Deep Creek Reserve

Eco centre, golf club and indigenous plant nursery

Cardinia

Cameron Way, Pakenham Phone: 1300 787 624

Web: www.cardinia.vic.gov.au/deepcreek





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follow links.	

AFFL – Above finished floor level

CEC - Cardinia Environment Coalition

DCR - Deep Creek Reserve

HHSH - Hand-held shower hose

MLAK - Master Locksmith Access Key

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

Visuomotor integration skills – Refers to when vision and movement work together to produce actions



Guidelines

Thank you for choosing to use an Access Key for Eco centre, golf club and indigenous plant nursery.

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 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 a participant, help the participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with a 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 <u>27</u>.
- Safety information is located on page 28.
- Download Access Key in its entirety 29 pages in total.



Access Keys are designed and developed by Access Ability Australia.

To view the full range of free Access Keys available, go to <u>AAA Library</u>. For Access Keys in Braille or audio, please <u>Contact Us</u>. Please complete our short <u>survey</u> to help us ensure continuous improvement.

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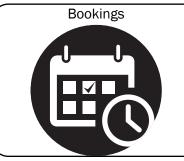


Communication board

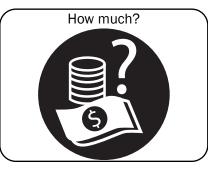
Take your DCR Eco Eco centre, golf club and indigenous plant nursery communication board with you to ensure confident communication. March 2021 V1













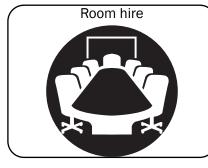


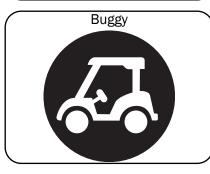




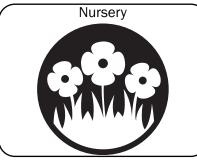


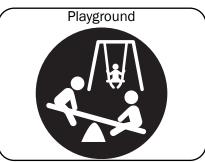






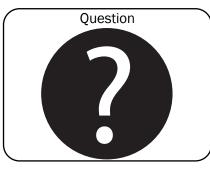


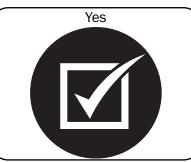


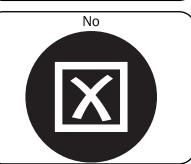












Did you know?

- Deep Creek Reserve (DCR) Eco Centre, golf club and indigenous plant nursery are proudly supported by Cardinia Shire Council.
- This exciting new outdoor space is very much a place of environmental significance offering people of all ages and abilities many ways to learn, play and get active. It has an indigenous plant nursery, demonstration wetlands, demonstration and sensory gardens, environmental education sessions for schools as well as an all-abilities play space and water play area. Download the DCR Eco Play, an all ablities play space <u>Access Key</u>.
- Two user groups are based at Deep Creek Reserve:
 - 1. Deep Creek Golf Club, cafe and functions with a focus on recreational use of the reserve
 - Cardinia Environment Coalition (CEC)
 manage the indigenous plant nursery and
 environmental community engagement
 programs.
- Learn more about <u>Deep Creek Golf Club</u> and the CEC
- DCR Eco Centre, golf club and indigenous plant nursery is a family friendly facility.
- There is a kickabout oval at the rear of the playground where visitors are welcome to play ball sports.
- DCR wetlands is home to many different species of frogs.

- Walking trails that wrap around the boundaries
 of Deep Creek Reserve are a beautiful way to
 explore the site and its surrounds. Enjoy the
 tranquillity of nature and if you're lucky enough,
 you may see some of our colourful wildlife along
 the way.
- Bush kinder outdoor classrooms can be booked.
 Please contact <u>parks@cardinia.vic.gov.au</u> or phone 03 5943 4357.
- Cardinia Shire Council's Access and Inclusion
 Policy and Action Plan can be found on the
 Cardinia Shire Council website.



 To provide feedback please email info@deepcreekreserve.com or phone 03 5941 2929 or phone Council on 1300 787 624.

Eco Centre

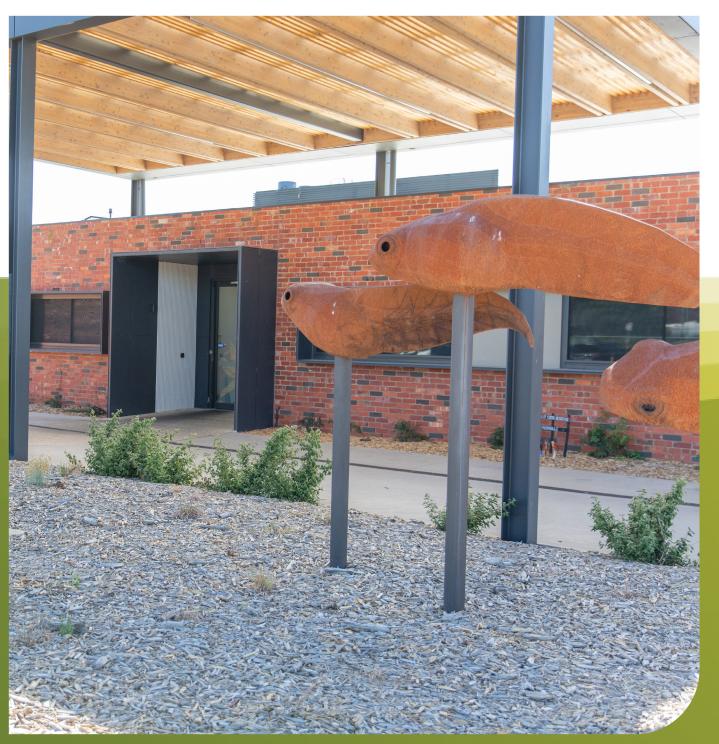
- The centre has been designed to achieve a reduction in energy and water usage. View the Environmentally Sustainable Design features.
- The DCR Eco Centre has a cafe. See <u>page 17</u> of your Access Key for more information.
- Children's birthday parties for all ages and abilities. Visit Deep Creek Golf Club's website for bookings.
- The Eco Centre can host functions for all abilities.
 Refer to page 25 of your Access Key for more information or visit the golf club's website.

Golf club

- Golf club membership.
- Casual golf play. For pricing, please visit the golf club's <u>website</u> and click on golf bookings.
- Junior golf coaching on behalf of Golf Australia is available. To register for junior golf coaching, please visit <u>First Swing</u>.

Nursery

• The community-driven indigenous plant nursery features display gardens, propagation facilities, shade houses and green houses to grow plants as well as educational classrooms for schools. The facility is managed by Cardinia Environment Coalition.



Getting there

DCR Eco Centre, golf club and indigenous plant nursery is located at 62 Cameron Way, Deep Creek Reserve, Pakenham.

See Google Maps reference <u>here</u>.

The nearest bus stop is approximately 170 metres away on Cameron Way. This stop is accessed via bus route 929.

For more information on how to get here, please visit <u>PTV</u>.



Parking

The most convenient parking for DCR Eco Centre, golf club and indigenous plant nursery is located within Deep Creek Reserve, directly outside the entrance to the facility.

There are:

- six accessible parking bays located in the north car park. Four are situated on the right-hand side of the centre, approximately 30m from the entrance and two are situated on the left-hand side of the centre, approximately 12.5 metres from the entrance
- two additional accessible parking bays are located in the south car park
- general parking with no restrictions.

Bike racks are located outside the entrance to DCR Eco Centre. Additional bike racks are located outside the main playground entrance. Please remember to bring your own bike lock.

Bus parking is located within the main car park, directly opposite the main entry to the Eco Centre.

Welcome

Welcome to DCR Eco Centre, golf club and indigenous plant nursery.

There is an undercover area directly outside the main entrance.

Main entry is via two automated glass sliding doors with a clearance of 920mm.

Reception is located to the right of this entry.

Staff may be available at reception to provide assistance with any enquiries, bookings, payments or to provide directions.

There is a visual communication board at reception to support confident customer communication. See page 4.

Stools and couches are available within the main reception foyer.

For office hours and contact details please visit Deep Creek Golf Club website.

Centre operating hours may vary depending on programs being run on a day-to-day basis.



Main entry



Reception



Feel
Change in ground surface
Heating/Cooling



Sounds
Automated door
Echo
Heating/Cooling
People
Phones ringing



Sights Bright lights People

Additional entries

There are an additional four entry points into the centre.

Eco play space

Directly opposite the play space via two automated glass sliding doors. The first with a clearance of 900mm and the second with a clearance of 920mm.

Cafe

Through the cafe at the rear of the building via a manual door opening outward with a clearance of 880mm.

Lounge

Through the lounge at the rear of the building via a manual door opening outward with a clearance of 910mm. Two additional single sliding doors may also be available for use.

Golf shop

Through the golf shop on the left of the building if entering from main car park. Entry is via a manual door opening outward with a clearance of 900mm.



Eco play space entry



Lounge entry



Feel Change in ground surface Heating/Cooling



Cafe entry



Golf shop entry



Sounds Automated door (Eco play space) Echo Heating/Cooling People Phones ringing



Sights Bright lights People

Site map





Public toilets

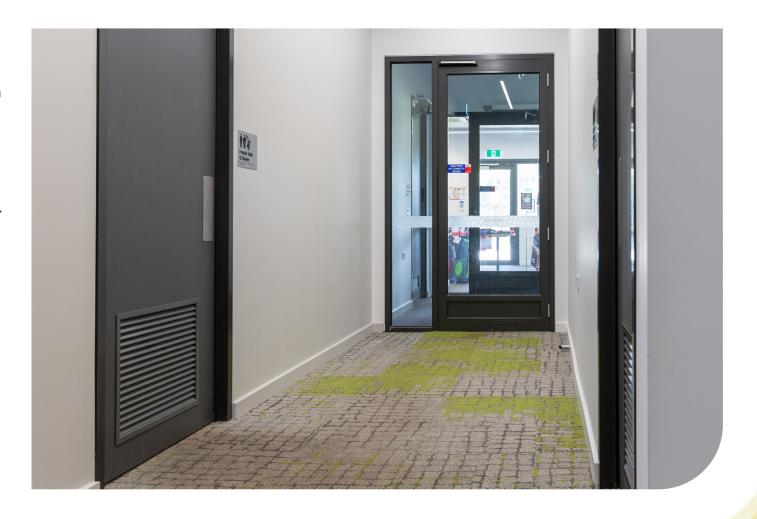
DCR Eco Centre has three sets of public toilets.

Set 1

Location: Within the Eco Centre, left at reception within a hallway opposite lounge entrance.

Includes:

- one unisex, accessible toilet with sensor lighting
- push button automated door opening inward.
 Button height 910mm AFFL. Door clearance of 910mm. Push button lock at 1,010mm
 AFFL
- cubicle space 3,010mm x 2,680mm
- · grab bars to the right and behind toilet
- toilet height 450mm AFFL with right-hand transfer
- sink height 810mm AFFL with lever tap 1,000mm AFFL
- shower with HHSH, shower bench and grab bars
- separate male and female toilets including ambulant toilet and shower.







Feel

Change in ground surface Heating/Cooling Shared personal space (excl accessible)



Sounds
Automated doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection
People
(excl. accessible)



Smells
Bathroom smells
Disinfectants

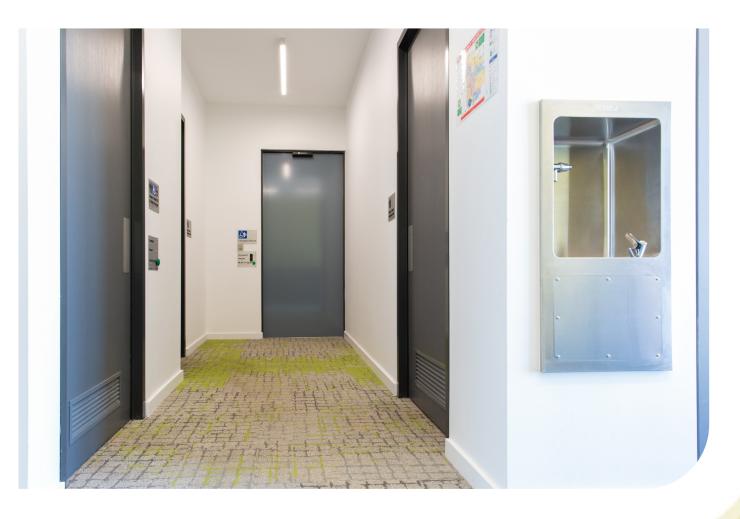
Public toilets (continued)

Set 2

Location: Within the Eco centre. Right at reception, through the foyer and a single glass automated door within a hallway on the left.

Includes:

- one unisex, accessible toilet with sensor lighting
- push button automated door opening inward. Button height 910mm AFFL. Door clearance of 910mm. Push button lock at 1,100mm AFFL
- cubicle space 1,970mm x 2,030mm
- · grab bars to the left and behind toilet
- toilet height 250mm AFFL with left-hand transfer
- sink height 810mm AFFL with lever tap 1,000mm AFFL
- · baby change area
- separate male and female toilets including ambulant.





Change in ground surface Heating/Cooling Shared personal space (excl. accessible)



Sounds
Automated doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection
People
(excl. accessible)



Smells
Bathroom smells
Disinfectants

Public toilets (continued)

Set 3

Location: Outside the centre, directly opposite the play space.

Includes:

- one unisex, accessible toilet with sensor lighting
- push button automated sliding. Button height 990mm AFFL. Door clearance of 1,050mm.
 Push button lock at 1,110mm AFFL
- cubicle space 2,350mm x 2,370mm
- · grab bars to the right and behind toilet
- toilet height 450mm AFFL with right-hand transfer
- sink height 810mm AFFL with lever tap 1,000mm AFFL
- baby change area
- separate unisex ambulant toilets.

The accessible and unisex toilets behind the gates automatically unlock at 6am and automatically lock at 8pm every day.







Feel

Change in ground surface Heating/Cooling Shared personal space (excl. accessible)



Sounds
Automated doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection
People
(excl. accessible)



Smells
Bathroom smells
Disinfectants

Changing Places

DCR Eco Centre, golf club and indigenous plant nursery has a dedicated Changing Places/fully accessible toilet and changeroom. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Location: Within the Eco Centre. Right at reception, through the foyer and a single glass automated door within a hallway on the left.

Includes:

- a unisex, fully accessible toilet and adult change facility with sensor lighting
- access is via push button operated automated sliding door. Button height 970mm AFFL. Door clearance 1,050mm. Automated lock 1.010mm AFFL
- flip up grab bars on either side of toilet
- toilet height 450mm with left- or right-hand transfer
- sink height 810mm AFFL with lever tap 1,000mm AFFL
- baby change area

- adult change table electronically height adjustable and manual foldable table with maximum load 200kg
- Stellar 444F ceiling hoist with hoist/carry bar with maximum load 200kg.

Please remember to bring your own sling and ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.

The Changing Places facility requires an MLAK key to access. Users are encouraged to bring their own MLAK key. If you do not have access to your own MLAK key, please speak to a staff member in the Eco Centre during operating hours for assistance.

For information on how to apply for a MLAK key visit www.masterlocksmiths.com.au/mlak







Feel
Change in ground surface
Heating/Cooling

Sounds
Automated door
Echo
Hand dryer
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection



Smells
Bathroom smells
Disinfectants

Staff

There is a variety of staff at DCR Eco Centre. They include speciality baristas, golf shop sales and advice staff, hospitality and catering staff and a function centre manager.

All staff wear name badges.



Cafe

There is a cafe available at DCR Eco Centre. It has two access points.

To access the cafe from inside the Eco Centre, turn left at reception, then turn right to enter the lounge. The cafe is located at the rear.

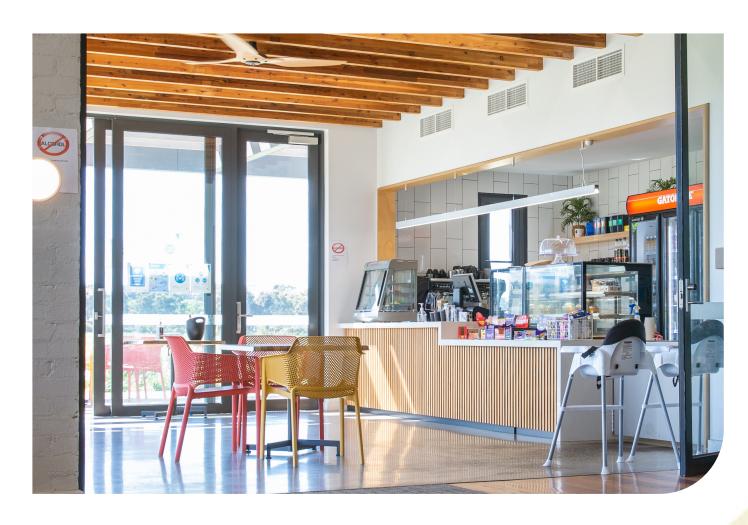
To access the cafe from outside, walk around to the rear of the building. The cafe is located directly opposite the driving range.

Food and drink are available for purchase. A large print menu can be provided. Please email functions@deepcreekreserve.com to request.

Cash or EFTPOS is available.

Catering is available for events and functions. For more information on events and functions, please call 5941 2929 or email functions@deepcreekreserve.com.

Chairs with backrests are available.





Feel nge in groun

Change in ground surface Heating/Cooling Shared personal space



Sounds Echo Heating/Cooling Kitchen sounds People



Sights Bright lights Glare



Smells Food/Drink

Golf shop

At Deep Creek Golf Club there is a golf shop. It is located on the far-left side of the building when entering from the main car park. Entry is via a manual door opening outward with a clearance of 900mm.

Golf bookings can be made here.

In the golf shop you can purchase:

- merchandise
- golfing products
- · food and drink.

There is a coffee machine.

Cash or EFTPOS is available.





Feel
Change in ground surface
Heating/Cooling



Sounds Fridge buzzing People



Sights Bright lights Glare



Smells Food/Drink Sunscreen

Golf cart hire

Golf cart hire is available.

Golf carts can be pre-booked by calling 5941 4083 for all non-members. Members can book golf carts <u>online</u>.

Once a booking has been made:

- 1. Check in to the golf shop on the day of your booking and fill in the Golf Cart Hire Agreement.
- 2. Pay for your booking. Please note, pre-payment is required for weekends.
- 3. Staff will provide you with the key and instructions for use.
- 4. Staff will direct you to the cart.
- 5. When you have finished your round of golf, please return the cart to where you picked it up from.
- 6. Please return the key to the golf shop once you have returned your cart.

Please remember to follow the instructions from staff at all times to ensure safe usage.

Golf carts can also be booked in person at the golf shop. However, we cannot guarantee a cart will be available and as such, we encourage you to pre-book.





Feel Vibration Weather



Sounds Cart engine Golf ball strike Golf club swish Nature



Sights
Flying insects
Fluttering flags
Glare



Smells Nature Petrol cart emissions Sunscreen

Sensory guide (when in a cart)

Driving range

The driving range is located outdoors, directly at the rear of the building. There are 10 bays available.

Pricing and opening hours are available on Deep Creek Golf Club's website.

Pre-booking is required for larger groups of 10 or more. To book, please call 5941 4083.

Club hire is available from the golf shop. Visit the website for pricing.

To use the driving range:

- 1. Check in at the golf shop and pay for your golf balls. Club hire can also be arranged here.
- 2. Staff will inform you of the driving range rules and direct you to the driving range.
- Once you have finished, please return your bucket and any hired equipment to the golf shop.

Please remember to follow the instructions of staff at all times to ensure safety of yourself and others.





Feel
Change in ground surface

Increased body temperature
Increased heart rate
Sweat
Weather



Sounds Cart engine Golf ball strike Golf club swish Nature



Sights
Flying insects
Fluttering flags
Glare
Moving golf balls



Smells Nature Sunscreen

Course and rules

Deep Creek Golf Club comprises an 18-hole golf course.

Casual play is permitted; however, pre-booking and pre-payment is encouraged to ensure wait times are kept to a minimum. Book <u>online</u> or phone 5941 4083. Bookings can also be made in person at the golf shop.

Club members can book online

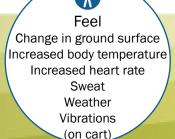
When arriving for your round of golf:

- 1. Check in at the golf shop. If you do not have a booking with pre-payment, you will be required to pay for your round. Visit the <u>website</u> for casual pricing. Members are not required to pay as this is included within their membership package.
- 2. Golf clubs can be hired.
- 3. Staff will direct you to the first hole and inform you of rules and regulations.
- 4. Wayfinding signage will help guide you through the course.
- 5. Once you have finished, please return any hired equipment to the golf shop.

Please remember to follow the instructions of staff to ensure safety for yourself and others.









Sounds Cart engine Golf ball strike Golf club swish Nature



Sights
Flying insects
Fluttering flags
Glare
Moving golf balls



Smells Nature Sunscreen

Lessons and clinics

Deep Creek Golf Club offer a range of clinics and lessons for all ages and abilities. These include one-on-one sessions as well as group sessions for both adults and juniors. Visit the Deep Creek Golf Club's coaching website for information on pricing and types of clinics available.

To book, call 5941 4083 or email golfshop@deepcreekreserve.com.

When arriving for your lesson:

- 1. Check into the golf shop to meet your teaching professional.
- 2. Your teaching professional will direct you to where the lesson is being held.



All-abilities golf



Deep Creek Golf Club proudly operate an allabilities golf program. Programs can be delivered on a one-on-one basis or for a group. School bookings are also available.

Visit Deep Creek Golf Club's coaching <u>website</u> for more information.

For bookings or enquiries please call 5941 4083 or email golfshop@deepcreekreserve.com.

When arriving for your lesson:

- 1. Check into the golf shop to meet your teaching professional.
- 2. Your teaching professional will direct you to where the lesson is being operated.

Wellbeing and therapy benefits of golf

- · Provides full body workout
- Improves physical fitness
- Improves muscle tone and endurance
- · Gentle on joints
- Improved core strength and proprioception
- Helps to train the sense of spatial awareness
- Helps to facilitate development of fine and gross motor skills
- Improves coordination
- Improves motor planning ability
- Improves visuomotor skills
- · Improves mental wellbeing
- Increases alertness and concentration
- Provides opportunity for socialisation
- Helps reduce stress
- Develops a sense of community connectedness
- Develops interpersonal and fosters social skills
- Develops skills in cooperation, encouragement and fosters a healthy understanding of winning and losing
- Encourages turn taking.

Room hire

The Eco Centre offer a variety of spaces for hire. These can include rooms for meetings, functions, birthday parties and educational purposes.

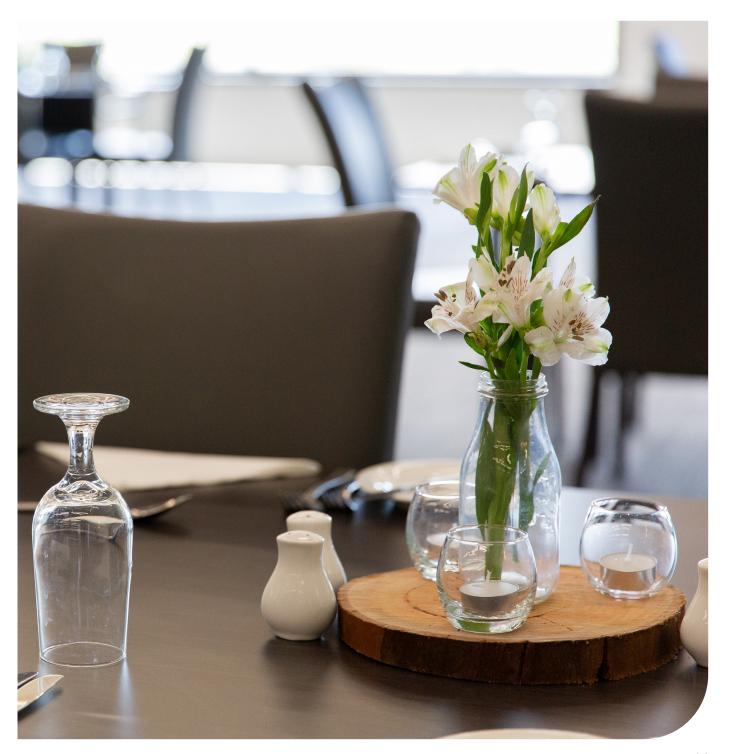
We have three bookable spaces: the main function room (170 seated and 250 standing capacity), the lounge (75 seated capacity) and the multipurpose room (30 seated capacity).

For information on how to book one of these spaces, please call 5941 2929 or email functions@deepcreekreserve.com

Chairs with backrests and tables are available along with AV equipment.

There is a fully licenced bar available in the lounge and function room.

Catering is available, please talk to staff about menu and bar options.





All-abilities functions

DCR Eco Centre, golf club and indigenous plant nursery specialise in hosting functions for people of all abilities.

To book please call 5941 2929 or email <u>functions@deepcreekreserve.com</u>.

A staff member will then organise a meeting with you to discuss your specific requirements. We will help you identify what provisions can be put into place to ensure your function runs smoothly.

We will ensure all staff are aware of these provisions on the day of the function and all necessary measures are put into place to make your experience as enjoyable as possible.

Some examples include but are not limited to:

- making the environment sensory friendly
- having quiet spaces available
- full access to the Changing Places facility.









Nursery

The nursery is a community-driven indigenous plant nursery which features display gardens, propagation facilities, shade houses and green houses to grow plants.

The nursery also features educational classrooms for schools to propagate plants, and has a sales and administration office, kitchenette, and toilet facilities.

The facility is managed by Cardinia Environment Coalition who will be able to give advice on the best plants for where residents live, so they can create beautiful, wildlife-attracting gardens. The nursery has a recharge station for mobility aids, adjustable bench heights and a flat gravel ground surface.

Check the <u>CEC website</u> for opening hours or <u>email info@cecinc.net.au</u>.

The CEC coordinates with Ecolinc, providing education sessions for school students from the education spaces in the indigenous nursery, microscope lab in the Eco Centre, demonstration wetland, all abilities play space and the outdoor environment.

Ecolinc are educational providers for schools with topics focused on biodiversity, water, waste, energy and culture. They want visitors to become ambassadors for the environment. Their framework is underpinned by the approach that understanding leads to empathy, which leads to protection. Go to the <u>Ecolink website</u> to discover the educational programs available.



Accessibility

- Phone and internet booking system.
- Main entrance pathway with gradient 1:25.
- Main reception service desk height 860mm AFFL.
- Companion cards and concession cards accepted for golf.
- Pen and paper for exchange of information located at reception.
- Staff available to read information to visitors if required.
- Prams and mobility aids can be stored in the main reception foyer. Please see staff for assistance.
- Access to the multipurpose room via manual door opening inward. Door clearance of 900mm. Additional sliding door with a clearance of 2,300mm.
- Sliding door to access multipurpose room garden with a clearance of 970mm.
- Multipurpose room with height adjustable tables and chairs with backrests.
- Drinking fountain at an operating height of 940mm AFFL. No knee clearance. Located within hallway nearest to play space toilets.
- Entry to the function room from main reception foyer via manual door opening outward with a clearance of 920mm. This can

- be made into a double door with a clearance of 1,840mm.
- Function room with bar tables, chairs with backrests and dining tables at height of 730mm.
- Function room bar height 910mm AFFL.
- Entry to lounge from main reception foyer via sliding door with a clearance of 1,150mm.
- Lounge with couch seating and chairs with back and armrests. Tables at a height of 730mm and a depth of 380mm.
- Lounge bar service desk height 1,030mm AFFL.
- · Children's highchairs.
- Cafe and lounge with large print menu A3 18 font.
- Cafe service desk height 920mm AFFL.
- Golf shop service desk height 900mm AFFL.
- Golf shop coffee machine operating height and pie oven service height at 1,470mm AFFL.
- Exit button to activate glass automated door leading back into main reception foyer from golf shop at a height of 1,040mm AFFL.
- Electric wheelchair/scooter recharge point located at the nursery. Signage available.

- Wheelchair users are permitted to take their wheelchair on the golf course. Please note, the course is not designed for mobility scooters, especially during the winter and we advise that mobility scooter users hire a golf cart instead.
- Use the National Relay Service (NRS) to contact Deep Creek Reserve Eco Centre, golf club and indigenous plant nursery on 1300 787 624. Find the right contact number or access point for your NRS channel of choice at
 - communications.gov.au/accesshub/nrs.
 For help using the NRS, contact the NRS
 helpdesk: communications.gov.au/helpdesk.
- DCR Eco Centre, golf club and indigenous plant nursery can sometimes attract large volumes of people. If you start to feel overwhelmed by levels of noise, please speak to a staff member who will be happy to assist you to find a quiet place.



Safety

- Pram ramp from accessible parking bays onto main footpath with TGSI.
- All entry doors with wide solid glazing band at 910mm to 1,010mm AFFL.
- All internal glass windows with wide solid glazing band at 910mm to 1,010mm AFFL.
- Flat terrain throughout.
- Wet floor signage available.
- Please be aware that products are stored on the golf shop floor which may pose as obstacles. Please speak to staff and they will be happy to move these for you.
- Seating offers colour contrast to walls and floor.
- All staff have Working with Children's Checks.
- Sunscreen is provided for all clinics and lessons. We encourage you to please bring your own sunscreen when using the driving range or the golf course. Sunscreen can be purchased from the golf shop.
- If first aid is required, please see a staff member.
- A defibrillator is located in the golf shop and within the main reception foyer.
- · Clear illuminated exit signage.

- 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.
- The health and safety of our staff and community are our upmost priority.



Adherence to government COVID-19 safeguarding guidelines include:

- · Regular cleaning
- Availability of hand sanitisers throughout
- Contactless payment methods
- Community safeguarding measure displayed throughout.

All visitors are requested to adhere to the following guidelines:

- Register details on arrival. Registration log is available within all areas of service (golf shop, lounge, cafe and reception).
- · Practice social distancing.
- We recommend visitors bring their own hand sanitiser and water bottles for use in the surrounding DCR areas.
- If you become unwell after visiting, please advise our centre by contacting us on 5941 2929.



Cardinia Shire Council

Civic Centre 20 Siding Avenue, Officer

PO Box 7 Pakenham 3810

Phone: 1300 787 624

Email: mail@cardinia.vic.gov.au
Web: www.cardinia.vic.gov.au

National Relay Service (NRS)

TTY: 133 677 (ask for 1300 787 624) Speak and Listen (speech-to-speech relay): 1300 555 727 (ask for 1300 787 624)



Translator Interpretation Service 131 450 (ask for 1300 787 624)

