

# Access Key

## How to navigate headspace Pakenham

### Address:

Corner Main Street & McGregor Road,  
Pakenham  
Victoria 3810  
It is co-located with the church

### Opening Hours:

|                  |          |
|------------------|----------|
| Monday           | 9am-5pm  |
| Tuesday-Thursday | 10am-6pm |
| Friday-Sunday    | Closed   |
| Public Holidays  | Closed   |

Phone: 1800 367 968

Email: [headspaceDNWenquiries@each.com.au](mailto:headspaceDNWenquiries@each.com.au)

Website: [www.headspace.org.au/headspace-centres/pakenham/](http://www.headspace.org.au/headspace-centres/pakenham/)

Instagram: @headspacepakenham



# Contents

- **Slide 1: Introduction**
- **Slide 2: Contents**
- **Slide 3: Access Key information**
- **Slide 4: Locating the centre on a map**
- **Slide 5: Entrance description**
- **Slide 6: Entrance images**
- **Slide 7: Driving here**
- **Slide 8: Getting here via bus**
- **Slide 9: Images of bus stops**
- **Slide 10: Getting here by train**
- **Slide 11: Landmarks - What to look for**
- **Slide 12: Reception information**
- **Slide 13: Bathroom information**
- **Slide 14: Counselling rooms**
- **Slide 15: Counselling room images**

# Access Key Information

## What is an Access Key?

- An Access Key is a document that describes a location and how to access it. They are used to describe the features of a venue and the surroundings. An Access Key is designed to be suitable for all people, regardless of ability.
- Not all locations are easy to access and they can be daunting to navigate to at first. This Access Key will give young people more agency and control over how they participate and access supports.
- If you have any questions, concerns, or feedback, please get in touch. You can call us on 1800 367 968 – Press 2 for Narre Warren (they will assist you for Pakenham) or email [headspaceDNWenquiries@each.com.au](mailto:headspaceDNWenquiries@each.com.au)

## How to use this Access Key:

- You may read this document in full or skip to the slides you want more information about.
- This Access Key will have photos along with descriptions to help you to visualise and understand the space.
- We have also made an Easy Read version which uses plain language, shorter sentences and no colours. There are still images there for you. This can be found on our website.

# How to find headspace Pakenham

headspace Pakenham is on the Corner of Main Street and McGregor Road in Pakenham. It is co-located with a church.

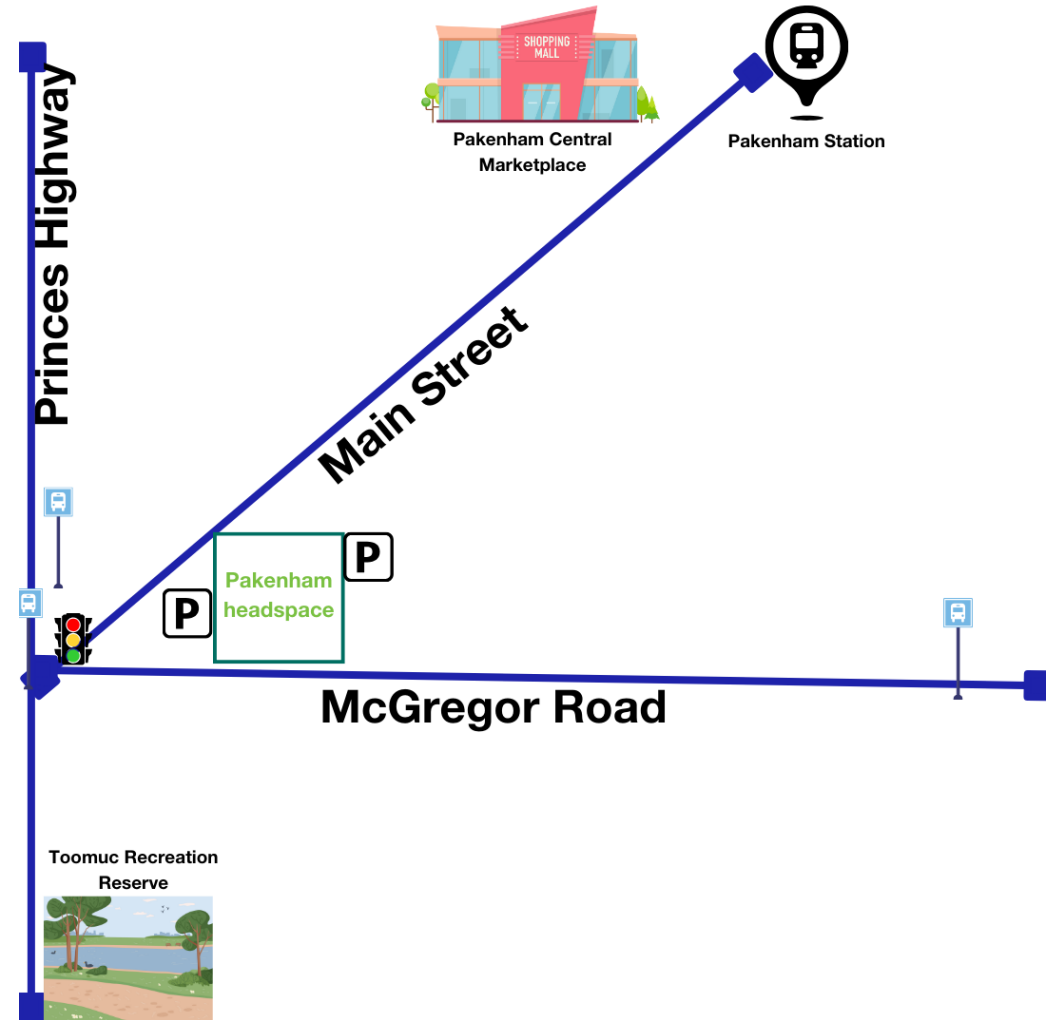
It is 1.1km away from Pakenham Central Marketplace.

It is 2.0km away from Toomuc Recreation Reserve.

Our onsite parking can only be accessed via McGregor road. You can access the site using Main Street if you are not in a car, but walking, riding a bike, driving a wheelchair etc.

It can be hard to see the building if you are accessing from Main Street as there are trees in the way. The headspace logo is only visible from the front entrance. There are photos showing this on slide 11.

See an basic map to the right to help visualise the area.



Graphic Map on how to locate our Pakenham site.  
(This is not to scale).

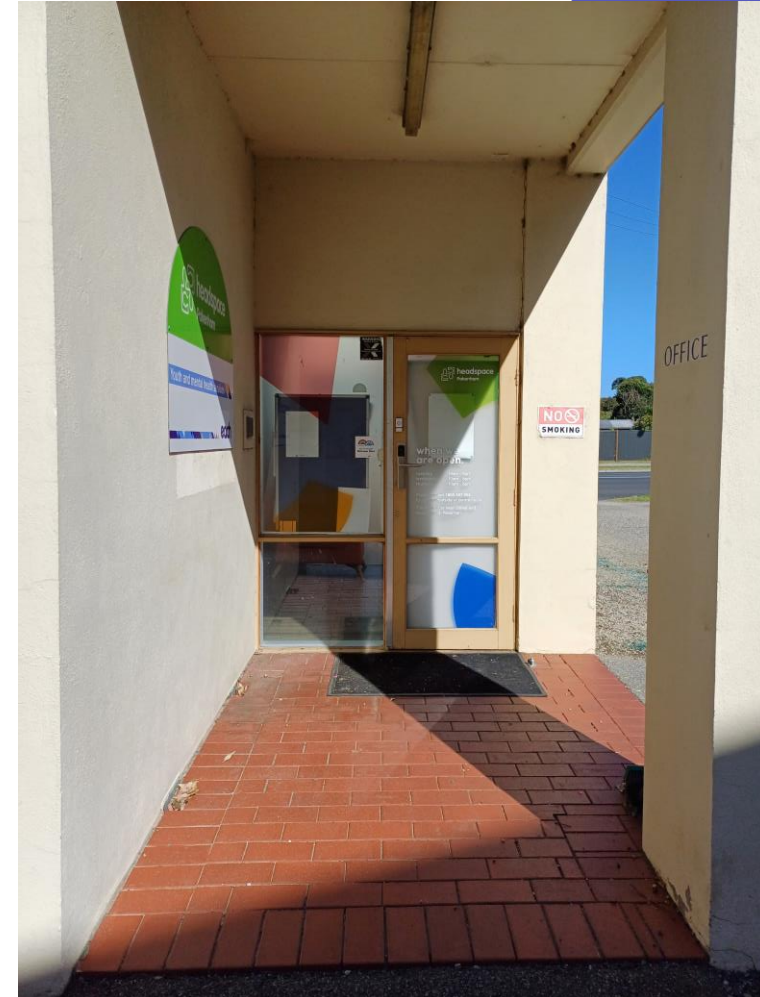
# What the entrance is like

- **The entrance to headspace Pakenham is undercover and located at the Main Street end of the building.**
- **There is only one entrance into headspace Pakenham. There are no stairs to enter but a slight lip which is accessibility friendly.**
- **To get into the building you will need to ring the doorbell. Our staff will then let you in.**
- **If you have any troubles, please call us on 1800 367 968, press 2 for Narre Warren (same staff as Pakenham) and a staff member will assist you.**

# What the Entrance looks like



Left Image: This is what the entrance looks like



Right Image: This is the front door.  
It is undercover. The doorbell is above the handle.

# Driving to headspace Pakenham

## **Via Princes Highway/Main Street**

- Whether you are turning left or right onto McGregor Road from the highway, our centre is an immediate left turn after you pass Main Street.
- If you are coming from Main Street, you will need to turn left onto McGregor Road and then immediately left into our centre care park.

## **Via Monash Freeway**

- If you are coming from the Monash Freeway, you can take the McGregor Road exit (exit 28).
- Once you are on McGregor Road, drive straight past the train overpass. We are the last building on the right before Main Street.
- If you have reached Princes Highway, you have gone too far.

# Getting to headspace Pakenham by bus

## 925 Bus Route

- If you are taking the 925 bus towards Lakeside, you will need to get off at the McGregor Road/Princes Highway stop. This stop is on the highway; the same side as the centre. You will not need to cross Princes Highway.
- It is a 3–5 minute walk to get to the centre from this stop.
- If you are taking the 925 bus towards Pakenham station you will need to get off at the Lyle Blue Court/Princes Highway stop. You will need to cross the highway from this stop.
- It will take 4-6 minutes to walk to the centre from this stop.
- This stop does not have a paved footpath so be mindful of your step.

## 926 Bus Route

- If you are taking the 926 bus towards Fountain Gate Shopping Centre, the closest stop is on McGregor Road/Princes Highway.
- It is a 3-5 minute walk to get to the centre from here.
- If you are taking the 926 bus towards Pakenham station, you can get off at the Lyle Blue Court/Princes Highway stop. This stop is the closest, but you must cross the highway.
- It will take 4-6 minutes to walk to the centre from this stop.
- This stop does not have a paved footpath so be mindful of your step.



# What the bus stops look like



Left Image: The 925 to Pakenham Station and 926 to Pakenham Station Bus Stop is shared. This is the Lyle Blue Court/Princes Hwy stop.



Right Image: The 925 to Lakeside and 926 to Fountain Gate Bus Stop is shared. This is the McGregor Road/Princes Hwy stop.

# Getting to headspace Pakenham by Train

- **The Pakenham train station is the closest station to the centre. It is 1.4km away.**
- **It will take roughly 20 minutes to walk to the centre from the station depending on your pace and the traffic. You will need to cross several roads but need to walk straight up Main Street until you reach the centre. It will be on your left.**
- **Alternatively, both the 925 and 926 both stop at the station so you can catch the bus from there.**

# Landmarks: What to look out for



**Left Image:** This is what the back of the centre looks like from McGregor Road.



**Second Left Image:** This is the little walkway from Main street to cut through to the centre.



**Second Right Image:** This is what the centre looks like from the corner of Main Street and McGregor Road.



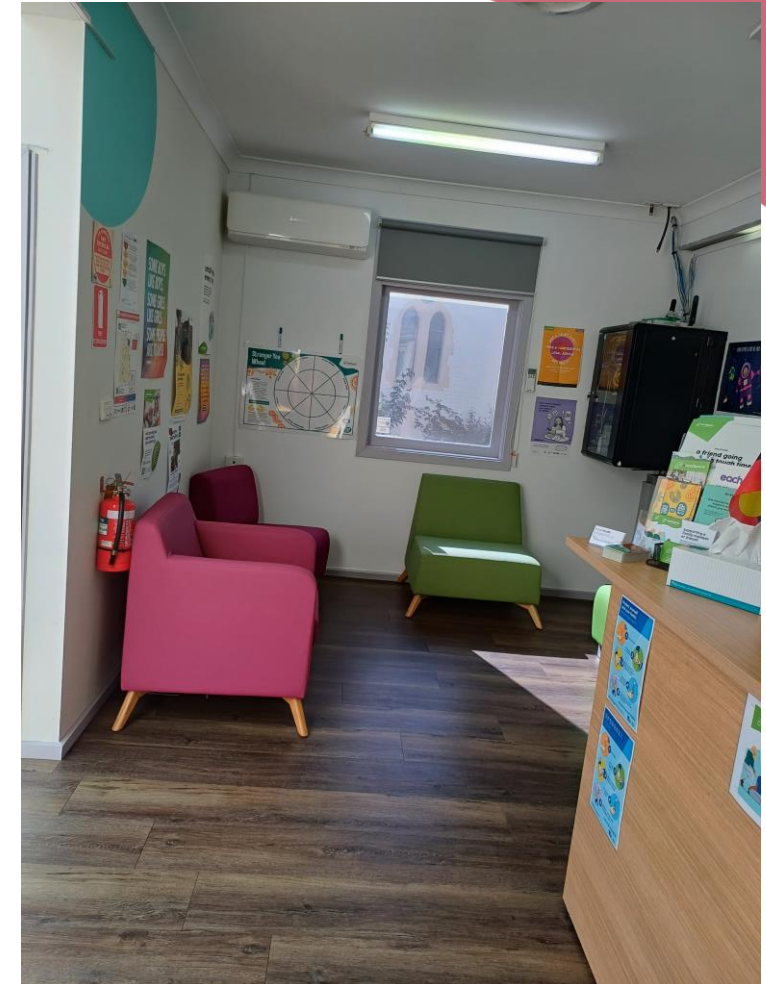
**Right Image:** This is what the centre looks like when you turn onto McGregor Road. This is what lays behind the shrubbery shown in the Second Right Image.

# Reception Area

- To enter the building, you will need to ring the doorbell then someone will let you in.
- There are a lot of information leaflets and business cards for you to take/read. There are also posters around the area for you to read. There is a TV and plenty of places for you to sit if you need to wait.
- There are two (2) counselling rooms visible from reception.



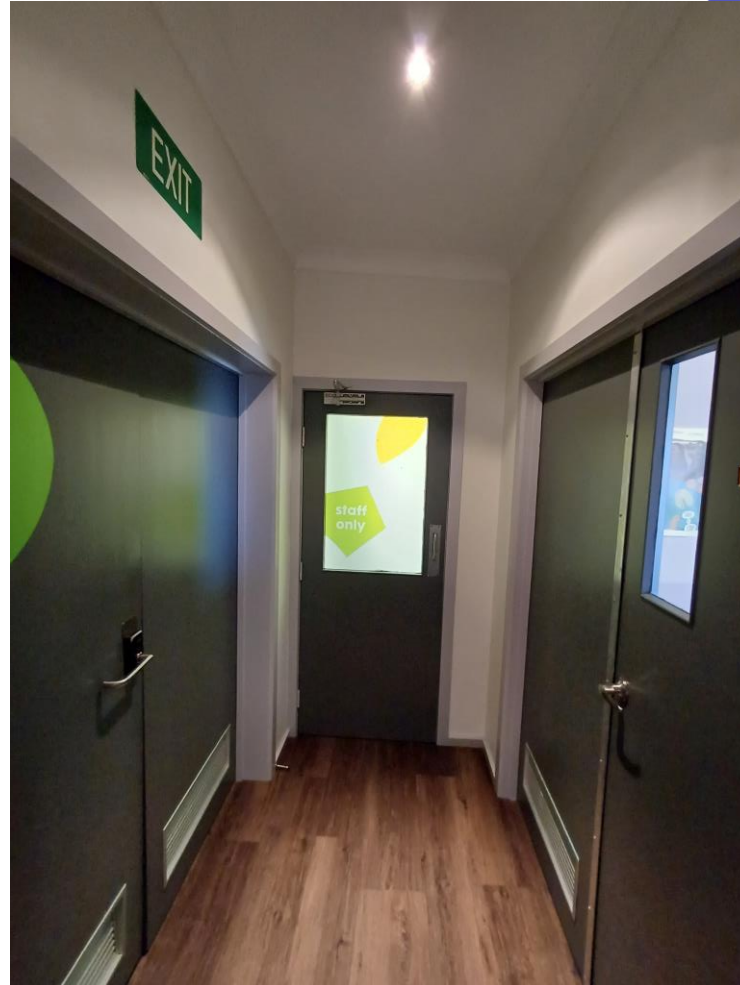
Left Image: This is what you will see when you first enter the building. This is the reception desk.



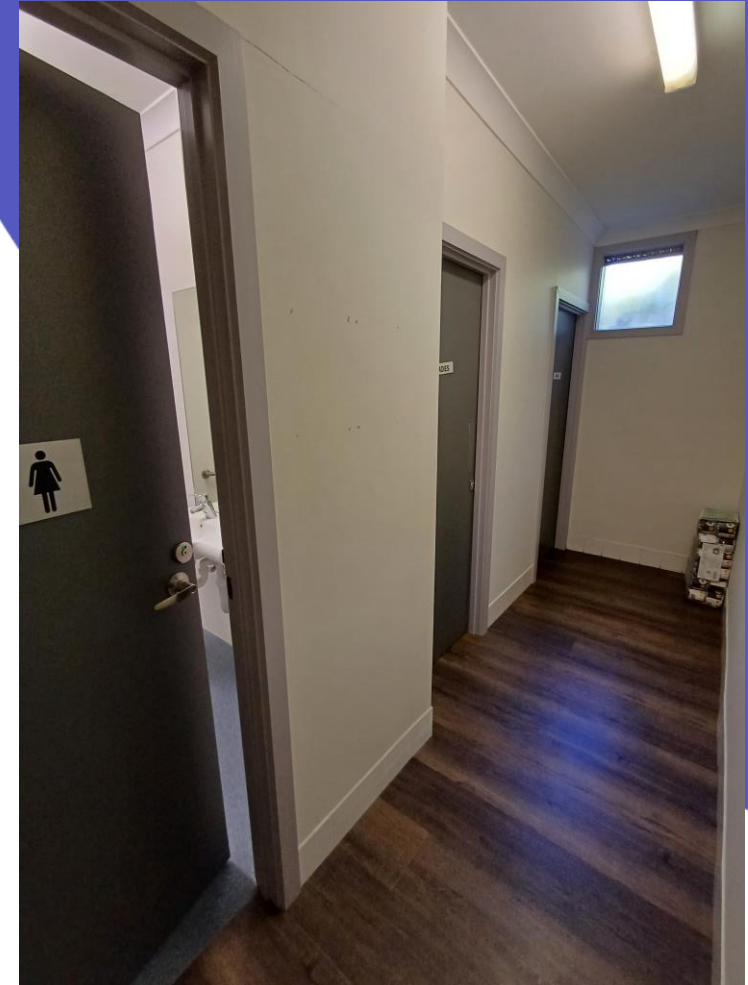
Right Image: This is what the left side of reception looks like when standing at the reception desk.

# Bathrooms

- There are 3 bathrooms at the Pakenham Centre.
- One is a Gender-Neutral Accessible Bathroom.
- One is a Female bathroom.
- One is a Male bathroom.
- All of the bathrooms have their own sink and mirror.
- Bathrooms are located at the end of the hallway behind a 'Staff Only' door. You will need to talk to a staff member to access them.
- There are sanitary bins and extra toilet paper available.



Left Image: The corridor and door that leads to the bathrooms.



Right Image: The hallway where the bathrooms are. This is what the other side of the door in the image to the left looks like.

# Counselling Rooms

- **There are four (4) counselling rooms at the Pakenham Centre.**
- **These rooms are not numbered, they are named after colours.**
- **There is a Maroon Room, Dark Blue Room, Orange Room, and Dark Green Room.**
- **All rooms have a window which lets light in. People cannot see into the building through the windows from outside.**
- **The Maroon room, Dark Blue room and Orange room are lined up along the corridor. The Dark Green room is located off reception.**
- **Each room has a desk, air conditioner, at least three (3) chairs and sensory toys.**

# What the counselling rooms look like



Left Image: The Dark Blue Room



Right Image: The Maroon Room