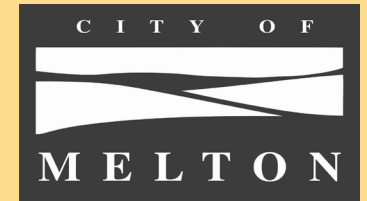


**Young
Communities**



Melton Youth Centre



Access Key

A customised accessibility guide

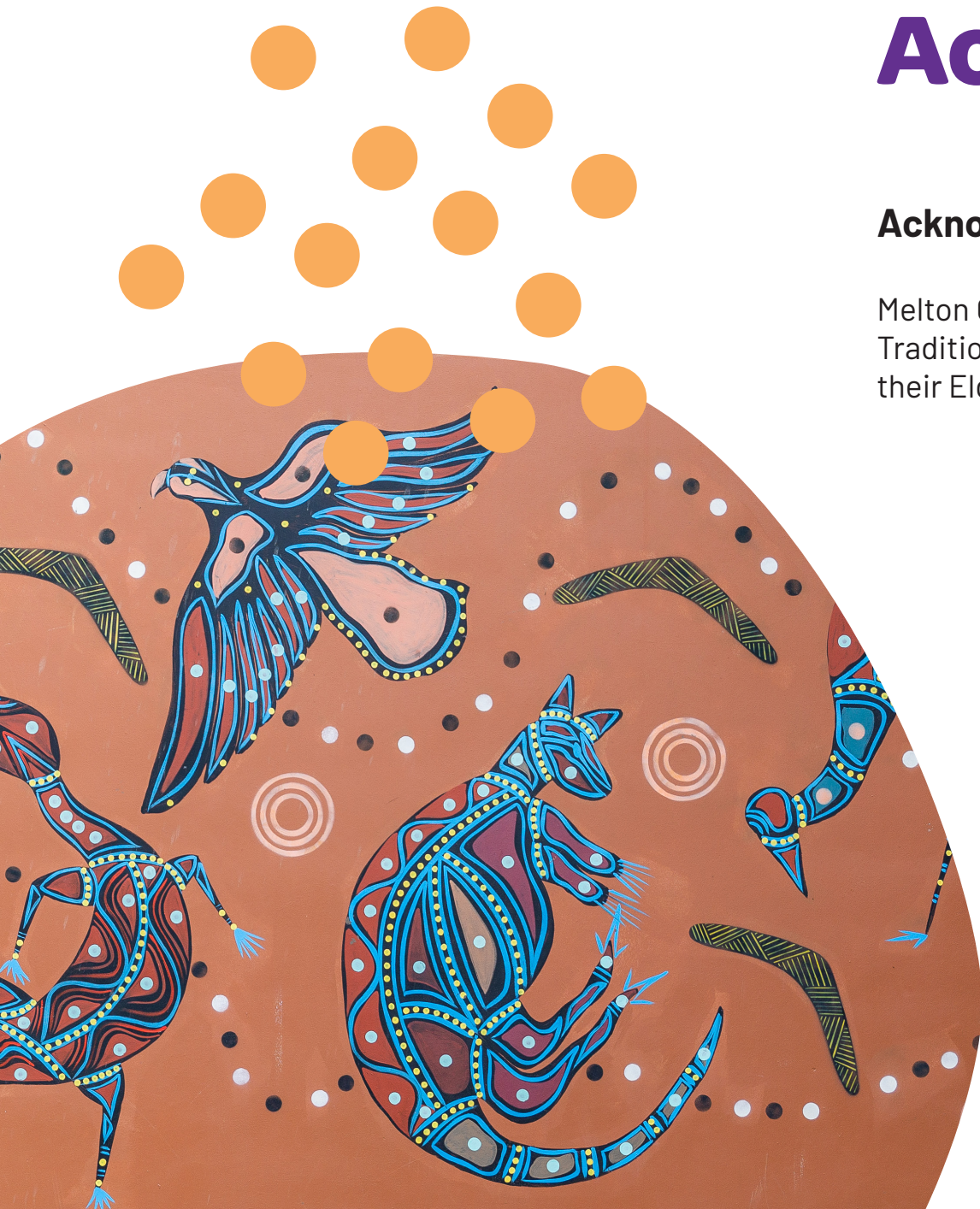
Updated October 2023 V1

Acknowledgements

Acknowledgement of Traditional Custodians

Melton City Council acknowledges the Kulin Nations as the Traditional Owners and custodians of this land and pays respect to their Elders past and present.

Melton City Council would also like to acknowledge the support and assistance provided by Access Ability Australia in helping to prepare the Melton Youth Centre Access Key.



Contents and Glossary



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AFFL - Above finished floor level.

CCTV - Closed circuit television.

HSHH - Hand held shower hose.

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 Melton Youth Centre. This customised accessibility guide provides convenient information about accessing this centre. Access Keys are universally designed and suitable for all people, regardless of ability.

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 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 [23](#).
- Safety information is located on page [24](#).
- Download Access Key in its entirety - 25 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 [feedback form](#) to help us ensure continuous improvement.



Access Ability Australia

Communication Board

Melton Youth Centre

October 2023 V1



Accessible toilet



Emergency



Programs/Activities



I need support



Booking



First Aid



I don't speak English



Deaf/Hard of hearing



Yes



No



Phone



Wi-Fi



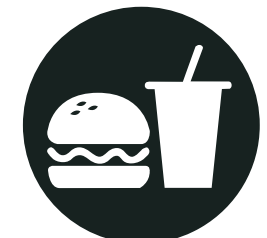
Meeting room



Rest Area



Food and drink



Something is wrong



Question



Write it down



Where is



Bus stop



Did you know?

- Melton Youth Centre is operated and run by Melton City Council.
- View the [Melton's Growing and Thriving Strategy for All Abilities and All Ages](#).
- View the [Melton Council and Wellbeing Plan 2021-2025](#).
- Facilities at Melton Youth Centre include:
 - waiting room
 - Launchpad
 - computer lounge
 - recreation area
 - kitchen
 - two program spaces
 - Studio 193
 - seven interview rooms
 - programs, services and events for young people aged between 12 and 25 years old who live, study, work or recreate in the City of Melton.
- A virtual tour is available on our [website](#).
- Follow us on [Facebook](#) and [Instagram](#).





Getting There

**Melton Youth Centre is located at
193 Barries Road, Melton West**

[See Google Maps.](#)

Train

The V/Line regional train (Ballarat line) to Melton will get you there. The nearest station is Melton Railway Station, 3.5 kilometres from Melton Youth Centre.

Bus

The nearest bus stop is on the corner of High Street and Barries Road, 270 metres from Melton Youth Centre. Bus routes 453, 458 and 459 will get you there.

Bus routes 453, 455, 456, 457, 458 and 459 are all located at Woodgrove Shopping Centre/High Street bus stop.

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

Parking

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

There is:

- one accessible parking bay, located 13 metres from the entrance to the centre
- general parking with no restrictions
- parking at Woodgrove Shopping Centre, a two-minute walk
- bus parking in the car park on-site
- bike racks undercover at the entrance to the centre.



Welcome

Welcome to Melton Youth Centre

Entry to the centre is through a double set of automated sliding doors with a clearance of 1600mm.

There is an undercover area outside with a bench seat that has back and armrests.

Reception is directly ahead of entry doors.

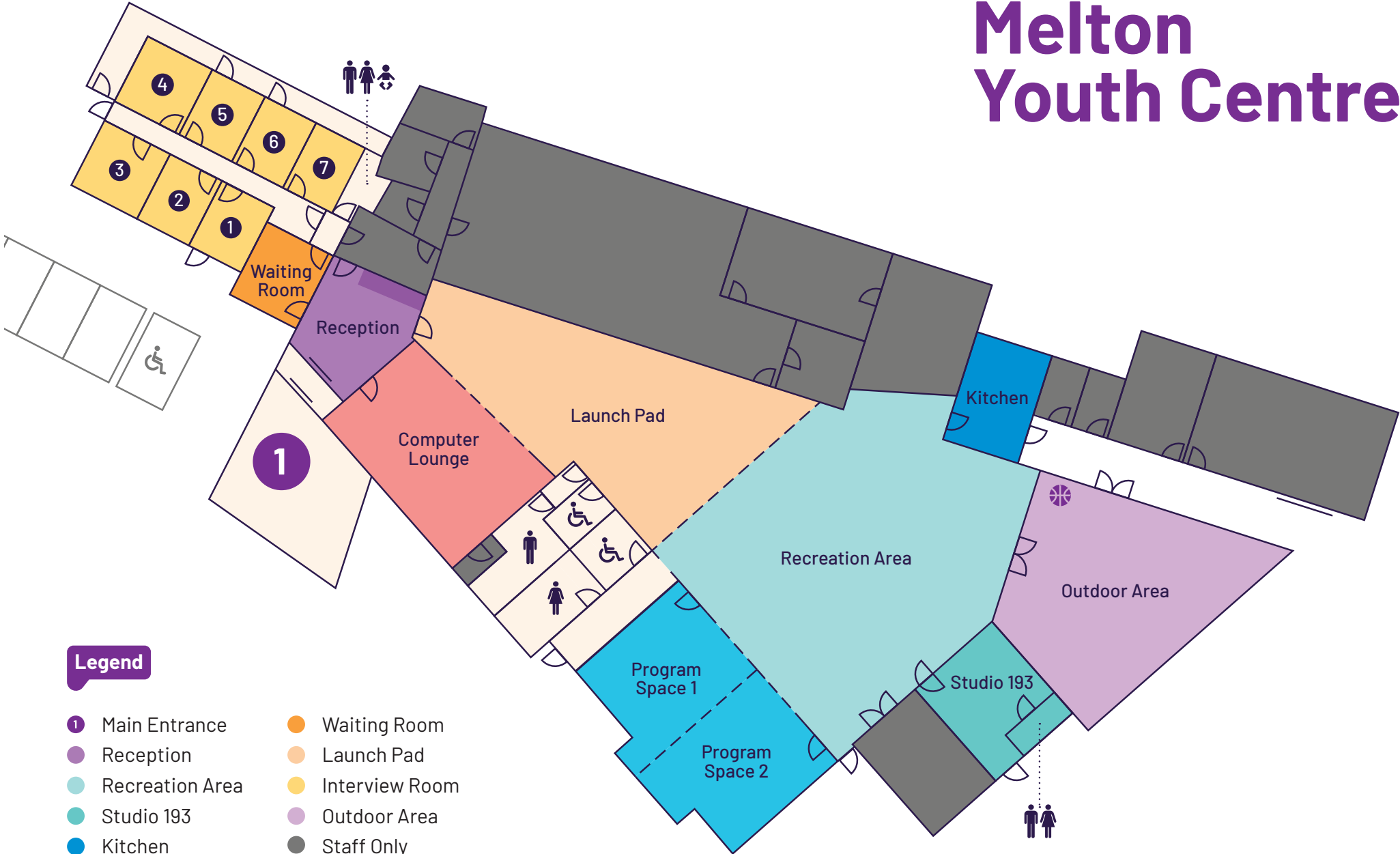
The reception desk is at a height of 1000mm AFFL.

If you need help, there's a service bell on the desk that you can ring to get the staff's attention.

The centre is open Monday to Friday from 9am to 5pm.
Some programs operate after hours.



Melton Youth Centre



Legend

- 1 Main Entrance
- Reception
- Recreation Area
- Studio 193
- Kitchen
- Program Space
- Computer Lounge
- Waiting Room
- Launch Pad
- Interview Room
- Outdoor Area
- Staff Only
- ⊛ Basketball Hoop





Staff

At Melton Youth Centre, the staff dress casually and wear lanyards and security passes.

When they are working outside in the community, Youth Workers wear light blue or purple polo shirts and hoodies that feature the logos of "City of Melton" and "Young Communities." Additionally, they wear a bright blue vest with the words "Youth Worker" printed on the back.

Waiting Room

The Waiting Room is after the main entry doors, on the left

This room is used by young people or community members waiting to see staff, meet with counsellors or for programs to begin.

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

Includes:

- chairs with backs
- information boards regarding services and programs for young people.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
People
Telephones



Sights

Bright lights
Glare

Waiting Room

There is an exit door from the Waiting Room to a toilet

This is a manual door, opening outward with a clearance of 850 mm.

Includes:

- all genders toilet with sensor lighting, sanitary bin, shower and baby change.



Sensory Guide



Feel

Change in ground surface



Sounds

Echo
Hand dryer
Heating/Cooling



Sounds

Toilet flushing
Traffic
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air freshener
Bathroom smells
Disinfectants

Interview Rooms

There are seven interview rooms at Melton Youth Centre

Five of these rooms are used by the Youth Workers to have confidential conversations with young people and community members seeking support. Two rooms are hired by external agencies.

The Interview Rooms are located through the waiting room, to the left.

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

Interview Rooms may include:

- round tables
- chairs with back and armrests
- armchairs
- desks
- whiteboards
- information boards.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Keyboard
People
Telephones



Sights

Bright lights
Glare



Smells

Food/Drink

Launchpad

Launchpad is after the main entry doors, second room on the right

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

This room is used as a space for young people enrolled in youth programs to socialise and engage in fun activities. It is a great opportunity for young people to meet Youth Workers running the programs in a relaxed, fun environment. It is not for casual use.

Music is sometimes played when programs are running.

Includes:

- pool table
- foosball table
- table tennis table
- gaming area
- bean bags
- couches with back and armrests
- seats with backs
- locker bays.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

Balls bouncing
Entertainment (gaming)
Heating/Cooling
Music | People



Sounds

Pool table balls clicking
Table tennis balls pinging
Telephones
Traffic



Sights

Bright lights
Digital screens



Smells

Food/Drink

Recreation Area

The Recreation Area is connected to Launchpad, creating a spacious and open area. However, there may be occasions where a partition is used to divide the Recreation Area from Launchpad.

The Recreation Area is used for supervised programs that involve recreational activities and organised games. Not available for casual use.

Includes:

- plenty of floor space for playing games
- arcade basketball games
- foam sitting blocks
- beanbags
- storage cupboards
- portable mirrors
- music when programs are running.



Feel

Heating/Cooling
Increased body temp
Increased heart rate



Feel

Shared personal
space



Sounds

Balls bouncing
Heating/Cooling
People



Sounds

Telephones
Traffic



Sights

Balls bouncing
Bright lights
People movement



Smells

Food/Drink

Kitchen

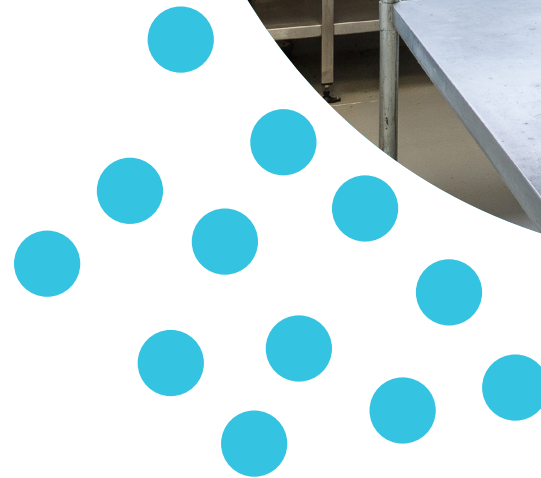
The kitchen is located within the Recreation Area

It is primarily used by staff to cook for young people attending programs. Young people may also use the kitchen, supervised by staff.

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

Kitchen facilities include:

- two sinks, one with sensor operated tap
- an oven
- fridge
- wall mounted hot water urn
- microwave
- dishwasher
- servery counter at a height of 915mm AFFL.



Sensory Guide



Feel

Change in ground surface
Heat from oven/stove
Shared personal space



Sounds

Cutlery clinking
Fridges humming
Kitchen appliances
Water running



Sights

Bright lights
Glare



Smells

Food/Drink

Computer Lounge

The Computer Lounge is after the main entry doors, first room on the right

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

The Computer Lounge can also be accessed from Launchpad. Entry is through a wide, manual sliding door.

This room is used as a space for young people enrolled in youth programs to access the internet, play games and complete administration tasks. It is supervised by staff and not available for casual use.

Includes:

- a computer lab with computers and free Wi-Fi
- gaming console
- overhead projector and screen
- lockable charging station for mobile phones
- staff table
- stools
- adjustable chairs on wheels with backrests
- water fountain.

Only water is permitted in this room – no food or other drinks.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

Entertainment (gaming, television, computer, websites)
Keyboard clicks
Heating/Cooling
People



Sounds

Table tennis balls pinging (Launchpad)
Pool table balls clicking (Launchpad)
Telephones



Sights

Contrasting colours (wall art)
Bright lights
Digital screens

Program Spaces

There are two Program Spaces at Melton Youth Centre

Both spaces are connected to the Recreation Area.

Entry to each program space is through a manual door, opening inward with a clearance of 1000mm.

There is a divider between each room which can be opened to make one large Program Space.

These spaces are used to facilitate youth programs and activities, as well as youth advisory committee and staff meetings.

Program Space facilities include:

- tables
- seats with backrests
- whiteboard
- projector
- instant hot water
- coffee and tea making facilities
- bar fridge
- bench
- microwave
- sink.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

Heating/Cooling
People
Telephones



Sights

Bright lights



Smells

Food/Drink

Studio 193

There is a soundproof music rehearsal space at Melton Youth Centre



It is connected to the Recreation Area.

This room is used for artists/bands to rehearse, as well as for young people to play music.

There is an external door which hirers use to enter. This is a manual door, opening outward with a clearance of 920mm.

Hirers are given an access card to enter the studio from this external door. The card reader is at a height of 1040mm AFFL.

Studio 193 can also be accessed from the Recreation Area through double up doors. The first door opens outward, toward the Recreation Area, with a clearance of 850mm. The second door opens inward, toward the studio, with a clearance of 850mm.

Users can bring their own equipment; however, space and power points are limited. Musical equipment is available to hire, located within storage cupboards inside Studio 193.

Includes:

- various musical equipment for hire - please enquire with Young Communities staff if there is something specific you need
- seats with backrests
- stools
- all genders toilet.

Studio 193 is alarmed and requires an access card to turn the alarm off.

Visit our [website](#) for hiring process.

Sensory Guide



Feel

Change in ground surface
Headphone pressure
Heating/Cooling



Feel

Shared personal space
Vibrations



Sounds

Musical instruments
People



Sights

Colourful lights

Toilets

Location: Within Launchpad, next to Computer Lounge

Includes:

- all genders, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1020mm AFFL
- cubicle space 2955mm x 1900mm
- grab bars to the right and behind toilet
- toilet height 460mm AFFL with right hand transfer
- sanitary bin
- sink height 790mm AFFL with lever tap 900mm AFFL
- shower with HSHS, bench, grab bar and shower curtain.

Separate men/boy's toilet.

Location: Within Launchpad and Recreation Area.

Includes:

- all genders, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1000mm AFFL
- cubicle space 2800mm x 1960mm
- grab bars to the right and behind toilet
- toilet height 470mm AFFL with right hand transfer
- sanitary bin
- sink height 750mm AFFL with lever tap 900mm AFFL
- shower with HSHS, bench, grab bar and shower curtain.

Separate women/girl's toilet.



Sensory Guide



Feel

Change in ground surface



Sounds

Echo
Hand dryer
Heating/Cooling



Sounds

Toilet flushing
Traffic
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air freshener
Bathroom smells
Disinfectants

Young Communities

Young Communities offers a confidential, non-judgmental, and safe space for young people.

Young Communities has a range of programs, services, and events available to young people aged 12-25 who live, study, work or recreate in the City of Melton.

This includes:

- Weekly recreational programs and activities
- Youth Holiday Activities (YHA)
- Education and training courses e.g., Barista skills, First Aid, Defensive driving etc.
- LGBTIQ+ programs and support
- School engagement programs & workshops
- 6801 Youth Outreach
- Case Management Programs
- Youth Committees e.g., Youth Advisory Committee (YAC) and 3337 Productionz (FReeZA Committee).

Programs and events are subject to change. Please access the Young Communities [website](#) for more information about what is on.

To access to our term newsletter and program registration forms please click [here](#).



Accessibility

Throughout

- Accessible website.
- City of Melton Customer Service is Relay Service Friendly. Use the National Relay Service to contact City of Melton on (03) 9747 7200. Find the right contact number or access point for your NRS channel of choice at accesshub.gov.au/about-the-nrs. For help using the NRS, contact the NRS helpdesk: accesshub.gov.au/about-the-nrs/nrs-helpdesk
- Walkway from car park to entrance is 8.5 metres in length with gradient 1:81 (1.23%).
- Clear path of travel from outdoor to indoor areas.
- Exit button at entrance 1040mm AFFL.
- External terrain concrete.
- Varied internal terrain of carpet, vinyl and concrete.
- Wide, clear internal and external walkways.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- Scooter parking available in reception area.
- Free Wi-Fi.
- ATM at nearby shopping centre.
- Quiet spaces are available.

- Pen and paper for exchanging information.
- Staff supportive of LGBTIQ+ community.
- Staff available to read information.
- Assistance animals welcome.

Reception

- Reception counter with bell to attract staff's attention 1020mm AFFL.
- Sneeze shield with round communication hole at 1450mm AFFL.

Launchpad

- Entry doors with exit push button 1090mm AFFL.
- Pool table height 880mm AFFL.
- Foosball table height 950mm AFFL with knee clearance 900mm AFFL.
- Table tennis table height 765mm AFFL.
- Locker bays maximum height 1300mm AFFL.

Computer Lounge

- Water fountain height 950mm AFFL, no knee clearance.
- Desks with height 760mm AFFL and knee clearance 720mm AFFL.

Kitchen

- Bench heights 900mm AFFL.

Program Spaces

- Table heights 740mm AFFL with knee clearance 690mm AFFL.
- Bench 910mm AFFL

Studio 193

- Exit push button 1100mm AFFL.

Interview Rooms

- Room 7 with sink at 870mm AFFL. Sensor operated tap.
- Table heights 730mm AFFL with knee clearance 700mm AFFL.

Safety

Throughout

- No contrast safety bands on centre doors or surrounding panels.
- TGSI at bottom of outdoor entry walkway.
- No smoking or vaping.
- Alcohol and drug free venue.
- Wet floor signage may be displayed.
- All staff have Working with Children Checks.
- Fire wardens on site.
- First aid kits in Staff Room and Computer Lab.
- Defibrillator in reception area.
- Illuminated exit signs.
- Violent behaviour not tolerated.
- CCTV cameras in Launchpad, Recreation Area and outside.
- Patrolled pathways and carpark at night.
- Audible alerts in the case of an emergency.
- Evacuation maps located throughout.
- 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.
- Emergency exit door located at end of interview rooms opens inward with a clearance of 850mm. There are no steps or handrails.

Toilets

- Toilet hallway opposite Recreation Area with manual exit door opening inward with a clearance of 820mm.
- Toilet one and two with slightly raised floor surrounding toilet.

Recreation Area

- Manual exit doors to outdoor area open inward with a clearance of 900mm. Can be opened to double doors.
- Manual exit door next to storage room opens inward with a clearance of 830mm.

Kitchen

- Manual exit door opens inward with a clearance of 860mm.



FIRST AID KIT

Melton Youth Centre

Address

Melton Youth Centre
193 Barries Road, Melton West, VIC, 3337

Email

youngcommunities@melton.vic.gov.au

Phone

9747 5373 0409 746 089
6801 Youth Outreach Program
on Friday and Saturday nights 6pm to 11pm

Web

www.melton.vic.gov.au/Services/People/Youth

