

Access Key

How to navigate headspace Hawthorn

Level 1, 360 Burwood Road
Hawthorn VIC 3122

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About this Access Key:

An Access Key is a document that describes a physical space and how to access it. Access Keys are used to describe the features of a venue. They are designed to be suitable for all people, regardless of ability. We have written an Access Key for our headspace Centre in Hawthorn.

Not all places and spaces are easy to access. We hope our Access Key will give young people more agency and control over how they participate.

If you have any questions, concerns or feedback, please get in touch. You can call us on **(03) 9006 6500** or email **headspace.enquiries@accesshc.org.au**

How to use this guide:

You may want to read this document in full or skip to the parts you want more information about. There are pictures in this document, with image descriptions that may help you to visualise and understand the space.

This Access Key also comes in an Easy Read version. This can be found on our website [here](#).



How to find headspace Hawthorn:

headspace Hawthorn is at Level 1, 360 Burwood Road, Hawthorn.

Our Centre is inside the Hawthorn Arts Centre on level one (1).

The Hawthorn Arts Centre is located 100m from the corner of Burwood Road and Glenferrie Road.

headspace Hawthorn can't be seen from Burwood Road.

See Google Maps reference [here](#).

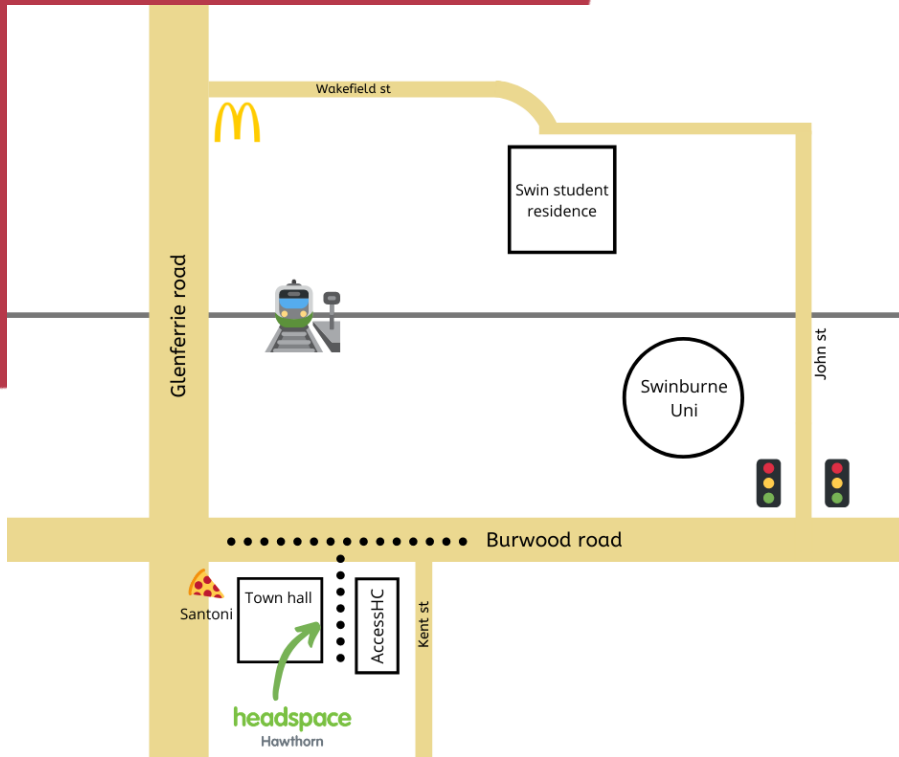


Image description: An aerial view of headspace Hawthorn and surrounds. The headspace Centre is pictured inside the Hawthorn Town Hall and next to Access Health and Community (AccessHC). The image shows the intersection of Glenferrie Road and Burwood nearby.

Getting to the entrance:

From the Kent Street Car Park:

The entrance to headspace Hawthorn is approximately 50m from the Kent Street Car Park. Note: there is often gumnuts and twigs on the ground in the carpark.

Continue along the pathway at the top of the car park until you reach the entrance to headspace Hawthorn and the Hawthorn Arts Centre. There are two glass doors at this entrance. Enter the glass door on the left to get to headspace Hawthorn. Note: there is a large green headspace sign.

There are park benches in the courtyard area between the carpark and entrance. There is also a smoking area.

From the Glenferrie Road and Burwood Road intersection:

If you travel to headspace Hawthorn by tram or train, you will need to cross at the intersection of Glenferrie Road and Burwood Road.

Proceed along Burwood Road for 100m towards the Hawthorn Arts Centre. Continue until you see a white sign on a pillar. There is a green headspace Hawthorn logo on the white sign. On the right, there is an open courtyard and paved area. The entrance to our Centre is via the glass door in the courtyard.



Image description: The pathway at the top of the Kent Street Car Park that leads to the entrance of headspace Hawthorn and the Hawthorn Arts Centre. There are park benches and large orange and green sculptures in the distance.

Getting to the entrance:



Image description: The north side of the Hawthorn Arts Centre. A brown cement archway attached to a building. Swinburne University can be seen in the distance on the left side of Burwood Road. Continue this direction to get to headspace Hawthorn.



Image description: A white sign on a pillar saying '360 Burwood Road, City of Boroondara Customer Service, Boroondara Youth Resource Centre and headspace Hawthorn. Turn right at this sign to get to the entrance.

Getting to the entrance:



Image description: This open courtyard leads to the entrance. There is large orange and green sculptures, trees and a paved area. The paved area leads to the headspace Hawthorn entrance.



Image description: The entrance point to the building that opens up into the courtyard space. There are two stairs with tactile pavers and hand railing. There is a flat entrance to the left. This declines slightly towards the glass door to headspace Hawthorn.

Getting to headspace Hawthorn by car:

Kent Street Car Park:

The closest parking is located in the Kent Street Car Park. You can access the car park from Burwood Road.

There are seven (7) one-hour parking bays, at least seventy (70) two-hour parking bays, and at least seventy-five (75) eight-hour parking bays.

The one-hour and two-hour parking is free. The eight-hour parking is ticketed. You must pay for a ticket.

There are three (3) accessible parking bays, including two (2) directly adjacent to the headspace Hawthorn entrance.

The accessible parking bays are at the front of the Kent Street car park and are closest to the entrance.

On Burwood Road:

There is free 1-hour parking on Burwood Road outside the Hawthorn Arts Centre. **Please note: this is a tow away zone from 7:00-9:00am.**



Image description: Two accessible parking bays adjacent to the headspace Hawthorn entrance. There is a sign with information, small hedges and trees.

Getting to headspace Hawthorn by tram:

Tram 16:

The closest tram stop is number 73 on the number 16 tramline.

On the West side of Glenferrie Road, the tram stop is 124m from the Hawthorn Arts Centre.

On the East side of Glenferrie Road, the tram stop is 125m from the Hawthorn Arts Centre.

You will need to cross at the intersection of Glenferrie Road and Burwood Road. The intersection is often busy with foot traffic, cars and trams.

Once you cross the intersection, continue up Burwood Road for 100m to get to the Hawthorn Arts Centre.

headspace Hawthorn is located on level one (1) inside the Hawthorn Arts Centre.

Getting to headspace Hawthorn by train:

Glenferrie Station:

Glenferrie Station is 400m away from headspace Hawthorn. From Glenferrie Station, you can get to headspace Hawthorn by foot.

It is approximately five (5) minutes by foot to headspace Hawthorn from Glenferrie Station. The most direct way is to walk along Glenferrie road towards Burwood Road.

You will need to cross at the intersection of Glenferrie Road and Burwood Road. The intersection is often busy with foot traffic, cars and trams.

Once you cross the intersection, continue up Burwood Road for 100m to get to the Hawthorn Arts Centre.

headspace Hawthorn is located on level one (1) inside the Hawthorn Arts Centre.



Image description: The entrance to headspace Hawthorn and the Hawthorn Arts Centre is pictured behind the trees. This is the view you will see when coming up Burwood Road from Auburn Road to our Centre. There are lots of trees and a number of large orange and green sculptures.

Getting to headspace Hawthorn by bus:

The 624 bus stops on Auburn Road near Auburn Grove.

headspace Hawthorn is 900m from the bus stop. This is approximately eleven (11) minutes by foot.

The bus stop is 160m away from the corner of Auburn Road and Burwood Road.

Continue along Auburn Road towards Burwood Road. Turn left at Burwood Road and continue for 750m until you reach the Hawthorn Arts Centre.

headspace Hawthorn can be found on level one (1) inside the Hawthorn Arts Centre.

Building entry:

At the building entrance, there are two steps with tactile paving and handrails. The ground is tiled and it can be slippery when wet.

There is a flat entrance to the left. This declines slightly towards the glass doors.

There are two (2) glass doors at this entry. You can use the glass door on the left to get to headspace Hawthorn. There is a large green headspace Hawthorn sign and yellow Boroondara Youth sign.

The glass doors are automatic. If the doors are not opening or you need assistance from this point, please call headspace Hawthorn on (03) 9006 6500.

Through the glass door, there is a tiled foyer. There is an art gallery on this floor called 'Gallery of Young Art (GOYA)'. There is often expressive and colourful artwork in this space. The ceiling is high and the lighting is a combination of natural and artificial lighting.

There is an elevator in the foyer to the right. You can use the elevator or the stairs to get to level one (1). There are twenty-seven (27) stairs to level one (1), separated into three (3) levels. There is tactile paving and hand railing along the staircase.



Image description: The building entry for headspace Hawthorn and the Hawthorn Arts Centre. Enter the glass door on the left to get to headspace Hawthorn on level 1. There are green signs for headspace Hawthorn and yellow signs for Boroondara Youth.

Building entry:



Image description: The automatic glass doorway to headspace Hawthorn. There is a green headspace Hawthorn sign and yellow Boroondara Youth sign on the wall. The ground is a carpeted texture before changing back to tiles in the distance.



Image description: The staircase up to level one. This area is often decorated with artwork. There is a large sign that reads 'GOYA Gallery of Young Art'. Note: the artwork and colours may look different to what is pictured.

Building entry:



Image description: A staircase with 11 stairs which leads to level one. There is hand railing on both sides. This is another 16 stairs to reach level one.



Image description: There is an elevator on the ground floor, to the right as you enter the foyer. This will take you to level one.

Level One:

On level one (1), there is a general foyer and three doorways. The door on the left is Boroondara Youth. The middle door is a boardroom with frosted glass.

The door on the right is for headspace Hawthorn. The light in the foyer is mostly natural light with some artificial light.

There is a quiet space with plants, a bench and chairs in the foyer area. The foyer area on level one (1) is carpeted.

The glass entrance to headspace Hawthorn is decorated with large colourful shapes.

The doorway is 88cm wide and can be extended to 122cm wide.



Image description: The glass panel at the entrance, which is decorated with large colourful shapes including a green headspace Hawthorn logo. The front door is mostly open during opening hours.



Image description: The reception area at headspace Hawthorn. The reception desk is on the left in front of a green wall. There are 2 chairs (1 grey chair and 1 blue chair). There are factsheets on the table which young people and families can take. They are free.

Reception area:

The reception area is carpeted and has all artificial lighting.

The artificial lighting is fluorescent and warm in tone.

The wall behind the reception desk is bright green while the other walls are white.

The reception desk is on the left and is 1100cm high. The reception staff are just visible from a seated position.

There are a total of three (3) armchairs. The armchairs in the reception area are 44cm in width and 44cm in depth.

There are not many people in the waiting room at the one time, as people usually come and go.

The TV or music is playing at a reasonable volume. The sound of the phone ringing can also be heard.

Reception may ask you to complete a headspace survey on an iPad when you arrive. The iPad has accessibility settings that can be turned on if required.

You may be asked to wear a mask in the reception area and during your appointment. This is based on COVID-19 restrictions.

Toilet information:

There is a total of four (4) toilets in the waiting room.

When you enter the reception area, there is a gender-neutral accessible toilet to the right.

The doorway to the accessible toilet is 92cm wide and the sink is 82cm off the ground. There is hand railing next to the toilet.

There are another three (3) gender-neutral toilets to the left.

The toilet doors are painted black and do not have handles.

There is a sink with a mirror and soap dispenser in each toilet cubicle.



Image description: A grey door with a sign that reads, "Unisex Toilet LH". There is carpet at the entrance of the door.

Toilet information:



Image description: A toilet with handrails is in the corner of a room. The floor surface is flat and the walls are mostly white tiles. There is a toilet roll dispenser hung low next to the toilet.



Image description: A grey door with a sign on the right that reads 'Toilet'. There is also a blue, pink and white sign that reads 'Gender neutral'.

Toilet information:



Image description: Three black toilet cubicle doors. The doors do not have handles. The floor is tiled.



Image description: A cubicle with a black door open. There is a toilet pictured with flush buttons above it. There is a sink on the right with a mirror and soap dispenser.

Counselling rooms:

The door that leads to the counselling rooms is 88cm wide and can be extended to 122cm wide.

The hallway is 13.50m long and over 1m wide.

Most of the counselling rooms have at least one window for natural light. There are two rooms that have no windows, only artificial lighting. These rooms are called 'Bamboo' and 'Wattle'.

Each room is slightly different in colours and lighting.

The chairs in the counselling rooms are 49cm in width and 52cm in depth.

There are sensory toys in each of the counselling rooms, which you can use during a session.

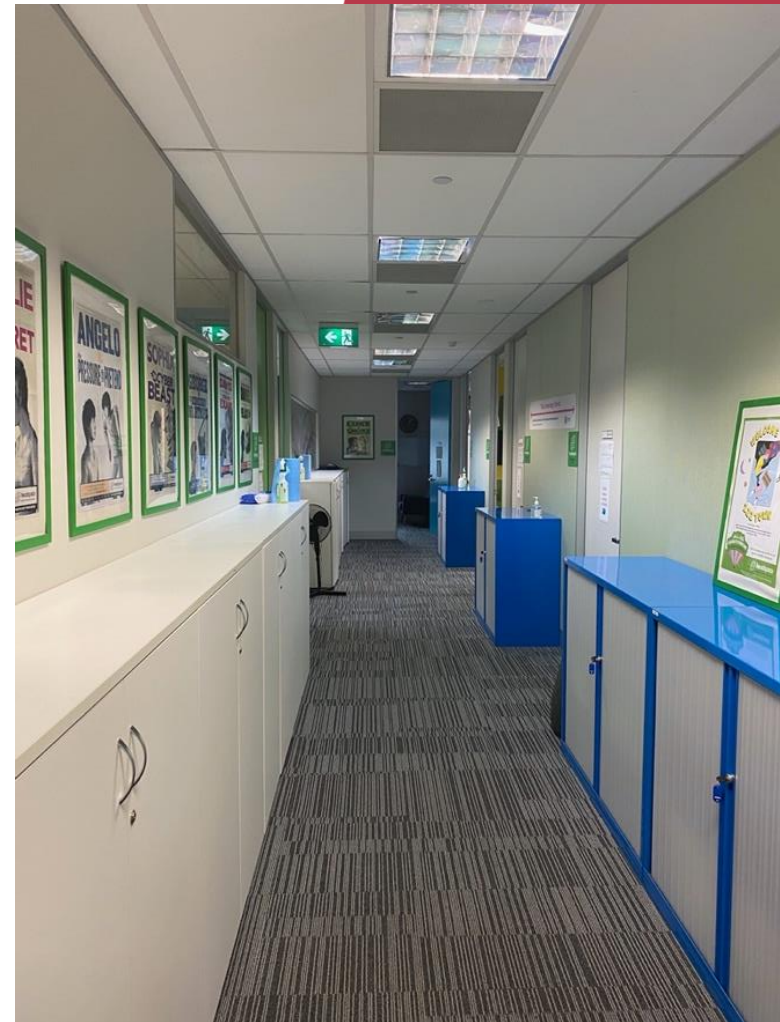


Image description: A hallway with grey carpet floors. The walls are painted a light green and there are cabinets on either side of the hallway. There is a green exit sign around halfway down the hallway.

Counselling rooms:



Image description: The GP room at headspace Hawthorn. There is a computer desk with a white chair next to it. There are 3 navy chairs behind the computer desk. There is an examination table and curtain in the far corner.



Image description: A room with 3 chairs and a small white table. The walls are painted white with light blue and dark blue diamonds. There is a grey carpet rug under the chairs and table. There is a window. There is a sink with a soap dispenser in the corner.

Counselling rooms:



Image description: A room with 3 chairs and a small table. The room has grey carpet and a window. The walls are painted white with white and green squares. There is a computer desk and chair in the corner.



Image description: A room with 3 chairs and a small table. The room has grey carpet and a window. There is a yellow wall with orange, green and black squares.



Image description: A room with 4 chairs and a couch. The couch sits 2 people. There is a small white table and grey carpet floors. One wall is bright yellow.

Counselling rooms:



Image description: A room with 2 chairs and a small white table. The walls are painted white with bright yellow, orange and grey squares. In the corner, there is a computer desk with a black plastic chair next to it. The room has grey carpet floors.



Image description: A room with 2 chairs and a small white table. The walls are grey with blue and grey diamonds. There is a window in this room.

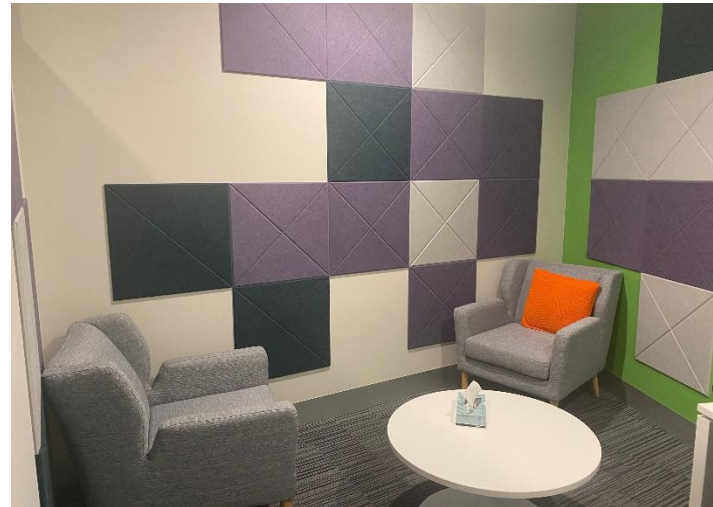


Image description: A room with 2 chairs and a small table. The walls are painted white and green with light pink, purple and navy squares. There is no window.