



## **Boroondara Youth Hub**

Level 1, 360 Burwood Road

Hawthorn Vic 3122

(03) 9278 4608

[youth@boroondara.vic.gov.au](mailto:youth@boroondara.vic.gov.au)

[www.boroondara.vic.gov.au/youth](http://www.boroondara.vic.gov.au/youth)

# **Access Key**

## Acknowledgement of Traditional Owners

The City of Boroondara acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners and original custodians of this land and pay our respects to their Elders, past and present, and the Elders from other communities who may be here today.

The City of Boroondara would also like to acknowledge the support and assistance provided by [Access Ability Australia](#) in helping to prepare the Boroondara Youth Hub Access Key.

## Contents and Glossary

Guidelines	<a href="#"><u>4</u></a>
Communication board	<a href="#"><u>5</u></a>
Did you know?	<a href="#"><u>6</u></a>
Getting there	<a href="#"><u>7</u></a>
Parking	<a href="#"><u>8</u></a>
Welcome	<a href="#"><u>9</u></a>
Map	<a href="#"><u>10</u></a>
Staff	<a href="#"><u>11</u></a>
Toilets	<a href="#"><u>12</u></a>
Open area	<a href="#"><u>13 - 14</u></a>
Meeting rooms	<a href="#"><u>15 - 16</u></a>
Consultation room	<a href="#"><u>17</u></a>
Music studio	<a href="#"><u>18 - 19</u></a>
Boroondara Youth Hub services	<a href="#"><u>20</u></a>
How to access supports	<a href="#"><u>21</u></a>
Accessibility	<a href="#"><u>22</u></a>
Safety	<a href="#"><u>23</u></a>
Contact	<a href="#"><u>24</u></a>

**AFFL** - Above finished floor level.

**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 Boroondara Youth Hub.

This customised accessibility guide provides convenient information about accessing this Hub.

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 to 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 the 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 [22](#).
- Safety information is located on page [23](#).
- Download Access Key in its entirety – 24 pages in total.

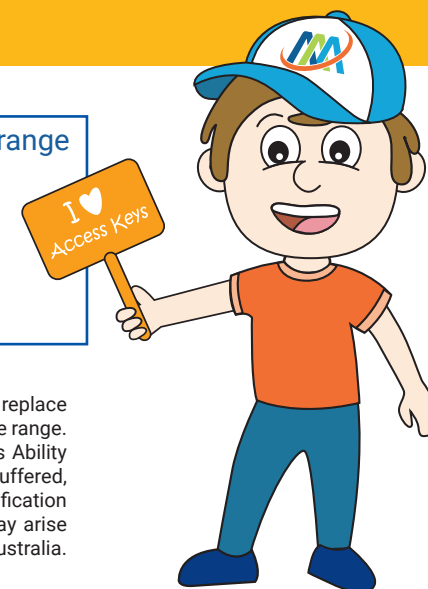


**Access  
Ability  
Australia**

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](#) to help us ensure continuous improvement.



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Access  
Ability  
Australia

# Communication Board

## Boroondara Youth Hub

August 2022 V1



Accessible parking



Accessible toilet



Booking



Café



First aid



Emergency



I don't speak English



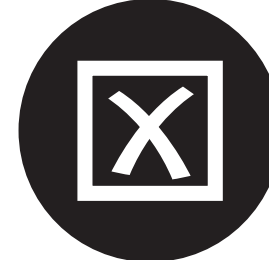
Deaf/Hard of hearing



Yes



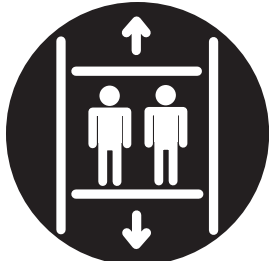
No



Map



Lift



Kitchen



Meeting rooms



Parking



Gender neutral toilet



I need help



Train



Stairs



Social Story



# Did You Know?

- Boroondara Youth Hub is a service for young people aged 10-25 years.
- It is a place for young people to receive support and advice, as well as a place to hang out, socialise or study.
- Boroondara Youth Hub is located on level one of the Hawthorn Arts Centre and sits next door to [headspace Hawthorn](#). [headspace Hawthorn](#) is an early intervention mental health service for young people aged 12-25 years.
- Boroondara Youth Hub is proudly supported by the City of Boroondara.
- View the [City of Boroondara's Disability Action Plan](#).
- A [virtual tour of the Youth Hub](#) is available on our website.
- Boroondara Youth Hub supports Soundcloud, featuring ["Bloom" podcasts](#) with young people telling their stories.
- Follow us on [Facebook](#) and [Instagram](#).
- To provide feedback, please visit our [website](#), [email](#) or call us on (03) 9278 4608 (10 am to 6 pm, Monday to Friday).



# Getting There

Boroondara Youth Hub is located at Level 1, 360 Burwood Road, Hawthorn (within the Hawthorn Arts Centre).

See [Google Maps](#).

## Train

The Alamein, Belgrave and Lilydale lines will get you there. The nearest railway station is Glenferrie Railway Station, 250 metres from the Hub.

## Bus

The nearest bus stop is on Auburn Road, 1km from the Hub. Use bus routes 302, 304 and 624.

## Tram

The nearest tram stop is on the corner of Burwood Road and Glenferrie Road, 25 metres from the Hub. The number 16 tram will get you there.



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





## Parking

**The most convenient parking for the Boroondara Youth Hub is in a carpark behind the Hawthorn Arts Centre in James Street.**

There are:

- two accessible parking bays located 55 metres from the entrance to Hawthorn Arts Centre
- 15-minute parking at the front of the Hawthorn Arts Centre on Burwood Highway
- general parking in surrounding streets. Metres and time restrictions may apply
- bike racks can be found outside the front entry to the Hawthorn Arts Centre.



Welcome to Boroondara Youth Hub.

Access to the building is ramped or stepped.

Entry to the Hub is via a glass sliding door with a clearance of 1070mm.

There is an undercover area outside the entrance.

Bench seats with backrests are available outside.

There is lift access to the Hub. The lift is after the entrance hallway, on the right.

There is also stair access. The stairs are opposite the lift.

On level one, access to the Hub is through a manual door opening inward with a clearance of 930mm.

There is a reception desk at a height of 760mm AFFL. Staff are available to help with any enquiries.

There is a visual Communication Board at the reception counter to support confident communication.

The Hub is open Monday to Friday from 12 noon to 6 pm. We are also open from 10am during school holidays.

For further information on our opening hours and contact details, please visit our [website](#).



**Welcome to  
Boroondara  
Youth Hub**

# Boroondara Youth Hub

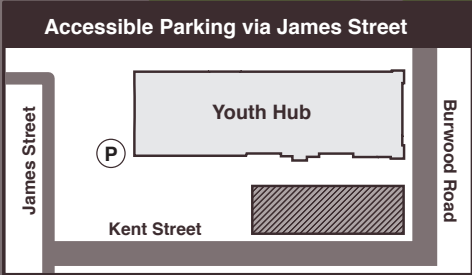


**Legend**

- Foyer
- Reception
- Music Studio
- Ramp to Music Studio
- Meeting Room
- Consultation Room
- Toilets
- Staff Only
- Headspace
- Stairs

- Lift
- Kitchen
- TV
- Computers

- 1 Hawthorn Arts Centre Entry (Ground Floor)
- 2 Boroondara Youth Hub Entry (Level One)
- Pathway to Youth Hub







# Staff

Youth workers at Boroondara Youth Hub wear casual clothes with lanyards, name tags, keys and security passes.

Youth workers may wear “Boroondara Youth” t-shirts.



# Toilets

Boroondara Youth Hub has one set of public toilets.

## Location:

Female toilets (including ambulant) are directly to the right of the front entrance door, before the computer lab.

Unisex, accessible toilet and male (including ambulant) on the right, past the computer lab, before the kitchen (pictured).

## Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 860mm. Twist lock at 1210mm AFFL
- accessible toilet foyer area with sink and hand dryer
- cubicle space 2955mm x 2972mm
- grab bars to the left and behind toilet
- toilet height 450mm AFFL with left hand transfer
- Sink height 780mm AFFL with lever tap 900mm AFFL
- HHSH with curtain, shower bench and grab bars.



### Feel

Change in ground surface  
Shared personal space  
(excl accessible)



### Sounds

Heating/Cooling  
Toilet flushing  
Water running  
Hand dryer  
Echo



### Sights

Bright lights  
Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Disinfectants

## SENSORY GUIDE



# Open Area

There is a large open area at Boroondara Youth Hub.

It is located straight ahead of the entry door.





# Open Area continued



## Includes:

- tables and various seating options for young people to relax or chat with friends or staff
- a computer lab with five computers and free Wi-Fi
- board games
- an aquarium which houses a lizard named Risky. Risky helps engage young people who may be feeling anxious at the Hub.
- a creative shoe display
- an area for watching TV or gaming. Two television screens are available
- pool and table tennis tables
- a kitchen which includes a microwave, fridges, and tea and coffee making facilities
- the Youth Hub may have complimentary food such as fruit and snacks. A selection of healthy foods can be accessed from a vending machine located in the kitchen
- a breakout area at the back of the Youth Hub with an audio-visual screen and sensory tools for use. Tables, couches, seats with backrests are available
- pigeon holes
- charging points for mobiles
- staff office with large windows looking out toward the Hub.

## SENSORY GUIDE



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Background music  
Counter bell  
Gaming  
Heating/Cooling  
Keyboard clicks



### Sounds

Kitchen appliances  
People  
Pool table balls clicking  
Table tennis balls pinging  
Telephones  
Television



### Sights

Bright lights  
Digital screens  
People  
Wall art



### Smells

Food/Drink

# Meeting Rooms

There are three meeting rooms available at Boroondara Youth Hub.

They are used for staff meetings, training sessions or workshops and programs.

## Meeting Room One (Boardroom)

**Location:** In the external foyer area, between the Youth Hub and Headspace Hawthorn.

Entry is through a manual door opening inward with a clearance of 960mm.

## Meeting Room Two

**Location:** Past the Youth Hub reception desk, on the left.

Entry is through manual doors opening inward with a clearance of 870mm.

These can be opened to double doors with a clearance of 1720mm.

## Meeting Room Three

**Location:** Past the staff room, on the left, within the breakout area at the back of the Hub.

Entry is through manual doors opening outward with a clearance of 880mm. These can open to double doors with a clearance of 1740mm.

This room is also utilised for youth programs, school holiday activities, large events and guest speakers.

It is available for hire for organisations that work with youth within the City of Boroondara.



Meeting Room One (Boardroom)



Meeting Room Two



Meeting Room Three



# Meeting Rooms continued

## Includes:

- tables
- seats with backrests
- whiteboards
- telephones
- audio visual screens and a sanitisation station (meeting room one)
- projectors and pigeon holes (meeting room two)
- coffee table, tables, chairs with backrest available, beanbags and cupboards (meeting room 3).



### Feel

Change in ground surface  
(meeting room 2)  
Shared personal space  
Heating/Cooling



### Sounds

Heating/Cooling  
People  
Telephones



### Sights

Bright lights  
Digital screens  
People



### Smells

Food/Drink

## SENSORY GUIDE



# Consultation Room

There is one consultation room at Boroondara Youth Hub.

**Location:** On the left, past the staff office. Entry is through a manual door opening inward with a clearance of 870mm.

This room is used for staff to have confidential conversations with young people.

## Includes:

- coffee table
- seating with back and armrests
- telephone.



## Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



## Sounds

Heating/Cooling  
People  
Telephones



## Sights

Bright lights  
People

## SENSORY GUIDE



# Music Studio

There is a music studio at Boroondara Youth Hub.

**Location:** On the left, past meeting room 3.

Entry to the music studio is through a hallway. The hallway manual door opens outward with a clearance of 850mm. This takes you to an internal access ramp which leads to the music studio door.

Visitors need to turn on the light to the hallway upon entry. A light switch is located on the wall to the right at the start of the internal access ramp. A second light switch is located on the same wall, at the end of the access ramp, next to the music studio entry door.

Entry to the music studio is through a manual door opening inward with a clearance of 810mm.





# Music Studio continued

## Includes:

- musical instruments - drums, a keyboard, guitars and speakers
- soundproofing
- couch with backrests
- stools with no back or armrests.

The music studio can be booked for a 2-hour period. Users join as a Studio member via [Boroondara Youth Studio Booking](#).

A 10-minute induction for each band member will be given on the first day of use.



### Feel

Headphone pressure  
Heating/Cooling  
Shared personal space  
Vibrations



### Sounds

Musical instruments  
People



### Sights

Bright lights  
People

## SENSORY GUIDE



## Boroondara Youth Hub Services

Young people can access Boroondara Youth for support with:

- problems at home
- social connections
- mental health and wellbeing
- housing
- education and employment
- sex and sexuality
- drugs and alcohol
- legal and financial issues
- navigating Centrelink.

All support provided is confidential and free.

The types of services young people can receive at the Hub include:

- support from a team of youth workers regarding any issues or concerns relevant to young people. Young people can be referred to the Hub and receive 6 sessions of support, or they can drop into the centre for one-off support. Youth workers, in collaboration with young people, will establish what goals they want to achieve.
- the aim of the services provided by the Hub is to build the capacity of young people to tap into the community supports around them, and to provide information, referral and support to reach their goals
- referrals to [youth programs](#) offered by the City of Boroondara. Youth workers help young people become involved in community and events across the City of Boroondara with the aim of building life skills, social connectedness, and opportunities to be involved in council related events and matters
- referral to [headspace](#) or other services for young people who may be experiencing mental health issues
- a place for young people to hang out
- a place for young people to use computers
- free Wi-Fi
- support for parents or carers who may have concerns about a young person in their care. Youth workers can help families, schools and services to build capacity so they can navigate and seek community support to help young people.





## How to Access Support

There are three ways that young people and parents/carers can access support at Boroondara Youth Hub.

- 1 Attend the Hub in person Monday to Friday from 12 noon to 6 pm (from 10 am during school holidays). Qualified youth workers are available. No appointments are required.
- 2 Phone support is available by calling (03) 9278 4608 Monday to Friday from 10 am to 6 pm. Qualified youth workers are available to talk through personal situations.
- 3 Fill out a [support and referral form](#) if you would like a youth worker to contact you.

**Qualified youth workers are available**

Referrals can come from young people themselves, family members, schools or other community groups. However, it is important to note that staff at the Boroondara Youth Hub can only work with young people with their consent.

# Accessibility

## Throughout

- Accessible website.
- Boroondara Customer Service is Relay Service Friendly. Calls can be put through to the Hub.
- Path from accessible parking bays to Arts Centre entry doors length 55 metres with gradient 1:20 (4.83%).
- Pedestrian pathway from Burwood Road to Hawthorn Arts Centre with a gradient 1:11 (9.1%) and length 16 metres.
- Clear path of travel from outdoor to indoor areas.
- Push button doorbell at Hub entry doors 1450mm AFFL.
- External terrain of concrete, asphalt and tiles.
- Wide, clear external and internal walkways.
- Varied internal terrain of carpet, polished concrete and tiles.
- Reception counter bell.
- Pen and paper available for exchanging information.
- Staff available to read information to visitors.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- Storage available for mobility aids.
- Pram and scooter parking available on request.
- Quiet spaces can be provided in spare meeting/consultation rooms.
- Background music can be turned down or off on request.

- Interpreter service available.
- Lights can be dimmed on request.
- Assistance animals welcome.

## Lift

- Exterior buttons operating height 1150mm AFFL.
- Door clearance 920mm.
- Cubicle space 1610mm X 1160mm.
- Interior buttons operating height 1150mm AFFL.
- Single handrail in cubicle.
- No wheelchair circulation space.

## Open Area of Youth Hub

- Gaming desks height 720mm AFFL with knee clearance 690mm AFFL.
- Computer table height 720mm AFFL with knee clearance 690mm AFFL.
- Table tennis table height 770mm AFFL with knee clearance 690mm AFFL.
- Pool table height 890mm AFFL with knee clearance 590mm AFFL.
- Pool cues on wall near pool table grab height 1200mm AFFL.
- Round tables in TV/gaming area height 730mm AFFL with knee clearance 690mm AFFL.
- Shelving height 810mm AFFL.

## Kitchen

- Bench heights 900mm AFFL.
- Table heights 900mm AFFL with knee clearance 850mm AFFL.

- Microwave operating height 1160mm AFFL.
- Fridge/freezer handle height 1100mm AFFL.
- Ovens with operating height 810mm AFFL and 1400mm AFFL.
- Tea and coffee making height 1190mm AFFL.
- Stove operating height 1050mm AFFL.

## Breakout area at back of Youth Hub

- Table height 900mm AFFL with knee clearance 840mm AFFL.

## Meeting Room One

- Table height 720mm AFFL with knee clearance 700mm AFFL.

## Meeting Room Two

- Table height 720mm AFFL with knee clearance 700mm AFFL.
- Cupboard under telephone at 810mm AFFL.

## Meeting Room Three

- Table height 750mm AFFL with knee clearance 720mm AFFL.

## Music Studio

- Internal access ramp length 5 metres with gradient 1:13 (7.6%).



# Safety

## Throughout

- Entry steps to Hawthorn Arts Centre with TGSi top and bottom, handrails on both sides and no stair nosing.
- Hawthorn Arts Centre entrance doors and surrounding panels with contrast safety bands 900mm to 970mm AFFL.
- Hub entrance doors and surrounding panels with contrast safety bands 920mm to 1000mm AFFL.
- Hand sanitiser station at Hub entry doors 1040mm AFFL.
- Reception counter with check-in station 1060mm AFFL.
- No smoking.
- Alcohol and drug free venue.
- Wet floor signage may be displayed.
- All staff have current Working with Children Checks.
- Evacuation maps located throughout.
- Fire wardens on site.
- First aid kit in kitchen.
- Defibrillator available on ground floor of Hawthorn Arts Centre.
- Illuminated exit signs.
- Violent behaviour not tolerated.

- Duress button next to staff room at 1390mm AFFL.
- Security cameras throughout connected to AV screens in staff room and reception.
- Audible alerts in the case of an emergency.
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.
- For updated information on our [COVID policy](#), please visit our website.

## Internal Stairs to Youth Hub

- Handrails both sides.
- TGSi top and bottom.
- Stair nosing.

## Open Area of Youth Hub

- Three black structural poles, colour contrasted to floor.
- Hand sanitiser station on wall between male and accessible toilet at 1050mm AFFL.

## Meeting Room One

- Entry doors and surrounding panels with contrast safety bands 585mm to 1180mm AFFL.

## Meeting Room Two

- Entry doors and surrounding panels with contrast safety bands 930mm to 1010mm AFFL.

## Meeting Room Three

- Mat on floor potential tripping hazard.
- Duress button next to door at 1300mm AFFL.

## Consultation Room

- Duress button at 1300mm AFFL.

## Music Studio

- Access ramp with TGSi top and bottom and handrails each side.
- Light switches in hallway at 1020mm AFFL and 960mm AFFL.
- Light switch in Music Studio at 1010mm AFFL.
- Protective headphones must be worn.



## Contact

### Boroondara Youth Hub

#### Address

Level 1, 360 Burwood Road

Hawthorn, VIC, 3122

Phone (03) 9278 4608

[youth@boroondara.vic.gov.au](mailto:youth@boroondara.vic.gov.au)

[www.boroondara.vic.gov.au/youth](http://www.boroondara.vic.gov.au/youth)

