

Access Key



Dandenong Oasis



Cnr Heatherton Road and Cleeland Street
Dandenong, VIC 3175
T (03) 9767 3100

Updated April 2018
V 2.0

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
- On Pages 21 and 22 you will Safety and Accessibility information.



**Access
Ability
Australia**

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 & 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 & 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.



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.



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



Sensory Guide



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



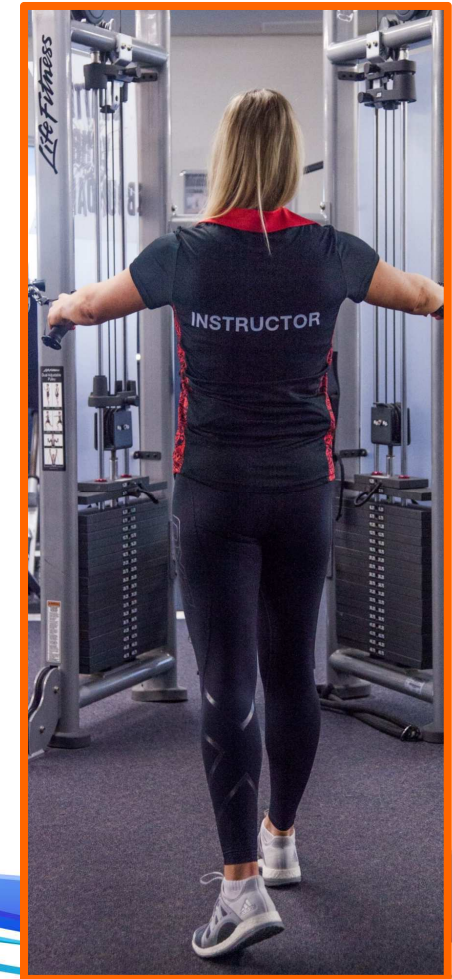
Duty managers wear
black shirts and black
pants/shorts



Life guards wear
yellow shirts and red
shorts



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



Change & Shower Facilities



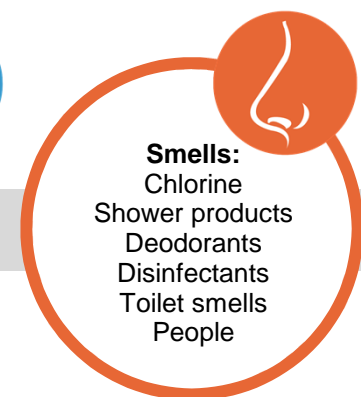
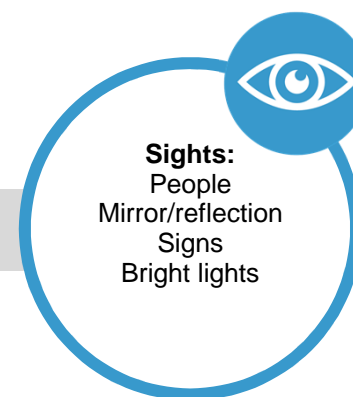
Male/female separate changing rooms are available. Patrons to turn right after reception and facilities are located in the hallway on the left. There is one accessible change room in each of the male and female areas which include a toilet, shower and a seat.

All children are to be accompanied by an adult in the change rooms. All children over age of 6 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 change room.

Sensory Guide



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.

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

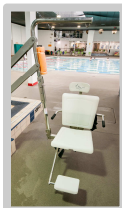
There is a water station located next to the male change room exit.

Depth 1 metre – 2.4 metres

Temperature 27°C

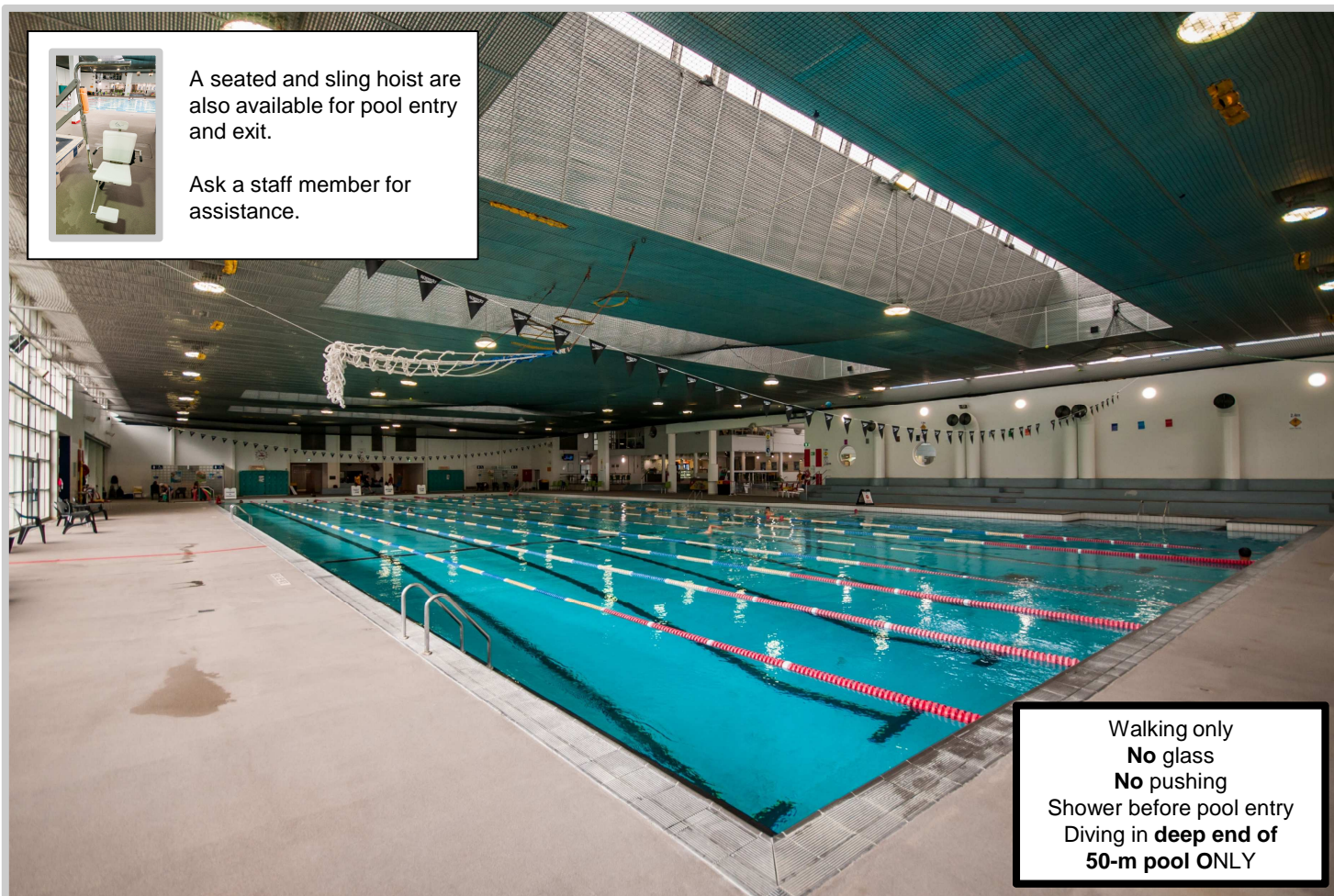
Children under 5 must be within arm's reach of an adult at all times!

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



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

Ask a staff member for assistance.



Walking only
No glass
No pushing
Shower before pool entry
Diving in **deep end of 50-m pool ONLY**

Sensory Guide



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 & 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.

Entry into the spa is via steps and handrail only.

Temperature of the spa is 38°C

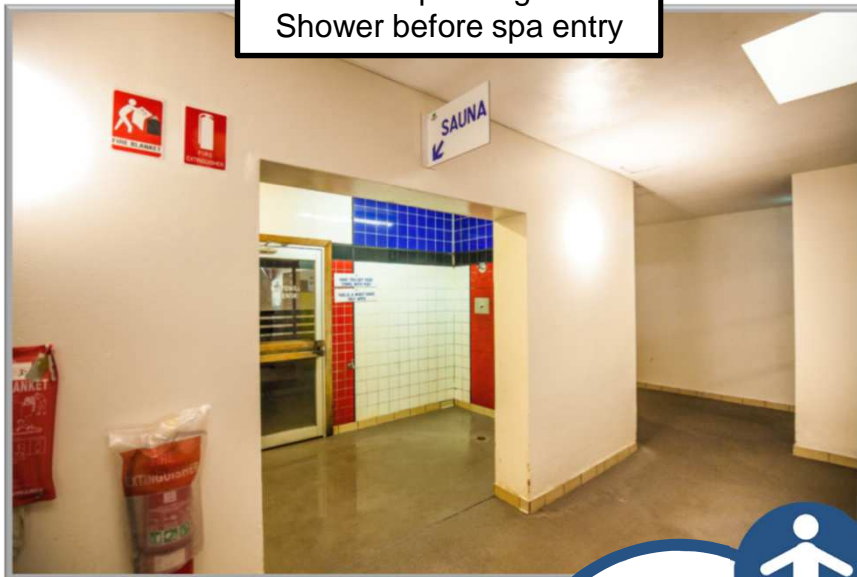
Temperature of the sauna is 75°C



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



Walking only
No glass
No pushing
Shower before spa entry



Sensory Guide

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.

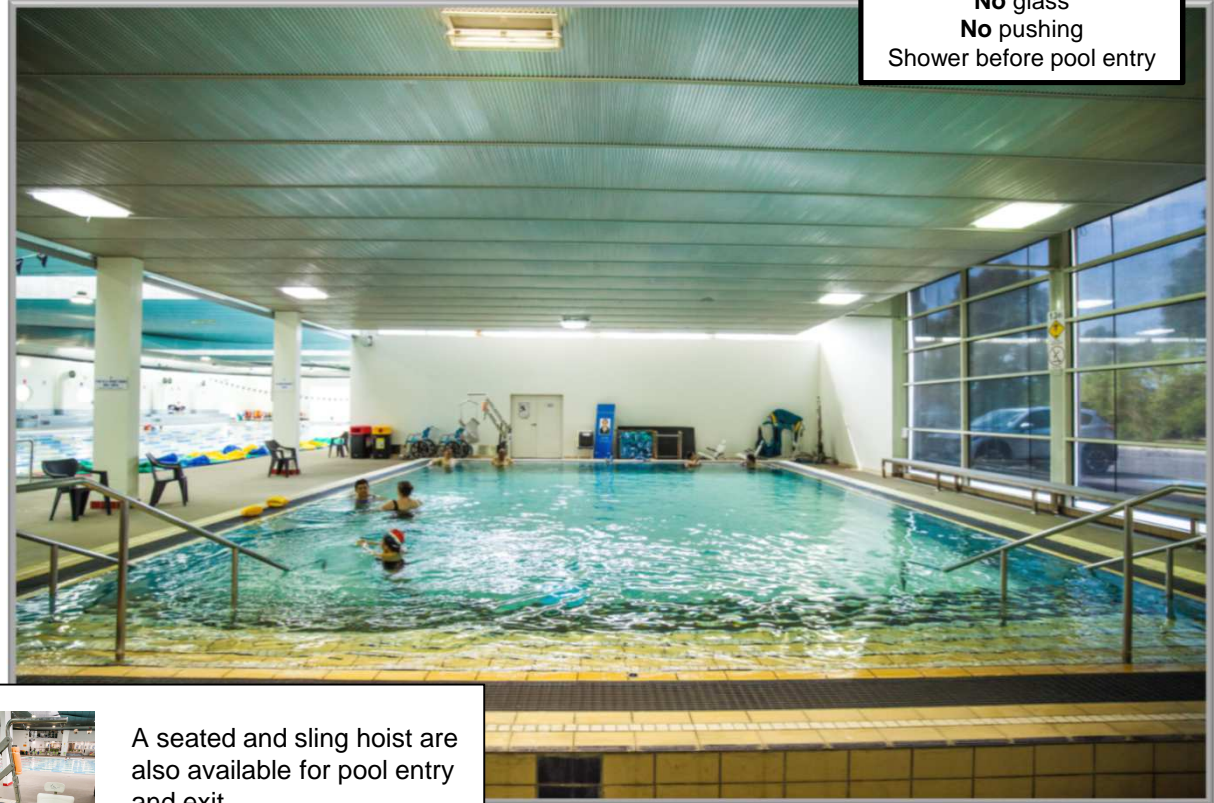
Pool entry and exit is via steps and handrails. A seated hoist and sling hoist are also available for pool entry and exit. Ask a staff member for assistance.

Accessible change rooms are available.

Depth 1.3 metres

Temperature 35.5°C

Walking only
No glass
No pushing
Shower before pool entry



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

Ask a staff member for assistance.

Sensory Guide

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



Walking only
No glass
No pushing
Shower before pool entry
No diving

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.

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°C

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!



A water wheelchair is available for entry. Ask a staff member for assistance.

Sensory Guide

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 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°C



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!



A water wheelchair is available for entry. Ask a staff member for assistance.

Sensory Guide




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
Cafe

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




Feel:
Weightlessness
Warm water
Being splashed
Shared personal space



Movement:
Body resistance
Water resistance
Increased body temp
Increased heart rate



Sounds:
People
Amplified instructor voice
Music/announcements
Splashing
Equipment
Echo



Sights:
People/Instructor
Bright lights/sunlight
Water spray
Lane ropes/flags



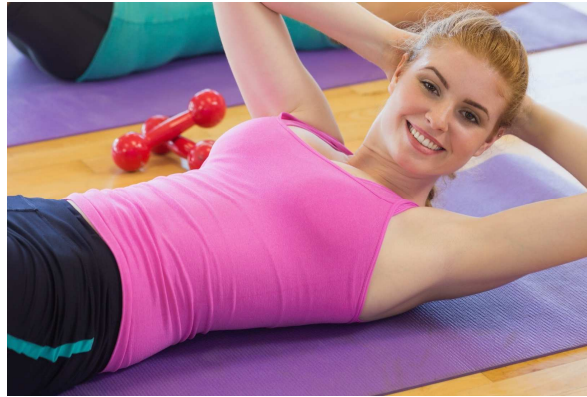
Smells:
Chlorine
People
Cafe

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.

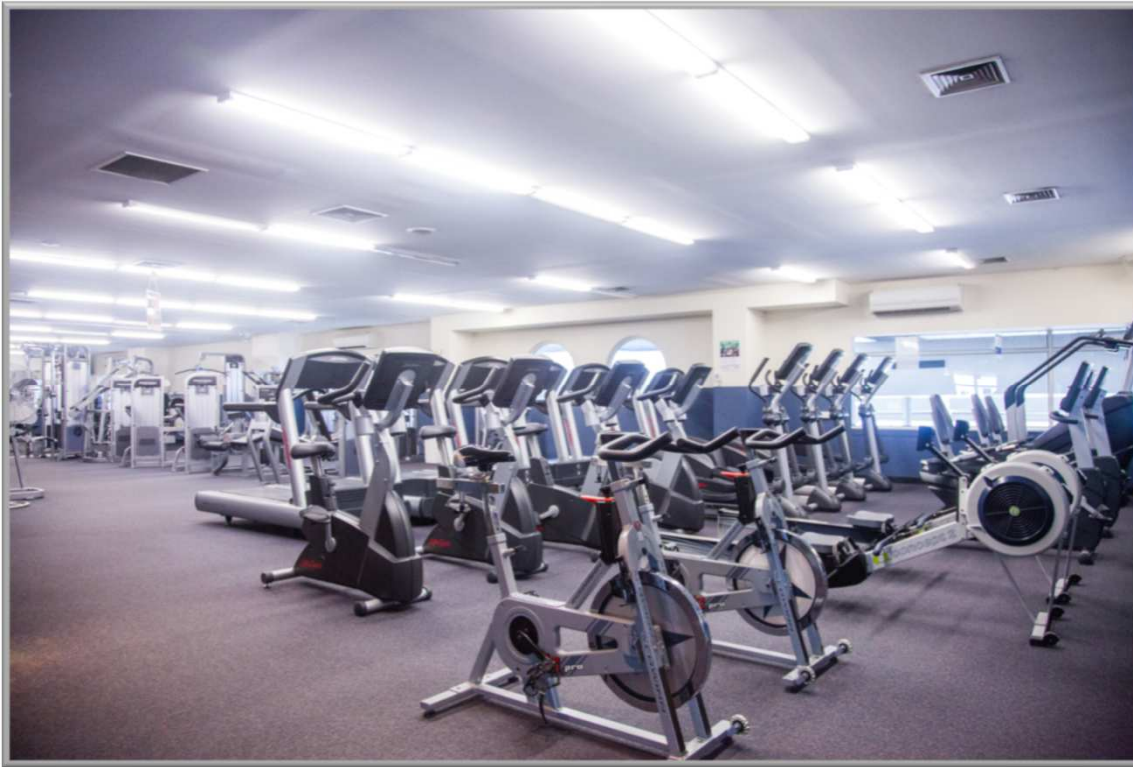
The Health Club is located directly ahead of reception, up the stairs. Entry is via the stairs and handrail only.

For a 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



Entrance
←

Health Club
Instructor →



Sensory Guide

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



A towel and drink bottle are recommended for group fitness

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.



Sensory Guide



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.

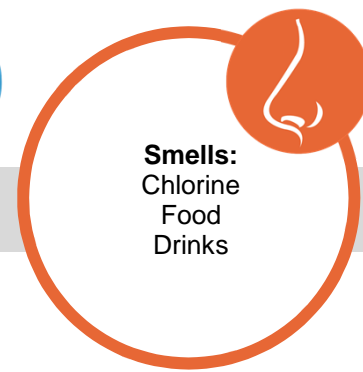
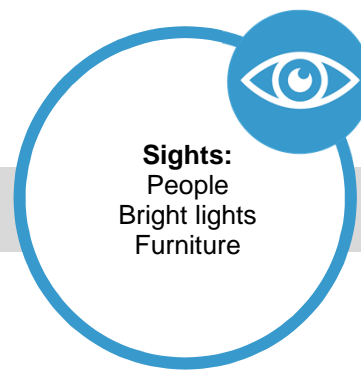
Opening hours are 8am until 6pm on week days and 8am until 5pm on weekends.

Patrons can make purchases using cash or EFTPOS.

There is plenty of available seating.



Sensory Guide



Group Fitness Class

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.



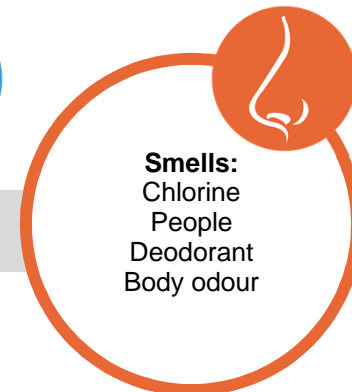
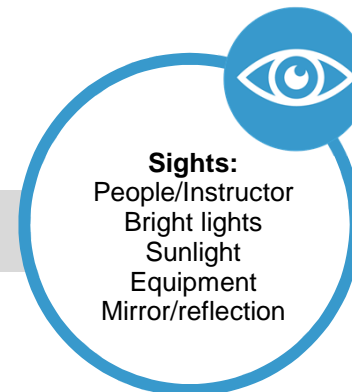
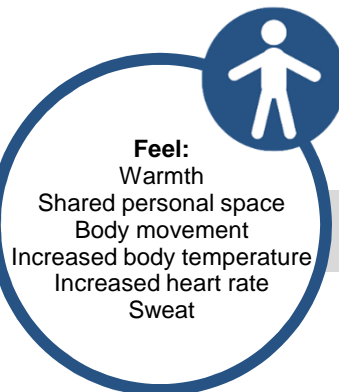
**Classes include
Functional Training,
RPM, Boxing and
Circuit Group Fitness**



A towel and drink bottle is recommended for group fitness.



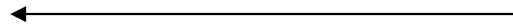
Sensory Guide



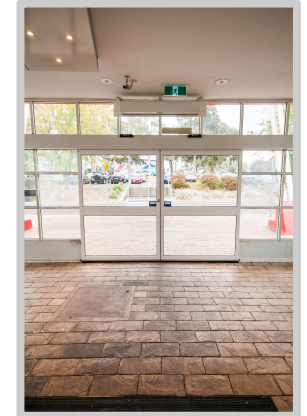
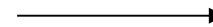


Time to Leave

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

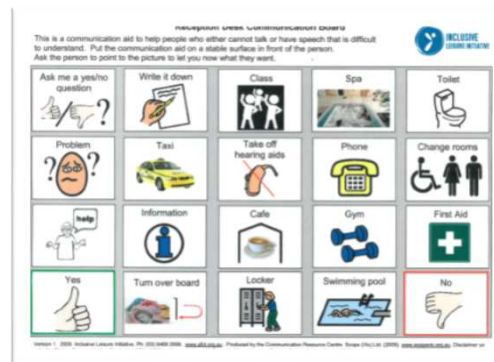
- All children under the age of 5 must be within arm's reach of an adult at all times
 - All children under the age of 10 must be accompanied by an adult at all times
 - Some of the flooring is uneven within the facility
 - Concrete floor to ceiling pillars are located in various locations within the 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

Walking Only
No glass
No pushing
 Shower before pool entry
 Diving in **deep end of**
50-m 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



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

Ask a staff member for assistance.



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adventures on Instagram
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