

Access Key

Knox Regional Netball Centre

9 Dempster Street
Ferntree Gully 3156
Phone: (03) 9758 7191
[Website](#)



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Glossary

AFFL -	Above Finished Floor Level.
KRNC -	Knox Regional Netball Centre.
MDNA -	Mountain District Netball Association
Stadium Background Noise -	can include: applause, balls bouncing, cheering, echo, feet stomping, music, people, umpire whistle.
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 Regional Netball Centre.

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.
- Accessibility information is located on page 20.
- Safety information is located on page 21.
- Download Access Key in its entirety - 21 pages in total.

Access Keys
.....unlocking
your world

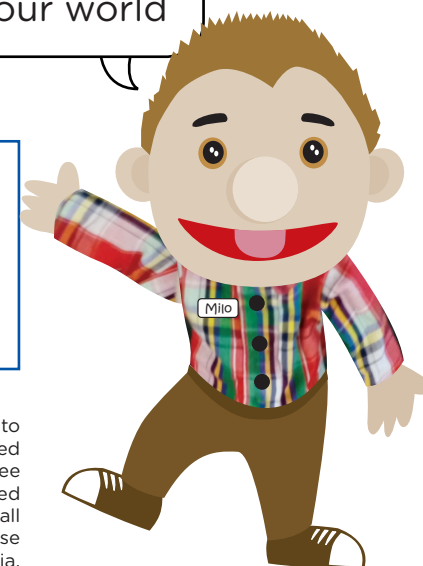


**Access
Ability
Australia**

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.

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COMMUNICATION BOARD

Take your Knox Regional Netball Centre Communication Board with you to ensure confident communication.

September 2019 V1.0



No English



我不说英语

Write it Down



写下来

I Need Help



我需要帮助

Question



问题

I Want



我想要

First Aid



急救

Ambulance



救护车

Police



警察

Phone



电话

Name / Phone Number



名字 / 电话号码

Toilet



洗手间

Accessible Toilet



无障碍厕所

Taxi



出租车

Bus



公交车

Drinking Fountain



自动饮水器

Deaf / Hard of Hearing



失聪 / 听力障碍

Time



时间

No



不

Yes



是 / 对

How Much?



多少钱

Did You Know?

- Knox Regional Netball Centre is proudly supported by Knox City Council.
- To view the Knox Community Access and Equity Implementation Plan, click [here](#).
- KRNC is the premier netball centre in Knox City and plays host to over 4,000 netball players each week.
- Knox City Council currently run a Friday morning ladies' competition and a Sunday evening mixed competition for two seasons per year. The Winter season operates from February to June and the Spring season operates from July to December. For more information, please call the centre on (03) 9758 7191.
- Team registration forms can be downloaded [here](#) and must be returned to KNRC in order to join a competition.
- KRNC has a register for individual players who wish to join an existing team. Please call the centre on (03) 9758 7191 and leave your details so we can help you to find a team.
- Our social ladies' competition on Friday mornings offers a free child-minding service for babies to pre-school aged children. Enrolment forms can be downloaded [here](#).
- Knox City Council runs a "Ready4Net" program that is designed to get children aged 5 to 8 years ready to play netball. See our [website](#) for more details.
- Enrolment forms for 'Ready4Net' can be downloaded [here](#).
- Mountain District Netball Association (MDNA) run a range of weeknight competitions out of KRNC for all ages. For further information please click [here](#).
- MDNA also run competitions on Saturdays out of KRNC for all ages. For further information please visit click [here](#).
- Organisations such as Rowville Secondary College Sports Academy, New Heights Fitness, Kelly Mini Sports, Lion Bushido Karate and Caribbean Roller-skaters operate a range of community programs out of KNRC. Please contact these organisations directly to find out more information.
- At KRNC we have a range of facilities which include both our indoor and outdoor netball courts as well as all our meeting rooms. For information on how to book please read court and facility hire pages of this Access Key.
- To provide feedback please call us on (03) 9758 7191 or send us an email at knoxnetballcentre@knox.vic.gov.au.



Proudly supported by



My Sports Kit

When visiting KRNC, please remember to bring:

- Water Bottle.
- Sunscreen.
- Runners.
- Comfy clothes/netball uniform.
- Towel.



Getting There

KRNC is located at 9 Dempster Street, Ferntree Gully.

See Google Maps reference [here](#).

The nearest bus stop is approximately 550 metres away on Mountain Gate Drive.

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



Parking

The most convenient parking is located directly outside the stadium. It is on the right-hand side as you enter the grounds from Dempster Street.

There is:

Four accessible parking bays located approximately 50 metres away from the centre's entrance.

General parking with no restrictions.

An overflow carpark is located on the left-hand side of the entry to the grounds. Access is from Dempster Street.

Additional overflow parking can be found past the main carpark adjacent to the outdoor courts.

Bus parking is available in the overflow carpark.



Welcome

Welcome to KRNC.

Our facilities are available 7 days a week.

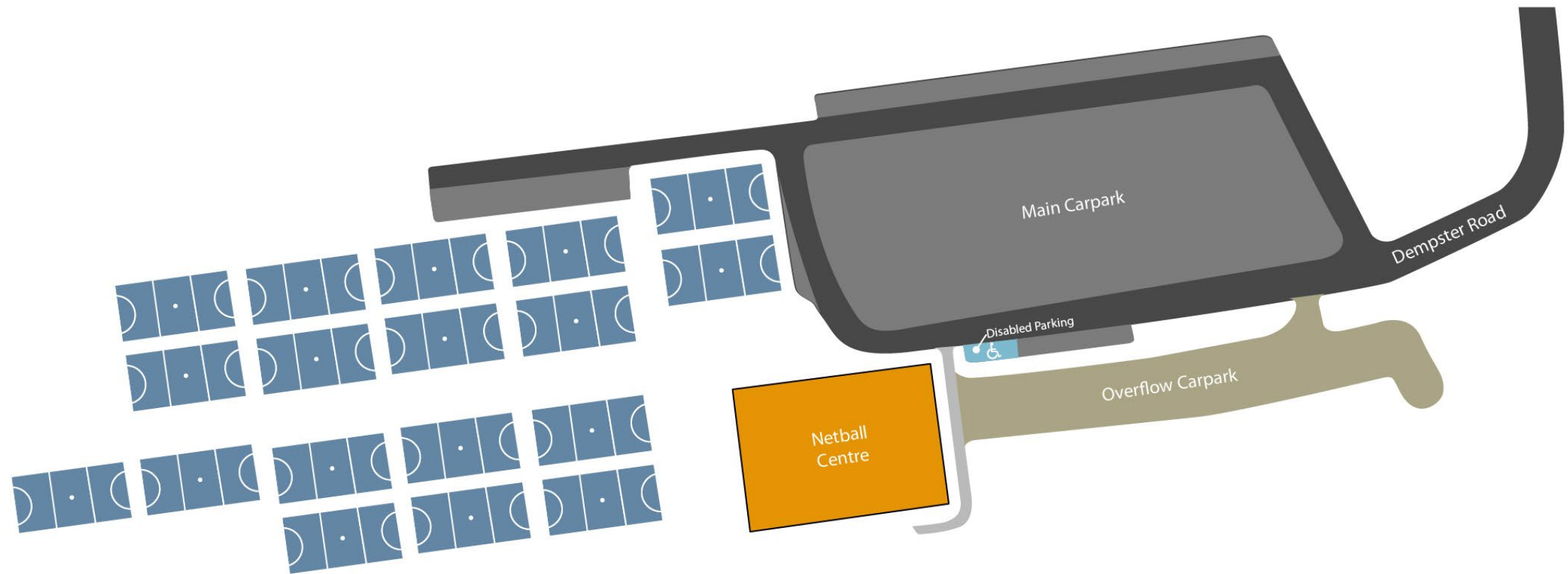
Please visit our [website](#) for information on our services and programs.

Operating hours are variable and dependent on programs being run on a day to day basis.

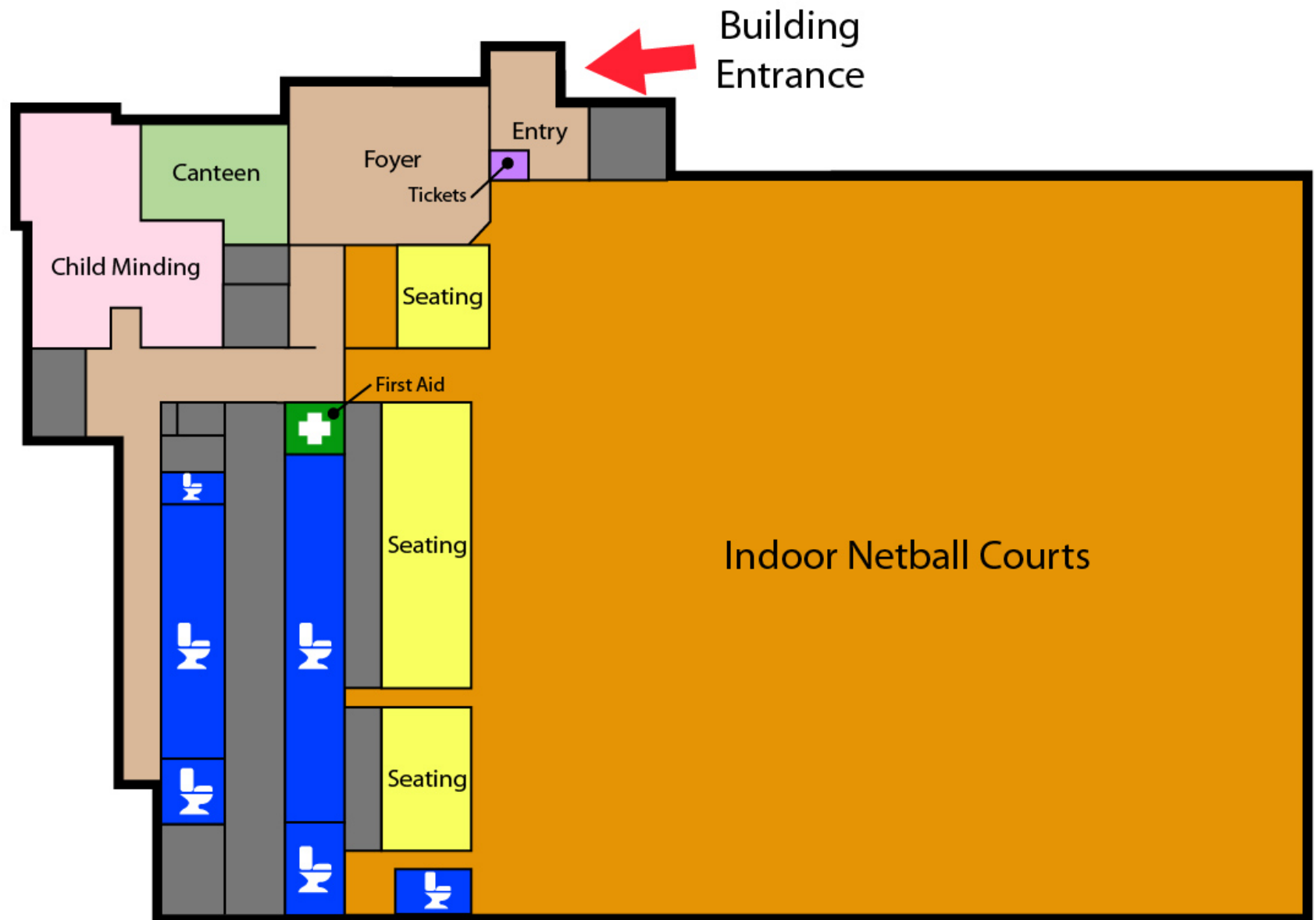
There is an undercover area outside the entrance to the stadium.



Aerial Map



Internal Map



Staff

Administrative staff and Duty Officers wear a name badge, black polo shirt with a KRNC logo in the warmer months. In the cooler months a black and purple pullover with Knox City Council logo may be worn.

MDNA staff do not have a dedicated uniform.



Stadium Forecourt

At KRNC there is a shaded forecourt outside the main stadium where players, families and friends can relax before or after games.

It is located directly outside the entrance to the stadium and overlooks outdoor courts 17 and 18.

Facilities include:

- Playground for children with tanbark surface. Access is via manual gate opening inward with a clearance of 920mm.
- Picnic tables with bench seating.
- Water fountain at an operating height of 840mm AFFL.

Additional bench seating with back and armrests are available.



Sensory Guide



Feel
Weather



Sounds
Applause
Children playing
Cheering
People
Umpire whistle
Wind



Sights
Glare
Player movement
Nature



Smells
Deodorant
People
Sunscreen
Tanbark

Entry/Reception

Entry is via a glass automated door with a clearance of 1170mm.

Reception hours vary. Duty Officers will only be present during evening competitions and programs. There is a small fee charged for all patrons entering the stadium during these hours. Cash only is accepted.

If you arrive for a booking or a program outside evening competition and program hours and assistance is required, please ring the doorbell which is located on the right-hand side of the administration office door. KRNC Administration staff will be available to assist.

There is a Visual Communication Board, available in English and Mandarin, at reception to support confident communication.

Chairs with backs and armrests are available in the reception foyer.

There is a canteen located in the reception foyer which is open on Saturdays and during major events for patrons to purchase food and drink. Cash only is accepted.



Sensory Guide



Feel

Change in ground surface
Shared personal space



Sounds

Cash register
People
Stadium background noise



Sights

Bright lights



Smells

Deodorant
Food/Drink
People

Stadium

Entry into the stadium is via a glass automated door with a clearance of 1005mm.

Within the stadium there are two indoor netball courts.

The playing surface is floorboards.

Court dimensions are 30.5 metres x 15.25 metres.

Court 1 has tiered seating. Stairs, with handrail on one side, are available for patrons to access the higher tiers.

Court 2 has portable tiered benches with two tiers available for viewing. There are no steps to access the upper tier.



Sensory Guide



Feel

Change in ground surface
Faster heart rate
Higher body temperature
Shared personal space



Sounds

Applause, Balls bouncing,
Cheering, Echo,
Feet stomping,
Music, People,
Umpire whistle



Sights

Bright lights
Sporting activities



Smells

Deodorants
People

Toilets

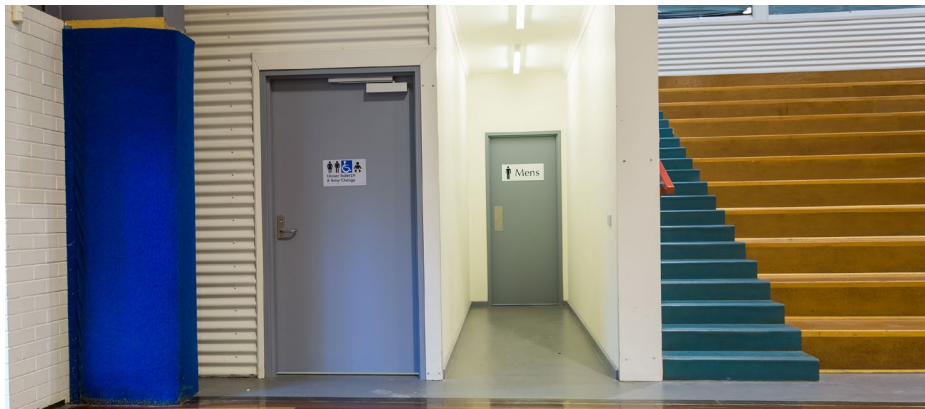
At KRNC there are two sets of toilets.

First Set:

Location: Within the netball stadium adjacent to court 1.

Includes:

- Unisex, accessible toilet with manual light switch located on the left-hand side upon entry at a height of 1160mm AFFL.
- Manual door opening inward. Door clearance of 970mm. Latch lock at a height of 1160mm AFFL.
- Cubicle space 2050mm x 3780mm.
- Grab bars to the left of toilet.
- Toilet height of 460mm AFFL with left hand transfer.
- Sink height 810mm AFFL with lever tap 960mm AFFL.
- Separate male and female toilets with artificial lighting and shower cubicle.
- Baby change area.



Second Set:

Location: At the rear of the stadium, adjacent to outdoor courts 1 and 2.

Includes:

- Unisex, accessible toilet with manual light switch located on the left-hand side upon entry at a height of 1240mm AFFL.
- Manual door opening inward. Door clearance of 830mm. Twist lock at a height of 1000mm AFFL.
- Cubicle space 1580mm x 3050mm.
- Grab bars to the left of toilet.
- Toilet at a height of 480mm with left hand transfer.
- Sink height 800mm AFFL with twist tap 890mm AFFL.
- Separate male and female toilets with artificial lighting and shower cubicle.



Sensory Guide



Feel

Change in ground surface
Shared personal space



Sounds

Echo, Fan,
Hand dryers, People,
Stadium background noise,
Toilet flushing,
Water running



Sights

Bright lights
Mirror/reflection



Smells

Bathroom smells
Disinfectants

Outdoor Courts

KRNC has 18 outdoor courts available. They are located past the entrance to the stadium.

The playing surface is rebound ace. Rebound ace is a cushioned hardcourt surface placed over a reinforced concrete base.

Each court is numbered. The number of each court is painted within each court's centre circle.

Dimensions of each court are 30.5 meters x 15.25 meters.

Courts 1 - 4 have flood lighting for night-time play.

Each court has bench seating. Some seating is within a small sheltered area.



Sensory Guide



Feel

Faster heart rate
Higher body temperature
Shared personal space
Weather



Sounds

Applause
Balls bouncing
Cheering
Umpire whistle
Wind



Sights

Glare
Netball matches
Nature



Smells

Deodorant
People
Sunscreen

Facility Hire -Courts

Both our indoor and outdoor courts are available for hire.

To hire a court:

1. Call us on (03) 9758 7191. A member of our team will explain fees and costing to you. Alternatively, you can email your court hire request to Knoxnetballcentre@knox.vic.gov.au remembering to include your contact details so one of our staff members can contact you to arrange a booking.
2. We will send out a court hire application form for you to complete and return to us.
3. You can return the form electronically via scan and email, return it in person or via post by sending it to 9 Dempster Street, Ferntree Gully, 3156.
4. Once we have received the application form, a member of our team will contact you to confirm your booking.

KRNC provides netball related sporting equipment including netballs, bibs & netball posts with padding. Please speak to a member of staff for access to equipment.

A member of our team will be on site for the time of your booking should you need any assistance upon arrival.



Facility Hire - Meeting Rooms

There are a range of meeting rooms available for hire.

To hire a meeting room:

1. Call us on (03) 9758 7191. A member of our team will explain fees and costing to you. Alternatively you can email your court hire request to Knoxnetball.centre@knox.vic.gov.au remembering to include your contact details so one of our staff members can contact you to arrange a booking.
2. We will send out a court hire application form for you to complete and return to us.
3. You can return the form electronically via scan and email, return it in person or via post by sending it to 9 Dempster Street, Ferntree Gully, 3156.
4. Once we have received the application form, a member of our team will contact you to confirm your booking.

Hirers are required to provide their own AV equipment.

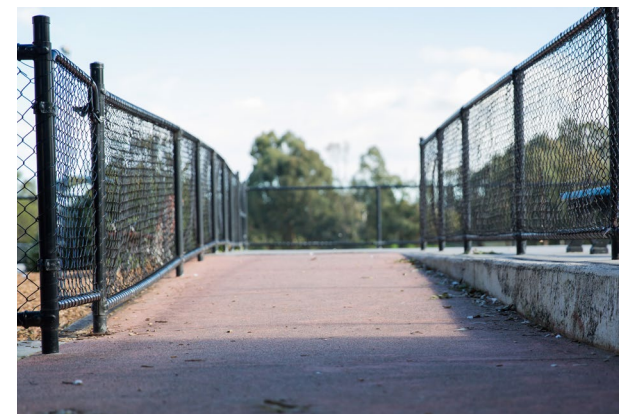
A member of our team will be on site for the time of your booking should you need any assistance upon arrival.

Please note, many of our meeting rooms are upstairs with no lift access. If you have access requirements, please make that clear at the time of booking and we will try our best to accommodate.



Accessibility

- Carpark to stadium with a gentle sloped pathway.
- Stadium entrance with a gentle sloped pathway.
- Reception counter at a height of 1240mm AFFL.
- Visual Communication Board at reception.
- Hearing Awareness Card at reception to support hard of hearing or Deaf visitors.
- Pen and paper to exchange of information at reception.
- Staff available to read information to patrons if required.
- Tables in reception foyer with the dimensions of 690mm deep x 650mm wide x 680mm high.
- Canteen counter at a height of 910mm AFFL.
- Doorbell for administration staff at a height of 1450mm AFFL.
- Patrons are welcome to park mobility aids and prams in the reception foyer.
- Space between furniture for a person to manoeuvre a mobility aid.
- Wheelchairs are available for loan. See staff for assistance.
- Wide internal and external walkways.
- Entrance pathway to outside courts 1 – 8 with decline.
- Entrance pathway to outside courts 17 and 18 with incline.
- Portable tiered benches for viewing available outside the stadium overlooking outdoor court 2. There are no steps to access the upper tier.
- Accessible parking for scooter users. Please see staff.



- Accessible storage area for mobility aids. Please see staff.
- Acceptance of Companion cards.
- Assistance animals welcome.
- Interpreter service is available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox Regional Netball Centre on (03) 9758 7191.

Safety

- Contrast decals on glass entry door into reception at 600mm to 1200mm AFFL.
- Wide solid contrast beam at 870mm to 1010mm AFFL on internal glass windows within the foyer.
- Unsecured rug within the foyer.
- Seating with colour contrast to walls and floor.
- No TGSi prior to stairs to access tiered seating for viewing on indoor court 1.
- Small step with contrast into showers located in male and female toilets.
- No food to be consumed on indoor courts.
- Signage for wet floors may be displayed.
- All staff have Working with Children Checks.
- All staff are first aid trained.
- A fully stocked first aid room is available. See staff for assistance if first aid is required.
- Defibrillator is located within the first aid room.
- Children must be supervised at all times.
- Flat terrain throughout interior of complex.
- In the event of an emergency, staff will help and direct participants 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 in a number of areas throughout the Centre.

