

Knox Community Arts Centre

Access Key

**Corner Mountain Highway and Scoresby Road,
Bayswater, 3153**

A customised accessibility guide

Phone: (03) 9729 7287

Website: <http://www.knox.vic.gov.au/kcac>

Updated October 2023

Version 2.0

Glossary

AFFL - Above finished floor level.

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 Knox Community Arts Centre, Bayswater.

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 - 24 pages in total.

Did You Know?

Knox Community Arts Centre is proudly supported by Knox City Council.

Knox Connection, Access, Respect, Equality and Safety Strategy 2022-27 Plan.

<https://www.knox.vic.gov.au/our-council/policies-strategies-and-plans/connection-access-respect-equality-and-safety-strategy-2022-27>

Knox Community Arts Centre is the proud home to a number of community organisations who run regular musical theatre productions, recitals, classes, social groups and other functions. Download our Season Brochure to find out what's on.

www.knox.vic.gov.au/kcac

Our facilities include:

- theatre room with fully functional AV**
- control room and sound and lighting equipment**
- candy bar**
- cinema/film screening capabilities**

- multi-purpose meeting room for seating up to 50 people (theatre style) or 30 people (boardroom style)
- kitchen.

All our facilities are available for hire.

Gift certificates are available for purchase. Buy online or call 9729 7287 for assistance.

<http://www.knox.vic.gov.au/kcac>

Follow us on Facebook or subscribe to our mailing list to keep up to date with what's on.

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

<http://www.knox.vic.gov.au/kcac>

To provide feedback please send as an email at arts@knox.vic.gov.au or call us on 9729 7287.

Getting There

Knox Community Arts Centre is located on the corner of Mountain Highway and Scoresby Road, Bayswater

See Google Maps reference here.

<https://www.google.com/maps/place/Knox+Community+Arts+Centre/@->

37.8398264,145.2699852,15z/data=!4m2!3m1!1s0x0:0x402a5047d142ce82?sa=X&ved=2ahUKEwjs0civ3JrmAhVGrZ4KHWjkBLgQ_BlwFHoECAwQCA

The nearest bus stop is approximately 50 metres away on Mountain Highway.

For further information on how to get to the Knox Community Arts Centre, please visit Public Transport Victoria. <https://www.ptv.vic.gov.au/journey>

Parking

The most convenient parking for the Knox Community Arts Centre is located directly behind the centre.

There are:

two accessible parking bays located approximately 35m from the entrance to the centre

general parking with no restrictions.

For all parking enquiries, please call us on 9729 7287.

Welcome

Welcome to Knox Community Arts Centre.

For office hours and contact details please download our Season Brochure.

www.knox.vic.gov.au/kcac

Centre operating hours may vary depending on performances being held.

There is an undercover area located directly outside the main entrance.

Entry

The main entry is located at the side of the building, adjacent to Mountain Highway.

It can be accessed from the carpark which is located at the rear of the building.

Access is via a 30-metre ramp with handrails at an approximate gradient of 1:21 (4.8%).

Alternatively, the centre can be accessed from the carpark via a short stroll through the garden to a set of steps.

Entry to the centre is via glass automated doors with a clearance of 1600mm.

If you are a performer, please speak to your performance host to discuss entry points and times.

For information on additional entry points for performers, please refer to Back Stage – Performers page.

Staff

Reception and Candy Bar staff wear a lanyard with name tag.

Ushers wear black polo shirts. Polo shirts have a logo on the front and ‘Knox Arts Team’ written across the back. Ushers work within the main theatre.

AV Technicians wear a black polo shirt with black pants. AV Technicians within the AV room behind the scenes.

Toilets

Knox Community Arts Centre has two sets of public toilets.

Set One

Location: On the side of the theatre hall, within the emergency exit foyer.

Includes:

All gender, accessible toilet with artificial lighting

manual door opening inward. Door clearance of

900mm. Twist lock at 1090mm AFFL

cubicle space 2360mm x 2180mm

grab bars to the right and behind toilet

toilet height 440mm AFFL with right-hand transfer

sink height 820mm AFFL with lever tap 980mm AFFL

baby change area.

Set Two

Location: Within the main entry foyer.

Includes:

separate men/boys and women/girl's toilets.

Ambulant cubicle in women/girl's toilets.

Performers have their own set of toilets located

within the dressing rooms.

Sensory Guide Toilets

Feel

- **Change in ground surface**
- **Heating/Cooling**
- **Shared personal space (excl accessible)**

Sounds

- **Echo**
- **Hand Dryers**
- **People (excl accessible)**
- **Toilet flushing**
- **Water running**

Sights

- **Bright lights**
- **Mirror/Reflection**
- **People (excl accessible)**

Smells

- **Air Freshener**
- **Bathroom Smells**
- **Disinfectants**

Box Office

The Box Office is located directly ahead of the main entrance on the left-hand side.

It is open one hour prior to the commencement of all performances.

During privately operated performances, the Box Office is closed.

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

Tickets to performances can be purchased in person at the centre, by calling 9729 7287 or purchased online from our website.

www.knox.vic.gov.au/kcac

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

Sensory Guide Box Office

Feel

- **Change in ground surface**
- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated doors**
- **Music**
- **People**
- **Traffic**

Sights

- **Bright lights**
- **Crowds**
- **Smells**
- **Food/Drink**
- **People**

Theatre Space Performances

When arriving at Knox Community Arts Centre to watch a performance:

- 1. If you have pre-purchased a ticket to a performance, please wait in the foyer until theatre doors open. If you have not pre-purchased a ticket, please purchase tickets at the Box Office.**
- 2. Staff will ring a bell when theatre doors open.**

- 3. Proceed into the theatre via a small set of steps. Wheelchairs users can utilise the wheelchair lift to enter the theatre from the foyer. Lift with a gate clearance of 870mm.**
- 4. Seat numbers are located on tickets. Ushers are available within the theatre if you require assistance.**

This process may alter during privately operated performances run by community groups. If you have questions regarding access procedures, please contact the performance host.

Sensory Guide Theatre Space

Performances

Feel

- Change in ground surface**
- Heating/Cooling**
- Shared personal space**

Sounds

- Amplified voice**
- Applause**

- **Echo**
- **Music**
- **People**
- **Performance/Narrator**
- **Sound effects**

Sights

- **Rotating spotlights**
- **Special effects smoke**
- **Varied lighting**
- **Visual effects**
- **Vivid entertainment**

Smells

- **Food/Drink**
- **Special effects smoke**

Back Stage – Performers

When arriving at Knox Community Arts Centre as a performer in a production:

- 1. Enter via the rear or main entrance. The rear entrance is located behind the building, to the right-hand side of the access ramp. If you have**

access requirements, it is recommended you enter via the main entrance as the rear entrance is not fully accessible.

- 2. If entering through the rear entrance, the backstage area is located on the left-hand side, up a set of steps. If entering via the main entrance, see staff at the Box Office for directions.**
- 3. Entry from the dressing rooms to the stage is via a door which is always open during performances with a clearance of 960mm.**

Please be advised, the male and female dressing rooms are not wheelchair accessible. If you have access requirements, please speak to a staff member.

This process may alter during privately operated performances run by community groups. If you have questions regarding access procedures, please contact the performance host.

Sensory Guide Back Stage – Performers

Feel

- **Change in ground surface**
- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Amplified voice**
- **Applause**
- **Echo**
- **Music**
- **People**
- **Performance/Narrator**
- **Sound effects**

Sights

- **Bright make up lights**
- **Dimmed lighting**
- **People**
- **Rotating spotlights**
- **Special effects smoke**

Room Hire

Knox Community Arts Centre has spaces available for hire. These spaces are suitable for theatre, seminars, meetings, dance concerts and more.

The venue incorporates two separate hire areas:

- supper room with a commercial kitchen**
- theatre with a stage and tiered seating for 163 people or flat seating for 100.**

For bookings and information, please phone our centre on 9729 7287 or visit our website for information on how to book as well as equipment and services available.

<http://www.knox.vic.gov.au/hirekcac>

Alternatively, see reception staff during office hours.

A tour of the venue can be provided prior to booking to ensure space is suitable.

Supper Room

The Supper Room is located directly ahead of main entrance and through the foyer.

Entry is via a manual door opening outward with a clearance of 910mm.

The Supper Room a multi-purpose function space with AV equipment, meeting tables and chairs with backrests.

A commercial kitchen is available which includes a functional sink, microwave, fridge, oven, stove, crockery, toaster and tea/coffee making facilities. Entry to the kitchen is via a sliding door with a clearance of 830mm.

Sensory Guide Supper Room

Feel

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

Sounds

- **Kitchen Sounds**
- **Music**
- **People**
- **Traffic**

Sights

- **Bright lights**
- **People**

Smells

- **Food/Drink**

Accessibility

Phone and internet booking systems.

Fully accessible website.

Free Wi-Fi available. Log into KCC Guest and accept the terms and conditions of use.

Access ramp from carpark to main entrance with no landing platform.

Clear signage indicating entrance to the centre.

Box Office desk height 905mm AFFL.

Pen and paper for exchange of information located at Box Office.

Staff available to read information to patrons if required.

Acceptance of Companion Cards and Senior Cards.

Candy Bar desk height 900mm AFFL.

Stools with backrests located within main foyer.

Tables 1000mm high x 830mm wide within the main foyer.

Water cooler located at the top of the theatre entrance steps at operating height 750mm AFFL.

Entry into theatre from the foyer via steps.

Wheelchair users can utilise the wheelchair lift with gate clearance of 870mm to enter the theatre from the foyer. See staff for assistance.

Entry to the theatre via set of manual double doors opening outward. Singular clearance of 860mm. Double clearance of 1700mm. These doors will be always be open when entering the theatre for a performance.

Theatre with two wheelchair accessible seating spaces on either side of the tiered seating. Front row seats are also removable allowing up to nine wheelchairs. If you have access needs, please notify staff at the time of booking so they can accommodate you.

Clear space for a person to manoeuvre a mobility aid throughout.

See staff for storage of prams and mobility aids.

Supper Room meeting tables 710mm high x 640mm deep x 1540mm wide.

Supper Room kitchen bench height 900mm AFFL.

Use the National Relay Service to contact Knox Community Art Centre on (03) 9729 7287. Find the right contact number or access point for your NRS channel of choice at accesshub.gov.au/about-the-nrs Interpreter service available at Knox City Council.

Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000. Opening hours 8:30am-5pm Monday – Friday.

Knox Community Arts Centre can attract large volumes of people and can sometimes become quite noisy. If you start to Feel overwhelmed by levels of noise, please see staff who will be able to offer a quiet place to relax.

Safety

Access ramp from carpark to main entrance with handrail on both sides and TGSi at top and bottom.

Steps to main entrance with handrails located on both sides and centre. Steps with TGSi at top only.

Glass entry doors with wide solid glazing band at 1040mm to 1120mm AFFL.

Steps leading from foyer to theatre with handrail on both sides and TGSi at top and bottom.

Steps on tiered seating within theatre without TGSi.

Theatre steps on either side of the seating with single handrail.

Theatre step edges with lighting.

Backstage area steps from theatre with handrails on both sides.

Supper Room glass windows with solid metal beam offering contrast at 740mm to 920mm AFFL.

Supper Room seating with colour contrast to walls and floor.

All staff with Working with Children's Checks.

See a staff member for first aid enquiries.

Defibrillator located on the wall outside the entrance to the Supper Room.

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

Evacuation map located at the theatre entrance.

Access Ability Australia

Access Keys are designed and developed by Access Ability Australia.

<https://accessabilityaustralia.com/>

To view the full range of free Access Keys available, go to AAA Library.

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

For Access Keys in Braille or audio, please contact us.

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

Please complete our short feedback form to help us ensure continuous improvement.

<https://accessabilityaustralia.com/aaa-product-feedback-form/>

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The End.