

Access Key

how to navigate
headspace collingwood

Level 1, 8-16 Lulie Street
Collingwood VIC 3167

P: (03) 9417 0150

E: reception@headspacecollingwood.org.au

W: headspace.org.au/Collingwood



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Acknowledgements

headspace Collingwood would like to acknowledge the Wurundjeri people of the Kulin Nation who are the Traditional Custodians of the Land in which our centre stands. We would also like to pay respect to the Elders, past, present and future and extend that respect to other Indigenous Australians.



Inclusion Statement

We want to welcome all young people, family, guardians or community members of all intersectionalities and identities.

We welcome members of the LGBTQIA+ community, people of culturally diverse backgrounds, Indigenous and Torres Strait Islander peoples, people of migrant or refugee backgrounds, and people with visible or invisible disabilities.

headspace Collingwood aims to be a respectful, welcoming and inclusive space for all young people and families who utilise our services.



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 Collingwood. 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) 94170150 or
Email reception@headspacecollingwood.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 headspace Collingwood's physical environment.



Click images with this icon to open Google Maps Directions.



How to find headspace Collingwood



**headspace Collingwood is located at Level 1, 16
Lulie Street, Abbotsford, 3068**

headspace Collingwood can be found in the Community Centre at Victoria Park Football Oval, on the corner of Lulie St and Abbott St in Abbotsford. Once you enter the front of the building, you can choose the stairs or the lift to get you to the first floor of the building. Follow the signs to the right of the stairs, and you'll find the reception area of headspace Collingwood.

You can view the Google Maps reference [here](#)



Getting to the entrance

The entrance to headspace Collingwood is directly in front of the Collingwood Community Centre carpark, and approximately 25m – 50m from Lulie Street and Abbott Street Parking. Please note that the building is shared by several organisations, including:

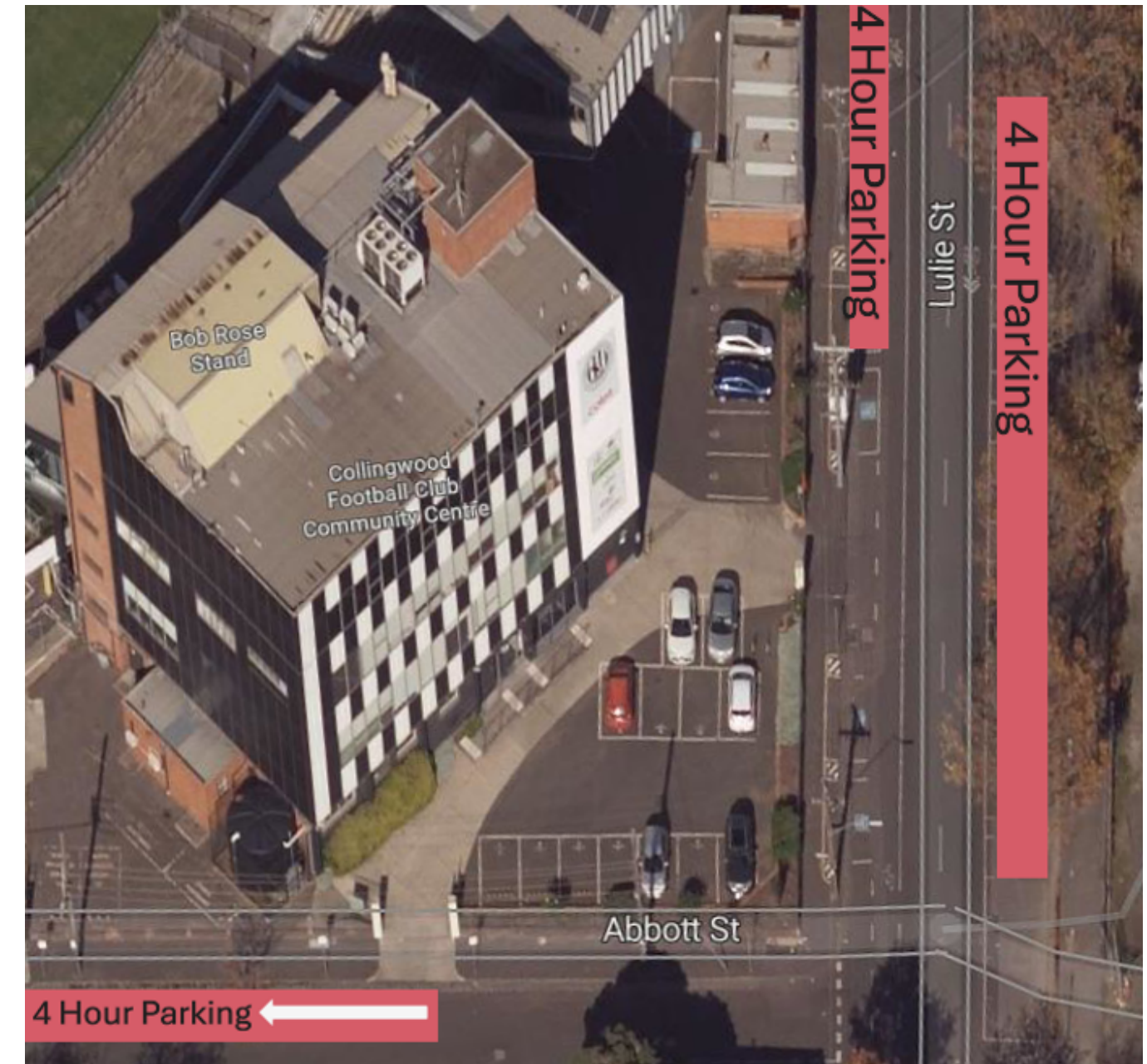
1. The Collingwood Toy Library
2. Mind Australia
3. Eating Disorders Victoria

Parking considerations

There is **free (4) four-hour** car parking on both Lulie Street and Abbott Street.

Access Requirements and Parking

If you require closer proximity to access our centre, please park in the carpark of Collingwood Community Centre. There are six (6) parking spots available in front of our centre for use by the general public. These are generally short term parking spots for drop offs



Getting to headspace Collingwood by Train

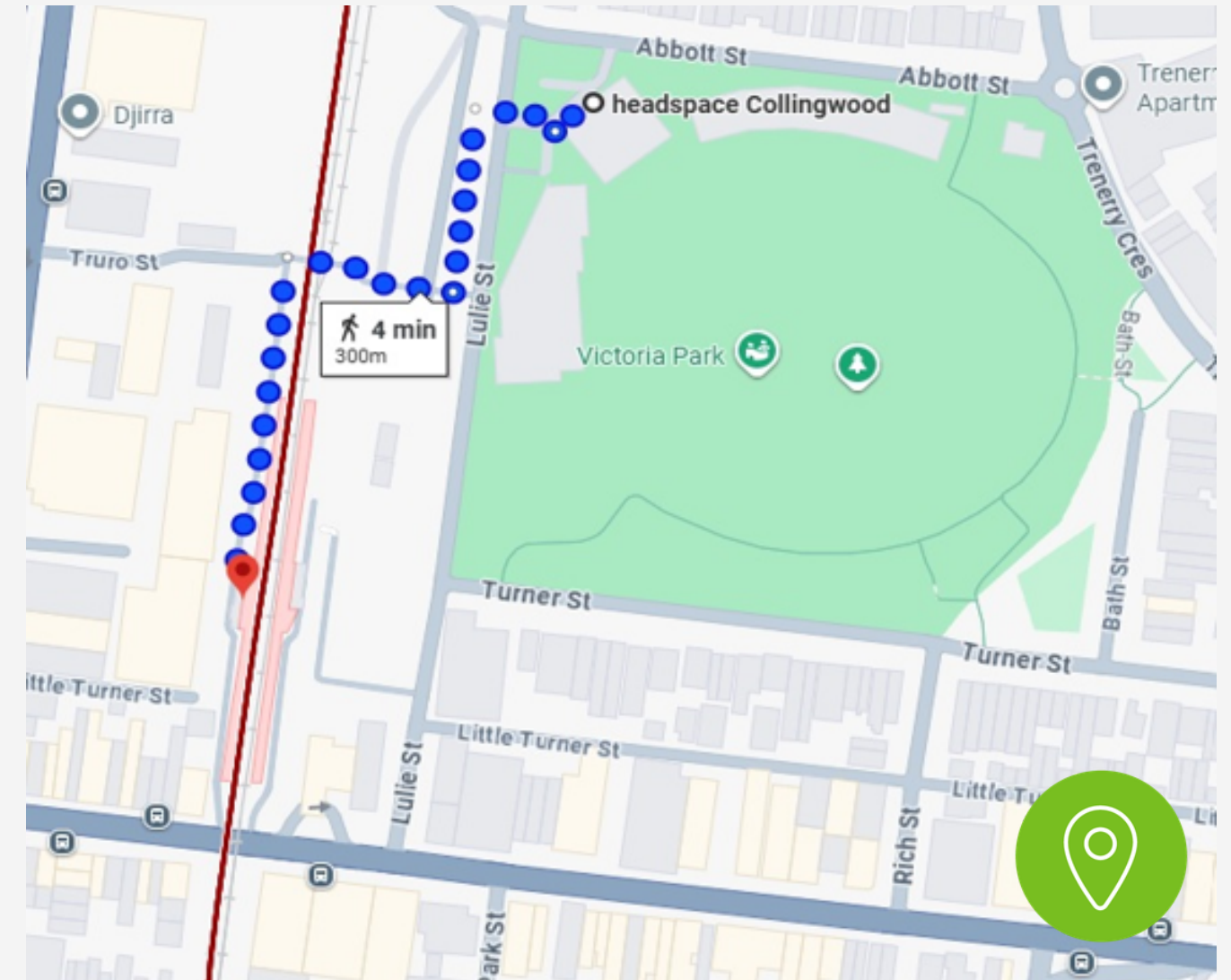
Victoria Park Station

headspace Collingwood is located approximately 100m from Victoria Park train station, which runs on Hurstbridge and Mernda lines. You can access headspace Collingwood on foot if you arrive at Victoria Park Train Station – it will take approximately five (5) minutes to walk the short 100m distance.

If you are taking the train from Flinders Street, it will take approximately 10 (ten) minutes – 20 (twenty) minutes depending on if the route is travelling via the City Loop.

If you are arriving via Flinders Street, please exit the station and turn **right** down the ramp to pass underneath Victoria Park Station and walk through the gravel carpark to Lulie Street. Please cross the road and turn **left**. headspace Collingwood will be on the **right-hand corner** of Lulie Street and Abbott Street.

If you are arriving from the Mernda or Hurstbridge direction, please exit the station and turn **left** down the ramp and walk through the gravel carpark to Lulie Street. Please cross the road and turn **left**. headspace Collingwood will be on the **right-hand corner** of Lulie Street and Abbott



Click [here](#) to plan your journey with Public Transport Victoria.

Getting to headspace Collingwood by bus

There are several close bus stops services by various routes. The closest bus stop is located on the **corner of Hoddle Street (State Road 29) & Truro Street** and serviced by the bus routes. This bus stop is approximately ten (10) minutes by foot to headspace Collingwood.

You can search bus routes [here](#)



Bus Services (Hoddle Street & Truro Street)

Route 246 – Clifton Hill Interchange/Queens Pde – Elsternwick Station/Home St.

Route 302 – Box Hill Station/Station St to King St/Lonsdale St.

Route 302 – 304 (combined) Box Hill Tafe/Nelson Rd to King St/Lonsdale St.

Route 304 - Doncaster Shopping Centre/Williamsons Rd – King St/Lonsdale St

Route 305 – The Pines SC/Reynolds Rd – King St/Lonsdale St

Route 309 – The Pines SC/Reynolds Rd – Little Collins/Queen St

Route 318 – Deep Creek Reserve/Heidelberg – Warrandyte Rd ending at King St/Lonsdale St

Route 350 – La Trobe University – Little Collins St/Queen St

Route 905 – The Pines SC/ Reynolds Rd – King St/Lonsdale St

Route 906 Warrandyte Bridge/Yarra St – King St/Lonsdale St

Route 907 – Mitcham Station/Colombo St – King St/Lonsdale St

Route 908 – The Pines SC/Reynolds Rd via the Eastern Freeway ending at King St/Lonsdale St.



Bus Services (Johnston st – Woolworths metro side)

This bus stop is located on the opposite side of Johnston Street and serviced by various bus routes listed below. This bus stop is directly in front of Woolworths Metro Supermarket. **Please ensure that you cross the road safely** at the lights and turn **right** to walk down Johnston Street until the 7-11 Petrol Station, then turn **left** onto Lulie Street to headspace Collingwood (approximately five (5) minutes by foot)

Route 246 – Elsternwick Station/Home St – Clifton Hill Interchange/Queens Pde

Route 302 – King St/Lonsdale St – Box Hill Station/Station St

Route 302-304 Combined – King St/Lonsdale St to Box Hill Station/Station St

Route 304 – King St/Lonsdale St – Doncaster Shopping Centre/Williamson Rd

Route 305 – King St/Lonsdale St – The Pines SC/Reynolds Rd

Route 309 – Little Collins/Queen St – The Pines SC/Reynolds Rd

Route 318 – King St/Lonsdale St – Deep Creek Reserve/Heidelberg – Warrandyte Rd

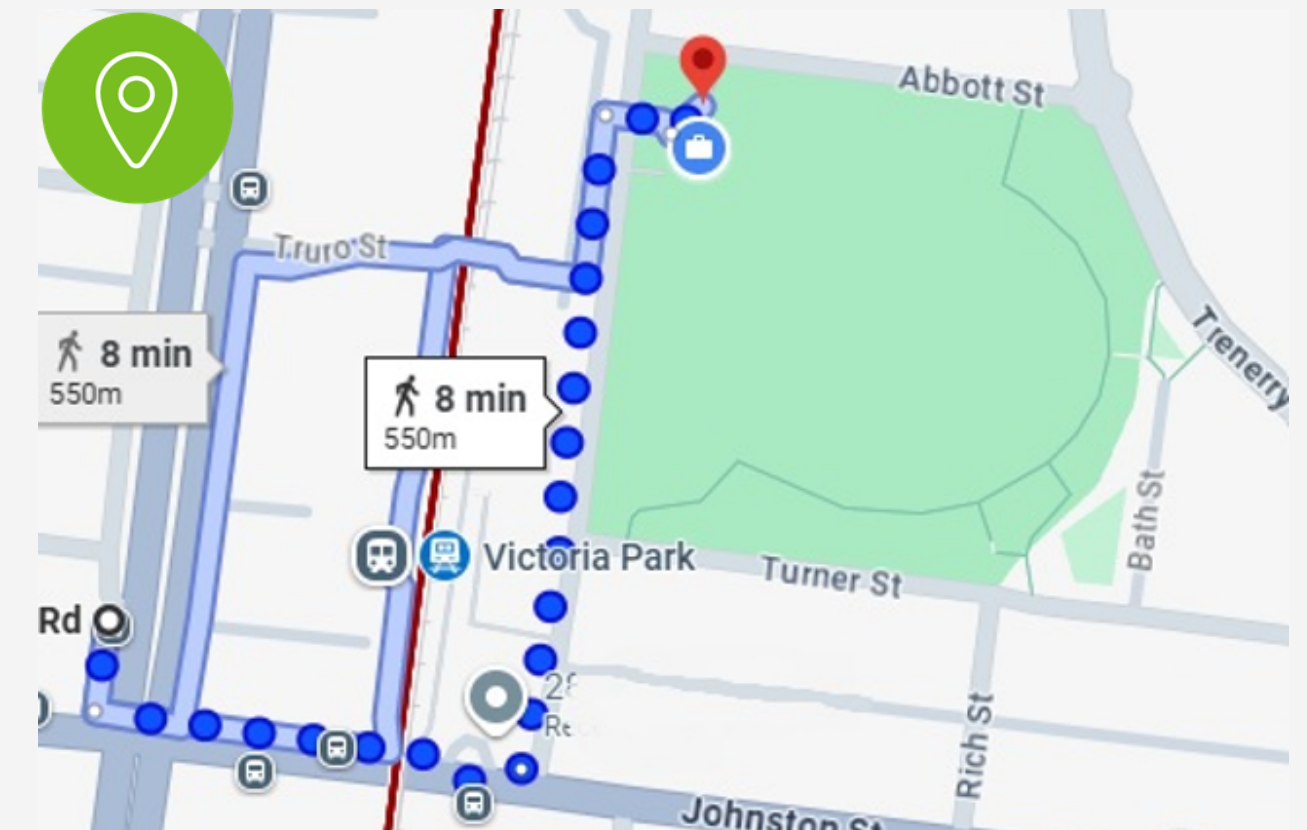
Route 350 – Little Collins/Queen St – La Trobe University

Route 905 – King St/Lonsdale St – The Pines SC/Reynolds Rd

Route 906 – King St/Lonsdale St – Warrandyte Bridge/Yarra St

Route 907 – King St/Lonsdale St – Mitcham Station/Colombo St

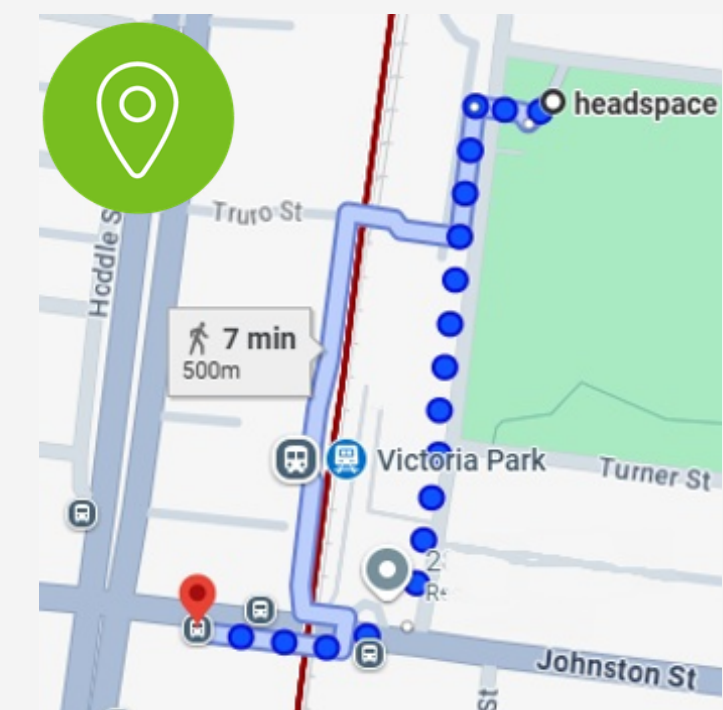
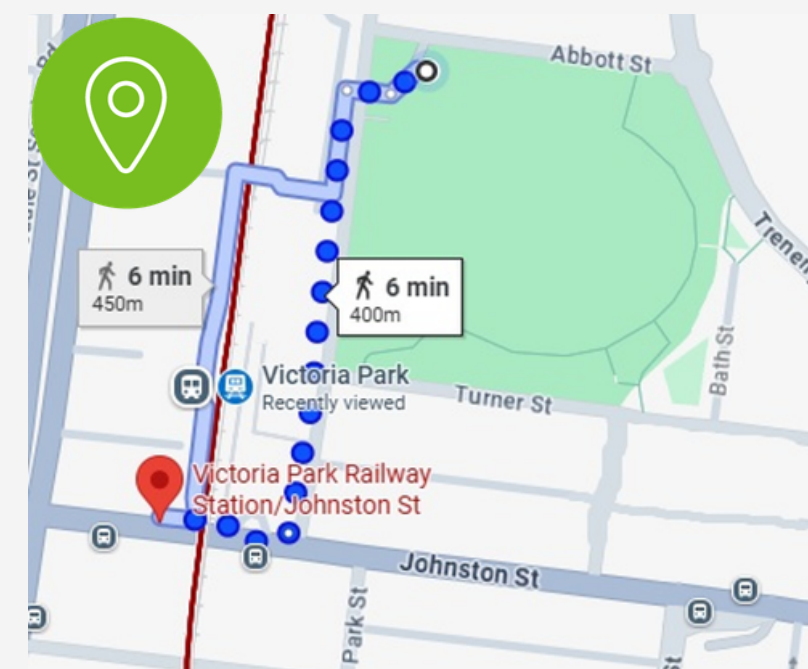
Route 908 – King St/Lonsdale St – Pines SC/Reynolds Rd (via the Eastern Freeway).



Bus Services (Johnston st)

Route 200 – 207 – from Bulleen Terminus/Thompson Rd to Little Collins/Queen St

Route 202 – Melbourne University/Swanston St to Yarra Bend Park/Studley Park Rd



Reception area

The reception area is carpeted and has a mix of artificial light and natural light with large windows.

The artificial light is fluorescent and warm in tone.

There is a waiting area with information pamphlets and brochures, as well as books and fidget toys for your use. If you need a drink, there is a water cooler with glasses.

There is a radio station which plays music at a reasonable volume.

There are not many people in the waiting room at one time, as people usually come and go, however you may see other people accessing headspace, as well as staff members. Our reception team are used to seeing new people and will be happy to provide all the information you need, as well as answer any questions you may have.

Reception may ask you to complete a headspace survey on an iPad or your mobile device when you arrive. The headspace survey is called the hAPI survey. This survey is an important part of our funding requirements. The first time you come to headspace it will be a longer survey and each time you come back you will fill it in again. This helps our clinicians to know what is going on for you and what you want to work on.



The iPad has accessibility settings that can be turned on if required.

Reception area

If you are unwell, please wear a mask for your safety and the safety of our staff.



Hallway when you get off the elevator to the right



Reception desk

Toilet information

There is a total of three (3) toilets at headspace Collingwood.

When you arrive at level 1, either via stairs or elevator, turn left and walk through the side door (photo attached).

There is male, female and one (1) gender neutral-accessible toilet. The gender neutral-accessible toilet door is 95cm wide and the wash sink is 78cm high. There is hand railing next to the accessible toilet. There is a sink with a mirror and soap dispenser in each toilet.



Counselling rooms

There are seven (7) counselling rooms, three (3) GP rooms, and one large, shared meeting room.

The average door width for each counselling room is 87cm.

All of the counselling rooms use a mixture of artificial lighting, which includes overhead LED and warm-light lamps. There are internal windows to the hallway as well as window decals for privacy.

Daicos room

This room is often used for first appointments. It has two doors, a two seater couch and a chair.



Counselling rooms

Buckley room

One of our larger rooms – has two big three seater couches and one smaller couch. Often used for family sessions or our dual diagnosis counselling.



McHale room

Another of our larger rooms. It has two three seater couches and a small chair. It also has a desk, a small table and blankets. This room has two doors and is near the bathroom door – so at times you can hear a door opening and closing.



Counselling rooms

Shaw room

This is one of our smaller rooms, it has a two seater couch and a chair. This room has a whiteboard and a small table. It has two doors.



McKenna room

This room has a two seater couch, a small desk and a small chair. It also has a whiteboard and a small stand with fidget toys and blankets.



Counselling rooms

Richards room

This room has a two seater couch, a single seater, a small desk and computer. It also has a small heater and a stand with blankets, and fidget toys. It has two lamps for softer lighting.



Feedback and Complaints

If you have visited our centre and something stood out to you, whether it is a compliment, a complaint, a suggestion for improvement, we want to hear your thoughts.

You can choose to make it an anonymous feedback or complaint, or you can leave your details so we can contact you with a response or outcome from the feedback you provided.

At headspace Collingwood we take young people's feedback very seriously, and if you choose to, we can follow up with you and have a discussion about your thoughts and suggestions.

There are two ways you can provide feedback:

The Dropbox

It is located at the right hand side of the reception desk. You can pick up a paper slip and fill it out with your feedback, and then place it in the dropbox



YSAS Online feedback and complaints form

You will see our feedback and complaints posters around the site, where you can find the QR code that leads you to the form. Alternatively you can find it [here](#).





headspace

Collingwood