

# Access Guide

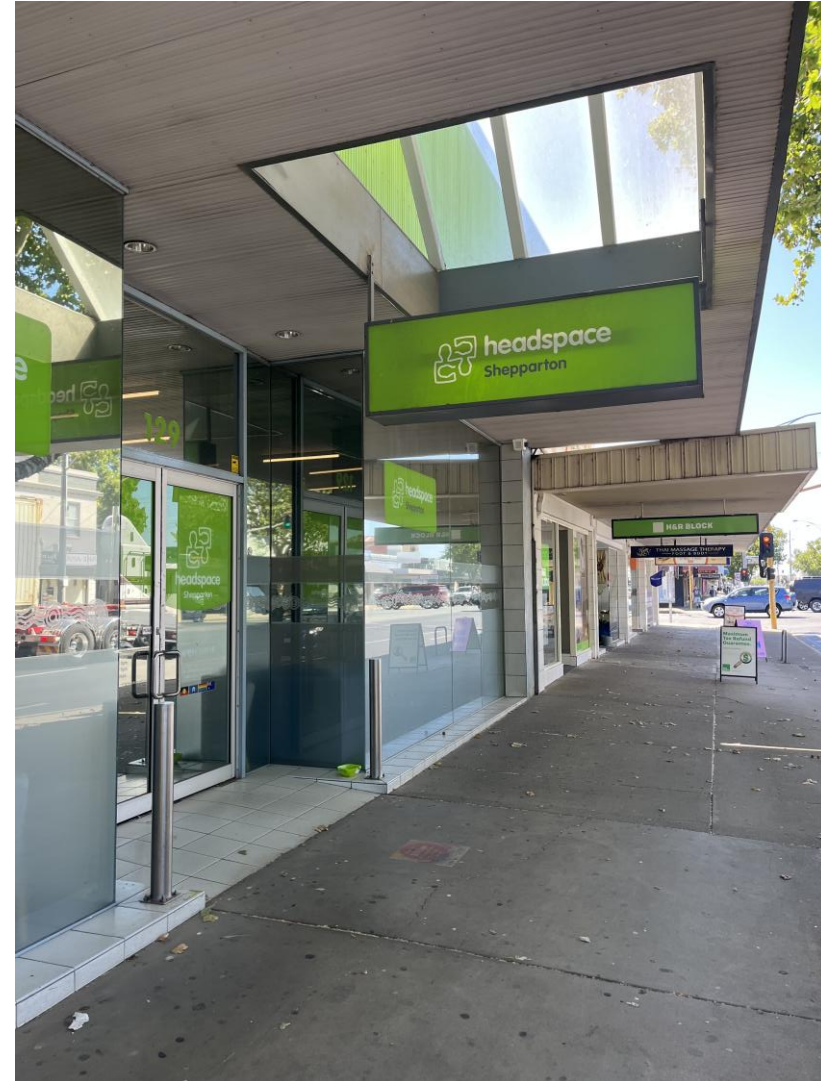
## How to navigate headspace Shepparton

129 High St, Shepparton Vic, 3630

Phone: (03) 5823 8800

Email: [intakeheadspace@gvhealth.org.au](mailto:intakeheadspace@gvhealth.org.au)

Website: <https://headspace.org.au/headspace-centres/shepparton/>



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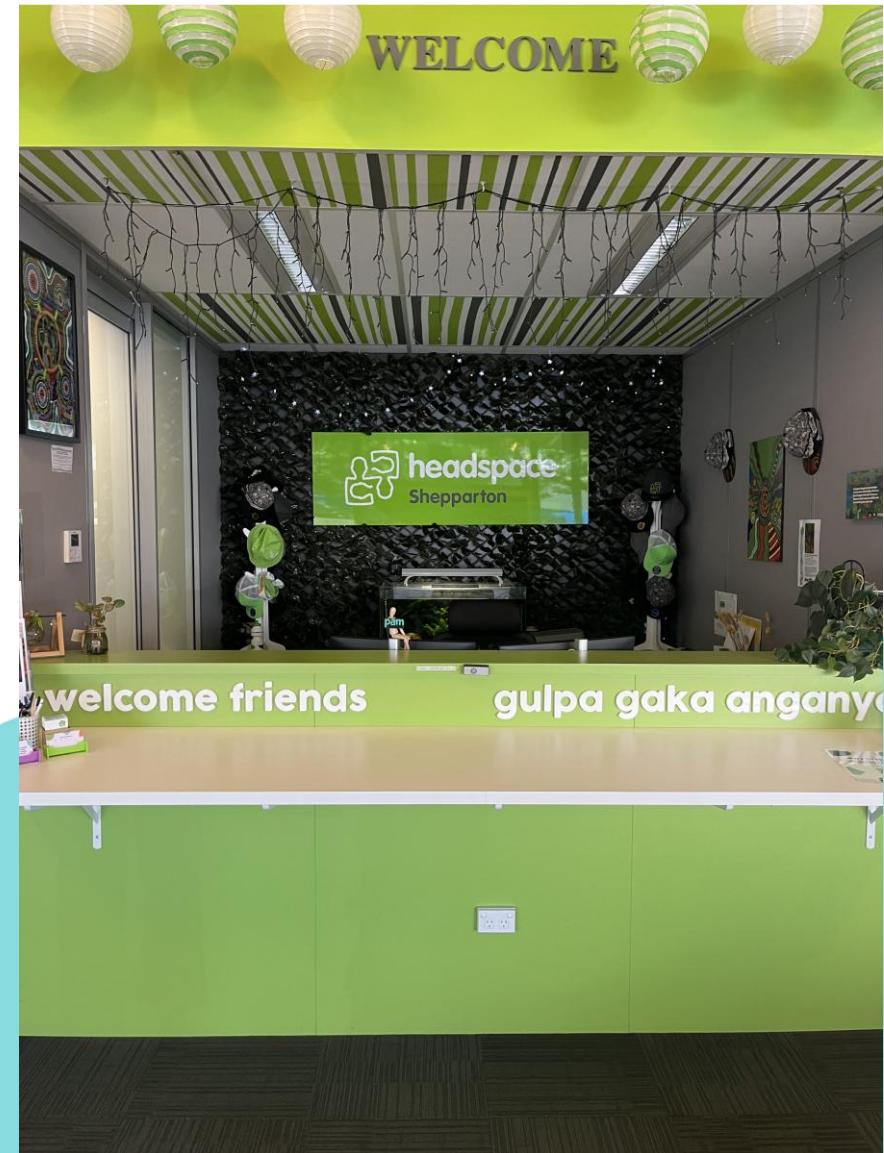
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# Acknowledgement of Country

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.



# We work on Yorta Yorta Nations Woka

headspace Shepparton would like to formally acknowledge the traditional owners of the Land of Greater Shepparton: the Yorta Yorta Nation, whose clans include the Bangerang, Kailtheban, Wollithiga, Moira, Ulupna, Kwat Kwat, Yalaba Yalaba and Ngurai-illiam-wurrung people.

We pay our respects to their Elders past, present and emerging. headspace Shepparton would like to extend this acknowledgement to the cultures the encompass the land, sky, waterways, flora, fauna and storylines that are unique to this area.




# About this Access Guide

An access guide or access key is a document that helps support all young people, their families and friends to access our physical space. Access guides are used to familiarise people with the physical features of our facility.

This is our effort to make everyone welcome at headspace Shepparton. We want you to feel comfortable while you are here, and to have more agency and control over your time with us.

If you have further questions, comments or feedback, please reach out to us via:

 (03) 5823 8800

 [intakeheadspace@gvhealth.org.au](mailto:intakeheadspace@gvhealth.org.au)

## How to use this guide:

You may want to read this document in full or to 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 our space.

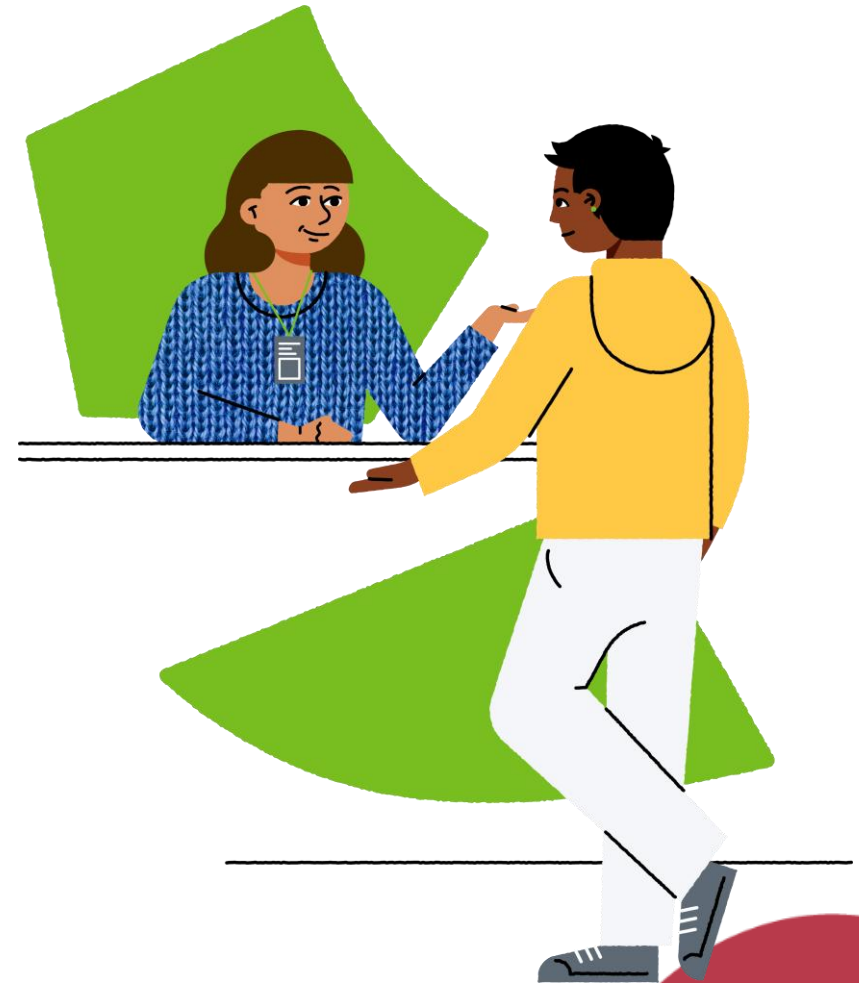


Image description: illustration of a young person standing at headspace reception

# How to find headspace Shepparton:

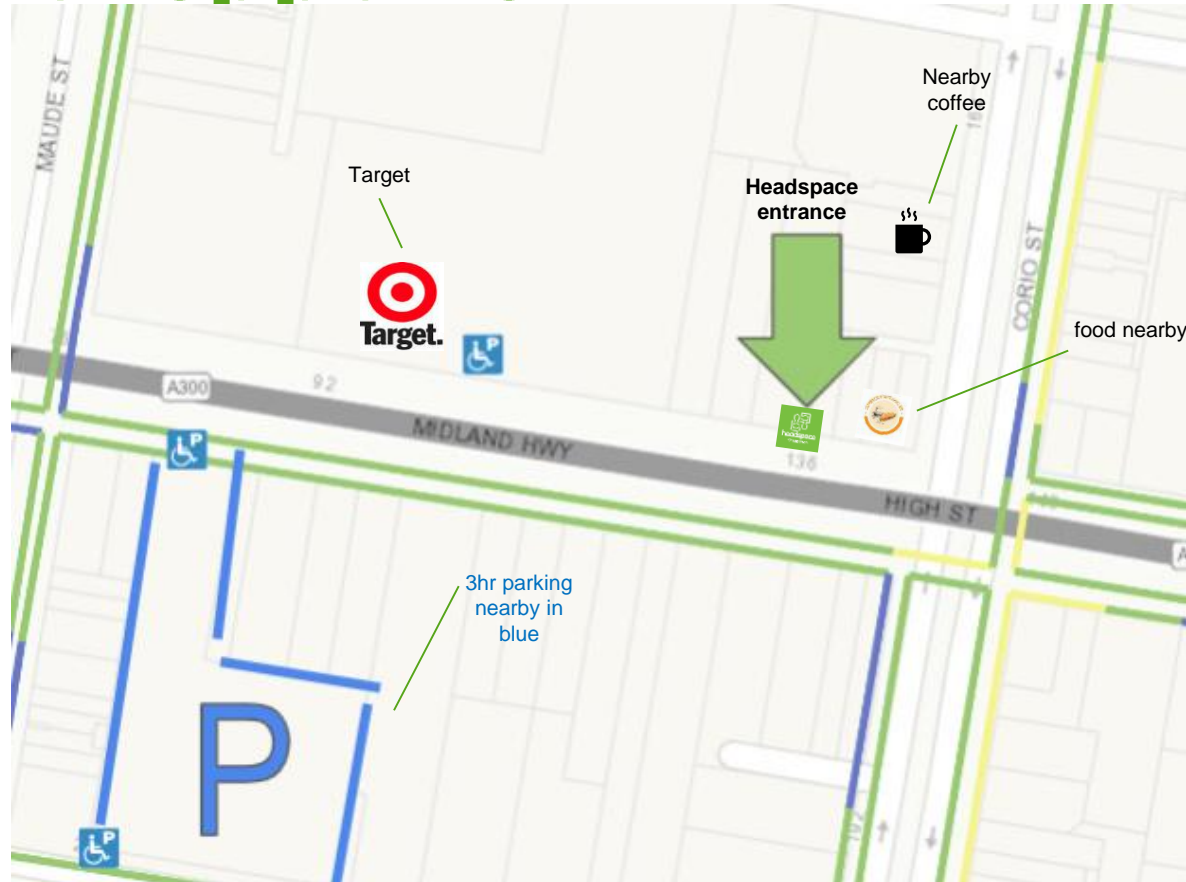


Image description: birds eye view of the map of High Street, showing a green arrow points to the map location of headspace Shepparton centre. Target is a nearby landmark. Blue lines outline High Street 3 hour parking, including two disability parking spaces.

headspace Shepparton is at **129 High st, Shepparton.**

Our centre is located 100m from the corner of High street and Corio street.

For the google maps reference [click here](#)

Parking is available along High Street via cash or card, or via the PayStay app which is available on Apple App store or Android App Store as a free download.



# Getting to headspace Shepparton by car:

## Free Parking

Three (3) hour free parking is available nearby at 'High Rowe' carpark that has three disability spaces.

headspace Shepparton's centre is located in the opposite direction from the view in the included photo. You will need to cross over the road at pedestrian lights or at the traffic intersection at Corio & High Street or Maude & High Street.



Image description: Street view of blue parking sign that says 'High Rowe' in front of large green tree. A life size horse statue stands out the front of O'Deas Saddlery business.

## Disabled Parking (Free)

The nearest disability parking available is 80 meters from the headspace entrance.

Disability parking is available along both sides of High Street, Shepparton as shown in the map.

This car space is located at the Target entrance, with a sloped curb side. The pedestrian lights are immediately in front.

The park is located on High Street on the left hand side of the road if you are coming from Wyndham street heading east.



Image description: yellow lined disabled carpark in front of High Street pedestrian traffic facing towards lights headspace Centre. Continue in this direction to find headspace.

# Getting to the entrance:

From High Street (pictured on the right)

Enter via the High Street access, the left hand door opens inwards. There is a upward incline of 900mm. The width is 1000mm with 9550 passing space. Both doors can be opened for easier access.

If needing assistance opening the door please call the reception on (03) 5823 8800



Image description above: Street view of headspace office from opposite side of High Street. Casablanca Pizza Pasta Restaurant is to the left of image.



Image description above: Street perspective with double doors. headspace logo, white tiled floor leading up to steel frame doors with mirrored glass.

# Getting to headspace Shepparton by train:

The nearest train station is Shepparton railway station, which is 1.4km away from headspace Shepparton.

From Shepparton railway station, you can get to headspace Shepparton by bus or foot.

It is approximately twelve (12) minutes by foot to headspace Shepparton from the railway station. The most direct way is to walk up Purcell street, to George road and then follow High street to headspace Shepparton.

There is a bus stop out the front of Shepparton railway station located on Purcell street. The bus is #5 and stops 350 meters away from headspace Shepparton on Corio street. This is approximately a 6 minute walk from the bus stop to headspace Shepparton.

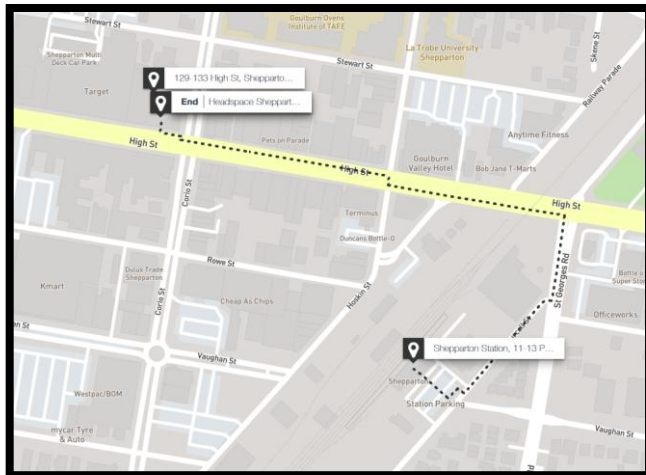


Image description: Birds eye view of map with walking directions from the Shepparton Train Station to headspace Shepparton

# Getting to headspace Shepparton by bus:

The #3 bus stops at the corner of Stewart and Corio street.

Headspace Shepparton is a 400m walk from the bus stop. This is approximately five (5) minutes by foot.

For the Shepparton bus schedule [click here](#)

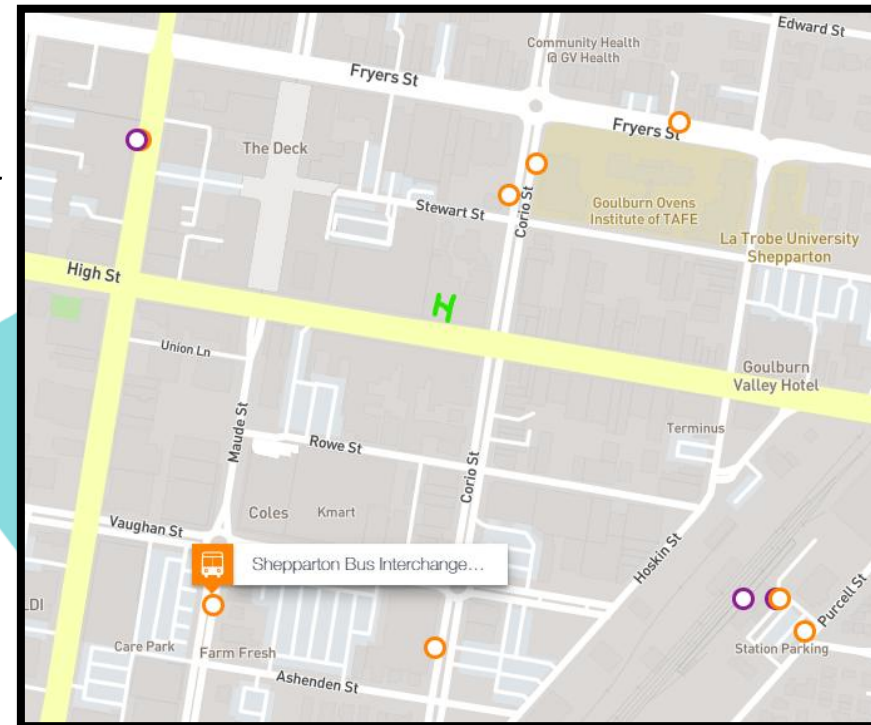


Image description: Birds eye view of map with street names around headspace Shepparton the orange ringed dots are the bus stops around the area

# Languages & interpreters

headspace Shepparton can book an interpreter for you through GV Health **free of cost**.

You have the right to a free, qualified and confidential interpreter. All languages are available via telephone and some in person. Please contact our office to organise this service.

## HELLO



Image description: Illustration of a person using Auslan to sign "hello"

# Welcome to our reception area

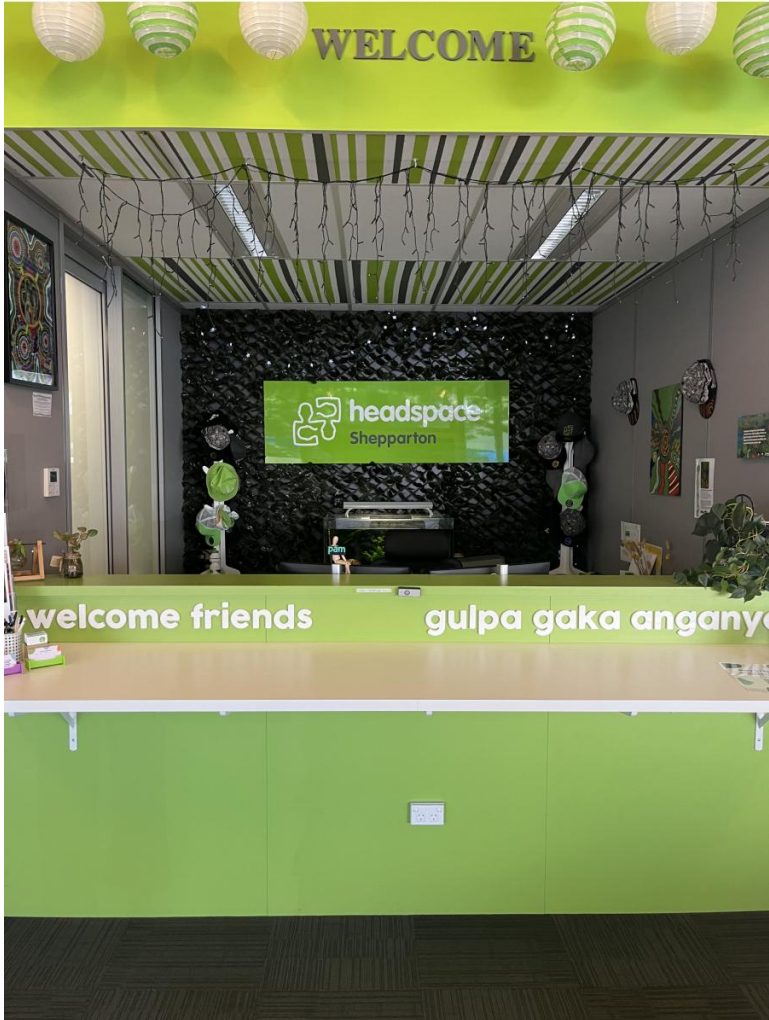


Image description: vertically written word of reception to the left hand side of white front bench in front of green wall and clear Perspex screen.

Reception desk is located opposite the entrance doorway, the height is 1000mm high

The reception is open 9am – 5pm Monday to Friday.

Our late clinic runs until 8pm on Mondays during daylight savings periods.

If the desk is unattended there is a door bell, if unable to access this you can call our front desk on (03) 5823 8800.

You can let the reception staff know your name and your reason for visiting (i.e. you have an appointment) and they will assist you.

If feeling unsure or nervous, here is a guide of what you might say at reception.

**“Hi my name is [ ]... I have an appointment at [ time ]”**

# Our waiting area



Image description: View standing from reception towards High Street, natural light enters the room. Pictured purple couch. Large TV screen displaying music and Indigenous artwork on the far wall.

There are two sections, with large couches, in our waiting area.

There is natural light from outside is filtered in.

You will hear soft, lounge music or pop music.

You will see artworks on the wall.

Couches are available for seating - seated position is 450mm.

There is a small TV to the right of reception which has a presentation, introducing them to the headspace Shepparton team.

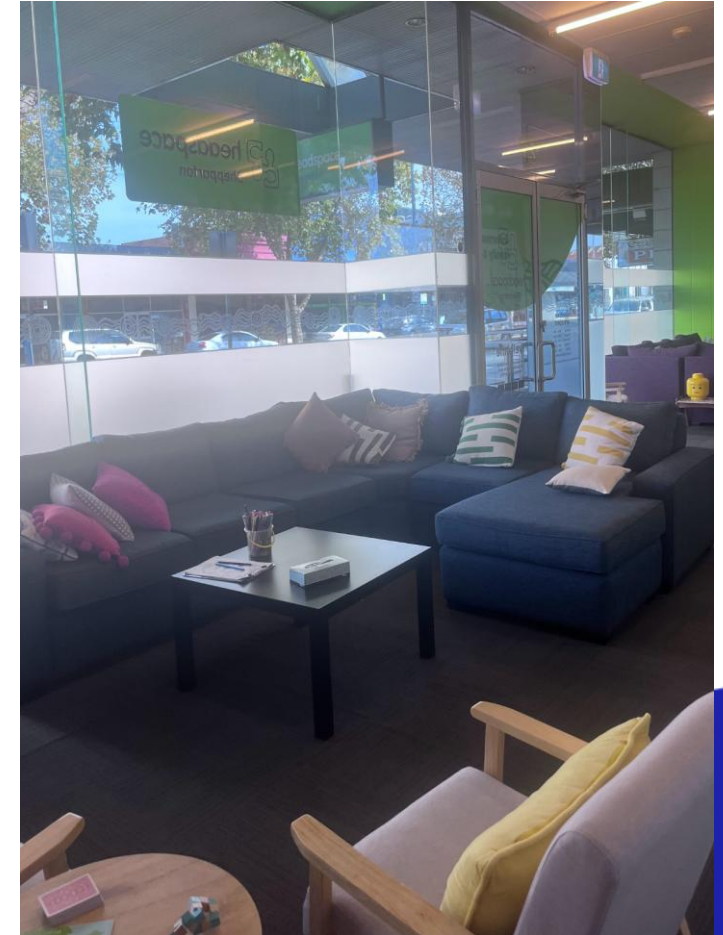


Image description: Standing in the reception, this image shows our blue couch on the right hand side entrance.

# Our rooms



Image description: the walkway to access the counselling rooms.

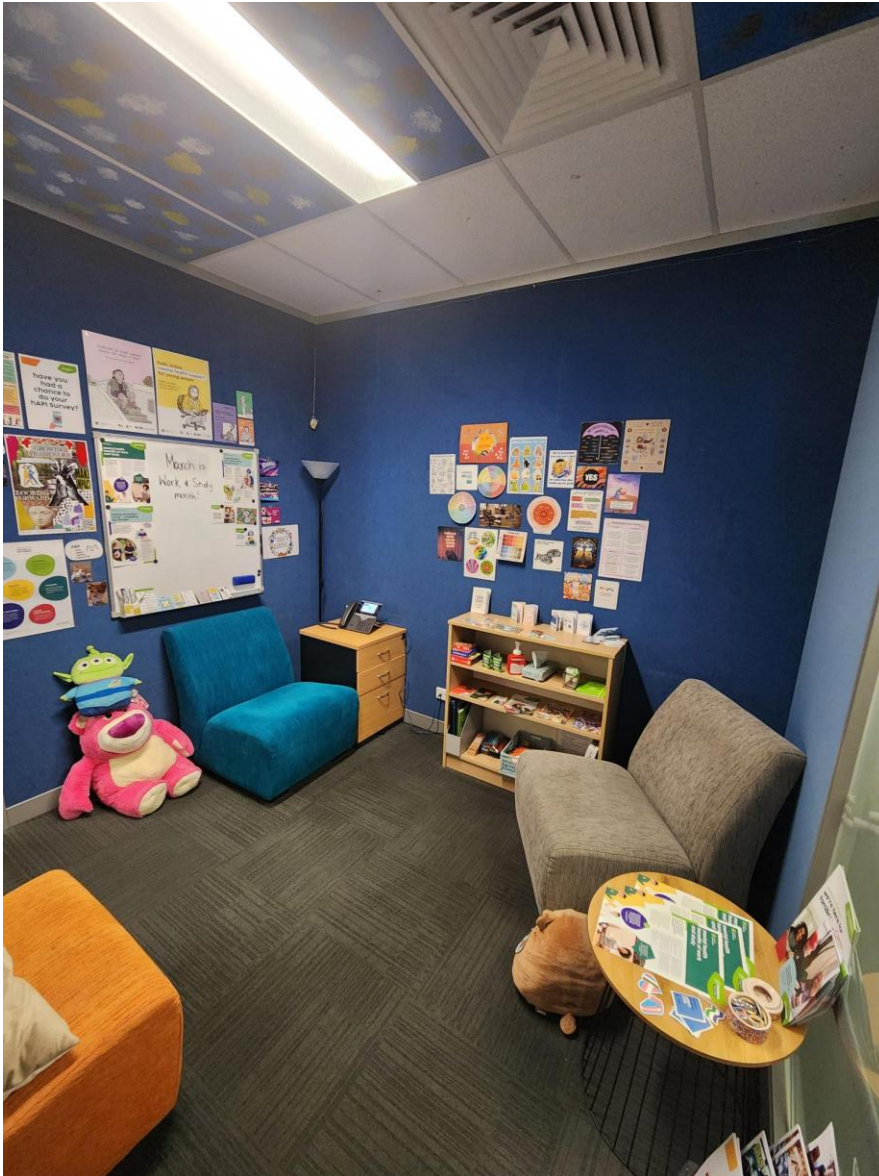
If you are here for an appointment, a headspace worker will greet you in reception. They will take you through our hallway space to our confidential counselling rooms.

The width of hallway is 1270mm.

Counselling rooms 1,2 3 and 4 are located on the left hand side.

Counselling rooms 5, 6, 7 and 8 are located on the right hand side.

# Room 1



Room 1 is used as our peer work space.

The rooms have fluorescent overhead lights, fabric chairs and a box of fidget/sensory toys that you can chose.

Lamps and low lights can be requested for your appointment time

A whiteboard is available to use.

**Image description:** Room 1 has blue fabric walls. There are 3 soft chairs in the room, one blue, one grey and one orange. There is a bookshelf with resources and another small table, next to the grey chair, with more resources.

## Room 2



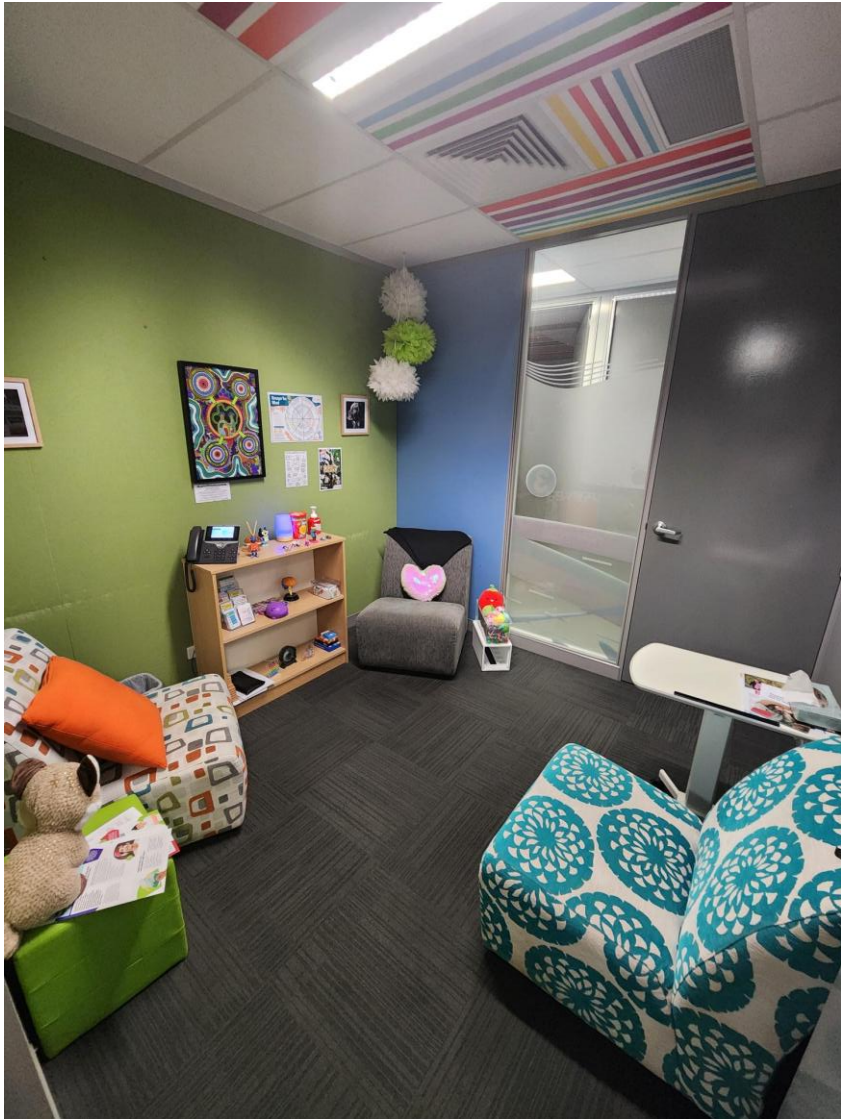
The rooms have fluorescent overhead lights, fabric chairs and a box of fidget/sensory toys that you can chose.

Lamps and low lights can be requested for your appointment time

A whiteboard is available to use.

**Image description:** Room 2 has green and blue fabric walls. There are 3 soft chairs in the room, one black, one grey and one orange. There is a small table, next to the grey chair, with resources.

# Room 3



The rooms have fluorescent overhead lights, fabric chairs and a box of fidget/sensory toys that you can chose.

Lamps and low lights can be requested for your appointment time

A whiteboard is available to use.

**Image description:** Room 3 has green and blue fabric walls. There are 3 soft chairs in the room, one white with blue patterns, one grey and one cream with colourful squares. There is a bookshelf with resources and another small table, next to the white with blue patterns chair, with more resources. There is a box, next to the grey chair with sensory and fidget toys.

# Room 4



The rooms have fluorescent overhead lights, fabric chairs and a box of fidget/sensory toys that you can chose.

Lamps and low lights can be requested for your appointment time

A whiteboard is available to use.

**Image description:** Room 4 has green and blue fabric walls. There are 3 soft chairs in the room, one light blue, one dark blue and one purple. There is a small table, next to the purple chair, with resources.

# Room 5



Room 5 is a smaller space used as a counselling space.

Lighting includes overhead fluorescent lights with a lamp available.

A whiteboard is available to use.

**Image description:** Room 5 has white walls with an orange print on the wall. There are 2 soft chairs in the room, one green, and one multicoloured with blue tones. There is also a red chair with armrests. There is a black bookshelf with resources and next to it is a desk with a computer and phone.

# Room 6



Room 6 is used as our work and study space.

Lighting includes overhead fluorescent lights with a lamp available.

A whiteboard is available to use.

**Image description:** Room 6 has one white wall with a the Artwork • mind • body • spirit • culture • country by artist: Riki Salam – (Mualgal, Kaurareg, Kuku Yalanji) painted on the wall. The other wall has orange fabric. The room contains a large work desk with two office chairs, one green and one blue fabric chair. The office also contains a clothing rack full of clothing available for young people to take for work purposes.

# Room 7



Room 7 is slightly larger and is typically used for family meetings.

Lighting includes overhead fluorescent lights with a lamp available.

The larger space can be easier to navigate with more people and mobility needs.

A larger room be requested if you'd feel more comfortable with a larger space.

**Image description:** Room 5 has white walls with an orange print on the wall. There are 2 soft chairs in the room, one green, and one multicoloured with blue tones. There is also a red chair with armrests. There is a black bookshelf with resources and next to it is a desk with a computer and phone.

# Room 8 or Intake room



Room 8 or the Intake room is used as a counselling room as well as a space for anyone who walks in to refer themselves.

Lighting includes overhead fluorescent lights with a lamp available.

**Image description:** Room 8 has one blue fabric wall and one painted purple wall contains 3 fabric chairs. It also contains an office desk with a computer and an office chair. Next to the desk is a set of drawers. The room contains two exit doors.

# Toilet access



Image description: Blue wall with hand sanitiser and white frame around doorway.

There is one unisex and ambulant toilet available located through the corridor and to the right.

The doorway requires manual door opening inward. We are happy to provide assistance opening the door when required.

Door handle is 1070mm from floor.

There is single fluorescent light with exhaust fan that turns on with the light.

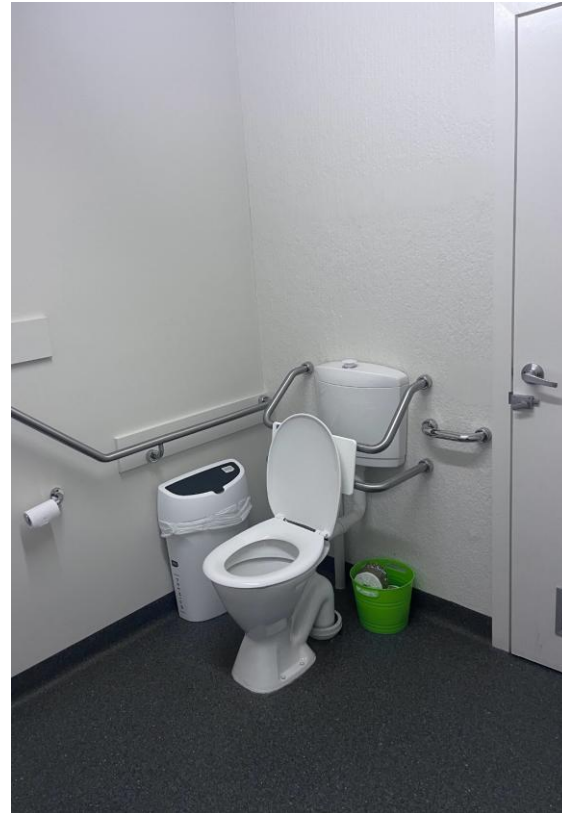
Hand sanitiser is outside door at 1260mm .

Room space is 2300/2400mm.

# Toilet facilities



Image description: pictured toilet with grab rails and hand basin, soap dispenser bin and paper towel



Toilet with two grab rails to the right and behind the toilet. The toilet has back support.

Toilet is 450mm with right hand transfer.

Sink is 820mm and tap is 950mm.

Mirror is 1240mm.

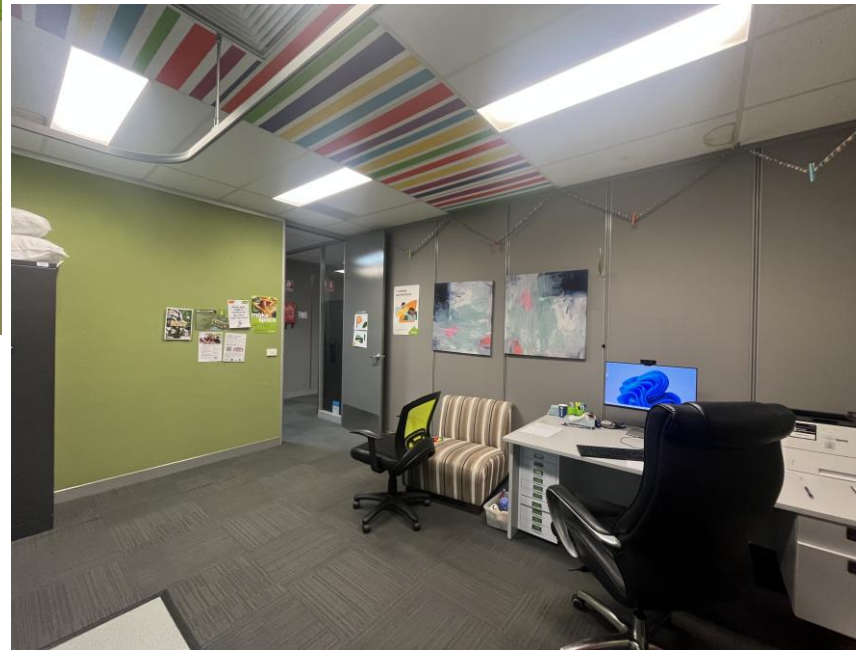
# Treatment room



The treatment room is a large consult / GP room used by the psychiatrists as well as the visiting Sexual Health Nurse (on differing days).

The lighting includes overhead fluorescent lights.

**Image description:** The treatment room includes a GP consult section that can be sectioned off by a curtain. Behind the curtain there is a consult bed, scales, a basin and handwash station and a rubbish bin. The other side of the room contains a large office desk and desk chair, as well as a comfortable fabric chair.



# Meet the Team



**Bridie**  
Acting Manager



**Reese**  
IPS Specialist



**Neha**  
IPS Specialist



**Maya**  
Clinician



**Jason**  
Peer Worker



**Emma**  
Clinician



**Brittany**  
Peer Worker



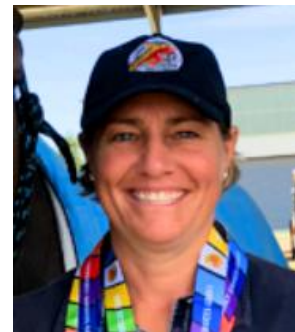
**Katrina**  
Clinician



**Liam**  
Clinician



**Danielle**  
Acting Clinical Lead



**Robyn**  
Family Peer Worker



**Melissa**  
Administration



**Loz**  
Clinician

# Have we missed anything?

If there is any concerns, questions or if we have not addressed your needs in this access key, please contact our office to discuss with our friendly staff.

We can do our best to meet your needs to be able to access headspace Shepparton

**Ph: (03) 58238800**

**Email: [intakeheadspace@gvhealth.org.au](mailto:intakeheadspace@gvhealth.org.au)**

**W: [headspace.org.au/headspace-centres/shepparton](https://headspace.org.au/headspace-centres/shepparton)**

# thank you



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the Australian Government Department of Health