



headspace
Knox

welcome to headspace Knox

Access Key



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What is an access Key?

An Access Key is a document that describes a space and how to access it. They may be used for events to describe features of the venue. In this instance, we have written an Access Key for our headspace centre in Knox.


We hope this Access Key helps everyone feel confident to access our centre. We also hope that by having an Access Key, it signifies we take inclusion seriously and encourage people to get in touch about any access concerns.

Access Keys are particularly helpful for people with Autism because it helps alleviate the anxiety associated with going somewhere new. They are useful for people who use wheelchairs because it describes the best way to get to and move around a space.

Access Keys acknowledge that not all spaces are 100% accessible. By sharing this information about what is and what isn't accessible, young people with a disability have more agency and control over if and how they participate.

If you have any questions at all, or if there are other ways we can improve accessibility for you, please get in touch. By either calling us on (03) 9801 6088 or emailing info@headspaceknox.com.au

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



Getting here via Car

The best place to park is in the car park directly opposite Knox Ozone on Capital City Boulevard - now named P7 Maroon Parking. Parking times are 3 hours free, 4 hours free if you download and register with the Westfield app. There is allocated disability car parking available directly outside the Knox Library, with wheelchair ramps available to access headspace Knox.

The entrance to headspace Knox is approximately 20-100 Meters from the car park. There is more parking around Westfield Knox with multiple level parking available a short walk from the headspace Knox Centre.



Image description: View of car parking located directly opposite Knox Ozone (P7 Maroon Parking). There is multiple cars, small trees, a rubbish bin and the car park is on a small decline.

Getting here via Public Transport

Westfield Knox is directly serviced by SmartBus with 11 bus routes: route 901 as well as 10 regular bus routes (664, 681, 682, 732, 737, 738, 745, 755, 757, 758). The 732 bus service provides a guaranteed connection to every tram at the Vermont South depot to and from Westfield Knox.

The bus interchange is located outside the main level two entrance at the southern side of Westfield Knox centre. To get to headspace Knox from here you can walk through the centre towards Knox Ozone. We are located outside Knox Ozone on Capital City Boulevard.



Image description: View bus interchange located at southern side of Westfield Knox.



Image description: View of Ozone restaurants.



Image description: View of walk through of Ozone, past Timezone to get to Capital City Boulevard.

From the bus interchange it is approximately 600 meters to headspace Knox. You will need to walk through the centre and Knox Ozone, past the Village Cineas and Timezone and cross at the Pedestrian crossing at Capital City Boulevard. The intersections are often busy with buses, cars and foot traffic.



Image description: View of the entrance of the building from before crossing at the pedestrian crossing at Capital City Boulevard.

Building Entry

The Building entrance is on ground level with no stairs. There is a glass sliding door that will automatically open when you are close. You will notice the green headspace signage over the building and at the front door. If you need assistance please knock or call us on 03 9801 6088.

Image description: View of the entrance of the building. Access to the foot path is flat to the left of the photo. The ground is tiled before changing to carpet when you enter the building. The reception desk is immediately in front of the entrance.



The street facing door of the building which directly faces Capital City Boulevard is not accessible for entry unless it has been open by staff. Please use the foyer entry above.



Image description: View of the street facing door. The green headspace logo can be seen over a glass door. This entryway is generally locked and cannot be opened from the outside.

Reception

The reception area is carpeted. You will see our headspace logo on the window behind reception. There are various pictures, posters and brochures on the walls and grey lounge chairs, with colourful pillows and throws around the waiting room. We have a radio playing music in the background. All public areas are carpeted.



Image description: View of Reception area at headspace Knox. The Reception desk is straight ahead in front of a window with our logo.



Accessibility

There is allocated disability car parking located near the Knox Library and a disability ramp available for access to the center. The entrance to headspace Knox is approximately 80 meters from the disabled car park. The Building entrance is on ground level with no stairs.

All headspace Knox services are located on ground level.

Wide, clear external and internal walkways.

Varied internal terrain of carpet, polished concrete and tiles.

Staff available to read information to visitors.

One toilet is located at the back of the building past Reception. It is a gender neutral disabled toilet (including ambulant)

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.

Florescent lighting can be dimmed on request.

Assistance animals welcome.

This space is not scent or perfume free



Image description: Disabled parking spot/signage located at the front of Knox Library short distance from headspace Knox. Wheelchair ramp to access site located across from car park.

Toilets

One toilet is located at the back of the building past Reception. It is a gender neutral, disabled toilet. The doorway of the toilet is 89cm wide and the sink is 77cm off the ground. There is hand railing in here too. We have access to the local public toilets in our back hallway. There are male, female and disability/gender inclusive toilets available.



Image description: A grey door with a sign next to it that reads, "No Assumptions. No Gender Roles. Just a Toilet!" and "Toilet RH". There is carpet at the entrance of the door.

Image description: A toilet with hand rails is in the corner of the room. The floor has blue lino and the wall is painted white. There is a toilet roll dispenser hung low next to the toilet and a sink opposite the toilet. There is a baby change table on the right wall.

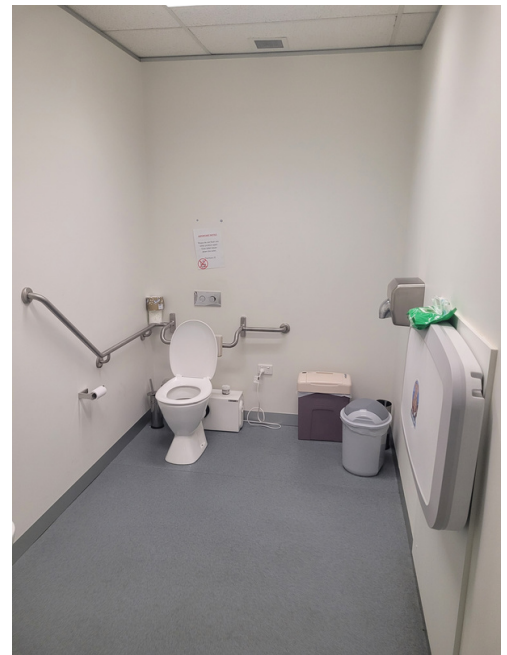


Image description: Local public toilets. White hallway with three navy blue doors.

Counselling Rooms

Consulting rooms are located behind a locked door beside Reception accessed by a wide hallway. Each room is slightly different in colours and furnishings. All rooms have a couch, lounge chair, a desk and office chair. Rooms have a small window in the door and have no other window. They all have artificial, florescent lighting.



Image description: The locked grey door leading to the hallway to access consulting rooms. Grey Door with posters. Sign reads "No Access, Authorised Personal Only"

Image description: A consulting room at headspace Knox. Two lounge chairs with cushions and a throw rug. The walls are white with artwork located around the room. The room is carpeted. Computer and desk located in the corner of the room.

