

# Access Key

A customised accessibility guide

## Kirrip Community Centre



**City of  
Whittlesea**

**135 De Rossi Boulevard  
Wollert VIC 3750**

Updated June 2023 V1.0

# Acknowledgements



## Acknowledgement of Traditional Owners

We recognise the rich Aboriginal heritage of this country and acknowledge the Wurundjeri Willum Clan and Taungurung People as the Traditional Owners of lands within the City of Whittlesea.

The City of Whittlesea would also like to acknowledge the support and assistance provided by Access Ability Australia in helping to prepare the Kirrip Community Centre Access Key.

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**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.

**Actively supervise** – Parents and carers must have their children within eyesight at all times.

**AFFL** – Above finished floor level.

**MCH** – Maternal and Child Health.

**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 Kirrip Community Centre. This customised accessibility guide provides convenient information about the centre to assist with your visit. Access Keys are universally designed and suitable for all people, regardless of ability.

This Access Key can be downloaded and saved to your preferred device for future use.

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 should 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 their 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 [21](#).
- Safety information is located on page [22](#).
- Download Access Key in its entirety - 23 pages in total.



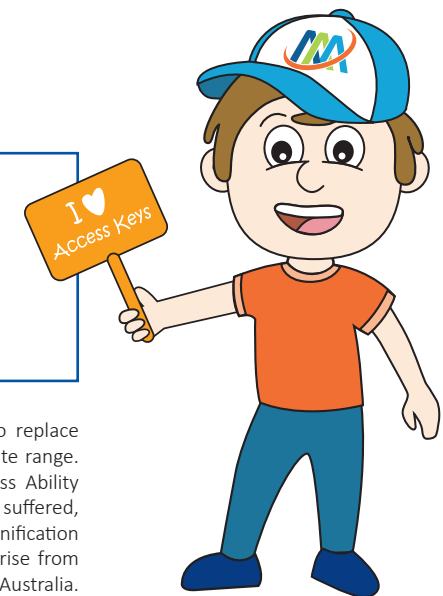
**Access  
Ability  
Australia**

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



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# Welcome

Welcome to Kirrip Community Centre.

Opening hours are 8:30am - 5pm, Monday - Friday.

Community Centre spaces are available for hire outside of these hours.

There is an undercover area outside the entrance to the centre.

Entry to Kirrip Community Centre is through two sets of sliding automated doors, each set with a clearance of 1150mm.

The customer information desk is located directly ahead of the entrance doors.

There is a dedicated wheelchair accessible counter at this desk. Counter height is 850mm AFFL with a knee clearance of 810mm AFFL.

There is a visual Communication Board at the customer information desk to support confident customer communication.





Accessible toilet



Toilet



Deaf/Hard of hearing



Hearing loop



I don't speak English



Booking



How much?



Kindergarten



Kitchen



Library



Cup/Mug



Drink of water



Water



Yes



No



Ambulance



Bus stop



Help



Wi-Fi



Question



# Did You Know?

- Kirrip Community Centre opened in 2022 and provides essential services to the booming population in the city's north.
- Kirrip means "friend" in the local Woi Wurrung language of the Wurundjeri People.
- [Whittlesea 2040: A place for all](#) is the long-term vision for the City of Whittlesea. It guides all of Council's work and future partnerships with the community and others.
- At the City of Whittlesea, you are valued for your differences, your knowledge, abilities, and experiences. Our Disability Action Plan aims to ensure that the community is an accessible and inclusive place for all to live, work and play. We are all likely to be impacted by disability at some stage in our lives and as such, it's important to remember that support is available to assist us and our loved ones wherever it may be needed.
- Kirrip Community Centre facilities include:
  - a community lounge
  - maternal and child health services
  - spaces for community groups to hire, including the main hall, kitchen, two consultation rooms and the maternal and child health program room
  - 3-year-old and 4-year-old sessional kindergarten.
- To book a guided tour please contact the community centre on (03) 9217 2170 or email [KirripCommunityCentre@whittlesea.vic.gov.au](mailto:KirripCommunityCentre@whittlesea.vic.gov.au).
- To provide feedback please phone (03) 9217 2170, visit our [website](#) or email [KirripCommunityCentre@whittlesea.vic.gov.au](mailto:KirripCommunityCentre@whittlesea.vic.gov.au).



# Getting There

Kirrip Community Centre is at 135 De Rossi Boulevard, Wollert.

See [Google Maps](#).

## Train

The Mernda train line from Southern Cross Station will get you there. The nearest station is Epping Station, 5.3km from the centre.

## Bus

The nearest bus stop is on the corner of Epping Road and Pine Road, Wollert, 600 metres from the centre. Bus route 356 will get you there.

For further information on how to get to Kirrip Community Centre, please visit [Public Transport Victoria](#).

Subsidised transport for eligible community members is available. To learn more visit [Community Transport - Whittlesea Community Connections](#).



Map data ©2022 200 m





# Parking

The most convenient parking is within a designated car park on-site.

There are:

- two accessible parking bays located 85 metres from the main entrance.
- 40 general parking bays with no restrictions.



# Kirrip Community Centre



- Legend**
- ① Community Centre Entrance
  - ② Kindergarten Entrance
  - Reception
  - Information Desk
  - Maternal and Child Health
  - Consulting Room
  - Kindergarten Foyer
  - Kindergarten Learning Space
  - Outdoor Learning Space
  - Kitchen
  - Community Lounge
  - Kitchenette
  - Community Hall
  - Staff Only
  - Foot Wash

# Community Lounge

The entry doors to the centre take you directly into the community lounge. Community members are welcome to use this space as a work or study area.

Spaces within the community lounge are available to community groups upon request.

The community lounge includes:

- chairs with backrests
- high backed winged chairs with back and armrests
- tables of various heights
- rectangular tables have power charging and USB points
- couches with power charging and USB points underneath with laptop tables
- free Wi-Fi
- audio visual screen
- an information wall regarding programs being run at the community centre
- a kitchenette with tea and coffee making facilities, sink with lever tap, fridge and dishwasher.



## SENSORY GUIDE



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Automated doors  
Telephones



### Sights

Audio visual screen  
Bright lights



### Smells

Food/Drink

# Staff

Community Centre staff wear casual clothes with a lanyard and a name badge with their role.

Maternal and Child Health staff wear casual clothes with a blue or rainbow Whittlesea lanyard and a name badge.



# Toilets

Kirrip Community Centre has one set of public toilets.

Location: Through the community lounge, near the customer information desk, on the right.

Includes:

- one unisex, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1100mm AFFL
- cubicle space 2910mm x 2135mm
- grab bars to the right and behind toilet
- colour contrast toilet seat with backrest. Height 450mm AFFL with right-hand transfer
- sink height 820mm AFFL with knee clearance 660mm AFFL. Lever tap at 1015mm AFFL
- baby change area.

Separate male and female toilets, including ambulant.

Separate foot wash room next to the male and female toilets.



## SENSORY GUIDE



### Feel

Shared personal space  
(excl accessible)  
Heating/Cooling



### Sounds

Hand dryer  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

# Maternal and Child Health

The Whittlesea Maternal and Child Health Service is a free, confidential service providing child health and developmental checks, information and advice and support to families who have children from newborn to school age who live in the City of Whittlesea.

When you visit, a nurse will review your child's health, growth and development at identified key ages and stages. Information and referral to other services may be provided.

You can refer to your child's MyHealth learning and developmental record (green book) for information about each visit.

We also provide an Enhanced Maternal and Child Health Service (EMCH). This is an outreach program, providing additional support to families who may be experiencing challenges impacting parenting, relationships, and wellbeing. A referral from a health professional is preferred.

If you would like an interpreter, please let us know and we will arrange one to attend your appointment.

For information on bookings, please phone (03) 9404 8888 or visit City of Whittlesea [website](#).



# Attending Maternal and Child Health

Maternal and Child Health is located to the right of the Community Lounge, upon entering the centre's main entry doors.

Entry is through a manual door, opening outward with a clearance of 860mm. This can be opened to double doors.

When you arrive for your appointment:

1. Proceed straight into the MCH waiting area and take a seat.
2. The nurse will meet you in the waiting area and take you into a consultation room to complete your appointment.

There are two maternal and child health consultation rooms. Access to each room is through a manual door, opening inward with a clearance of 900mm.

The Maternal and Child Health area includes:

- waiting area (with capacity to seat 30 people or stand 45 people)
- couches with back and armrests, chairs with

- back and armrests, and ottomans
- carpet and vinyl flooring
- television
- consultation rooms with a table, chairs with backrests, and a small play space for children with toys.

Toilets are located in the community lounge, near the community information desk.

Please note that food and drink are not permitted in this area.

The Maternal and Child Health waiting area is available for hire after 5pm. For more information, please call (03) 9217 2170 or email [KirripCommunityCentre@whittlesea.vic.gov.au](mailto:KirripCommunityCentre@whittlesea.vic.gov.au).



## SENSORY GUIDE



### Feel

Ceiling fans  
Heating/Cooling  
Shared personal space



### Sounds

Children playing  
Interactive toys  
People  
Traffic



### Sights

Bright lights  
Ceiling fan spinning



### Smells

Disinfectants

# Spaces for Hire

There are several spaces for hire at Kirrip Community Centre. These are suitable for individuals, community groups and allied health services.

They include:

- community hall
- kitchen
- two consultation rooms
- maternal and child health waiting area (please refer to information on [page 15](#)).

Hirers are not required to reside in the City of Whittlesea.

For enquiries, inspections and bookings, please phone Kirrip Community Centre Operations Officer on (03) 9217 2170 (select Community Facilities option) or email [KirripCommunityCentre@whittlesea.vic.gov.au](mailto:KirripCommunityCentre@whittlesea.vic.gov.au).

Inspection of the venue is by appointment only.

Hirers are given Community Facilities Terms and Conditions, induction information and access to the hired space.

For information on hire fees, booking times, and to download the Community Facilities Terms and Conditions, please see our [website](#).





# Spaces for Hire

## Community Hall

The Community Hall is located to the left of the entry doors.

Entry is through a manual door, opening outward with a clearance of 1150mm.

Community Hall facilities include:

- capacity to seat 160 people or stand 200 people
- access to main kitchen (hired separately)
- vinyl floors
- tables on lockable wheels and folding chairs with backrests
- audio visual screen
- Bluetooth connectivity to audio
- hearing loop availability
- access to electric floor boxes
- air conditioning/heating
- furniture storage cupboards. Please see hirer policy information pack for stacking instructions.

Hirers are responsible for setting up tables and chairs to preferred configurations.

Hirers bring their own food and can also choose to hire the community centre kitchen.

There is an exit door from the Community Hall to the main main entry forecourt. Entry is through a manual door, opening inward, with a clearance of 850mm.



## SENSORY GUIDE



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Chairs scraping  
Footsteps  
Music (event specific)  
People  
Telephones



### Sights

Bright lights  
On screen presentations



### Smells

Food/Drink  
Perfumes

# Spaces for Hire

## Kitchen

The kitchen is located after the entry doors, on the left.

Entry is through a manual door, opening inward, with a clearance of 850mm.

The kitchen can also be accessed from the Community Hall. Entry is through a manual door, opening outward, with a clearance of 850mm.

There is an external catering door from the kitchen to the main entry forecourt. Entry is through a manual door, opening inward with a clearance of 860mm.

Kitchen facilities include:

- large double fridge
- dishwasher
- stainless steel benches
- microwave
- instant boiling water
- four-burner cook top
- 90cm under bench electric stove
- industrial kitchen sink and handwash sink
- servery access to Community Hall, community lounge and outdoor area.



## SENSORY GUIDE



### Feel

Change in ground surface  
Shared personal space



### Sounds

Fridges humming  
Hot water urn  
Kitchen appliances  
People  
Telephones  
Water running



### Sights

Bright lights  
Glare



### Smells

Food/Drink

# Spaces for Hire

## Consultation Rooms

There are two consultation rooms for hire. These rooms are ideal for allied health service providers who may want to work from Kirrip Community Centre.

They are located after the main entrance, on the right, next to Maternal and Child Health.

Entry to each is through a manual door, opening inward with a clearance of 860mm.

Consultation room facilities include:

- capacity to seat six people
- a height adjustable table
- chairs with backrests
- carpeted floors
- hand wash basin
- access to community lounge
- access to main kitchen, if hired separately.



## SENSORY GUIDE



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Keyboard  
Telephones  
Traffic



### Sights

Bright lights

# Programs

Kirrip Community Centre offers a range of programs for community members within the City of Whittlesea.

Programs are subject to change. They may include craft groups, religious and cultural groups, seniors, youth and children's programs.

For more information, please call (03) 9217 2170. Alternatively, you can visit the community lounge, where there is a wall advertising current programs and services at the centre.

All programs are run by third parties who can be contacted directly for more information.



# Accessibility

## Throughout

- Pram ramp from car park to entry pathway.
- Outdoor water fountain left of main entry 710mm AFFL.
- Double power point at main entry 330mm AFFL.
- Step-free access.
- Hearing augmentation service. Please see staff at Customer Service Desk for assistance.
- The City of Whittlesea is Relay Service Friendly.
- Telephone interpreter service. Phone 131 450.
- Clear path of travel from outdoor to indoor areas.
- Mobility aides can be stored at own risk in storage room next to kitchenette in community lounge.
- Free Wi-Fi.
- Varied external terrain of concrete and grass.
- Varied internal terrain of vinyl and carpet.
- Wayfinding signage.
- Wide, clear internal and external walkways.
- Clear wheelchair circulation space.
- Spaces for prams.
- Spaces for a person using a wheelchair to sit with friends.
- Assistance animals welcome.
- Discounted hiring rates for community groups and regular hirers.
- Pen and paper for exchanging information available on request.
- Staff can read information to visitors.
- Quiet spaces may be made available in the consulting rooms.
- Accessible guided tours available.
- Staff welcome people of all abilities.

## Entry/Community Lounge

- Swipe card at main entry 1000mm AFFL.
- Main entry service bell 1150mm AFFL.
- Main entry doors with exit push button 1000mm AFFL.

- Customer information desk heights 785mm AFFL and 1110mm AFFL.
- High table height 900mm AFFL.
- Rectangular and round table heights 720mm AFFL with knee clearance 695mm AFFL.
- Kitchenette bench height 860mm AFFL with knee clearance 640mm AFFL.
- Kitchenette with microwave 1100mm AFFL.

## Foot Bath

- Entry is through a manual door, opening outward with a clearance of 850mm.

## Maternal and Child Health Room

- Sink heights 860mm AFFL with knee clearance 640mm AFFL.

## Community Hall

- Swipe card entry 1050mm AFFL.
- Table heights 750mm AFFL with knee clearance 720mm AFFL.

## Kitchen

- Servery counter to community lounge height 850mm AFFL with knee clearance 800mm AFFL.
- Servery counter to Community Hall height 860mm AFFL.
- Servery counter to outdoor area height 900mm AFFL.
- Bench height 900mm AFFL.
- Cooktop operating height 900mm AFFL.

## Consultation Rooms

- Handwash basin heights 850mm AFFL with knee clearance 700mm AFFL.
- Tap operating height 1000mm AFFL.



# Safety

## Throughout

- TGSI from entry pathway to car park.
- Sensor lighting.
- No smoking.
- Wet floor signage may be displayed.
- All staff with Working with Children Checks.
- Evacuation maps.
- Fire wardens on-site.
- First aid kit and defibrillator at customer information desk.
- Children to be actively supervised at all times.
- Walking only.
- Illuminated exit signs.
- Audible alerts in the case of an emergency.
- In the event of an emergency, please exit the centre using one of the evacuation routes outlined in the displayed evacuation plan.

## Entry/Community Lounge

- Main entry doors with contrast safety bands 940mm to 1020mm AFFL.

- Main entry doors with hand sanitiser station 975mm AFFL.

## Maternal and Child Health Room

- Sanitiser station 975mm AFFL.



# Kirrip Community Centre



## Contact

T: (03) 9217 2170

### Address

135 De Rossi Boulevard  
Wollert VIC 3750

[www.whittlesea.vic.gov.au/kirrip](http://www.whittlesea.vic.gov.au/kirrip)

Free telephone interpreter service



131 450

Whittlesea 2040: - *A place for all*