

# Your Guide to Visiting headspace Batemans Bay



Information about getting here,  
accessibility, what to expect and  
who to contact.



1/11 Clyde Street,  
Batemans Bay NSW, 2536



1800 718 383

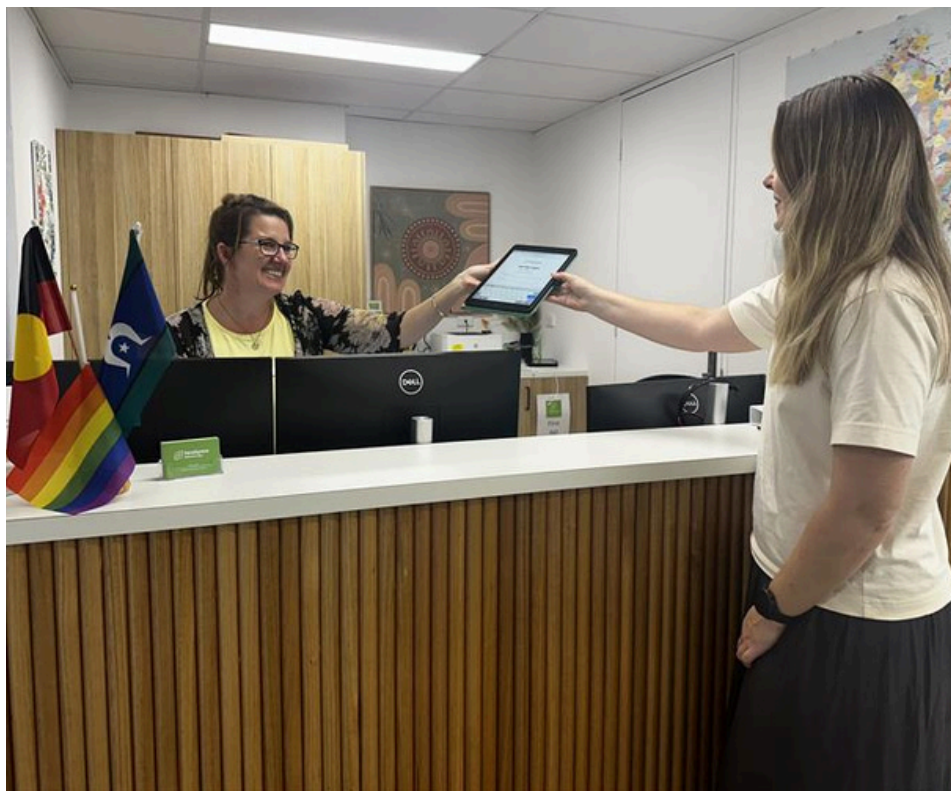


[info@headspacebatemansbay.org.au](mailto:info@headspacebatemansbay.org.au)



[headspace Batemans Bay](http://headspace Batemans Bay)





**Image description:** A reception staff member welcomes a young person to headspace Batemans Bay. After greeting them, the staff member provides an iPad for the young person to complete the hAPI survey before their appointment.

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# Acknowledgement of Country:

headspace Batemans Bay acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples. We recognise their continuing connection to Country, culture and community.

## About our Centre:

headspace Batemans Bay is a free and confidential service supporting young people aged 12–25 years with their mental health and wellbeing. We provide support for mental health, physical and sexual health, alcohol and other drug concerns, and work and study goals.

We welcome and respect young people from all backgrounds, cultures, genders and identities, and are committed to providing a safe, inclusive and accessible environment for everyone, including Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse (CALD) young people, LGBTQIA+ young people, neurodivergent young people, and young people living with disability.

Young people can access our services free of charge. Referrals are welcome from young people themselves, family members, carers, schools, GPs and other service providers.

Our centre is located in Batemans Bay and is accessible for people with disability. If you have any accessibility requirements, please let us know and we will work with you to support your visit.

## What happens when you arrive?

When you arrive, reception staff will greet you and may ask your name or help you check in. You can take a seat in the waiting area until your worker comes to meet you.

You are welcome to bring a support person with you if that helps you feel more comfortable. If you are feeling nervous or unsure, that is completely okay.

If the waiting area feels overwhelming, please let staff know. We will do our best to support your comfort and sensory needs. There may also be a quieter room available with dim lighting and soft seating where you can wait more comfortably.

You may be asked to complete a short survey on an iPad when you arrive. This helps us understand how young people are going and improve our services.



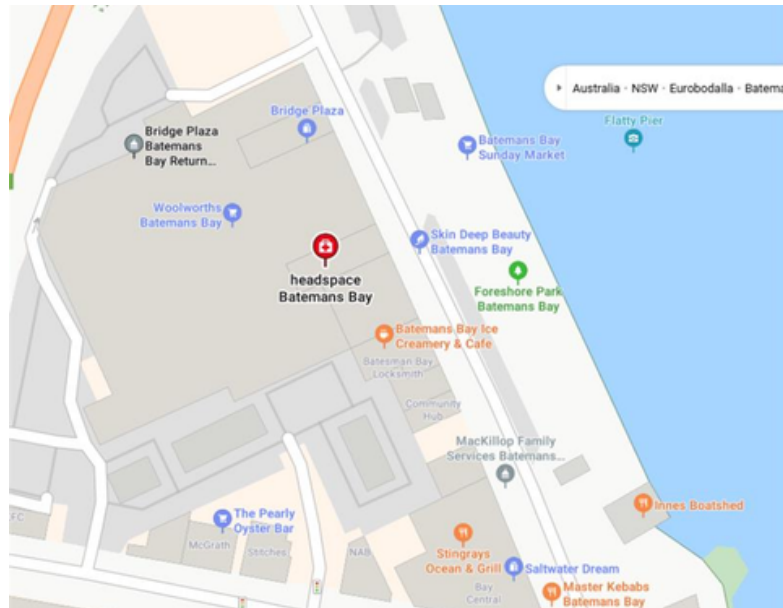
# How to find headspace Batemans Bay

headspace Batemans Bay is located at 1/11 Clyde Street, Batemans Bay.

Our phone number is 1800 718 383, and you can call us if you cannot find us, **a friendly staff member will assist you.**

Our Centre is beneath Nice Putt Mini Golf and a few shops down from the Batemans Bay Ice Creamery. headspace Batemans Bay is situated across the road from the Clyde River.

If you need support outside our opening hours, you can access headspace National services, including eheadspace, by visiting eheadspace or calling 1800 650 890.



**Image description:** A map showing the location of headspace Batemans Bay and the surrounding area. The centre is located at the entrance to Bridge Plaza, next to Connect Hearing and underneath Nice Putt Mini Golf. The map highlights nearby businesses, streets and landmarks to help visitors easily find the centre.

## Hours:

**Monday:** 9am -5pm

**Tuesday:** 8am - 5pm

**Wednesday:** 8am - 5pm

**Thursday:** 10am - 6pm

**Friday:** 8am - 5pm

**Saturday:** Closed

**Sunday:** Closed

Appointments outside these hours may be available by request

**Please note: The Centre is closed on Public Holidays**



# Getting to headspace Batemans Bay by car:

One-hour parking is available across the road from our Centre on Clyde Street.

We recommend using the pedestrian crossing to safely access our Centre.

You may also park in the Woolworths car park, where some bays have no time limit.

Please refer to the signage for parking conditions.

***Please note that fines may apply if you exceed the designated parking time limits.***



***Image description:*** Parking bays are available opposite headspace Batemans Bay. Please check the parking signs for information about parking conditions, including any time limits or restrictions.

# Getting to headspace Batemans Bay by bus:

The 857, 860 and 861 buses stop on Orient Street at the Promenade Plaza at various times throughout the day. There is a sheltered bus stop with seating available while you wait.

If travelling by bus feels stressful or unfamiliar, you are welcome to contact our team before your appointment, and we can help talk you through how to find us.

Bus timetables and route information can be found on the local bus service website: <http://www.priorsbus.com.au/timetables.html>



**Image description:** The bus stop on Orient Street at Promenade Plaza. The bus stop has a shelter to protect passengers from the weather and two seats for people waiting for the bus. Signs clearly indicate that this is a designated bus zone.



# Getting to the entrance:

The entrance to headspace Batemans Bay is located around the side of the building to the right. Our building is wheelchair accessible.

The building is predominantly white accentuated with colored shapes and located underneath Nice Putt Mini Golf. Please note there is a large green headspace sign placed on the footpath during business hours.

There is a doorbell that can be pressed if you require assistance or if the door is locked. A handrail is available on the left-hand side at the entrance.

Through the main glass door is a foyer area. There is a noticeboard and decorative frosted glass displaying the word “Walawaani Njindiwan,” which means “We hope you’ve had a safe journey” in Dhurga language.

The ceiling is high, and the lighting is a combination of natural and artificial light.



**Image description:** The pathway leading to the entrance of headspace Batemans Bay. The path is made of smooth concrete and provides easy access to the building. headspace signage is visible, helping visitors and young people find the entrance during business hours.

# Building entry:



**Image description:** the side of the headspace Batemans Bay centre. The building is white with colourful geometric shapes on the exterior. During opening hours, an A-frame sign is placed at the front of the building to let visitors know the centre is open.



**Image description:** The entrance to headspace Batemans Bay is wheelchair accessible. As you enter the building, there is a handrail on the left-hand side and a doorbell you can press if you need assistance entering the centre. If it has been windy, there may be leaves or other natural debris around the entrance.



# Building entry:



**Image description:** The doorway to headspace Batemans Bay. The door displays the word 'Welcome' and has a handrail to the left-hand side. There is a doorbell which can be pressed if assistance is required. The ground surface is even concrete.



**Image description:** The entry into our office. This area has a noticeboard, a green sign, a frosted glass displaying the words "Walawaani Njindiwan", which means "we hope you've had a safe journey" in Dhurga language.

# Reception area:

The reception area is carpeted and has both natural and artificial lighting. The artificial lighting is fluorescent with a warm tone.

The reception desk is located on the right-hand side. Reception staff may be less visible from a seated position.

There are armchairs and a lounge available in the waiting area. Usually, there are not many people in the waiting room at one time, as people tend to come and go throughout the day.

Music is played at a reasonable volume, and the sound of the phone ringing may also be heard.

Reception staff may ask you to complete a hAPI survey on an iPad when you arrive. Accessibility settings can be enabled on the iPad if you need help reading or responding.

There may also be a quieter room available with dim lighting and soft seating if you would prefer a calmer space while you wait.



**Image description:** The reception area at headspace Batemans Bay. A shelf contains books, sensory items and games that can be used or borrowed. There is also a coffee table with a bowl of complimentary snacks.



# Reception area:

The reception area is located to the left as you enter the front foyer. Here, you'll find additional waiting areas with comfortable lounge seating, including gaming chairs.

There is also a small bar fridge stocked with complimentary water, as well as our Noodle Nook, where young people are welcome to prepare a snack while they wait.



**Image description:** A refreshment bench offers complimentary noodles, tea, hot chocolate, bottled water and milk. Young people are welcome to help themselves while they wait, and staff are happy to assist with preparing noodles if needed.



**Image description:** A small table with three gaming chairs. There is a TV and phone charging station. This room is called 'The Clyde'.



# Therapy rooms:

The therapy rooms at headspace Batemans Bay are designed to feel private, calm and comfortable for young people.

The rooms include comfortable chairs, soft furnishings and warm lighting. Some rooms have natural light from windows, while others use softer indoor lighting.

The spaces are usually quiet, although you may occasionally hear small amounts of noise from nearby rooms, conversations or movement in the hallway.

Young people are welcome to bring comfort items, sensory tools, water bottles or support people into sessions if this helps them feel more comfortable.

Your worker may sit across from you or beside you during appointments, depending on what feels most comfortable and appropriate for the session.

You are welcome to ask for breaks, adjust seating, or let your worker know if something in the room feels uncomfortable or overwhelming.

Our team will do their best to support your comfort and wellbeing during your visit.

**Image description:** A hallway with grey carpet flooring. The walls are painted light green and white with coloured shapes displayed on the doors.



# Therapy rooms:

all therapy rooms have sensory toys, fidgets and games



**Image description:** A room with soft lighting, a two-seater lounge, two single chairs and a small table. The walls are white with some art. There is a desk, office chair and a whiteboard. The shelf has sensory toys, fidgets and games.



**Image description:** A room with soft lighting, a two-seater lounge, two single chairs and a small table. The walls are white with some art. There is a desk, office chair and a whiteboard.

The shelf has sensory toys, fidgets and games.



**Image description:** A room with soft lighting, 3 chairs and a small table. The walls are painted white, with one window and a whiteboard. There is a desk, office chair and a whiteboard. The shelf has sensory toys, fidgets and games.



# Clinical Room and Family/Group Room

The Clinical Room at headspace Batemans Bay is utilised by our Sexual Health Nurse each Tuesday and other health specialists from time to time.



**Image description:** There is a computer desk with one black chair and one green chair. A medical examination table with a blue privacy curtain is positioned behind the desk, and health information posters are displayed on the walls.



**Image description:** The Family/Group Room has a large table with ten chairs arranged around it. In the background, there is a door with natural light streaming through and two windows. One wall features a large whiteboard for meetings and presentations.

# Bathroom information:

Bathroom facilities are available for people of all gender identities.

The bathrooms are located at the end of the hallway from reception, and our reception staff are happy to provide directions if needed.

Our accessible, gender-neutral bathroom includes a handrail beside the toilet and a baby changing table.

The male and female bathrooms each contain two toilets, soap dispensers and hand towels. Free condoms are available in all bathrooms, while free sanitary products are provided in all bathrooms for any young person visiting our centre.



**Image description:** A white door with a sign that reads 'Male Toilet'. The door can be pushed open.



**Image description:** A white door with a sign that reads "Female Toilet". There is a door handle.



**Image description:** A white door labelled "Unisex/Accessible Toilet LH". The entrance has carpet flooring, and the door can be pushed open for easy access.



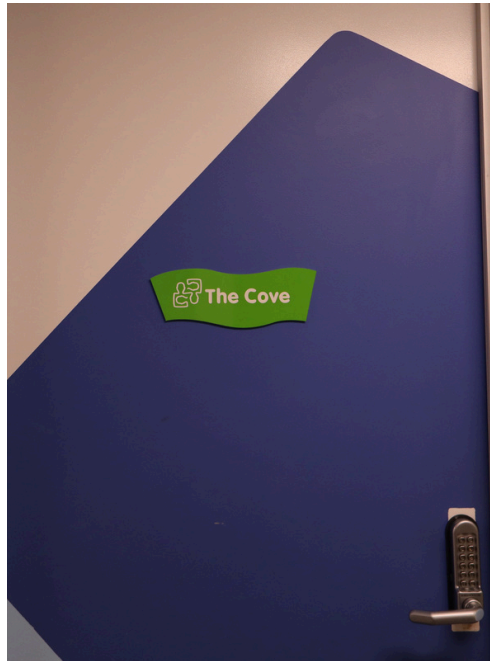
# Green zones:

There are two Green Zone doors within the centre, which identify staff-only areas.

- **Reception Green Zone:** Located within the reception area, this secure staff-only door provides a safe space for reception staff in the event of a duress situation. This area, known as The Cove, contains staff offices and workspaces and is not accessible to visitors.
- **Clinical Green Zone:** Located at the end of the hallway, adjacent to the men's toilets, this staff-only area contains the majority of our clinicians' offices, management offices and staff facilities.



**Image description:** A white door with a keypad forms one entry point into the Reception Green Zone.



**Image description:** A blue and white door with a keypad forms a second entry point into the Reception Green Zone.



**Image description:** A white door with a keypad and a sign "Green Zone please keep closed" form the entry point to the Clinical Green Zone.