Access Key

Navigating headspace Sunshine

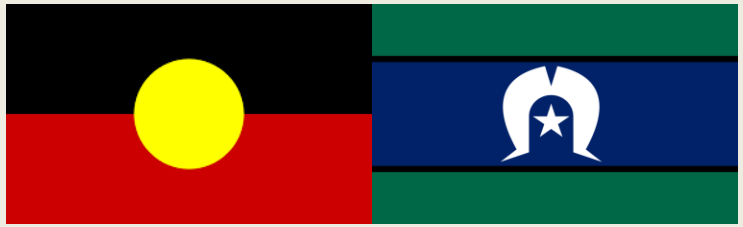


headspace
National Youth Mental Health Foundation

headspace Sunshine is a **safe space** that **welcomes** and supports young people from **all** cultural and linguistic backgrounds, sexual and gender orientations, religions, disabilities, and life experiences.



headspace Sunshine acknowledges the Wurundjeri Woi-Wurrung people, the owners of the land on which we are situated and pay our respects to Elders past, present and emerging.



We acknowledge and respect Aboriginal people's continuing relationship with the land and acknowledge that sovereignty was never ceded. We would like to extend this respect to any First Nations People visiting headspace Sunshine.

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Location + Contact Information

Street Address

80b Harvester Rd, Sunshine VIC 3020

Link to Google Maps reference here.



Phone: (03) 8311 9420

Email: info-headspacesunshine@orygen.org.au

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Opening Hours & Social Media

Monday, Wednesday, Thursday, Friday

9:00 am – 5:00 pm

Tuesday

9:00 am – 6:00 pm

Saturday & Sunday

Closed

headspace.sunshine

headspace Sunshine

Travel by Car

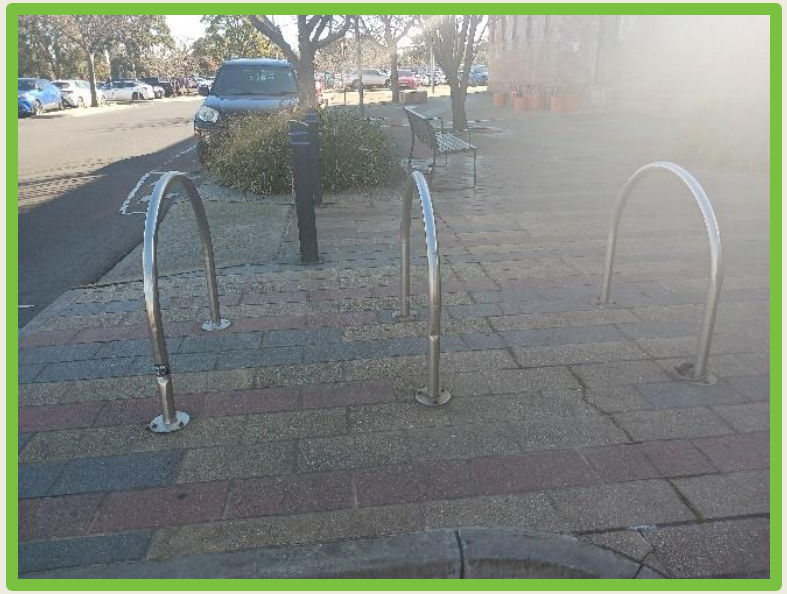
- Disabled parking is available directly outside Visy Cares Hub, where headspace is located, and has a limit of 3 hours
- There is a large parking lot opposite the entrance of Visy Cares Hub
- There is no fee to pay for parking. The parking lot opposite the Visy Care Hub is limited up to either 1 hour parking bays or 4-hour parking bays depending on where you park.



Please pay attention to parking signs as displayed and please pay attention to the time allowed and move your vehicle if needed to avoid receiving an infringement notice.

Travel by Bicycle

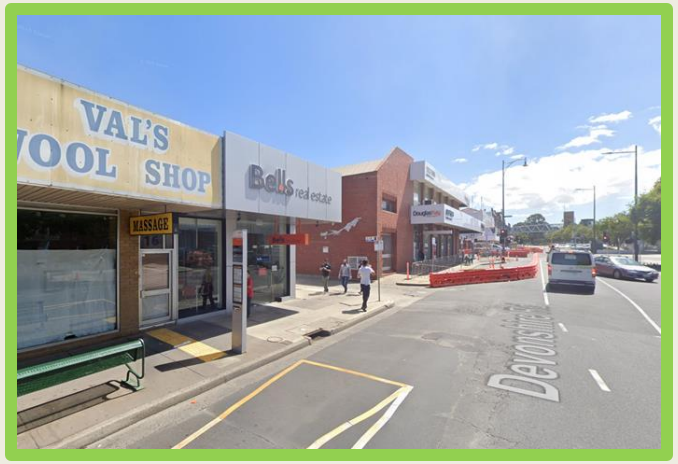
- There are multiple bicycle racks outside Visy Cares Hub
- The racks are located directly in front of the main entrance, close to the street
- Please bring your own bicycle locks and chains if needed.



Bicycle racks outside the entrance

Travel by Bus

- Buses 408 and 410 stop at Devonshire Rd, 3 minutes walk to headspace Sunshine
- Many other buses terminate at Sunshine Station. Click here to see a list and map of them



408 & 410 bus stop

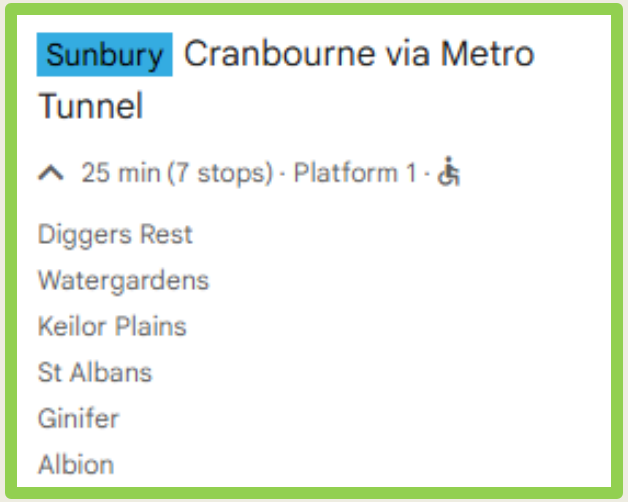


Bus bay at Sunshine Station

Travel by Train

The Sunbury Line will take you to Sunshine Train Station.

(due to new Metro Tunnel, it will display on train platform screens as Sunbury Cranbourne via Metro Tunnel)



Travel by Train – Written description

- Upon exiting the train, an elevator can be taken up to the exit
- There is a wider myki gate on the righthand side for mobility aids
- Turn right when exiting myki gates and walk ahead
- To the left there will be stairs.
- Straight ahead there will be the lift.
- At the end near the lift to the right will be a ramp.

Travel by Train – Visual description

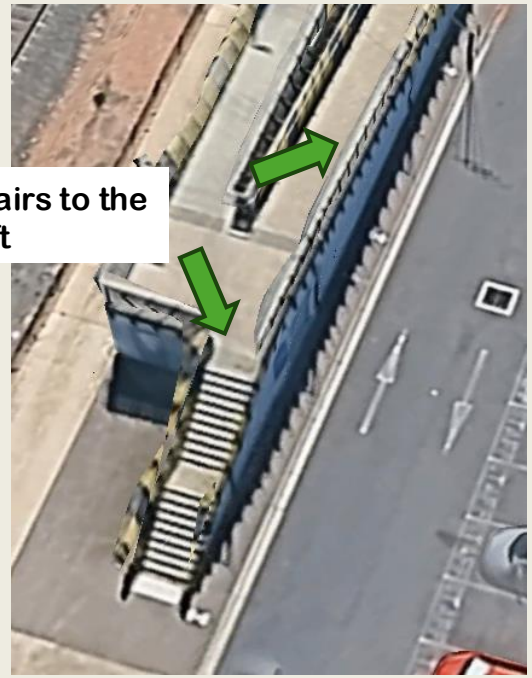




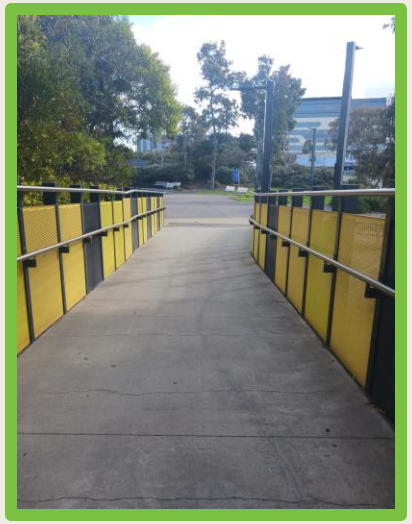




Stairs to the left



ramp to the right



Notes before your first appointment

- headspace Sunshine welcomes guide dogs and therapy animals
- Please feel free to bring along any fidgets or sensory items
- You're welcome to bring a support person with you to your appointment

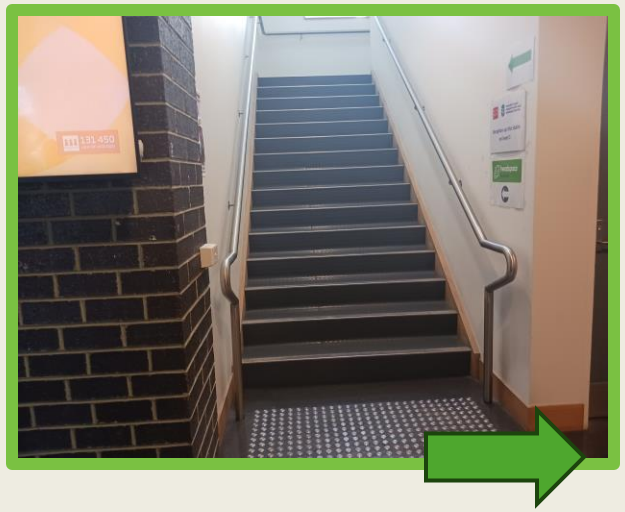
What if I need an interpreter?

Services are provided in English, however interpreters for other languages (including signed) can be arranged prior to your appointment at no cost. Please let us know if you or your family need an interpreter so we can arrange this for you.

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Toilets

- Toilets are located on the ground floor, to the right of the stairs
- There are all gender, disabled, female and male toilets available





(Disabled toilets are also available upstairs if needed)

Getting to headspace via lift

1. Enter through the sliding doors
2. Upon entering the building, make a left
3. Go through the Youth Junction Sliding doors
4. Continue past the reception desk, until you reach the elevator

1.



2.



3.



4.



Getting to headspace via lift

To access the lift

5. Press the call button, then enter and press the button for level 2
6. Once you have arrived at level 2, exit left from the lift (1), then immediately turn right
7. Press the doorbell on your left, and someone will let you in

5.



6.



7.



Sensory Notes

- Light levels dependent on weather
- Can be quite noisy, loud music, people talking loudly and shouting
- Elevator is quite loud and shudders

Getting to headspace via stairs

1. Enter through the sliding doors
2. Upon entering the building, make a right
3. Go up the staircase, and push open the door
4. Enter reception

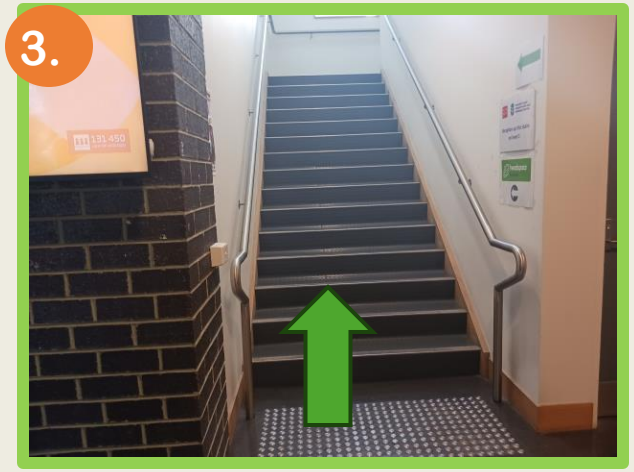
1.



2.



3.



4.

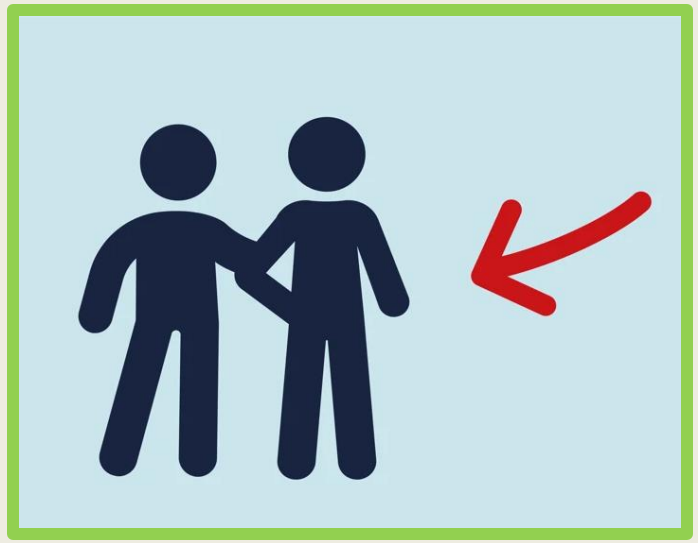


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Vision Impaired Information

Those who are visually impaired please speak to reception prior to your in-person appointment.

Reception can help organise for the worker who you are booked in with to meet you downstairs, if you are planning on attending the appointment alone and are unable to travel upstairs or via the lift by yourself.



Reception

What to do at reception

- As you come up the stairs, the door will make a clicking sound as you open it.
- Walk up the front desk on the right, and let the receptionist know who you are here to see
- Please see next slide about information on HAPI survey and CIF form.
- Once everything is signed and the survey is completed and passed back to reception, please take a seat anywhere, and wait for your clinician to come out and greet you



This is where headspace's receptionist's sit.



Receptionist desk is approx. 1m tall

Sensory Notes

- Music will always be playing in reception at a low volume

HAPI survey

The HAPI survey is an online survey you will have to complete every time you engage with our services.

So please come 10-15 minutes early, if possible to complete this.

The first time you attend headspace the survey will be longer than the ones you will complete your second or third time at headspace.

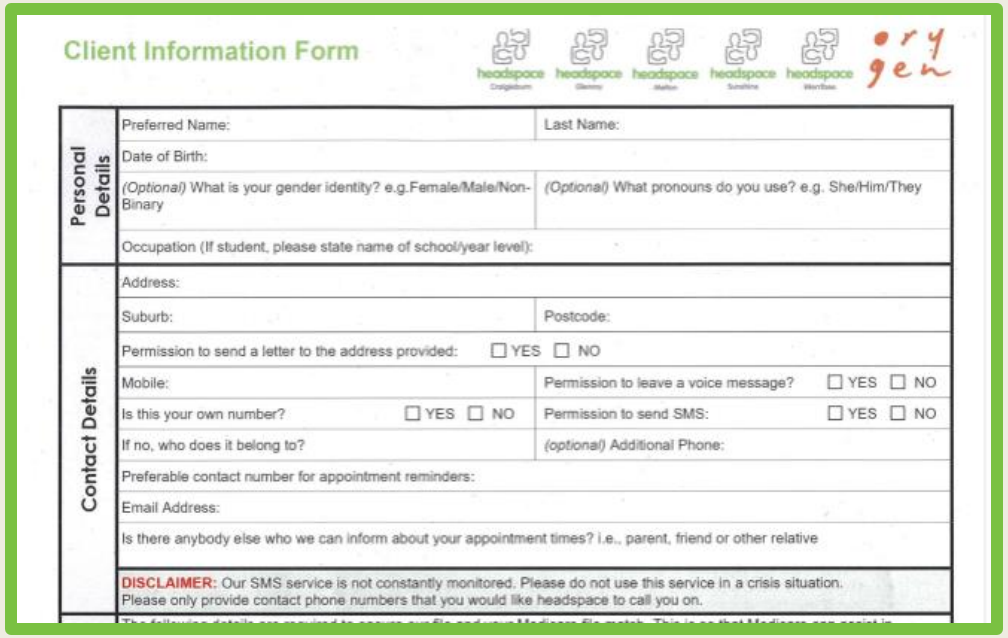
A Medicare card is not needed for every pathway. Although it can be helpful if you have access to one.

CIF form

A CIF form is a Client Information form that just gives access to any contact information if needed and signed consent about privacy, confidentiality and duty of care on the back of the form. You will only need to sign this once and then anytime it expires as well. Please also let a staff member if any information has changed.

If you are attending an appointment with our GP there may be other forms that need to be filled as well.

(These are some of the questions that are asked on the form)



Client Information Form

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Personal Details

Preferred Name:	Last Name:
Date of Birth:	
(Optional) What is your gender identity? e.g.Female/Male/Non-Binary	*(Optional)* What pronouns do you use? e.g. She/Him/They
Occupation (If student, please state name of school/year level):	

Contact Details

Address:	
Suburb:	Postcode:
Permission to send a letter to the address provided: ☐ YES ☐ NO	
Mobile:	Permission to leave a voice message? ☐ YES ☐ NO
Is this your own number? ☐ YES ☐ NO	Permission to send SMS: ☐ YES ☐ NO
If no, who does it belong to?	*(optional)* Additional Phone:
Preferable contact number for appointment reminders:	
Email Address:	
Is there anybody else who we can inform about your appointment times? i.e., parent, friend or other relative	

DISCLAIMER: Our SMS service is not constantly monitored. Please do not use this service in a crisis situation. Please only provide contact phone numbers that you would like headspace to call you on.

Reception

- There is a kitchenette you are free to use with cold and boiling water
- Free food and sanitary items are also available to the right of the kitchenette
- There may be other food and sanitary items available at reception – ask to find out





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Consultation Rooms

- Our consultation rooms are where you will speak with the person you are seeing
- You can sit in any chair you like, and there are fidgets and tissues available for you to use



A consulting room at headspace Sunshine

Sensory Notes

- Lights are fluorescent and can be quite bright – cannot be switched off
- Talking from other rooms, closing doors, and noise from the street can be heard

GP Rooms

- If you have an appointment booked with a GP or nurse, this is where you will see them



A GP room at headspace Sunshine

Sensory Notes

- Fluorescent lighting – but can be switched off
- Talking from other rooms, closing doors, and noise from the street can be heard

Group Rooms

- Bright lighting
- Mobility aid navigation may be difficult (ask a staff member to assist in moving furniture)
- Temperature of the room can depend on the temperature outside (have a jumper or jacket on hand if needed)



Thank you for booking with headspace Sunshine and we can’t wait to meet you!



If you have any further questions do not hesitate to call or email using our contact information provided above.