

# Cardinia Cultural Centre



40 Lakeside Boulevard, Pakenham

Phone: 1300 787 624

Web: [www.cardinia.vic.gov.au/ccc/](http://www.cardinia.vic.gov.au/ccc/)



Cardinia Shire Council  
**Access Key**



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**In-document links** – click underlined text to follow links.

**AFFL** – Above finished floor level

**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 Cardinia Cultural Centre.

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 [20](#).
- Safety information is located on page [21](#).
- Download Access Key in its entirety – 22 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](#).

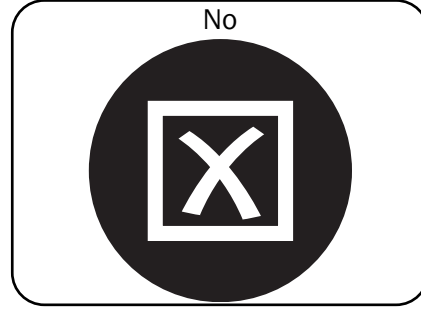
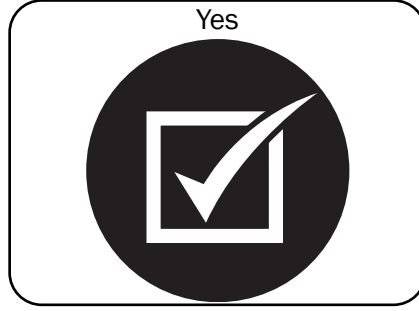
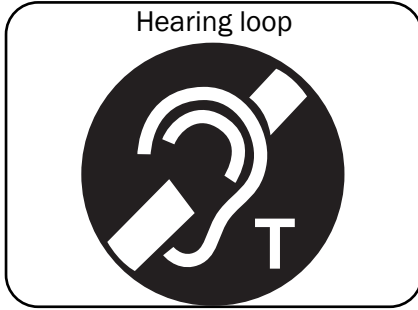
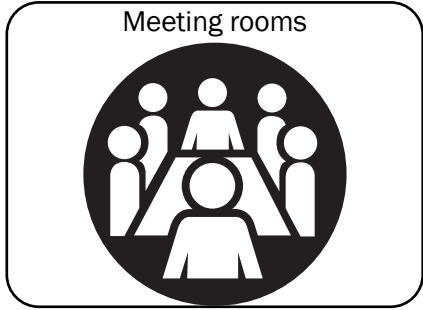
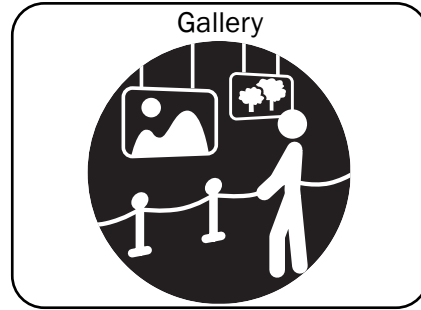
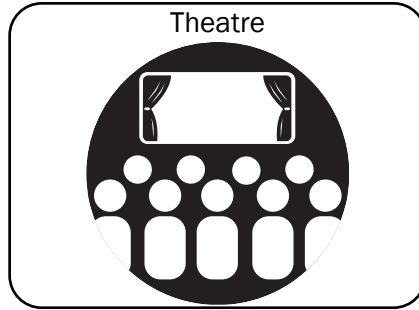
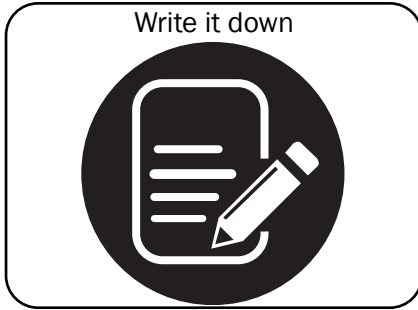
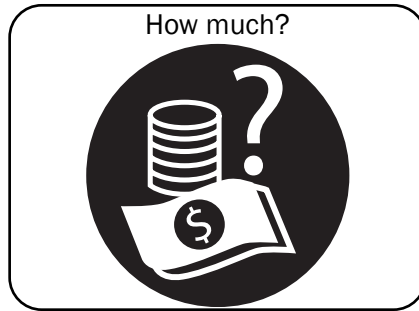
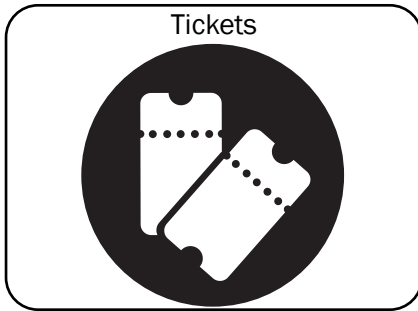
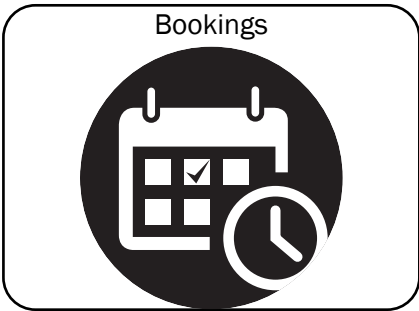
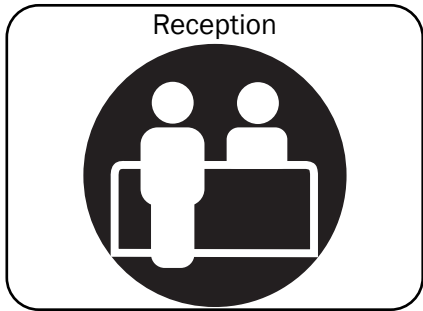
Please complete our short [survey](#) to help us ensure continuous improvement.

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# Communication board

Take your Cardinia Cultural Centre communication board with you to ensure confident communication.  
March 2021 V1



# Did you know?

- Cardinia Cultural Centre is proudly owned and operated by Cardinia Shire Council.
- Cardinia Cultural Centre is a state-of-the-art performing arts and function centre with a fully equipped 356-seat theatre, studios, art gallery, function rooms and cafe.
- Cardinia Cultural Centre hosts a range of theatre performances and art exhibitions throughout the year. See [What's on at Cardinia Cultural Centre](#).
- We host a range of [Public artworks](#) at the centre.
- There are a range of [rooms and spaces](#) for hire to suit your needs.
- If you are visiting for a performance, please review our [guide](#) for theatre etiquette.
- For information on our cafe including opening hours and menu options visit [Vista Cafe](#).
- [Become a Friends of the Ballet member](#) and receive VIP pre-sale ticket access, performance announcements and exclusive invitations and offers.
- [Cardinia Council Access and Inclusion Action Plan and Policy Plan](#) can be found on the Cardinia Shire Council website.
- [Like us](#) on Facebook!
- To provide feedback please email [ccc@cardinia.vic.gov.au](mailto:ccc@cardinia.vic.gov.au) or call us on 1300 887 624.





## Getting there

Cardinia Cultural Centre is located at 40 Lakeside Boulevard, Pakenham.

See Google Maps reference [here](#).

The nearest bus stop is approximately 20 metres away on Lakeside Boulevard.

For more information on how to get here, please visit [PTV](#).



Main entrance accessible parking



Art gallery entrance accessible parking

## Parking

Cardinia Cultural Centre has its own dedicated car park. It is located on the corner of Lakeside Boulevard and Waterford Rise.

There are:

- four accessible parking bays located approximately 75m from the main entrance. Pathway with flat surface
- two accessible parking bays located approximately 35m from the secondary (art gallery) entrance. These bays are approximately 130m from the main entrance. Pathway with flat surface
- general parking with no restrictions.



# Welcome

Welcome to Cardinia Cultural Centre.

For office hours and contact details please visit our [website](#).

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

There is an undercover area directly outside the main entrance.



# Main entry Lakeside Boulevard

The main entry is adjacent to Lakeside Boulevard. Enter via two glass automated doors with a clearance of 1,400mm and 1,550mm respectively.

The box office is located directly ahead of main entrance, in the foyer.

Staff are available 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](#).

Couches and chairs with backrests are available in the foyer.



Main entry



Reception

## Sensory guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Automated doors  
Cafe equipment  
People



### Sights

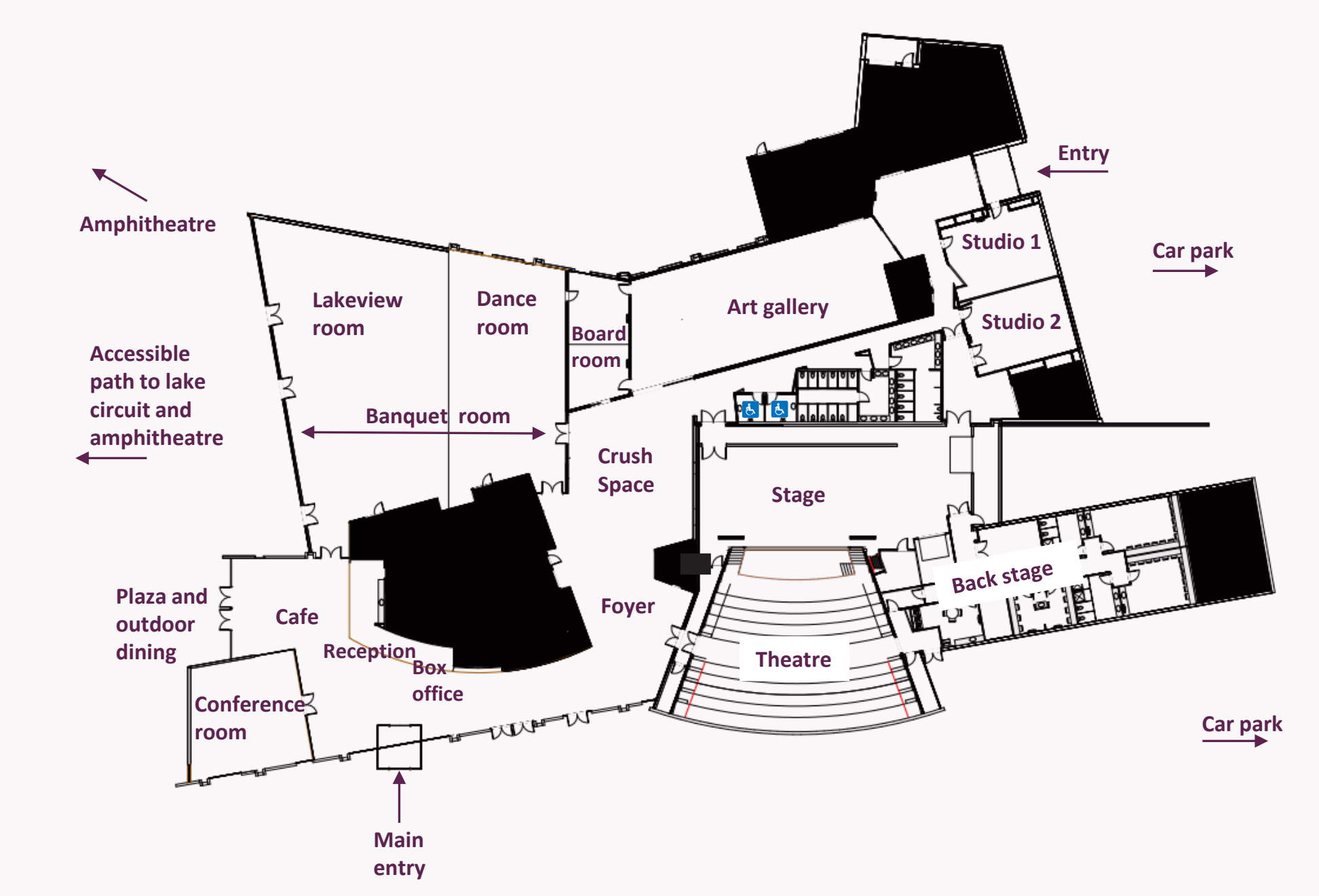
Glare



### Smells

Food/Drink

# Map



# Staff

Customer service reception staff wear a Cardinia Shire Council lanyard and name badge.

Front of house staff wear black pants, white shirt, Cardinia Shire Council lanyard and a name badge.

Technical staff wear a black shirt with logo, name badge and black pants.



# Toilets

Cardinia Cultural Centre has one set of public toilets.

Location: In the hallway between the crush space and the studios.

Includes:

- two unisex, accessible toilets with sensor lighting
- push button activated automated sliding doors. Door clearance of 1,010mm. Push button lock at 1,120mm AFFL
- one toilet with cubicle space of 2,450mm x 2,440mm and one toilet with cubicle space of 2,660mm x 2,550mm
- one toilet with left-hand transfer and grab bars to the left and one toilet with right-hand transfer and grab bars to the right
- toilets with colour contrast seats
- toilet heights 460mm AFFL
- sink heights 800mm AFFL with lever tap 950mm AFFL
- baby change areas
- separate male and female toilets including ambulant toilet located to the left of the accessible toilets.



Accessible toilets



## Feel

Change in ground surfaces  
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

Sensory guide

# Cafe

The cafe is located directly ahead of the main entrance past the box office.

Food and drink are available for purchase. You can download our [menu](#).

A large print menu can be provided.

[Catering](#) is available.

Seating options include chairs with backrests, a dining table with knee clearance of 670mm and additional cafe tables with knee clearance of 740mm.

Consideration for special dietary requirements may be available. Please speak to staff either at time of ordering or when booking a function to see what provisions can be made.



## Feel

Change in ground surface  
Heating/Cooling



## Sounds

Automated doors  
Cafe equipment  
People



## Sights

Glare



## Smells

Food/Drink

# Art gallery

The gallery is located to the right of reception and through the foyer.

When an exhibit is open to the public, the gallery is transformed into a large open space.

The gallery is used for a variety of exhibits including traditional art as well as multimedia.

Bench seating is available within the gallery.

Patrons who wish to tune in to our multimedia exhibits using their smartphones are encouraged to download the [Listen Everywhere app](#) and connect to the free Cardinia Guest Wi-Fi. This will allow patrons to stream the multimedia exhibits directly to their compatible mobile phone or tablet in real-time, for free.



## Sensory guide



### Feel

Change in ground surface  
Heating/Cooling



### Sounds

Automated doors  
People



### Sights

Bright lights

# Banquet room

The room is located directly ahead of the main entrance, past the cafe.

Entry is via manual door opening inward with a clearance of 890mm. This can be made into a double door with a clearance of 1,800mm.

Entry is also possible via the crush space through a manual door opening inward with a clearance of 850mm. This can also be made into a double door with a clearance of 1,650mm.

This room is used for a variety of functions and events. It is a fully catered space with a full licenced bar. The banquet room can be hired (capacity up to 500).

This room can also be divided for smaller functions and events. It can be divided into the Lakeview Room (capacity up to 300) and the Dance Room (capacity up to 200). Capacity will vary with room set up, please speak to staff about floor plan options.



## Feel

Change in ground surface  
Heating/Cooling



## Sounds

Kitchen equipment  
Music  
People



## Sights

Glare



## Smells

Food/Drink

# Theatre

The theatre is located past the main entrance, directly to the right.

Entry is via two double doors with a clearance of 1,840mm.

Four options are available for ticket purchase:

1. Pre-purchase tickets [online](#) and pick up tickets from the box office during box office hours or one hour prior to performances.
2. Pre-purchase tickets by calling 1300 887 624 and pick-up tickets from the box office during box office hours or one hour prior to performances.
3. Pre-purchase tickets [online](#) and print at home. Tickets can also be displayed and scanned on personal devices.
4. Patrons may purchase tickets in person at the box office.

Pre-booking is required for accessible seating. Please call 1300 887 624 and speak with our box office team.

Please be aware of the following when arriving at Cardinia Cultural Centre to watch a performance.

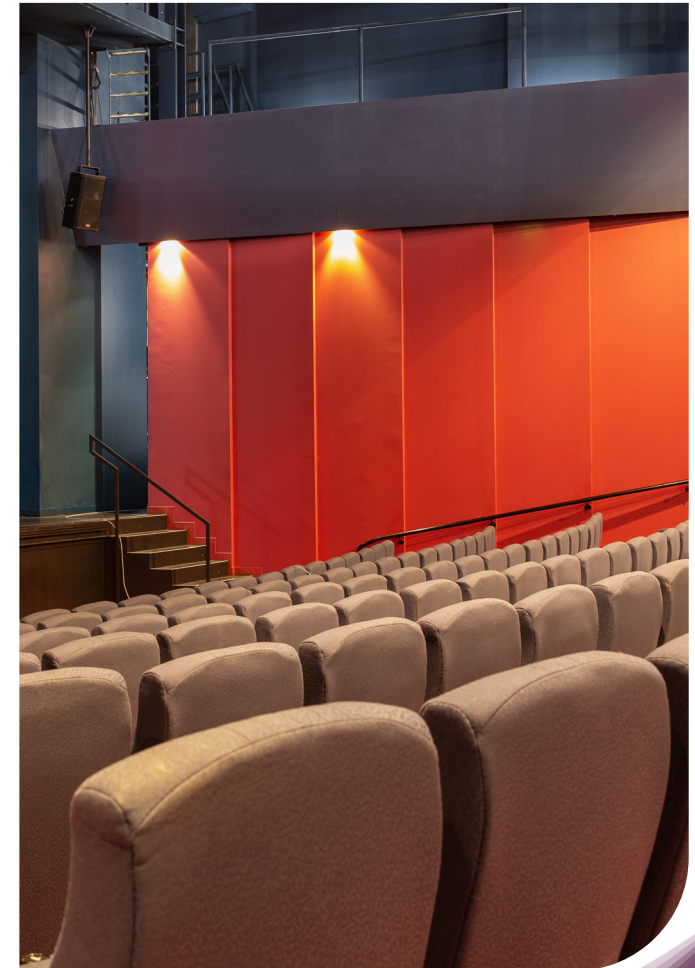
1. If you have pre-purchased tickets please wait in the foyer until theatre doors open. If you have not pre-purchased tickets, please see staff at the box office.
2. Staff will ring a bell when the theatre doors open.
3. Proceed into the theatre. Ushers are stationed on doors. House lights will remain on during pre-show admission.
4. Locate your seat. Allocated seating is displayed on tickets and seating rows have illuminated aisle lettering.

Ushers are available throughout the theatre if you require assistance.

Speak to staff when booking seats to ensure you can be seated with your mobility aids, or please see staff who will assist with safe storage.

Patrons with prams, please see staff who will assist with safe storage.

To keep up to date with performances on offer, please subscribe to our [Box Office](#).



## Sensory guide



### Feel

Change in ground surface  
Heating/Cooling  
Shared personal space



### Sounds

Amplified voice  
Applause | Echo  
Music  
People  
Performance/Narrator  
Sound effects



### Sights

Floor lighting  
Rotating spotlights  
Special effects smoke  
Varied lighting  
Visual effects  
Vivid entertainment



### Smells

Food/Drink  
Special effects smoke



# Room hire

There are a range of [rooms and spaces](#) available for hire.

[AV technology](#) is available for all bookings.

To discuss your event requirements, call our events manager on 1300 887 624 and submit an online [event booking form](#).

Catering services are available on request.

## Board room

The board room is located directly next to the Art gallery, at the end of the theatre foyer.

Entry is via an automated glass sliding door with a clearance of 1,740mm. This is activated by a swipe card and a push button at a height of 1,030mm. Swipe card will be provided on the day of booking.

This room is a multipurpose meeting room which can be set up as required.

Office chairs on wheels with backrests and meeting tables with a knee clearance of 685mm are available.

This room can be divided into two separate rooms by a large dividing wall.

## Conference room

The conference room is located through the main entrance, directly to the left.

Entry is via a manual door which opens inward with a clearance of 770mm. This can be made into a double door with a clearance of 1,570mm.

This room is a large, multipurpose meeting room which can be set up as required.

Chairs with backrests and trestle tables are available.



Board room



**Feel**  
Heating/Cooling



**Sounds**  
Automated doors  
People  
TV/AV sounds



**Sights**  
Bright lights  
Glare

# Amphitheatre

The amphitheatre is located on the outer of the centre.

The amphitheatre can be accessed from inside the centre, via the Cafe or Lakeview room.

Entry from the Lakeview room is via a manual door opening outward with a clearance of 1,130mm. This can be made into a double door with a clearance of 2,310mm.

The amphitheatre is a public space which is available for all to sit, relax and enjoy the view over the lake.

Bench seating is available.



## Sensory guide



Feel  
Weather



Sounds  
Nature  
People



Sights  
Glare  
Birds  
Flying insects

# Studios

The studios are located to the right of reception, through the foyer and crush space, beyond the toilets and right at the hallway.

Entry to the studios is via a manual door opening inward with a clearance of 880mm.

The studios may be used for dance classes, health and fitness and meditation sessions and may also be used as an overflow space.

The studios are available to [hire](#).



## Sensory guide



### Feel

Change in ground surface  
Increased body temperature  
Increased heart rate



### Sounds

Music  
People



### Sights

Glare  
Bright lights

# Accessibility

- Accessible website.
- Phone booking system.
- Internet booking system.
- Taped phone message about services and events.
- Pram ramps available to access walkway from accessible parking.
- Wayfinding signage.
- Free Wi-Fi. Log into Cardinia Guest.
- Box office counter at 1,210mm AFFL with additional lower height counter at 780mm.
- Signed mobility aid charging GPO located in the box office and theatre foyer at 500mm AFFL.
- Box office counter at 1,210mm AFFL with additional lower height counter at 780mm AFFL.
- Pen and paper for exchange of information at box office and reception.
- Patrons with prams, please see staff who will assist with safe storage.
- Speak to staff when booking seats to ensure you can be seated with your mobility aids, or please see staff who will assist with safe storage.
- Couches and chairs with backrests in box office and theatre foyer.
- Wide, clear internal walkways.
- Clear space between furniture for a person to manoeuvre a mobility aid.
- Space for person with a wheelchair to sit with friends.
- Wheelchair accessible seating in the theatre.
- Theatre and banquet room with induction hearing loop
- Gallery, studios, board room and crush space compatible with [Listen Everywhere app](#). Prior to arrival patrons are encouraged to download this app if required.
- Some theatre performances may offer Auslan interpreters and audio described performances. Please enquire by calling 1300 887 624.
- Flat access to backstage areas for performers.
- Separate male and female dressing rooms. Access via manual door opening inward with a clearance of 770mm.
- Cafe service desk 900mm AFFL.
- Bar height in Banquet Room of 1,150mm AFFL.
- Access to the amphitheatre from the Banquet Room stepped with handrail on both sides.
- One drink station with two taps located outside the studios at a low operating height 750mm AFFL with a knee clearance of 650mm. An additional drink tap at an operating height of 870mm AFFL with knee clearance of 700mm.
- Gallery customer service desk at height 780mm.
- Ballet bars in studios at height 970mm.
- Acceptance of Senior and Companion Cards.
- Assistance animals welcome.



# Safety

- Main entrance accessible parking bay pram ramps to walkway with no TGSi.
- Glass entry doors with solid contrast strip at 750mm to 830mm AFFL and 1,270mm to 1,350mm AFFL.
- Internal glass windows with solid contrast strips at 750mm to 830mm AFFL and 1,270mm to 1,350mm AFFL.
- If first aid is required, please see staff who will call 000.
- A defibrillator is located in the main office.
- Amphitheatre steps with no TGSi.
- Theatre steps with handrail on one side only.
- Theatre with step lighting to help define step edges. Each step is also fitted with a metal tactile strip.
- Theatre with wide, clear entries and exits.
- Theatre with floor lighting.
- Theatre emergency entry/exit lights remain on at all times.
- Theatre aisle lighting remains on at all times.
- Theatre with visible stage definition.
- Cardinia Cultural Centre is a no smoking zone.
- Flat terrain throughout.
- All staff have Working with Children Checks.



- Seating offers limited colour contrast to walls and floor. Please exercise caution when mobilising around the facility.
- Cardinia Cultural Centre request all patrons respect personal space of others, place rubbish in bins provided and move safely throughout the venue, walking only.
- 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.
- Please refer to our [website](#) for information on our COVID safe policies.



**Cardinia Shire Council**

Civic Centre  
20 Siding Avenue, Officer

PO Box 7  
Pakenham 3810

Phone: 1300 787 624

Email: [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au)

Web: [www.cardinia.vic.gov.au](http://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)

