

Access Key

How to navigate headspace Batemans Bay

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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 Batemans Bay.

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 **1800 718 383** or email info@headspacebatemansbay.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 the space.



How to find headspace Batemans Bay:

headspace Batemans Bay is located at 1/11 Clyde Street, Batemans Bay.

Our Centre is next door to Kidz Biz and a few shops down from the Batemans Bay Ice Creamery.

The Batemans Bay centre is situated across from the Batemans Bay foreshore.

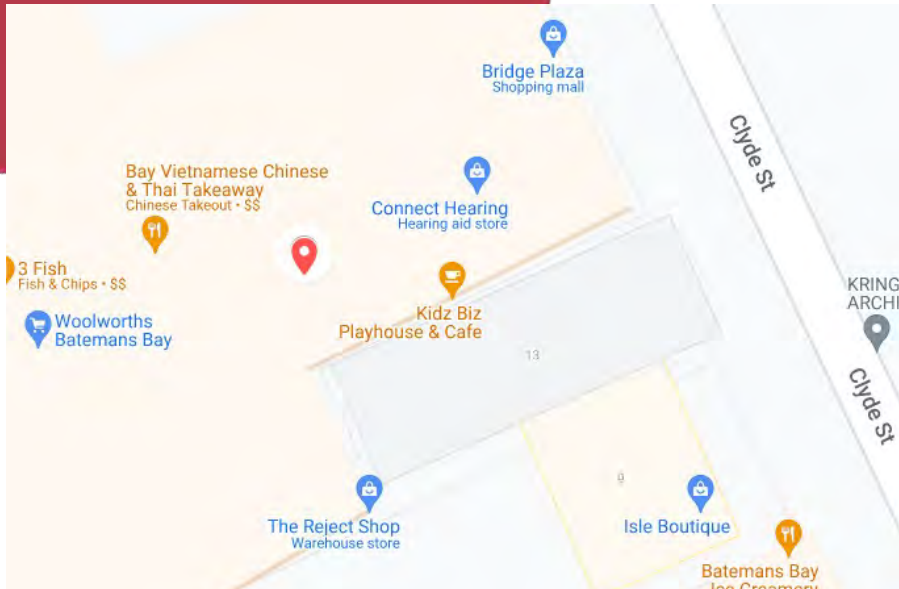


Image description: An map view of headspace Batemans Bay and surrounds. The headspace Batemans Bay Centre is pictured outside of Woolworths and next door to Kidz Biz and Connect Hearing. The image shows nearby businesses.

Getting to headspace Batemans Bay by car:

Parking on Clyde Street:

The closest parking is located across from our centre on Clyde Street. You are able to park here for 1 hour. There are also accessible parking bays available.

There is a crossing you can walk over safely to reach our centre.

You can also park in the Woolworths car park. Some parking bays here have no time limit. Signage will indicate this.

Please note: you may receive a ticket if you exceed the parking time limit.



Image description: Parking bays opposite headspace Batemans Bay. There is a sign with information about the parking time limit.



Image description: The bus stop on Orient Street at the Promenade Plaza. It is sheltered, and there are two seats available for you to sit. Signs indicate that this is a bus zone.

Getting to headspace Batemans Bay by bus:

The 857, 860 and 861 buses stop on Orient Street at the Promenade Plaza at different times throughout the day. There is a shelter and seats where you can sit as you wait for the bus.

You can find the timetables for these Priors buses here:

<http://www.priorsbus.com.au/timetables.html>

Please note: the final bus leaves at 5:20PM.

Getting to the entrance:

From 1/11 Clyde Street:

The entrance to headspace Batemans Bay is around the side of our building to the right. Our building is wheelchair accessible.

Our building is green. We are right next door to Kidz Biz. There is one door which leads into our centre. Note: there is a large green headspace sign which is left out on the footpath during our working hours.

There is a bell which can be rang if you require assistance entering the centre, or if our doors are locked. There are also rails.

Through the glass door, there is a foyer. There is a noticeboard and decorative frosted glass which spells out 'Walawaani', which means 'We hope you had a safe journey/ We hope you have a safe journey'.

The ceiling is high and the lighting is a combination of natural and artificial lighting.

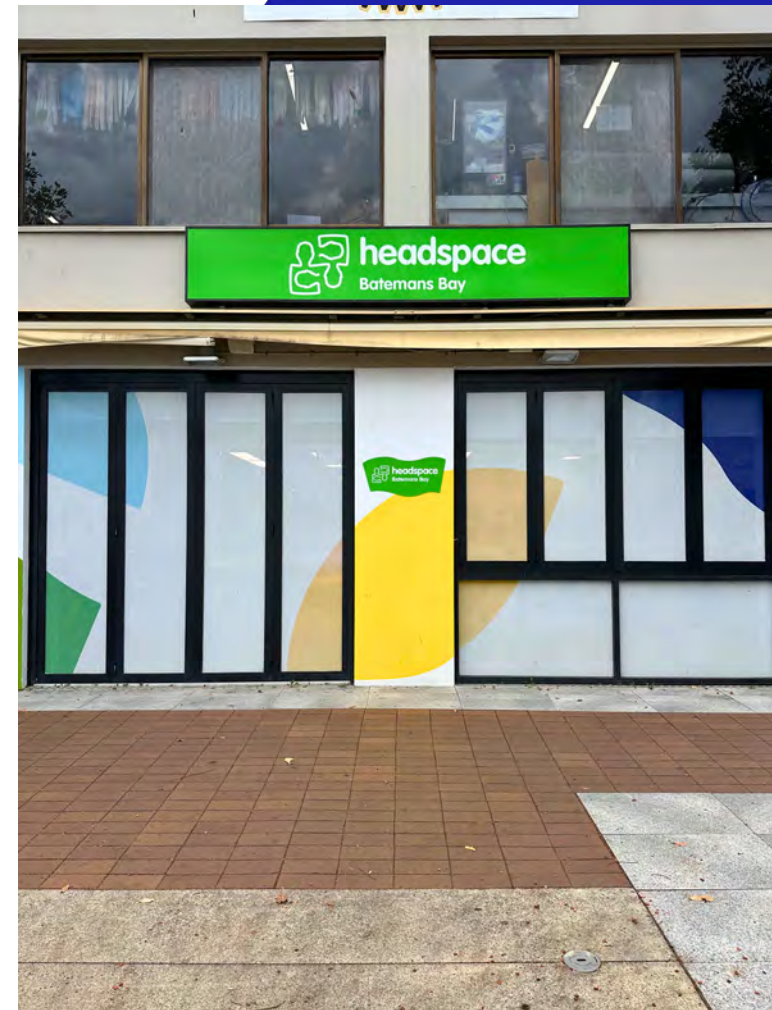


Image description: The pathway that leads to the entrance of headspace Batemans Bay. The ground is smooth concrete and you can see our signage.

Building entry:



Image description: The side of the Batemans Bay centre. The building is white and decorated in coloured shapes. There will be a sign out the front during our opening hours to indicate we are open.



Image description: The entrance to the Batemans Bay centre. There is a rail and doorbell which can be pressed if you require assistance entering the building. There may be leaves and debris if it has been windy.

Building entry:



Image description: The doorway to headspace Batemans Bay. The door reads 'Welcome' and has a rail beside it. There is a doorbell which can be rung and the ground is even concrete.



Image description: The entry into our office. This area has a noticeboard, a green sign, and frosted glass announcing 'walawaani njindiwan' which means safe journeys everyone.



Image description: The reception area at headspace Batemans Bay. There is an orange lounge and a blue chair. There is a fridge with free water and a basket with free snacks. There is a shelf with books, sensory items and games which you can use and borrow from.

Reception area:

The reception area is carpeted and has artificial and natural lighting.

The artificial lighting is fluorescent and warm in tone.

The reception desk is on the right. The reception staff are barely visible from a seated position.

There are armchairs and a lounge. There are also single seats and a conference table. There is also a phone charging station available which can be used.

There are not many people in the waiting room at the one time, as people usually come and go.

The music is playing at a reasonable volume. The sound of the phone ringing can also be heard.

Reception may ask you to complete a headspace survey on an iPad when you arrive. The iPad has accessibility settings that can be turned on if required.

You are welcome to wear a mask if you would like. Ask reception if you do not have a mask with you.

Reception area:



Image description: A long table with 8 chairs, and a small table with four chairs. There is a TV and phone charging station. This room is called 'The Clyde'.



Image description: There is a cupboard with brochures and information. Inside the cupboard is a pantry with free food and hygiene products.

Counselling rooms:

The counselling rooms are accessible from the hallway. There are four counselling rooms and one GP Room.

The counselling rooms have artificial lighting. These rooms are called 'Moruya Heads', 'Mollymook Beach', 'Surf Beach', and 'Broulee Beach'. Our GP Room is named 'Guerilla Bay'.

Each room is slightly different in colours and lighting.

There are chairs and bean bags available to sit on.

There are sensory toys in each of the counselling rooms, which you can use during a session.



Image description: A hallway with grey carpet floors. The walls are painted light green and white with coloured shapes on the doors.

Counselling rooms:

all counselling rooms have sensory items



Image description: A room with 3 chairs, 1 rainbow beanbag and a small table. The walls are painted white with paintings and a whiteboard. The room has grey carpet floors



Image description: A room with 3 chairs, 1 black beanbag and a small table. The walls are white with some art and a whiteboard, the carpet is grey.



Image description: A room with 3 chairs and a small table. The walls are painted white, with one window and a whiteboard. The carpet is grey.

GP Room and Family Room:



Image description: The GP room at headspace Batemans Bay. There is a computer desk with two black chairs. There is an examination table with a blue curtain behind the computer desk.



Image description: A room with two lounges, a television, chairs and a small table. The walls are painted white. The carpet is grey. There is a window.

Toilet information:

There are Mens, Womens and Gender Neutral (Unisex) toilets available.

The toilets are at the end of the hall from reception. You can ask reception for directions.

Our Gender Neutral toilet is accessible with a hand railing next to the toilet. There is a changing table in the Gender Neutral toilet.

There are 3 toilets in the Mens and Womens toilets and two sinks with soap dispensers outside of the toilets and handtowel. There are also condoms available in the Mens and Womens toilets, and period products available in the Women and Gender Neutral toilets.



Image description: A white door with a sign that reads, "Unisex Toilet LH". There is carpet at the entrance of the door.

Toilet information:



Image description: A toilet with handrails is in the corner of a room. The floor surface is flat and the walls are mostly white tiles. There is a toilet roll dispenser hung low next to the toilet.



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

Toilet information:



Image description: Two sinks with soap and a handtowel dispenser. The doors do not have handles.



Image description: A cubicle with a white door open. There is a toilet pictured with flush buttons above it. There are two cubicles in the Female toilets.

Toilet information:



Image description: A white door with a sign that reads 'Male Toilet'. The door can be pushed open.



Image description: A cubicle with a white door open. There is a toilet pictured with flush buttons above it. There are two cubicles in the Male toilets.