

Access Key

Dandenong Oasis

YMCA logo and Dandenong Oasis logo

Updated April 2018 Version 2.0

Corner Heatherton Road and Cleeland Street

Dandenong, Victoria 3175

Telephone 9767 3100

Guidelines

Thank you for choosing to use an Access Key for Dandenong Oasis.

For your Access Key to be successful we recommend you follow these guidelines:

Access Keys preferably to be attained two weeks in advance of visit.

Access Keys to be read calmly and confidently in an environment free of distractions.

An adult/carer or professional is to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key.

Help the participant comprehend the key points of

the Access Key, consistently monitoring for level of understanding.

If using the Access Key as a reflective tool, 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.

For any enquiries on Access Keys, please contact AccessAbilityAustralia at info@accessabilityaustralia.com

or go to www.accessabilityaustralia.com

Did You Know?

All staff have Working with Children checks.

Dandenong Oasis is accredited with a Safe Guarding Children and Young People policy.

Dandenong Oasis is a YMCA Centre and a NDIS Provider.

Memberships are available.

Lockers are recommended for patrons – coinage is required.

One set of lockers is located near the Café and one set is located at the shallow end of the 50-metre pool.

**Hydrotherapy sessions run by a qualified Exercise Physiologist are available - enquire at reception.
Management request all patrons shower before pool use.**

Men and women's (gender specific) sessions are available.

Welcome to Dandenong Oasis

Carparking, accessible parking and bike racks are available.

They are located immediately outside the facility.

There is a pedestrian walkway available from the carpark to the entrance.

A drop off zone is available directly outside the main entrance.

Entry into Dandenong Oasis is via the main entrance through glass automated doors.

Mention your Access Key to receive a free family swim on your next visit.

Reception

Patrons are to pay at the front counter on arrival for required visit.

Patrons can use cash or eftpos.

All patrons under the age of 10 must collect and visibly wear a wrist band.

Sensory Guide Reception

Sounds:

- **People**
- **Radio/announcements**
- **Registers**

Sights:

- **People**
- **Signs**
- **Bright/flashing lights**
- **TV Screen**
- **Equipment**

Smells:

- **Chlorine**

Staff at Dandenong Oasis

There are a lot of different staff that work at Dandenong Oasis.

Customer Service wear black OR white shirts and black pants.

Duty managers wear black shirts and black pants/shorts.

Life guards wear yellow shirts and red shorts.

Health Club instructors wear black and red shirts and black pants/shorts.

Change and Shower Facilities

Male/female separate changing rooms are available.

Patrons to turn right after reception and facilities are located in the hallway on the left.

There is one accessible change room in each of the male and female areas which include a toilet, shower and a seat.

All children are to be accompanied by an adult in the change rooms.

All children over age of six must attend gender specific change rooms or family change rooms.

Family/accessible change rooms are located near the Hydrotherapy pool.

Management request all patrons follow change room rules/etiquette.

Please see signage in changeroom.

Sensory Guide Change and Shower Facilities

Sounds:

- **People**
- **Radio/announcements**

- Toilets flushing
- Water running
- Hand dryers

Sights:

- People
- Mirror/Reflection
- Signs
- Bright lights

Smells:

- Chlorine
- Shower products
- Deodorants
- Disinfectants
- Toilet smells
- People

Wet Activities

There are many different wet activities available at Dandenong Oasis.

Indoor 50-metre Pool

Spa and Sauna

Hydrotherapy Pool

Toddler Pool

Fun Pool

Aqua Group Fitness

Indoor 50-metre Lap Pool

This pool is available for lap swimming and general play.

The Indoor 50-metre pool is located directly outside the change facilities.

Pool entry and exit is via steps and handrails.

A seated and sling hoist are also available for pool entry and exit.

Ask a staff member for assistance.

Lap lanes are for swimming only – please keep left when swimming in lap lanes.

There is a water station located next to the male change room exit.

Depth 1-metre – 2.4 metres.

Temperature 27 degrees celsius.

Walking only.

No glass.

No pushing.

Shower before pool entry.

Diving in deep end of 50-metre pool only.

Children under five must be within arm's reach of an adult at all times!

Children under ten must be accompanied by an adult at

all times!

Sensory Guide Indoor 50-metre lap pool

Feel:

- **Weightlessness**
- **Cool water**
- **Being splashed**
- **Water resistance**
- **Shared personal space**

Sounds:

- **People**
- **Radio/Announcements**
- **Splashing**
- **Equipment**
- **Echo**

Sights:

- **People**
- **Bright lights**
- **Sunlight**
- **Flags**
- **Lane ropes**
- **Equipment**

Smells:

- **Chlorine**
- **Café**
- **People**

Spa and Sauna

Entry is for patrons 18+ only and incurs an additional cost.

The spa and sauna is not recommended for patrons who are pregnant, ill or have a heart condition.

Please speak with a doctor before use.

The spa and sauna are located near the shallow end of the 50-metre pool.

A wrist band is required and can be purchased from reception.

Entry into the spa is via steps and handrail only.

Temperature of the spa is 38 degrees celsius.

Temperature of the sauna is 75 degrees celsius.

Walking only.

No glass.

No pushing.

Shower before spa entry.

Sensory Guide Spa and Sauna

Feel:

- **Warmth/Heat/Sweat**
- **Spa water jets**
- **Shared personal space**
- **Moisture in the air**

Sounds:

- **People**
- **Radio/Announcements**
- **Spa water jets**
- **Echo**

Sights:

- **People**
- **Spa steam**
- **Sauna dull light**

Smells:

- **Chlorine**
- **People**
- **Sauna heated wood smell**

Hydro Therapy Pool

Entry is for adults 16+ only and incurs an additional cost.

A wrist band is required and can be purchased from reception.

This pool is not recommended for patrons who are pregnant, ill or have a heart condition.

Please speak with a doctor before use.

The Hydrotherapy pool is located on the right of the change room exit.

Pool entry and exit is via steps and handrails.

A seated hoist and sling hoist are also available for pool entry and exit.

Ask a staff member for assistance.

Accessible change rooms are available.

Depth 1.3 metres.

Temperature 35.5 degrees celsius.

Walking only.

No glass.

No pushing.

Shower before pool entry.

Sensory Guide Hydro Therapy Pool

Feel:

- **Weightlessness**
- **Warm water**
- **Being splashed**
- **Water resistance**
- **Shared personal space**

Sounds:

- **People**
- **Radio/Announcements**
- **Water movements**
- **Equipment**
- **Echo**

Sights:

- People
- Bright lights
- Sunlight
- Equipment

Smells:

- Chlorine
- People

Toddler Pool

This pool is suitable to children and families for general play.

The Toddler pool is located in front of the café.

Entry to the Toddler pool is walking via beach entry.

A water wheelchair is available for entry.

Ask a staff member for assistance.

Spray jets sometimes spray out from the sides of the Toddler pool.

This can be requested to be turned on or off.

Depth 0 – 0.4 metres.

Temperature 32.5 degrees celsius.

Walking only.

No glass.

No pushing.

Shower before pool entry.

No diving.

Children under 5 must be within arm's reach of an adult at all times!

Children under 10 must be accompanied by an adult at all times!

Sensory Guide Toddler Pool

Feel:

- **Weightlessness**
- **Warm water**
- **Being splashed**
- **Shared personal space**
- **Water resistance**
- **Water jets**

Sounds:

- **People**
- **Radio/Announcements**
- **Splashing**
- **Water jets**
- **Echo**

Sights:

- **People**
- **Bright lights**
- **Sunlight**
- **Water jets**

Smells:

- Chlorine
- People
- Café

Fun Pool

This pool is suitable to children and families for general play and swimming lessons.

The Fun pool is located to the far left of the Café.

Entry to the Fun pool is walking via beach entry.

A water wheelchair is available for entry.

Ask a staff member for assistance.

A spraying water feature sometimes sprays down from the roof.

This can be requested to be turned on or off.

Depth 0 – 1 metre.

Temperature 32.5 degrees celsius.

Walking only.

No glass.

No pushing.

Shower before pool entry.

No diving.

Children under 5 must be within arm's reach of an adult at all times!

Children under 10 must be accompanied by an adult at

all times!

Sensory Guide Fun Pool

Feel:

- **Weightlessness**
- **Warm water**
- **Being splashed**
- **Shared personal space**
- **Water spray**
- **Water resistance**

Sounds:

- **People**
- **Radio/Announcements**
- **Splashing**
- **Water sprays**
- **Echo**

Sights:

- **People**
- **Bright lights**
- **Sunlight**
- **Water spray**
- **Lane ropes**

Smells:

- **Chlorine**
- **People**
- **Café**

Aqua Group Fitness Classes

Aqua group fitness classes take place in either the 50-metre pool or the Hydrotherapy pool.

There is no need to pre-book an aqua group fitness class.

Please arrive 5 – 10 minutes before the class starts to obtain a ticket.

A towel and drink bottle are recommended for group fitness.

Walking only.

No glass.

No pushing.

Shower before pool entry.

No diving.

Sensory Guide Aqua Group Fitness Classes

Feel:

- **Weightlessness**
- **Cool or warm water**
- **Being splashed**
- **Shared personal space**
- **Body resistance**
- **Water resistance**
- **Increased body temperature**
- **Increased heart rate**

Sounds:

- **People**
- **Amplified instructor voice**
- **Music/Announcements**
- **Splashing**
- **Equipment**
- **Echo**

Sights:

- **People/Instructor**
- **Bright lights**
- **Sunlight**
- **Water spray**
- **Lane ropes/Flags**

Smells:

- **Chlorine**
- **People**
- **Café**

Dry Activities

There are many types of dry activity choices available at Dandenong Oasis.

Health Club

Studio Group Fitness

Café

Group Fitness

A towel and drink bottle are recommended for these

activities.

Health Club

Entry is for patrons aged 16+.

However, patrons aged 12 – 16 may use the Health Club but must have an induction with a parent or guardian prior to entry.

The Health Club is located directly ahead of reception, up the stairs.

Entry is via the stairs and handrail only.

For patrons first visit to the Health Club, please speak to a Health Club instructor first.

Health Club instructors wear a black and red shirt and black pants/shorts.

There are toilets and a water station located in the Health Club.

A towel and drink bottle are recommended for group fitness.

Sensory Guide Health Club

Feel:

- Warmth
- Shared personal space
- Body movement
- Increased body temperature

- Increased heart rate
- Sweat

Sounds:

- People
- Instructor
- Music
- Equipment

Sights:

- People
- Bright lights
- TV screens
- Equipment
- Mirror/Reflection

Smells:

- Chlorine
- People

Group Fitness Class Level One

There is no need to pre-book a group fitness class.

Please arrive 5 – 10 minutes before the class starts to obtain a ticket.

Patrons to purchase a group fitness ticket upon entry at reception.

The group fitness room is located on the first level of Dandenong Oasis.

Patrons turn right after reception and proceed along the hallway to the stairs located on the right.

Entry to the studio is via stairs and hand rail only.

There are toilets on this level located at the entrance to the studio.

All patrons are required to collect and return group fitness equipment.

Equipment is stored in this room if needed.

A towel and drink bottle are recommended for group fitness.

Sensory Guide Group Fitness Class Level One

Feel:

- **Warmth**
- **Shared personal space**
- **Body movement**
- **Increased body temperature**
- **Increased heart rate**
- **Sweat**

Sounds:

- **People**
- **Instructor amplified voice**
- **Music**
- **Feet stomping**

Sights:

- **People/Instructor**
- **Bright lights**
- **Sunlight**
- **Equipment**
- **Mirror/Reflection**

Smells:

- **People**
- **Deodorant**
- **Body odour**
- **Chlorine**

Café

Dandenong Oasis offers a Café for patrons to enjoy.

The Café is located ahead of reception through a second set of glass automated doors.

Opening hours are 8am until 6pm on week days and 8am until 5pm on weekends.

Patrons can make purchases using cash or eftpos.

There is plenty of available seating.

Sensory Guide Cafe

Sounds:

- **People**
- **Radio/Announcements**
- **Café equipment**

Sights:

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

Smells:

- **Chlorine**
- **Food**
- **Drinks**

Group Fitness Class Ground Level

There is no need to pre-book a group fitness class.

Please arrive 5 – 10 minutes before the class starts to obtain a ticket.

Patrons to purchase a group fitness ticket upon entry at reception.

Group Fitness is located next to the Café.

Proceed past reception through a glass automated door and then turn left at the Café.

Proceed through another glass automated door.

Toilets are available in this area but availability may be limited due to school visits.

Classes include Functional Training, RPM, Boxing and Circuit Group Fitness.

A towel and drink bottle is recommended for group

fitness.

Sensory Guide Group Fitness Ground Level

Feel:

- **Warmth**
- **Shared personal space**
- **Body movement**
- **Increased body temperature**
- **Increased heart rate**
- **Sweat**

Sounds:

- **People**
- **Instructor amplified voice**
- **Music**
- **Equipment**
- **Feet stomping**

Sights:

- **People/Instructor**
- **Bright lights**
- **Sunlight**
- **Equipment**
- **Mirror/Reflection**

Smells:

- **Chlorine**
- **People**
- **Deodorant**

- **Body odour**

Time to Leave

When it is time to leave, all patrons are required to leave through the swim shop.

Then, the exit from the centre is through a glass automated door.

Staff members like to hear all feedback.

Please let a staff member know if we can improve your experience or let us know if there is something you are not comfortable with.

For a happier and healthier life, enjoy the community environment at Dandenong Oasis.

See You Next Time.

Safety

All children under the age of five must be within arm's reach of an adult at all times.

All children under the age of ten must be accompanied by an adult at all times.

Some of the flooring is uneven within the facility.

Concrete floor to ceiling pillars are located in various locations within the facility.

Facility is well lit inside.

All staff are trained in First Aid and First Aid stations are located around the pool areas.

Ask a staff member for assistance.

Smoking is prohibited within 10-metres of the facility.

No cameras in change areas.

For patrons that generally require a nappy, an Aqua nappy must be worn in pools.

Aqua nappies can be purchased from reception.

Walking only.

No glass.

No pushing.

Shower before pool entry.

Diving in deep end of 50-metre pool only.

Accessibility

Visual and braille signage is displayed on change room entry doors.

Communication visual aids are available at reception.

There is one accessible change room in each male and female change area which includes a toilet, shower and a seat.

Three accessible/family change rooms are located near the Hydrotherapy pool.

A hoist can be requested to transfer a patron from a

change table to a water wheelchair.

Management recommends patrons bring a personal sling if available.

Classes for people with disability include a gym/swim class, a vision impaired water class, swimming lessons and water therapy sessions.

Two water wheelchairs are available.

Ask a staff member for assistance.

A recharge station is available for mobility scooters.

Ask a staff member for assistance.

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