry with handrails. There are three steps up to reach the spa and then five steps down into the water.
- Temperature approximately 37 degrees celsius.
- Maximum depth 0.9 metres.
- Push button operated water and air jets. Buttons located left of spa entrance steps.

For enjoyment of the spa, please:

- Limit spa use to a maximum of 15 minutes at one time.
- Bring a water bottle to stay well hydrated.
- Do not use the spa if you are pregnant.
- Do not exercise in the spa.
- Do not put your head under water.

Children under the age of 16 are not permitted to use the spa at any time.

If you are taking medication or are unwell, please seek medical advice before using the spa.



## Sensory Guide



### Feel

Bubbles | Heat  
Increased body temperature  
Shared personal space  
Warm water  
Water jets  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Echo | Music  
People  
Running water  
Water jets



### Sights

Bubbles  
Steam



### Smells

Chlorine

# Access and Inclusion Lesson

Knox Leisureworks Aquatic and Recreation Centre operate a specialised swimming program to assist learners of all abilities to engage in swimming lessons.

Classes are designed to work with each person's ability and may operate in a one to one format or as part of a larger group with support from additional instructors.

When arriving for your lesson:

1. Check-in at reception.
2. If required, head to one of our change facilities to get changed into your bathers. Please see staff if you need access to our accessible toilet with change facility.
3. Head to your allocated pool and lane to meet your instructor. Staff are available for assistance.
4. Follow the instructions of your instructor to complete your lesson.

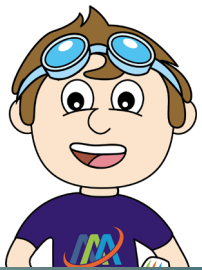
To arrange bookings, please visit our [website](#) and make an enquiry so a member of our team can get in contact with you.



Don't forget to bring your bathers, goggles and towel!



Don't forget your drink bottle!



# Aquatic Group Fitness

We offer a variety of aquatic group fitness classes for our members and casual guests.

## Members

1. Members are to book [online](#) or call the centre on 9762 3133.
2. Check in at customer service before heading to your class.
3. Give your ticket to the instructor.
4. Follow the instructor and enjoy the class.

## Casual Guests

1. Go to customer service to book a class.
2. Staff will direct you to where the class is being held.
3. Give your ticket to the instructor.
4. Follow the instructor and enjoy the class.

Classes vary from 45 minutes to 1 hour.

All classes have limited capacity. Please arrive early to ensure your spot in the class.

Due to health and safety reasons, persons who arrive after the class has commenced will no longer be able to purchase a ticket.

Please visit our [website](#) to download a copy of our timetable.



## Sensory Guide



### Feel

Being splashed  
Increased body temperature  
Increased heart rate  
Shared personal space  
Water resistance  
Weightlessness



### Sounds

Amplified voice  
Announcements  
Echo | Music  
People  
Running water  
Splashing



### Sights

Splashing



### Smells

Chlorine

Don't forget a towel and drink bottle



# Land-Based Group Fitness

We offer a variety of land-based group fitness classes for our members and casual guests. The group fitness room is located past reception, on the left, past the cafe. Access is via 2 manual glass doors opening inward. Single door clearance of 810mm. Double door clearance of 1600mm.

### Members

1. Members are to book online or call the centre on 9762 3133.
2. Check in at customer service before heading to your class.
3. Follow the instructor and enjoy the class.

### Casual Guests

1. Go to customer service to book a class.
2. Staff will direct you to the group fitness room.
3. Give your ticket to the instructor.
4. Follow the instructor and enjoy the class.

Classes vary from 45 minutes to 1 hour.

All classes have limited capacity. Please arrive early to ensure your spot in the class.

Due to health and safety reasons, persons who arrive after the class has commenced will no longer be able to purchase a ticket.


Virtual group fitness classes are available for members only.




They are held in the group fitness room when the room is available. They involve following an instructor on a screen.

Please visit our [website](#) to download a copy of our timetable.

## Sensory Guide

  
**Feel**  
 Fans  
 Heating/Cooling  
 Increased body temperature  
 Increased heart rate  
 Shared personal space

  
**Sounds**  
 Amplified voice  
 Announcements  
 Feet stomping  
 Music | People  
 Stopwatch beeping

  
**Sights**  
 Bright lights  
 Fans oscillating  
 Glare  
 Mirror reflection  
 Rapid movement

  
**Smells**  
 Body odour  
 Deodorant

Don't forget a towel and drink bottle



# Gym

We have a fully functional gym with a range of equipment to suit all your health and fitness needs. Our gym is staffed during whole centre opening hours only. It is located past reception, on the right. Access is via a set of double automated glass doors with a clearance of 1470mm.

Our gym equipment includes:

- Cardio Equipment.
- Pin loaded machines.
- Free weights.
- Boxing equipment.

Our gym is open 24/7 for platinum and gym and fitness members only.


Personal training is also available. To view our personal training packages, please visit our [website](#).


If you have any medical conditions, we advise that you speak to your doctor prior to commencing any physical activity.

Children under the age of 12 are not permitted to use gym equipment.



## Sensory Guide

  
**Feel**  
 Change in ground surface  
 Fans | Heating/Cooling  
 Increased body temperature  
 Increased heart rate  
 Shared personal space

  
**Sounds**  
 Announcements  
 Automated doors  
 Gym equipment  
 Music  
 People  
 Weights clanging

  
**Sights**  
 Bright lights  
 Fans oscillating  
 Glare  
 Mirror/Reflection  
 People

  
**Smells**  
 Body odour  
 Deodorants  
 Rubber  
 Sanitiser/Weights

# Childcare

Childcare services are available for children aged 6 weeks to 6 years old.

The childcare facility is located past reception, on the left, past the café. Access is via a manual door opening outward. Door clearance of 760mm.

This facility is staffed by qualified childcare educators. They wear orange and blue polo shirts with the Knox Leisureworks logo.

Children enjoy a fun and educational experience. There is a full range of games, toys and educational equipment.

Enrolment forms can be downloaded [online](#) and must be completed and returned to reception prior to attending. Once enrolments have been processed, you will be notified by a member of our staff.

Bookings are essential, please call (03) 9762 3133 or speak to reception.

Childcare services are included in the Platinum membership package. A cost is incurred for all other members and guests.

Please visit our [website](#) for operating hours and session times.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Children playing  
Toys  
Singing



**Sights**  
Bright Lights  
Glare



**Smells**  
Disinfectants  
Food/Drink  
Glue  
Paint



# Accessibility

- Internet and phone bookings.
- Knox City Council with accessible website.
- Paved access to the centre at a gradient of 1:48.
- Assistance animals welcome.
- Enquire at reception for large print program timetable.
- Reception customer service desk height 900mm. A separate customer service desk at a height of 750mm is available past the entry gate.
- Pen and paper for exchange of information at reception.
- Staff available to read information if required.
- Acceptance of Companion cards and Senior cards.
- Electric and manual wheelchairs available at reception.
- Staff can provide assistance to visitors wishing to use a wheelchair to access Pool Hall.
- Chairs with backrests and couches located in reception foyer.
- Café located in reception foyer. Café counter height 900mm.
- Large print menu at café.
- Café tables 700mm high x 370mm deep.
- Clear spaces between furniture for a person to manoeuvre a mobility aid.
- Guardrail at Pool Hall viewing platform 1100mm AFFL.
- Additional tables within Pool Hall at top of access ramp and next to Toddler Pool. Table heights 710mm x 325mm deep.
- Chairs with backrests and bench seating throughout Pool Hall.
- Chairs with backs and armrests near Warm Water pool.
- Motorised scooter permitted in Pool Hall. Restrictions apply.
- Pram and mobility scooter parking at pool side.
- Five aquatic wheelchairs. See staff for assistance.



- Exit from centre is via a swing gate with a clearance of 1200mm followed by two automated doors. Note, short seven second closing time delay on swing gate.
- Visible and illuminated exit signs.
- ReadSpeak facility available [online](#) providing audio message about services and facilities.

# Safety

- ACTIVE Supervision: Parents must have their children within eyesight at all times when actively supervising.
- Centre entry doors with contrast decals at 1000mm to 1100mm AFFL.
- Terrain varies between carpet, vinyl, concrete and tiling. Small potholes in concrete located between Warm Water Pool and Program Pool.
- Floor and ground surfaces may become slippery when wet. Walking only.
- Wet floor signage may be displayed.
- Artificial lighting throughout. Not including toilets near reception.
- Pool Hall entry door with contrast decals at 1000mm to 1100mm AFFL.
- TGSi at top and base of Pool Hall access ramp.
- Handrail on both sides of Pool Hall access ramp.
- Contrast decals at 900mm to 1000mm AFFL on internal windows within Pool Hall.
- TGSi prior to Warm Water pool access ramp and access steps.
- No TGSi prior to Program Pool entry steps.
- No TGSi prior to 50 metre pool access ramp or steps.
- No TGSi prior to waterslide entry steps.
- No TGSi prior to spa entry steps.
- Drainage grate surrounding Toddler Pool.
- Walking only in Pool Hall.
- Motorised scooter permitted in Pool Hall.
- Gym entry door with contrast decals at 1000mm to 1100mm AFFL.
- Contrast band 1000mm to 1060mm AFFL on gym windows.
- Please visit our website to view our 24/7 gym safety measures.
- Contrast decals at 1030mm to 1130mm AFFL on group fitness room access door.
- Contrast decals at 1070mm to 1130mm AFFL on creche access door.
- Duress alarm located within accessible changeroom.
- Staff with Working with Children Checks.
- If first aid is required, please see staff.
- A defibrillator is located in the gym and on pool deck first aid 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.
- Evacuation maps are located throughout the facility.

