

# Access Key

Located in EDGE Youth Services  
Shop MM1, Westfield Plenty Valley  
415 McDonalds RD, Mill Park, Victoria 3082

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**Fax:** (03) 9435 8621

**Email:** [headspaceplentyvalley@mindaustralia.org.au](mailto:headspaceplentyvalley@mindaustralia.org.au)

**Web:** [https://headspace.org.au/headspace-centres/plenty-valley /](https://headspace.org.au/headspace-centres/plenty-valley/)

# Acknowledgement of Country

headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians.

We value their cultures, identities and continuing connection to country, waters, kin and community.

We pay our respects to Elders past and present and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.




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# Did You Know?

- headspace Plenty Valley is a **confidential and free** service where young people aged 12-25 years can seek support and advice.
  - headspace is an early intervention service to assist young people in accessing mental health support.
  - We can also help with;
    - Physical and sexual health
    - Alcohol and other drugs (AOD)
    - Work and study
  - headspace Plenty Valley is a satellite site under headspace Greensborough, and is operated by Mind Australia.
  - Follow us on Facebook and Instagram.
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## About this Access Key

An Access Key is a customised document with accurate information about a physical space, designed to assist all people, regardless of ability, be able to access the space safely and comfortably.

It provides information about location, lifts and stairs, parking, public transport, accessibility, sensory guides, waiting room and meeting rooms, toilets and safety features.

It is designed to help you prepare for a smooth and successful visit to our centre.

## How to use this guide

You can read this whole document, or skip ahead to the sections that are most relevant to you.

There are photos with image descriptions to assist you to visualise the space.

# How to find headspace Plenty Valley



**Image description:** Google Maps screenshot aerial view of headspace Plenty Valley, located on northern side of Westfield Plenty Valley.

headspace Plenty Valley is located at Westfield Plenty Valley, shop MM1, inside EDGE Youth Services.

We are next to Pancake Parlour and can only be accessed from outside the shopping centre.

# Getting to the entrance

The entrance to EDGE Youth Services is next to Hearing Australia and across from the north-facing carpark.

There is colourful signage on the window and an automatic door.

The EDGE Youth Services centre is only accessible from outside the shopping centre.

EDGE Youth Services is on ground level.

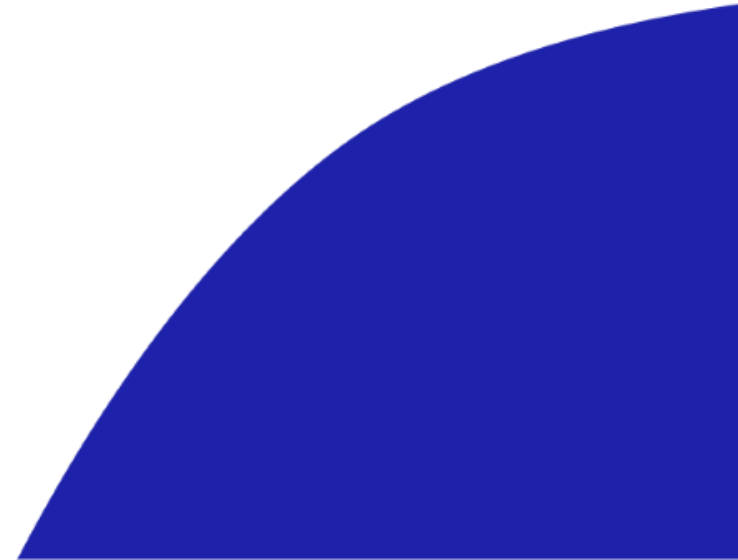


**Image description:** outside of an office space, showing a big glass window and automatic door, with colourful signage labelled 'EDGE' and 'headspace'.

# Getting to headspace Plenty Valley by car

Free parking is available in the Westfield Plenty Valley carpark for a period of four hours.

There are accessible car parks located near the entrances to Westfield Plenty Valley.

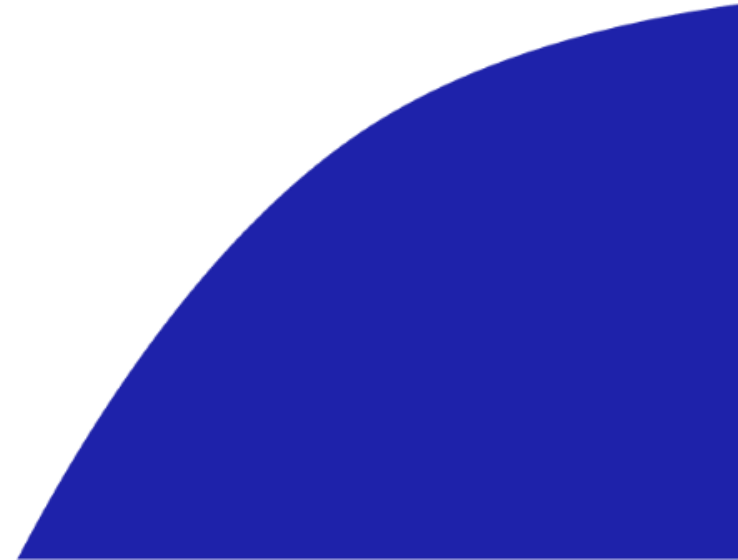




# Getting to headspace Plenty Valley by bus

We are located near bus routes:

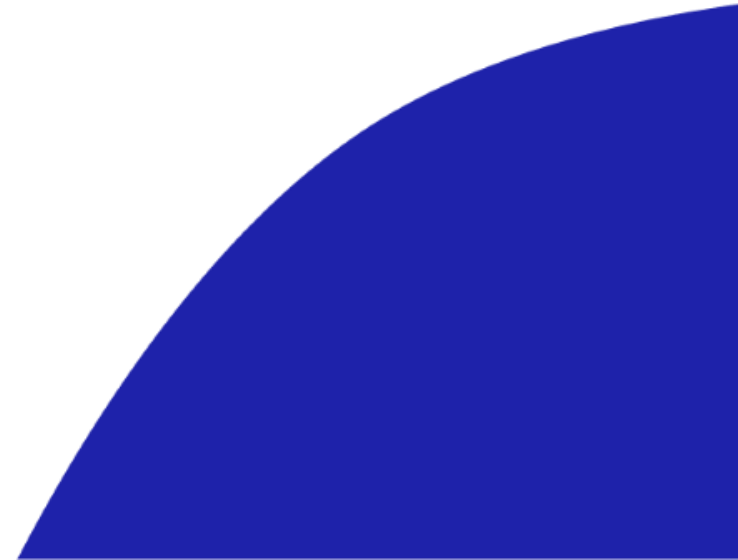
382, 383, 386, 387, 564, 569 and 577.



# Getting to headspace Plenty Valley by train

We are located a 650m (or 8min) walk from South Morang station, on the Mernda line.

Upon exiting the station, head towards Westfield Plenty Valley, on McDonalds Rd.



# Getting to headspace Plenty Valley by tram

The closest tram line is the 86 (Bundoora RMIT – Waterfront City Docklands).

The closest tram stop is stop #71 – RMIT/Plenty Road. You would then need to catch the 386 or 387 bus up Plenty Road and towards Westfield Plenty Valley.

# Building entrance

The automatic sliding door at the entrance is 98cm wide.

Once inside, you continue down a short hallway until EDGE Youth Services is located on the right-hand side.

There is another automatic sliding door, opening 90cm, that takes you into the reception area.



**Image description:** a sliding glass automatic door, with colourful stickers and signage on the windows. Inside, a reception area can be seen with grey floors, a front desk and a red wall in the background.

# Reception area

The reception area has a desk where an admin staff member will greet you.

The reception desk is wheelchair accessible.

There are colourful brochures and posters in the space.

You may hear soft sounds of people speaking in the office area down the far end of the space.

There are no strong smells or odours.

There are lights high above on the ceiling, as well as some natural light from the big windows facing north.



**Image description:** the front desks are navy blue and grey, with glass screen protectors above. There are colourful pamphlets on the counter and a painting on the wall in the background.

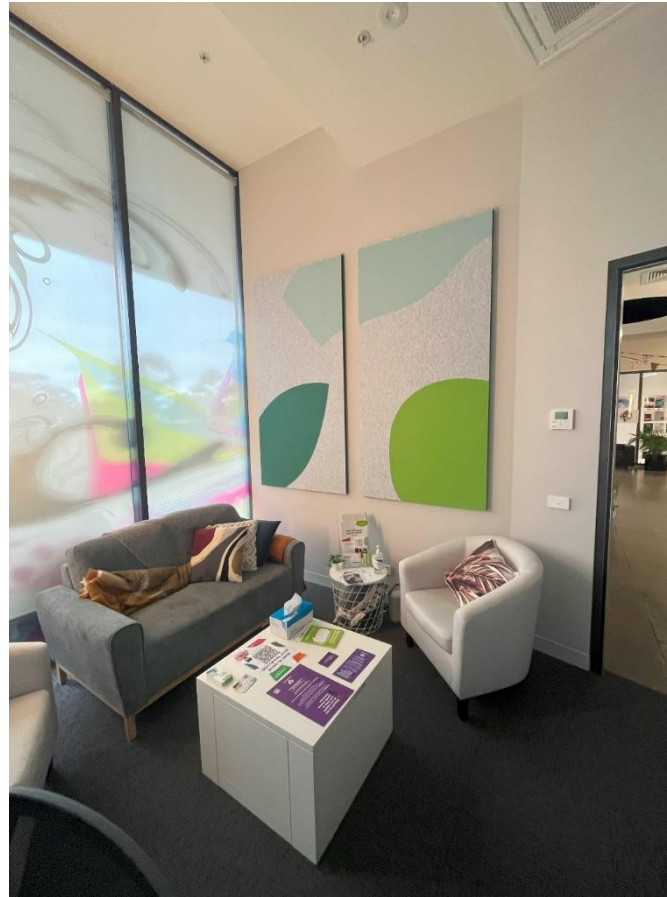


**Image description:** foyer area with a black couch, green indoor plant, colourful signs and posters on the glass and colourful bunting flags hanging across the space.

# Meeting rooms



**Image description:** an interview room with comfortable couch and armchair, a coffee table with brochures and tissues, and a small desk.



**Image description:** an interview room with comfortable couch and armchair, colourful pillows, a coffee table with brochures and tissues, and calming artworks on the wall.

Our meeting rooms have couches and armchairs to relax in. There is a coffee table and a desk with brochures and information pamphlets.

The rooms are quiet, you might hear the soft ticking noise of a clock.

There are no strong smells or odours in the rooms.

The ceiling lights can be on or off and can be dimmed.

# Staff

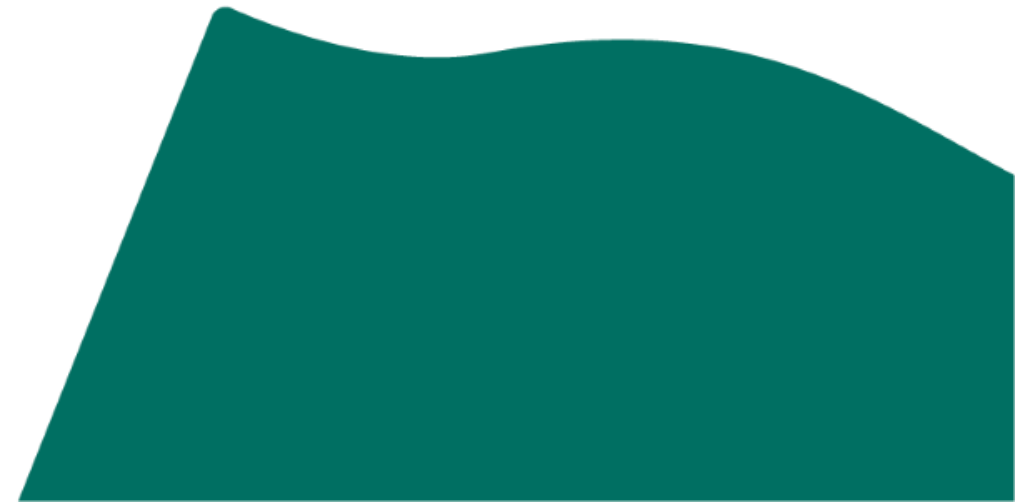
Our staff wear casual clothes and may be wearing a headspace-branded lanyard, name tag, pronoun sticker or badge, security pass or keys.



**Image description:** a colourful 'headspace' lanyard with key fob



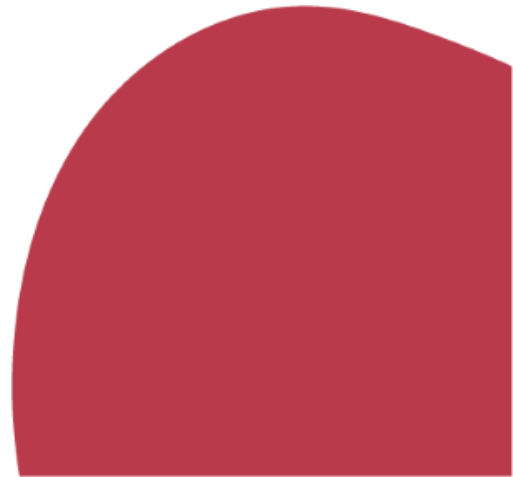
**Image description:** a green 'headspace' wristband and an example of a pronoun badge 'she/her'



# Toilet information

Walk past the reception area and turn left. There are some gender neutral toilets in this space.

The toilets are 'eco toilets' and use the wash from the handwashing station to refill the cistern for the next flush.





# Contact

## headspace Plenty Valley

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