# Churchill Island Access Key

**A customised accessibility guide**

**246 Samuel Amess Drive Churchill Island Newhaven 3925**

**03 5951 2800**

**www.penguins.org.au**

**Updated April 2022**

**Version 2.0**

## Guidelines

**Thank you for choosing to use an Access Key for Churchill Island.**

**This customised accessibility guide provides convenient information about accessing Churchill Island.**

**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.**

**Download Access Key in its entirety - 27 pages in total.**

## Did You Know?

**Churchill Island Heritage Farm is the site of the first European garden in Victoria.**

**Churchill Island Heritage Farm contains a working farm, cottages dating from the 1860s and a homestead (Amess House) dating from 1872, all fully restored and open to the public.**

**Please click following link to pre-book tickets.**

**https://www.penguins.org.au/buy-tickets/**

**Bundle options are available online at a discounted rate.**

**https://www.penguins.org.au/buy-tickets/**

**Watch Churchill Island's video overview footage. https://youtu.be/t7xRwEn\_2Aw**

**Weddings can be booked at Churchill Island Heritage Farm.**

**Follow Phillip Island Nature Parks on Facebook or Instagram.**

**https://www.facebook.com/churchillisland/ https://www.instagram.com/phillipislandnp/**

**To provide feedback please email info@penguins.org.au**

## Getting There

**By car: Phillip Island is a 90-minute drive from Melbourne. Allow a further 10-minutes from the bridge to get to Churchill Island. Free car parking is available on-site.**

**By bus: Public transport is limited on Phillip Island. V-line operates a bus to Phillip Island’s main town, Cowes, from Southern Cross Station in Melbourne city.**

**Please note that the V-line bus does not go to Churchill Island.**

**By taxi: Contact Phillip Island Taxis on 03 5952 2200 to arrange transfers on Phillip Island.**

**Tours and Transport: Contact a Visitor Information Centre in Melbourne or on Phillip Island for tours and transport options**

**https://www.visitvictoria.com/Regions/Melbourne/Travel-information/Visitor-information-centres**

**https://www.visitphillipisland.com/category/explore/information-centres/**

**For further information, see Google Maps reference.**

**https://www.google.com/maps/place/Churchill+Island/@-38.4997104,145.3359313,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad5f24038c39625:0xbf156a4c8abfa60c!8m2!3d-38.4997104!4d145.33812**

## Parking

**Visitors enter the main gate at the end of Samuel Amess Drive.**

**General and accessible parking is located directly ahead of gate entry.**

**There are two accessible parking bays available.**

**They are located nearest to the pedestrian pathway.**

**A wide clear gravelled walkway of approximately 40-metres leads from the carpark to the Visitor Centre.**

**A drop off point is located outside the Visitor Centre.**

**Bus parking is located to the right of the Visitor Centre.**

## Welcome

**Welcome to Churchill Island Heritage Farm.**

**Entry into Churchill Island Heritage Farm is through the main Visitor Centre via a manual accessible glass door, opening outward.**

**Visitors that need to purchase entry tickets, please see ticketing staff. The ticket office is located inside the entrance to the Visitor Centre.**

**EFTPOS only accepted.**

**Visitors with pre-purchased tickets, please show tickets to ticketing staff upon arrival.**

**Bus and school group arrival, please follow the same process as above.**

**The Visitor Centre main entrance is undercover with a small shelter and rest areas.**

**Please refer to our website for opening hours.
https://www.penguins.org.au/attractions/churchill-island/**

## Staff

**Ticketing, retail and cafe staff wear blue uniforms.**

**Farmers wear brown uniforms.**

**Homestead volunteers dress in period costume.**

## Toilets

**Churchill Island Heritage Farm has two sets of toilets.**

**Set One**

**Location**

**Inside the Visitor Centre.**

**Includes:**

**unisex accessible toilet with artificial lighting**

**manual door opening outward. Door clearance 810mm. Twist lock 960mm AFFL**

**cubicle space 1900mm x 2400mm**

**grab bars to the left of toilet**

**toilet seat height 450mm AFFL with left hand transfer**

**sink height 800mm AFFL with lever tap 910mm AFFL**

**baby change.**

**Separate male and female toilets including ambulant toilet in each.**

**Set Two**

**Location**

**Farming activity area**

**Separate male and female toilets.**

**The female toilets have a baby change facility.**

### Sensory Guide Toilets

#### Feel

**• Different ground surfaces**

**• Shared personal space (excluding accessible)**

#### Sounds

**• People (excluding accessible)**

**• Toilet flushing**

**• Water running**

#### Sights

**• Bright lights**

**• Mirror/Reflection**

#### Smells

**•** **Air Freshener**

**• Bathroom smells**

* **Disinfectants**

## Souvenir Gift Shop

**The Souvenir Gift Shop is located in the Visitor Centre to the right of the ticket counter and is open 10am daily until closing.**

**The Souvenir Gift Shop offers a range of gifts including farm themed items, clothing and toys.**

**Merchandise and displays are also available throughout the Visitor Centre foyer.**

**Due to layout space, this store has limited accessibility.**

**EFTPOS is accepted.**

## Churchill Island Café

**There is a Café located in the Visitor Centre, to the right of the Souvenir Gift Shop.**

**Entry is via a glass manual door.**

**All day breakfast, lunch and light snacks are available to be ordered at the counter, with staff delivering orders to tables.**

**Chairs with backrests and tables are available.**

**Outside Café seating includes a wider space with chairs and backrests/armrests as well as tables. Access is via a double set of glass manual doors, opening outward.**

**EFTPOS is available.**

**Full menu is available until 2.30pm. Snacks and drinks are available till 3pm.
https://www.penguins.org.au/attractions/churchill-island/churchill-island-cafe/**

**A drinking fountain is available at the entrance to the Visitor Centre.**

**Please refer to our website for opening hours.**

**https://www.penguins.org.au/attractions/churchill-island/**

## Amess House Homestead

**Churchill Island’s historical homestead, Amess House, dates back to the 1850’s.**

**There is a shell grit pathway leading to the Homestead from the Visitor Centre.**

**Access to the front of the homestead is via steps with handrail. Entry is via an open wooden door.**

**Wheelchair access is available at the back of the Homestead.**

**It is via a manual door opening outward with a clearance of 800mm.**

**View the re-enactment rooms and how the homestead may have looked in the 1800’s.**

### Sensory Guide Amess House Homestead

#### Feel

**• Different ground surfaces**

**• Shared personal space**

**• Weather**

#### Sounds

**• Animals**

**• Creaking doors**

**• Flying insects**

**• Footsteps**

**• Wind**

#### Sights

**• Dim lighting**

**• Flying insects**

**• Glare**

#### Smells

**• Animals**

**• Flowers**

**• Mustiness**

**• Timber**

## Farming Activities

**Churchill Island Heritage Farm offers a range of daily farming activities.**

**Daily farming activities may include**

**Cow milking**

**Blacksmithing**

**Lamb feeding and sheep talk**

**Sheep shearing**

**Meet the working dogs**

**Whip cracking**

**Please refer to our website for activities schedule.**

**https://www.penguins.org.au/attractions/churchill-island/activities/**

**To access the farming activities;**

**First, visitors exit the Visitor Centre via a manual accessible glass sliding door located to the left of the Gift Shop.**

**This door is signed ‘Historic Area’.**

**Next, visitors follow the wooden boardwalk to the left followed by a 115-metre shell grit pathway up a hill to the farming sheds. Wayfinding signage is available along the pathway.**

**Then, wait at each farming station for the activity to commence.**

**Male and female toilets are available in the farming activity area located next to the Blacksmith Shop.**

**Access is via an open entry way.**

## Cow Milking

**Cow Milking is located at the horse stables.**

**First, visitors line up at the milking station which is located outside the horse stables.**

**Next, visitors sit on small milking stool to milk a cow. A farmer will be there to provide instructions and to help visitors.**

**Then, visitors exit into the horse stables to wash hands. A hand basin is located in the horse stables, to the right.**

**A printed transcript of farming instructions is available in English and Mandarin. Please see ticketing staff on arrival.**

**Please refer to our website for activities schedule.**

**https://www.penguins.org.au/attractions/churchill-island/activities/**

### Sensory Guide Cow Milking

#### Feel

**• Change in gradients**

**• Different ground surfaces**

**• Shared personal space**

**• Weather**

**• Wind**

#### Sounds

**• Animals**

**• Audio presentation**

**• People**

**• Running water**

**• Wind**

#### Sights

**• Dim stable lighting**

**• Glare**

#### Smells

**• Animals**

**• Hay**

**• Nature**

## Sheep Shearing

**Sheep Shearing is located in the Shearing Shed.**

**First, visitors enter the Shearing Shed via open accessible entry ways. There are two entry/exit points located on either side of the shed.**

**Visitors to sit in tiered seating stands.**

**There is no allocated seating.**

**Next, a farmer will give an audio information presentation on the history of Australian sheep shearing and shearing equipment.**

**This presentation will also include a sheep shearing demonstration. Shearing does not harm the sheep and is an annual requirement for the wellbeing of the animal.**

**Then, at the end of the demonstration, the farmer will be available to answer questions.**

**Please refer to our website for activities schedule.**

**https://www.penguins.org.au/attractions/churchill-island/activities/**

### Sensory Guide Sheep Shearing

#### Feel

**• Different ground surfaces**

**• Shared personal space**

#### Sounds

**• Animals**

**• Audio presentation**

**• Shears clicking/buzzing**

**• Echo**

**• Footsteps**

**• People**

**• Wind**

#### Sights

**• Animals being shorn**

**• Dim shed lighting**

#### Smells

**• Animals**

**• Hay**

**• Nature**

## Whip Cracking

**Whip Cracking takes place daily on the lawn opposite the Blacksmith Shop.**

**First, visitors make a semi-circle around the outside of the lawn. Visitors to remain off the grass and to stand on the pathway, taking care to remain within a safe distance from the whips.**

**Next, a farmer will give an audio information presentation on the history of Australian whip cracking and equipment.**

**This presentation will also include a whip cracking demonstration.**

**Then, visitors will have opportunity to use the whips under the guidance of the farmer.**

**At the end of the demonstration, the farmer will be available to answer questions.**

**Please refer to our website for activities schedule.**

**https://www.penguins.org.au/attractions/churchill-island/activities/**

### Sensory Guide Whip Cracking

#### Feel

**• Different ground surfaces**

**• Shared personal space**

**• Weather**

**• Wind**

#### Sounds

**• Audio presentation**

**• People**

**• Whip cracking**

#### Sights

**• Lashing whip display**

**• Glare**

#### Smells

**• Animals**

**• Flowers**

**• Hay**

**• Nature**

## Working Dogs

**Working Dogs takes place daily in the paddock past the horse stables.**

**First, visitors line up at the fence perimeter.**

**Next, a farmer will enter the paddock of sheep with a working dog and give an amplified audio information presentation on the history of Australian working dogs.**

**This presentation will also include a working dog demonstration of rounding up sheep.**

**Then, at the end of the demonstration the farmer will be available to answer questions.**

**A printed transcript of the farming presentation is available in English and Mandarin. Please see ticketing staff on arrival.**

**Please refer to our website for activities schedule.**

**https://www.penguins.org.au/attractions/churchill-island/**

### Sensory Guide Working Dogs

#### Feel

**• Different ground surfaces**

**• Shared personal space**

**• Weather**

**• Wind**

#### Sounds

**• Animals**

**• Audio presentation**

**• People**

**• Wind**

#### Sights

**• Animal movement**

**• Glare**

#### Smells

**• Animals**

**• Hay**

**• Nature**

## Accessibility

**An internet booking system is available.**

**Acceptance of Companion cards and Australian pensioner cards.**

**Clear path of travel from outdoor to Visitor Centre.**

**Ramped and stepped access throughout Visitor Centre.**

**Visual Communication Board at ticket counter.
Sensory bags are available at ticket counter for checkout at no cost to individuals and or families visiting.**

**Staff available to read information if required.**

**Pen and paper for exchanging information available at ticket counter.**

**Limited access for prams and wheelchairs in Café.**

**Clear large print external directional signage provided throughout.**

**Some pathways are shell grit – recommended wheelchairs/mobility aids use grassed area and parents to consider all terrain prams.**

**Moderate gradient pathway to farming activities and throughout gardens.**

**Variety of seated rest areas provided throughout.**

**Pram parking at the all farming activity stations (please note, prams cannot access the tiered seating stand in Shearing Shed).**

**Exclusive accessible access viewing areas at all farming activities.**

**Due to the historical structures and stepped entrances to Amess House Homestead, limited access is available; outbuildings can be viewed from the outside.**

**Assistance animals welcome but must remain on designated paths and restrained by a harness or leash.**

## Safety

**Visitor Centre:**

**No contrast markings on entry/exit doors or adjacent panels.**

**Small raised edge at entry.**

**Consistent lighting throughout.**

**Obstacles (merchandise displays, bins, mats) throughout Visitor Centre foyer.**

**Signage for wet floors may be displayed.**

**End of wooden boardwalk outside Visitor Centre has slight decline and drainage grate****.**

**Cow Milking:**

**Small raised edge to paved milking area.**

**Dulled lighting in horse stables.**

**Uneven and inward slope fall of paved area in horse stables.**

**Farming equipment displayed on walls throughout horse stables.**

**Farming activity toilets have a small raised edge at entry/exit.**

**Shearing Shed:**

**Small raised edge at entry/exit.**

**Wooden pillars throughout.**

**No handrails on tiered seating.**

**No tactile ground surface indicators prior to tiered seating steps.**

**Non-slip edges installed on step edges.**

**Stage with raised edge and roped barrier.**

**Working dogs activity has a moderate grassy gradient to viewing area.**

**Amess House Homestead:**

**Uneven pathways.**

**Front Cottage veranda raised above ground level.**

**Due to the historial nature of structures, wheelchair access maybe limited.**

**Front cottage access steps with handrail.**

**Furniture placed on Cottage veranda.**

**Door mats placed on ground at entry/exits.**

**Rug in Cottage hallway.**

**Dulled lighting throughout.**

**Low head clearances.**

**General:**

**Varied terrain throughout; gravel, wooden boardwalk, shell grit, uneven brick paving, grass, asphalt; some with varied gradient.**

**Limited use of roped barriers.**

**Please do not gather or consume any mushrooms that may be found in the gardens – they can be extremely poisonous.**

**If first aid is required, see a staff member.**

**Defibrillator available for use located in the Visitor Centre. Please see ticketing staff.**

**Churchill Heritage Farm is a no smoking zone.**

**Children must be supervised at all times.**

**In the event of an emergency, staff are on hand to assist with any evacuation requirements (including the provision of audible fire alarms, fire wardens, accessible and hazard free emergency exits and assembly areas on accessible routes).**

**For up-to-date COVID information, please visit our website. https://www.penguins.org.au/**

## Access Ability Australia

**To view the full range of free Access Keys available, go to AAA Library by clicking the following link.**

**https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please Contact Us by clicking the following link.**

**https://accessabilityaustralia.com/contact-us/**

**To help us ensure continuous improvement please complete our short survey by clicking the following link.**

**https://www.surveymonkey.com/r/F666XYK**

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**The End.**