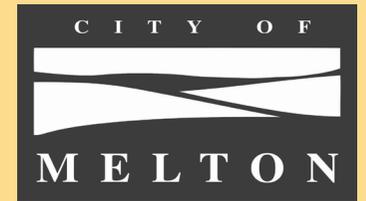


**Young
Communities**



Neighbourhood Houses
The Heart of Our Community™



Taylor's Hill Youth and Community Centre



Access Key

A customised accessibility guide

Updated October 2023 V1



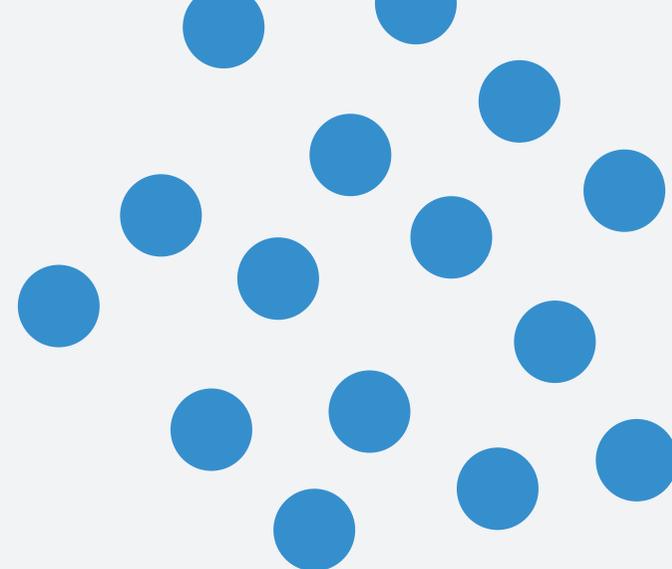
Acknowledgements

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 Taylors Hill Youth and Community Centre Access Key.

Contents and Glossary



Guidelines	4
Communication Board	5
Did you know?	6
Getting There	7
Parking	8
Welcome	9
Map	10
Staff	11
Toilets	12
Community Rooms	13
Industrial Kitchen	14
Interview Rooms	15
Courtyard	16
Young Communities Internet Lounge	17
Young Communities Programs	18
Community Participation and Connection: Programs and Events	19
Surrounding Areas	20
Accessibility	21
Safety	22
Contact	23

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

AFFL - Above finished floor level.

RSL - Returned Services League.

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 Taylors Hill Youth and Community 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 [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 [feedback form](#) to help us ensure continuous improvement.



Access Ability Australia

Communication Board

Taylors Hill Youth and Community Centre

October 2023 V1



Accessible toilet



Emergency



Programs/Activities



I need support



Booking



First Aid



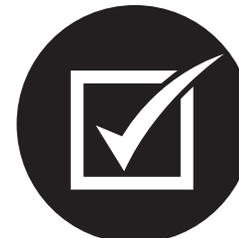
I don't speak English



Deaf/Hard of hearing



Yes



No



Phone



Wi-Fi



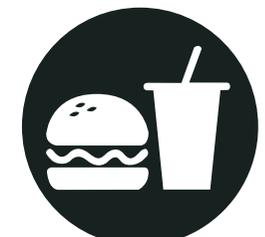
Meeting room



Rest Area



Food and drink



Something is wrong



Question



Write it down



Where is



Bus stop



Did you know?

- Taylors Hill Youth and Community Centre is operated and run by Melton City Council.
- It is a multi-purpose facility, offering youth services, community services and programs, spaces for hire, recreational spaces and a base for large scale events.
- View the [Melton's Growing and Thriving Strategy for all Abilities and all Ages](#).
- View the [Melton Council and Wellbeing Plan](#).
- Facilities include:
 - three community rooms
 - two kitchen spaces
 - four interview rooms
 - courtyard, including a barbecue
 - spaces available for hire
 - internet lounge
 - 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
 - community centre services under the Neighbourhood House Program for all ages
 - surrounding council areas including ovals, cricket nets, sporting club change rooms, sports pavilion, public toilets, a skate park and a fully fenced accessible playground and play space.
- Download the [newsletter](#) to see programs and events offered by Taylors Hill Youth and Community Centre.
- You can book into a program through the Melton Learning Directory [website](#).
- For further information about hiring spaces, please visit our [website](#).
- Join the Community Activity and Learning Centre [mailing list](#) to stay up to date with what's happening.
- A virtual tour is available on our [website](#).
- Follow City of Melton Young Communities on [Instagram](#).
- Follow [Melton Learning](#) and City of [Melton Young Communities](#) on Facebook.





Getting There

Taylors Hill Youth and Community Centre is located at 121 Calder Park Drive, Taylors Hill.

[See Google Maps.](#)

Train

The Sunbury/Watergardens line towards Sunbury will get you there. The nearest station is Watergardens Railway Station, 3.8 kilometres from Taylors Hill Youth and Community Centre.

Bus

The nearest bus stop is on Calder Park Drive, (outside the Taylors Hill Retirement Village), 160 metres from Taylors Hill Youth and Community Centre. Bus route 462 will get you there. The 461 stops at Calder Park/Hume Drive bus stop which is located 350m from the Taylors Hill Youth and Community Centre.

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

Parking

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

There is:

- three accessible parking bays located 50 metres from the entrance to the centre
- general parking with no restrictions
- street parking in Omarama Way, with no restrictions
- bus parking in the car park on-site
- bike racks undercover at the entrance to the centre.



Welcome

Welcome to Taylors Hill Youth and Community Centre

Entry to the centre is through a double set of automated sliding doors with a clearance of 1560mm.

There is an undercover area outside the entrance.

Bench seating is available out the front of the centre.

Reception is directly ahead of the centre entry doors.

There is a wheelchair accessible reception desk at a height of 835mm AFFL, with a knee clearance of 800mm AFFL.

In the reception area there are armchairs with back and armrests, as well as informational brochures on local community programs, events and support services.

Centre operating hours vary day to day based on the youth and community programs on offer. The centre also has hirers that use the space, during the day, in the evening and on weekends.

Reception at the centre is not always staffed so to receive support or information, community members are advised to call ahead on (03) 9747 5422 and make an appointment, as the centre is not equipped for walk-ins.

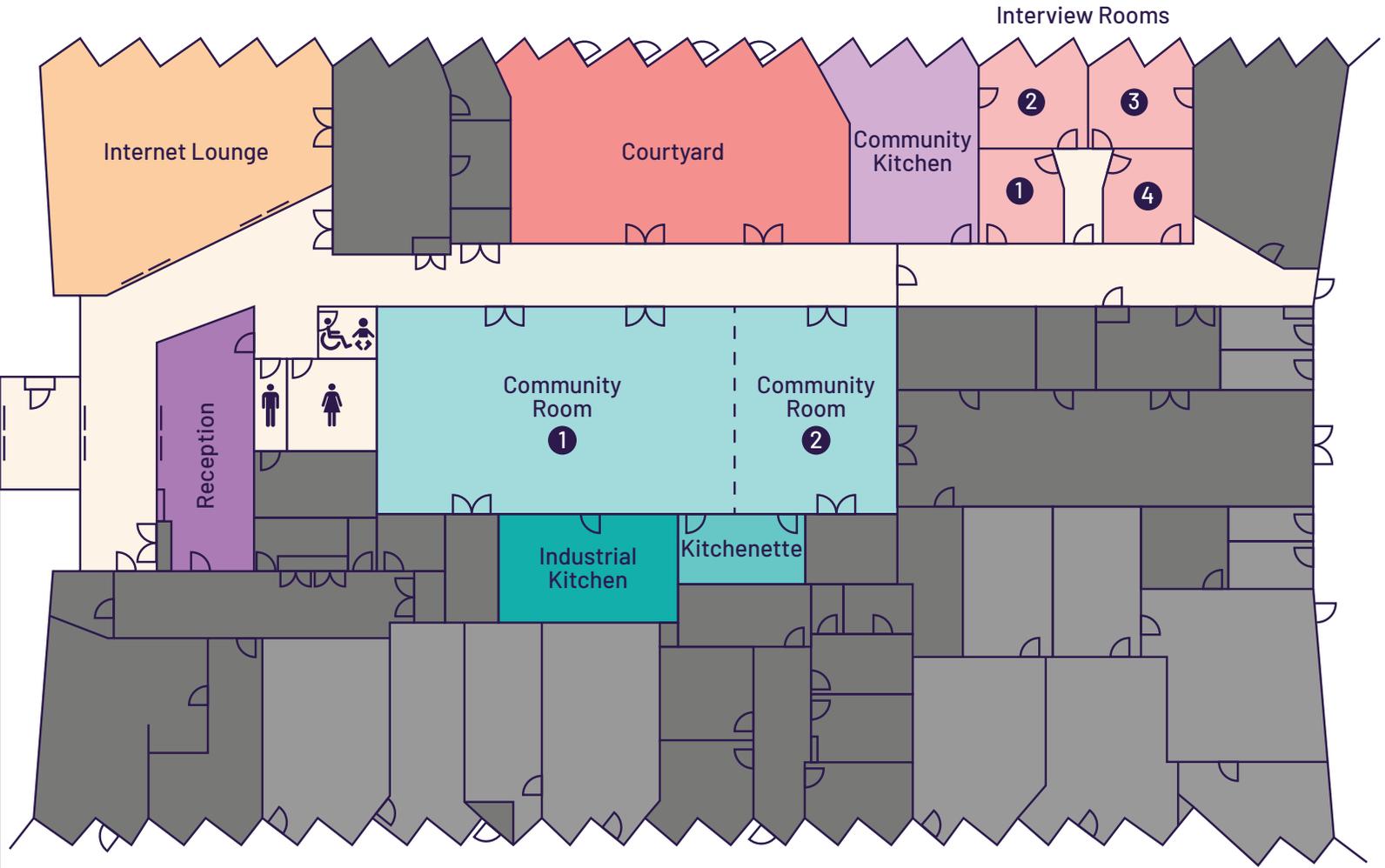


Taylor's Hill Youth and Community Centre

Calder Park Drive △

Legend

- ① Main Entrance
- Reception
- Community Kitchen
- Internet Lounge
- Community Room
- Interview Rooms
- Kitchenette
- Courtyard
- Staff Only
- Council Operated Facilities





Staff

Community centre staff and Youth Workers at Taylors Hill Youth and Community Centre dress casually and wear lanyards, keys 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.

Toilets

Taylors Hill Youth and Community Centre has one set of public toilets

Location: Past reception, through the hallway and to the right.

Includes:

- all genders, accessible toilet with sensor lighting
- manual door opening inward. Door clearance of 860mm. Twist lock at 1230mm AFFL
- cubicle space 2375mm x 2485mm
- grab bars to the right and behind toilet
- toilet height 470mm AFFL with right hand transfer
- sink height 820mm AFFL with lever tap 960mm AFFL
- sanitary bin
- baby change.

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



Sensory Guide



Feel

Shared personal space
(excl accessible)



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air freshener
Bathroom smells
Disinfectants

Community Rooms

There are three community rooms at Taylors Hill Youth and Community Centre.

Community rooms one and two are past reception and the toilets, on the right. There is a dividing door between these rooms that can be opened to make one large room.

These rooms are used for a range of social and recreational programs for people of all ages.

Inclusions:

- kitchenette with sink, microwave, and instant hot water

- tables
- seats with backrests
- access to industrial kitchen (community room one)
- projector (community room one)
- large wall mounted mirrors that can be covered with pull down blinds (community room one)
- lights that can be dimmed on request.



Community room three is located at the end of the hallway, on the left. This room permanently houses the Caroline Springs RSL.

Entry to each community room is through a manual door, opening inward with a clearance of 850mm. These can be opened to double doors.



Feel

Change in ground surface
(room 3)
Heating/Cooling



Feel

Shared personal
space



Sounds

Heating/Cooling
People
Telephones



Sights

Bright lights



Smells

Food/Drink

Industrial Kitchen

The industrial kitchen is located off community room one

Community groups are required to bring their own food.

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

Includes:

- two ovens
- fridge
- microwave
- dishwasher
- sinks
- coffee machine
- hot water urn
- storage cupboards
- servery counter to community room one at a height of 900mm AFFL.



Feel
Shared personal space



Sounds
Fridges humming
Hot water urn
Kitchen appliances



Sounds
Telephones
Water running



Sights
Bright lights



Smells
Food/Drink

Interview Rooms

There are four interview rooms at Taylors Hill Youth and Community Centre

Location:

1. Pass reception and the toilets
2. Follow along the hallway
3. Pass community rooms one and two
4. Enter through a door opening inward with a clearance of 850mm
5. Interview rooms are on the left.

These rooms are used for staff to have confidential conversations with young people and community members seeking support.

They are also bookable spaces for service providers to meet with community members and can be booked as ongoing office spaces.

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

Includes:

- tables
- seats with backrests.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

People
Telephones



Sights

Bright lights



Smells

Food/Drink

Courtyard

There is one courtyard at Taylors Hill Youth and Community Centre.

It is located past reception opposite community rooms one and two.

The courtyard is used for youth and community programs and events.

Entry is through manual doors, opening inward with a clearance of 850mm. These can be opened to double doors.

Courtyard surface is a combination of smooth concrete and aggregate concrete.

Includes:

- small undercover area
- trees for shade
- barbecue
- external gates leading to skate park with a clearance of 950mm.



Sensory Guide



Feel

Change in ground surface
Shared personal space
Weather



Sounds

Barbecues sizzling
Flying insects
Skate Park noises
Traffic



Sights

Flying insects
Glare



Smells

Food/Drink

Young Communities Internet Lounge

**The internet lounge is located
after the entry doors, to the left.**

Entry is through two wide, manual sliding doors.

The internet lounge is used for supervised social and recreational programs for young people aged 12-25 years.

Please see our newsletter for information on [what's on](#).

Includes:

- a computer lab with computers and free Wi-Fi
- staff table
- adjustable chairs on wheels with backrests
- bean bags
- table tennis table
- pool table
- foosball table
- white board.



Feel

Change in ground surface
Heating/Cooling
Shared personal space



Sounds

Entertainment
(computer, websites)
Heating/Cooling
Keyboard clicks
Music | People



Sounds

Pool table balls clicking
Skate park noise
Table tennis balls ping
Telephones
Traffic.



Sights

Bright lights
Digital screens
People



Smells

Food/Drink

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](#).



Community Participation and Connection: Programs and Events

The Community Participation and Connection team offers a range of programs and events from Taylors Hill Youth & Community Centre



Programs and events offered at the centre aim to bring people together to connect and learn through social, educational, recreational and support activities. Programs and events are for people of all ages, are based on community needs and interests, and are updated each term to encourage broad participation from our community.

The Community Participation and Connection team deliver:

- Informal learning programs
- Special interest workshops
- Health and wellbeing activities
- Events that raise awareness and/or support days of significance.

Taylors Hill Youth and Community Centre is a registered Neighbourhood House with Neighbourhood Houses Victoria. There are over 400 Neighbourhood Houses across Victoria.

For information on current programs and events, please visit the [Melton Learning Directory](#)

Surrounding Areas

There are various public, council-run facilities surrounding the immediate area of Taylors Hill Youth and Community Centre. These facilities are not managed by the centre.

Surrounding facilities include:

- two ovals used for formal sports including football and soccer
- cricket nets
- sports pavilion
- sporting club changerooms
- skate park
- accessible playground and play space - fully fenced.



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
- Internet and phone booking systems.
- Clear path of travel from outdoor to indoor areas.
- Exit buttons at entry doors 1020mm AFFL.
- Varied external terrain of concrete, pavers and grass.
- Varied internal terrain of carpet and linoleum.
- 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 in internet lounge. Password required.
- Quiet spaces are available.

- Accessible playground and play space - fully fenced.
- Outdoor lighting at front of centre and at skate park.
- Pen and paper or exchanging information.
- Staff supportive of LGBTIQ+ community.
- Staff available to read information to visitors.
- Assistance animals welcome.

Community Rooms

- Lectern height 1000mm AFFL.
- Room one and two table heights 730mm AFFL with knee clearance 680mm AFFL.
- Room one water fountain height 1040mm AFFL.
- Kitchenette manual door opens inward with clearance 850mm AFFL.
- Kitchenette bench height 900mm AFFL.

Industrial Kitchen

- Island bench with wheels height 910mm AFFL.
- Kitchen bench height 900mm AFFL.

Interview Rooms

- Table heights 735mm AFFL with knee clearance 650mm AFFL.
- Courtyard
- Barbecue height 970mm AFFL.

Internet Lounge

- Computer table heights 705mm AFFL with knee clearance 670mm AFFL.
- Foosball table height 900mm AFFL.
- Table tennis height 765mm AFFL.
- Pool table height 860mm AFFL.

Safety

Throughout

- TGS1 from entry doors to carpark.
- No smoking or vaping.
- Alcohol and drug free venue.
- Children to be actively supervised.
- Wet floor signage may be displayed.
- All staff have Working with Children Checks.
- Evacuation maps.
- No Fire Wardens on site due to being unstaffed centre.
- First aid kit in reception. Hirers are advised to bring own first aid kits.
- Defibrillator on hallway wall, past reception area, on the left.
- Illuminated exit signs.
- Violent behaviour not tolerated.
- Audible alerts in the case of an emergency.
- Hirers are requested to familiarise themselves with the centre evacuation map. In the event of an emergency, staff may not be available to help and direct visitors. If there is to be an evacuation, visitors need to go to the nearest exit and designated assembly area. Assembly areas are on front lawn and at the rear of the centre.

Reception

- No contrast safety bands on doors and surrounding panels.

Community Rooms

- Rooms one and two with contrast safety decals 1050mm AFFL.

Courtyard

- Contrast safety decals on entry doors.
- Fully enclosed.





Taylors Hill Youth and Community Centre

Address

Taylors Hill Youth and Community Centre
121 Calder Park Drive, Taylors Hill Vic 3037

Email

For neighbourhood house enquiries contact: TaylorsHillHouse@melton.vic.gov.au
For youth specific enquiries, please contact: youngcommunities@melton.vic.gov.au

Phone

9747 5422 0409 746 089 -
6801 Youth Outreach Program
on Friday and Saturday nights 6pm to 11pm

Web

<https://www.melton.vic.gov.au/Out-n-About/Community-facilities/Youth-facilities/Taylors-Hill-Youth-and-Community-Centre>

