

Your Guide to Visiting headspace Narooma



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



Suite 2/183 Princes Highway,
Narooma NSW, 2546



1800 343 999



info@headspacenarooma.org.au



[headspace Narooma](https://www.headspace.org.au/narooma)





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Image description: Reception at headspace Narooma is not staffed. When you arrive, take a seat in the waiting area and your clinician will come out to greet you. They will also ask you to complete a hAPI survey before your appointment.

Acknowledgement:

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 Narooma 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 Narooma 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.

headspace Narooma does not have a dedicated reception staff member. When you arrive, a clinician will greet you and help you get settled.

What happens when you arrive?

When you arrive, a clinician will meet you and help you get settled.

You are welcome to bring a support person. If you are feeling nervous or unsure, that's okay. If the waiting area feels overwhelming, let us know and we will do our best to support your comfort and sensory needs. A quieter space may also be available.

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 Narooma:

headspace Narooma is located at 2/183 Princes Highway, Narooma.

Our Centre is on the corner of Wilcocks Avenue and the Princes Highway. Directly opposite the Narooma Plaza Shopping Centre.

Contact us: 1800 343 999

If you need support outside our opening hours, you can access **headspace National** services, including [eheadspace](https://www.headspace.org.au), by visiting [headspace.org.au](https://www.headspace.org.au) or calling **1800 650 890**.

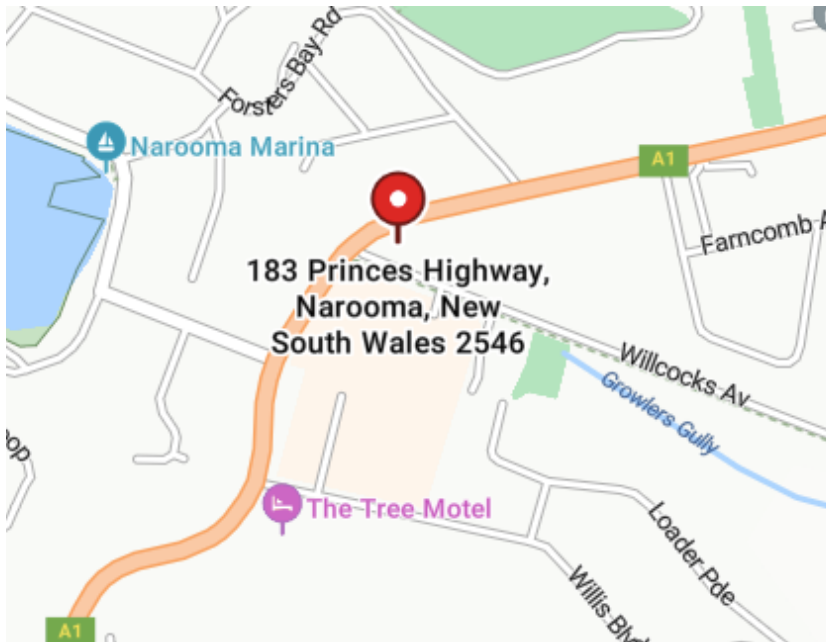


Image description: A map view of headspace Narooma and surrounds. headspace Narooma on the corner of Princes Highway and Wilcocks Avenue. It is opposite the Narooma Plaza Shopping Centre. The image shows nearby businesses.

Hours

When we are closed please contact [headspace Batemans Bay](#) for more information

Monday:	9:00am - 5:00pm
Tuesday:	Closed
Wednesday:	9:00am - 5:00pm
Thursday:	Closed
Friday:	Closed
Saturday:	Closed
Sunday:	Closed



Getting to headspace Narooma by car:

headspace Narooma has a private onsite carpark available for young people, families and carers attending scheduled appointments at the Centre.

The carpark provides convenient and confidential access to the service.



Image description: headspace Narooma offers free, private onsite parking for young people, families and carers attending scheduled appointments. The car park provides convenient, discreet access to the centre, helping you arrive with ease and privacy.

Getting to headspace Narooma by bus:

Bus services stop at the shelters outside and opposite Narooma Plaza throughout the day. The bus stops are sheltered and have seating available while you wait. Services include Route **866** and local routes **S412, S415, S422, S424, S425 and S447**. Please check the current timetable for service times before you travel.

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: <https://symonsbus.com.au/timetables-services/>



Image description: The bus stop on Princes Highway at the Narooma Plaza. The bus stop is sheltered and has seats available for waiting passengers. Signs indicate that this is a designated bus zone.



Image description: The bus stop on Princes Highway opposite the Narooma Plaza. The bus stop is sheltered and has seats available for waiting passengers. Signs indicate that this is a designated bus zone.

Building entry:



Image description: headspace Narooma building is white and decorated with patterns. There is a ramp and handrail for easy access. A door bell can be pressed if you require assistance to enter.



Image description: The entry to headspace Narooma centre. There is a bookshelf with free resources and a two-seater lounge to sit on and wait comfortably for your clinician.

Reception area:

The reception area is carpeted and features both natural and warm fluorescent lighting.

The reception desk is located on the right-hand side. As reception is not permanently staffed, your clinician will come out to greet you at your appointment time.

The waiting area includes a comfortable two-seater lounge. It is generally a quiet space, as people arrive and leave throughout the day.

Soft background music is played at a comfortable volume, and complimentary snacks are available.

When you arrive, you may be asked to complete a hAPI survey on an iPad. Accessibility features can be enabled if you require assistance with reading or responding.

If you would prefer a quieter environment, a private room with dim lighting and comfortable seating may also be available while you wait.



Image description: The reception area at headspace Narooma. 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.

Therapy rooms:

The therapy rooms at headspace Narooma are designed to provide a private, welcoming and comfortable space for young people.

Each room includes comfortable seating, soft furnishings, warm lighting and natural light from windows, creating a calm and relaxed environment.

The rooms are generally quiet, although you may occasionally hear some noise from nearby rooms, conversations or the waiting area.

You're welcome to bring comfort items, sensory tools, water bottles or a support person to your appointment if it helps you feel more at ease.

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

If you need a break, would like to adjust the seating, or find anything in the room uncomfortable or overwhelming, please let your clinician know. We're happy to make reasonable adjustments wherever possible to support your comfort and wellbeing during your visit.



Image description: Consultation rooms feature two comfortable two-seater lounges facing each other, with a single armchair positioned nearby. A coffee table in the centre of the room holds complimentary snacks, toys and sensory fidget items to help young people feel comfortable during their visit.

Bathroom information:

Bathroom facilities are available for people of all gender identities.

The bathroom is located within the waiting area / Reception.

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

The bathroom contains a toilet, soap dispensers and hand towels. Free condoms and sanitary products are also available.



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



Image description: A hand basin, hand towel dispenser and free condoms and sanitary products.

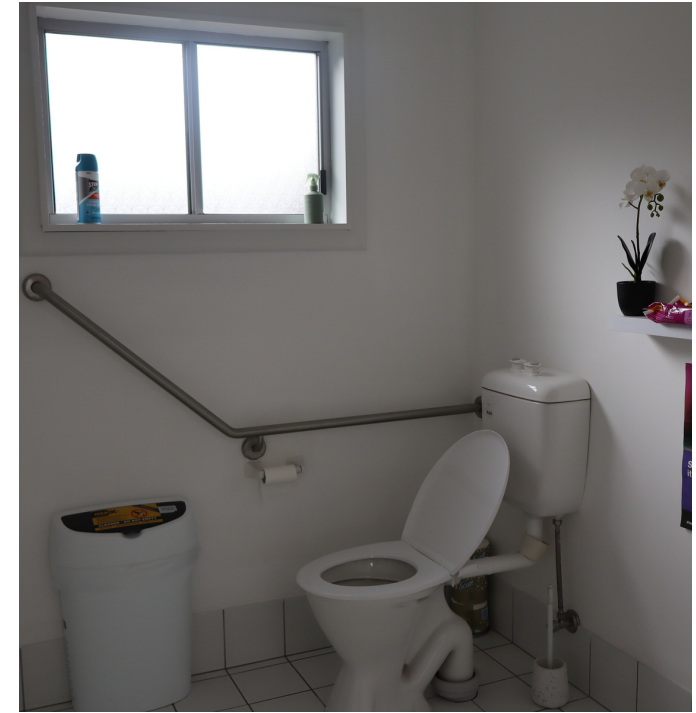


Image description: Accessible gender-neutral bathroom with a handrail, changing table and condom dispenser.