

welcome to headspace Lilydale

Access Key



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What is an access Key?

An Access Key is a document that describes a space and how to access it. They may be used for events to describe features of the venue. In this instance, we have written an Access Key for our headspace centre in Lilydale.


We hope this Access Key helps everyone feel confident to access our centre. We also hope that by having an Access Key, it signifies we take inclusion seriously and encourage people to get in touch about any access concerns.

Access Keys are particularly helpful for people with Autism because it helps alleviate the anxiety associated with going somewhere new. They are useful for people who use wheelchairs because it describes the best way to get to and move around a space.

Access Keys acknowledge that not all spaces are 100% accessible. By sharing this information about what is and what isn't accessible, young people with a disability have more agency and control over if and how they participate.

If you have any questions at all, or if there are other ways we can improve accessibility for you, please get in touch. By either **calling us on (03) 9735 7900** or **emailing headspacelilydale@each.com.au**

You may want to read this document in full or skip to parts you want more information about. There are pictures throughout the document, with image descriptions that may help you visualise the space.



Getting here via Car

The best place to park is in the car park directly outside the building on Main Street. Entrance to the car park is via Clark Street. Parking times are restricted to either 1 hour or 4 hours. We suggest you park in the 4 hour parks - please refer to the signs. There are no allocated disability car parking so we would suggest using the spaces in the lower section of the car park where access to our building is on a slight incline but without steps.

The entrance to headspace Lilydale is approximately 20 Meters from the car park. There is often twigs and leaf litter on the ground in the carpark and footpath.

There is more street parking on Clarke Street however access to the Centre is then down 17 stairs so we recommend the Main Street Car Park.



Image description: View of car parking located directly to the right of the headspace Lilydale entrance. There is multiple cars, small hedges and trees and the car park is on a small decline.



Image description: View of car parking located directly in front of headspace Lilydale entrance. Recommended for Accessibility Parking.

Getting here via Public Transport

Public transport options to headspace Lilydale are Train and Bus.

The closest Bus stops are Lilydale Station and Lilydale Post Office/ Castella Street with bus routes 683, 679 and 663 .

From the Lilydale Post Office there is a short walk of approximately 200 meters at slight decline down the same side of Main Street, crossing over Clarke Street, down the stairs to the entrance of headspace.

The Castella Street stop is on the opposite side of the road and you will need to cross Maroonday highway at the pedestrian crossing then continue to headspace down Main Street, crossing over Clarke Street, down the stairs to the entrance of headspace.



Image description: View of Main Street Lilydale from the back of the Australia Post bus stop heading towards headspace. Australia Post can be seen on the left with 2 post boxes outside it. There are trees to the right.



Image description: View of the entrance of the building from before crossing at the pedestrian crossing at Clarke Street. The pedestrian crossing is in the centre, with a bright blue pool works sign on the left over a colourful building. headspace Lilydale can be seen in the distance below some stairs.

From the Lilydale Station bus stop or if you travel by Train, Lilydale Station is approximately 610 meters from headspace Lilydale.

You will need to cross at the Pedestrian crossing at William Street East and head up Main Street on a slight incline. The intersections are often busy with buses, cars and foot traffic.



Image description: View of Main Street after exiting Lilydale Station. After crossing William Street East at the pedestrian crossing, you walk up Main Street past the Barry Plant building.

Building Entry

The Building entrance is on ground level with no stairs. There are two glass doors to this entry, you will need to push the door on the right. You will notice the green headspace signage over the building and above the front door. If you need assistance opening the door please knock or call us on 03 9735 7900.

Image description: View of the entrance of the building from the middle of the car park. The building has frosted glass windows and doors with the green headspace Lilydale sign and a yellow shape. Access to the foot path is flat to the right of the photo.



The front door of the building which directly onto the foyer. The entrance is flat and the left hand door can be opened if required.



Image description: View of the foyer from the front door. The ground is concrete before changing to carpet when you enter the building, there is a slight lip. The reception desk is immediately in front of the entrance.

Reception

The reception area is carpeted and relies on LED artificial lighting however half of the lights can be turned off (just ask the friendly receptionist!). You will see our “hello” greeting on the wall at the Reception Desk and the headspace logo on the wall behind reception. There are various pictures, posters and brochures on the walls and colourful chairs around the walls of Reception. We have a radio playing music in the background. All public areas are carpeted.



Image description: View of Reception area at headspace Lilydale. The Reception desk is straight ahead with colourful posters on it and it is in front of a wall with our logo. There are colourful chairs.

Accessibility

There are no allocated disability car parking so we would suggest using the spaces in the lower section of the car park where access to our building is on a slight incline but without steps. The entrance to headspace Lilydale is approximately 20 Meters from the car park. The Building entrance is on ground level with no stairs. However, if you are entering from Main Street Lilydale there are 12 stairs to get to the Ground Floor.

All headspace Lilydale services are located on ground level.

Wide, clear external and internal walkways.

Varied internal terrain of carpet, polished concrete and tiles.

Staff available to read information to visitors.

One toilet is located at the back of the building past Reception. It is a gender neutral disabled toilet (including ambulant)

Clear wheelchair circulation space.

Spaces for a person using a wheelchair to sit with friends.

Storage available for mobility aids.

Pram and scooter parking available on request.

Quiet spaces can be provided in spare meeting/consultation rooms.

Background music can be turned down or off on request.

Interpreter service available.

Florescent lights can be dimmed on request.

Assistance animals welcome.

This space is not scent or perfume free



Image description: The hallway leads past Reception to consulting rooms and Toilets. The walls are white with coloured signs indicating room names. Consulting rooms are on the left of the hallway and directly behind Reception.

Counselling Rooms

Consulting rooms are located around the outside of the area behind Reception accessed by a wide hallway. Each room is slightly different in colours and furnishings. All rooms have a couch, lounge chair, a desk and office chair. Rooms have a small window in the door and have no other window. They all have artificial florescent lighting.



Image description: The hallway leading past Reception to the consulting rooms. The walls are white with coloured signs indicating room names. Consulting rooms are on the left of the hallway and directly behind Reception.

Image description: A consulting room at headpace Lilydale. One grey 3 seater couch and one blue lounge chair with cushions and a throw rug. The coffee table is in between the seating and holds fidget toys and textas. The walls are white with posters located around the room. The room is carpeted.



Toilets

One toilet is located at the back of the building past Reception. It is a gender neutral disabled toilet (including ambulant). The doorway of the toilet is 92cm wide and the sink is 82cm off the ground. There is hand railing in here too.



Image description: A grey door with a sign next to it that reads, “Unisex Toilet LH” (including ambulant). There is carpet at the entrance of the door.



Image description: A toilet with hand rails is in the corner of the room. The floor has blue tiles and the wall is painted white. There is a toilet roll dispenser hung low next to the toilet and a sink opposite the toilet