

Access Key

How to navigate headspace Box Hill



Level 1

19-23 Prospect St, Box Hill

T: 03 9810 9310

E: boxhill.headspace@mindaustralia.org.au

www.headspace.org.au

 [headspace_boxhill](https://www.instagram.com/headspace_boxhill)



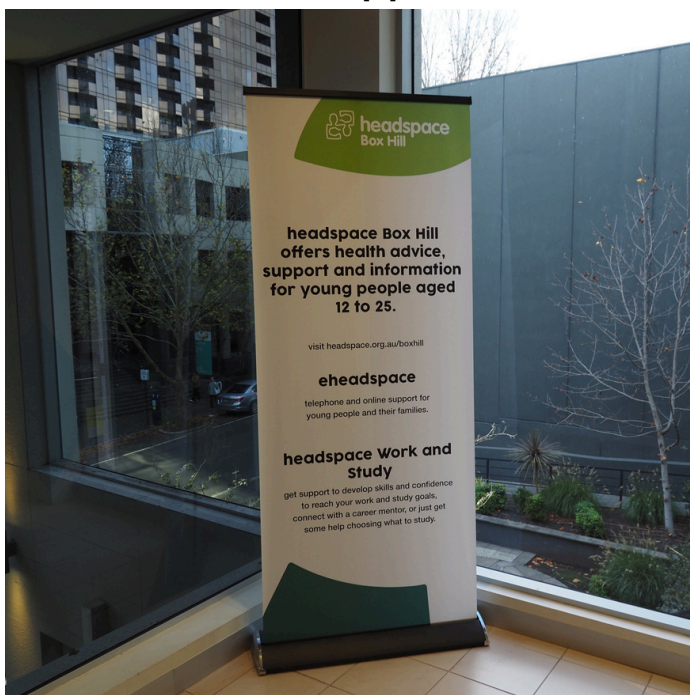
• mind • body • spirit • culture • country

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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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 Box Hill.

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) 9810 9310 or email boxhill.headspace@mindaustralia.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.



how to find headspace Box Hill

headspace Box Hill is at Level 1/19-23 Prospect St, Box Hill.
Our Centre is inside of the 19-23 building on level one (1).

The headspace Box Hill centre is located approximately 200m from Elgar road, 200m from Whitehorse road, and about 100m from the Box Hill Central entrance where Nelson Rd and Prospect St meet.

See Google Maps reference [here](#).



Image Description: An aerial view of headspace Box Hill and surrounds. The headspace centre is located on Prospect St. The image shows the intersection of Whitehosres Rd and Elger Rd, and Whitehorse Rd and Nelson St.

parking

If you are coming to headspace Box Hill for an appointment and require parking, we highly suggest you park at location A* on the map below. It is a multilevel undercover car park attached to Box Hill Central. It's \$1 for the first hour and \$2 for the first 2 hours. It's a short 2- 3 mins walk from us.

We have also listed one free parking space on Hopetoun Parade behind the railways (marked as location B*). It is a free 2-hour parking. If you choose to park here, it will take you approximately 10 – 15 mins to walk to our centre. Please take this into consideration when attending your appointment.



Parking

There are parking spots right opposite our centre. However, it's restricted to 1-hour parking, and it's \$3.2 with frequent visits from parking inspectors. As our sessions can run between 60 and 90 minutes, we highly recommend parking at Box Hill Central to avoid any parking fines.



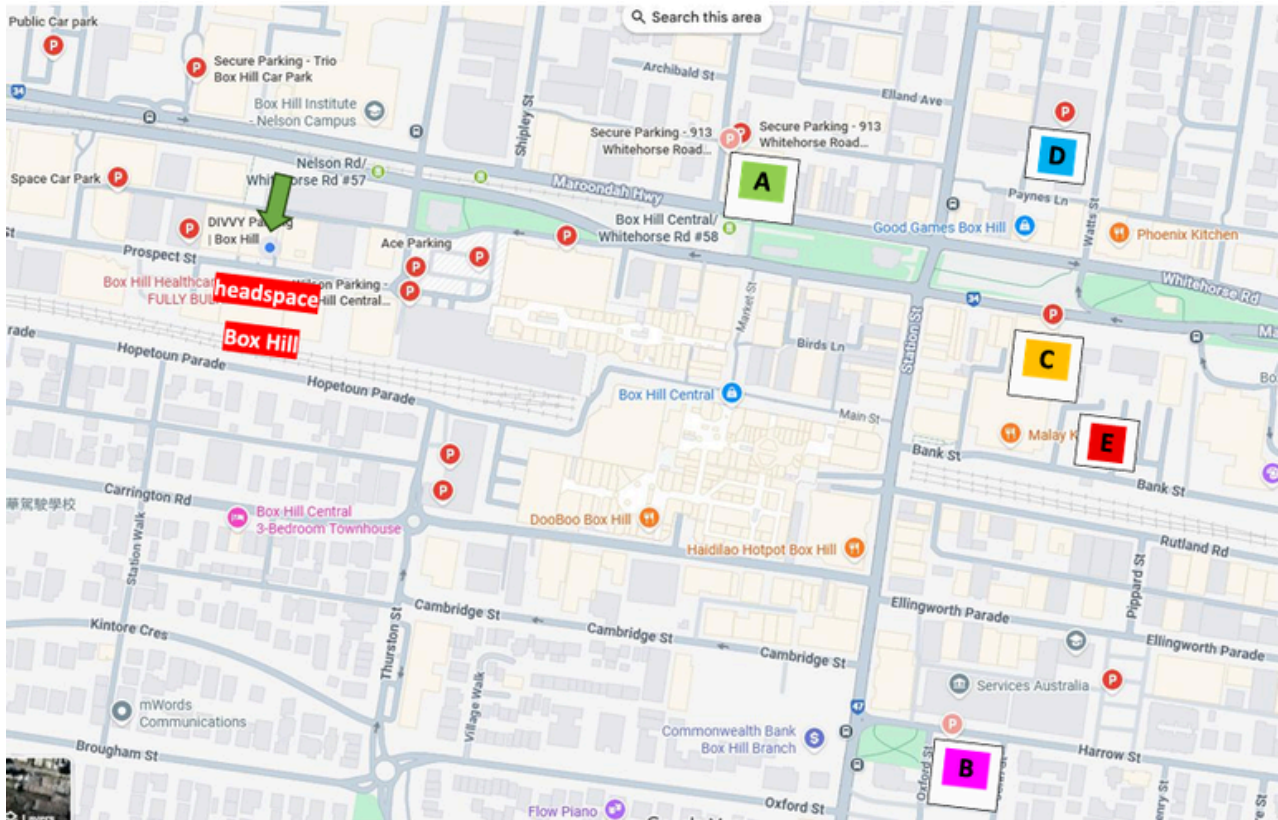
Image Description: On street parking opposite 19-23 Prospect St, Box Hill, where headspace Box Hill centre is located



Image Description: Parking fees and signage for multi-level car park at Box Hill Central (located at at end of Prospect St, location A on map on previous page)

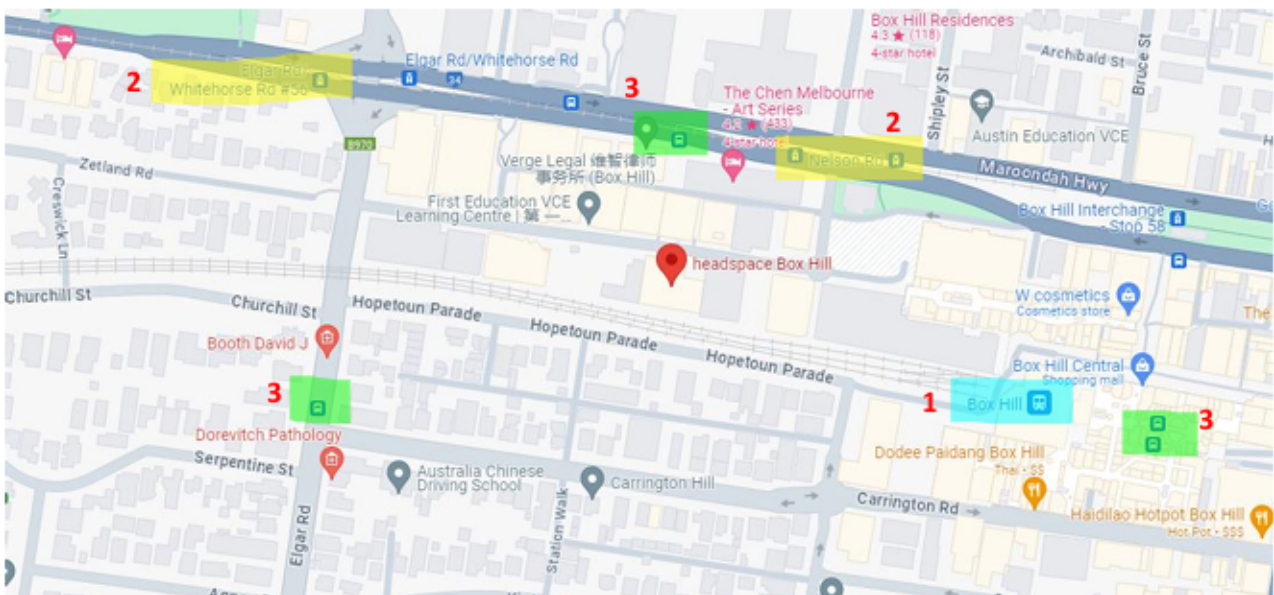
parking

All day parking around headspace Box Hill, in case you are attending for a full-day event:



You can find more information in our 'All Day Parking' document on our website.

getting to headspace Box Hill via public transport



See following pages for instructions about how to get to the centre from each train/tram/bus stop.

public transport cost

*As of 01/01/2026, young people under 18 can get free public transport using a \$5 youth myki card. However, you still need to touch on and touch off to avoid fines. You will also find ticket inspectors travelling frequently around Box Hill Station.

If you haven't got a youth myki, you can get this at a staffed train station (such as Box Hill station) that sells Youth Myki or by purchasing this online via

<https://transport.vic.gov.au/manage-myki> **If you are over 18 years old, you might be eligible for a student pass/myki with discounted fares if you are a: • secondary student • local tertiary student • international undergraduate student. Read more information for students.

getting to headspace by tram



Image Descriptions: Nelson Rd/Whitehorse Rd (#57) – 5-10 minute walk.



Cross over Whitehorse Rd at the traffic lights



Head straight down Nelson Rd towards Prospect St



Turn right onto Prospect St.

getting to headspace by tram

Image Description:
Elgar
Rd/Whitehorse Rd
(#56) – 5-10 minute
walk.



Image Description:
Cross over Whitehorse
Rd to walk up Elgar Rd,
then turn left onto
Prospect St.



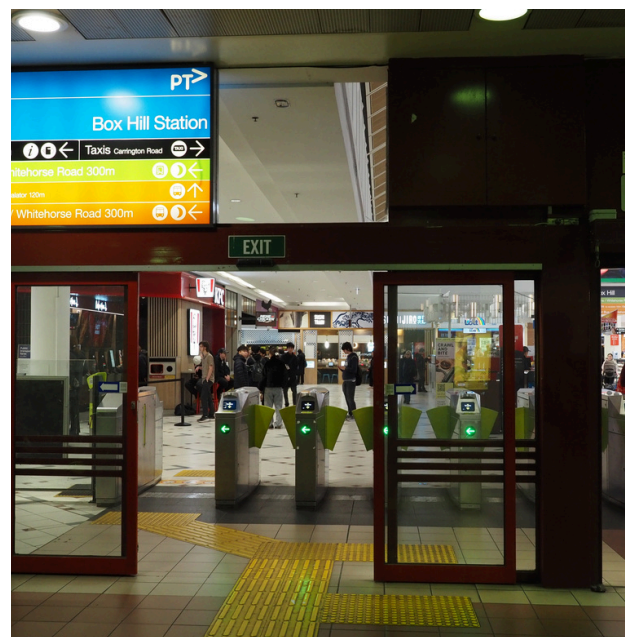
getting to headspace by train

Take the train (Belgrave/Lilydale/Blackburn Line) to Box Hill Station, turn left from the myki gates and into Box Hill Central.



Image Description:
Train platform

Image Description:
Station exit



getting to headspace by train

Exit Box Hill Central via the doors between Nene Chicken and Sushi Jiro. From here you can either:

- Walk down Whitehorse Road, turn left onto Nelson road, then right onto Prospect St (5-7 walk).
- Turn left and walk past the exterior Woolworths entrance towards the second Box Hill Central Mall (where the Professional Suites are located)

See images for these instructions on the following pages

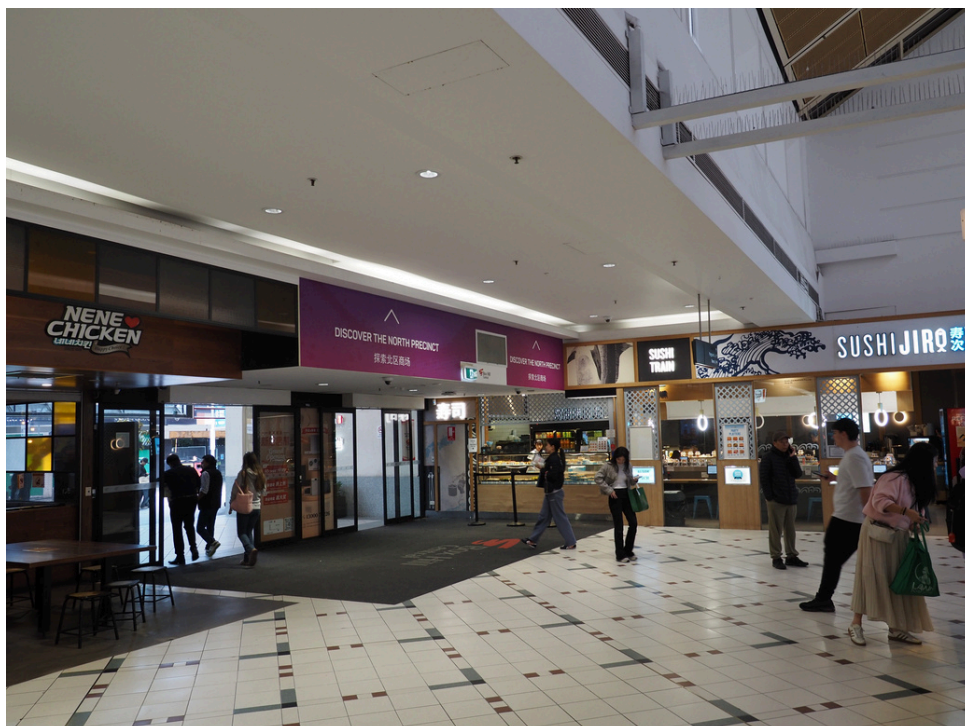


Image
Description:
Exit the
station via the
doors
between
Nene Chicken
and Sushi Jiro

walking from train station option 1



Image Description: Walk down through outdoor mall area



Image Description: Turn left onto Whitehorse Rd



Image Description: Keep walking towards Nelson Rd then turn left



Image Description: Turn right once you reach Prospect St



Image Description:
Exterior of 19-23
Prospect St, in which
headspace Box Hill
is located on level 1

walking from train station option 2



Image Description: Turn left before walking through the outdoor mall area.



Image Description: Walk past the exterior Woolworths entrance



Image Description: Enter the second Box Hill Central Mall via the 'Professional Suites' entrance



Image Description: Once you have walked all the way through the mall, you will enter onto Prospect St, walk along the street past ae cafe



Image Description: Exterior of 19-23 Prospect St, in which headspace Box Hill is located on level 1

getting to headspace by bus



Image Descriptions: Nelson Rd/Whitehorse Rd (766, 767, 281, 284) – 5-10 mins walk.



Walk up Whitehorse Rd then turn right onto Nelson Rd



Then turn right
onto Prospect St

getting to headspace by bus

Image descriptions:

Carrington Rd/Elgar Rd
(766, 767, 281) – 10-15 mins
walk.



Walk down Elgar Rd for 5-10
minutes



Turn right onto Prospect St

entrances

The entrance to headspace Box Hill is located on Level 1 of the 19-23 Prospect St building. To enter the main building there are two routes:

1. The stairs from the foyer (the courtyard/smoking area)
2. The ramp to the right of the blue box of the GP and saying “Enter via the ramp”

Once entering the building, take the elevator to Level 1. Turn right after exiting the elevator



Image Description:
Entrance via stairs



Image Description:
Entrance via ramp

ramp entrance



Image Description: Arrows indicate how to get into the ground level via ramp.



inside the building



Image Description:
You are at Ground level. Take the lift to level 1.



Image Description:
Entrance doors

reception

Make sure to check into the front office upon entering.

The reception includes:

- a Make Space shelf
- a Wellness Wheel
- a Meet the Team wall (behind the Hello headspace lettering and left of the bathroom pathway)
- a mini-kitchen (with a bathroom sitting across from this)
- sitting areas
- an information table holding pamphlets.



Image Description:
Reception Foyer



Image Description:
Reception Counter

group room

Used for team meetings, Youth Reference Group meetings, workshops, and presentations.

To the left of the reception is a door leading to the headspace Box Hill group room.



Image Description:
Entrance door

Image Description:
Tables and chairs



Image Description:
Projector and Switch

bathroom

All gendered accessibility bathroom

To access, enter headspace through doors, walk past reception desk, and turn right.

Hygiene station included in the bathroom (e.g. pads and tampons)



Image Description:
Entrance door



Image Description:
Bathroom hygiene station

counselling rooms



Image Description:
Hakea - 2 orange
couches and a
grey one, coffee
table, computer
desk



Image
Description:
Stringybark - 3
couches, coffee
table

counselling rooms



Image

Description:

Bottle brush - 2
blue couches,
grey couch,
coffee table



Image Description: Blackwood
- 2 entrances, 2 red couches,
navy blue long couch

counselling rooms



Image Description: Tea Tree Room - 2 grey couches, computer desk, coffee table



Image Description: Wattle (sensory room) - 2 entrances, 2 large grey bean bags, green couch, rectangular flower decor on the wall

counselling rooms



Image Description:
Waratah - 2
entrances, 2 green
couches, 2 grey
couches, coffee
table

Image
Description:
Lemon myrtle -
2 yellow
couches, 1
grey couch,
coffee table



staff

headspace Box Hill staff wear casual clothes with lanyards, name tags, keys, and security passes.



services

- For young people 12 – 25
- Voluntary, confidential and low-cost or FREE!
- Group programs and activities
- Access to a range of health professionals

**Physical and
sexual health**

Mental health

**Alcohol and
other drugs**

Work and study

how to access support

If you, or someone you know, is struggling they can seek support at headspace through face-to-face, online and telephone services

 19-23 Prospect Street, Box Hill VIC

 (03) 9810 9310

 <https://headspace.org.au/headspace-centres/box-hill/>

Opening Hours:

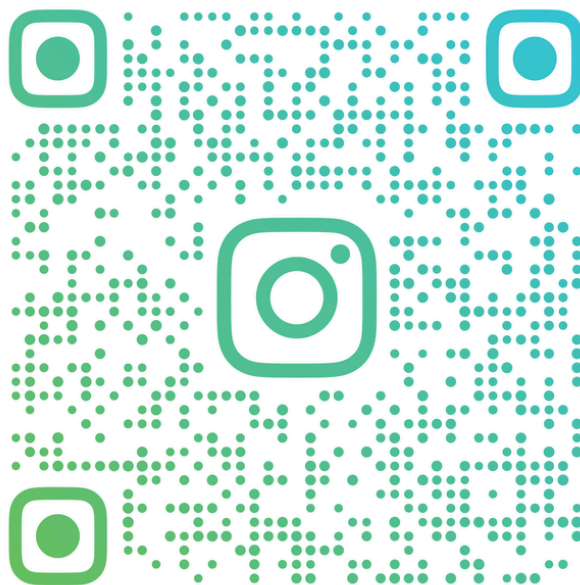
Monday: 10am-6pm

Tuesday: 10am-6pm

Wednesday: 10am-6pm

Thursday: 10am-6pm

Friday: 9am-5pm



HEADSPACE_BOXHILL