

# Access Key

## How to navigate headspace Greensborough

**Address:** Level 1, 78 Main Street, Greensborough, Victoria 3088

**Phone:** (03) 9433 7200

**Email:** [HeadspaceGreensborough@mindaustralia.org.au](mailto:HeadspaceGreensborough@mindaustralia.org.au)

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

# Acknowledgement of Country

headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians.

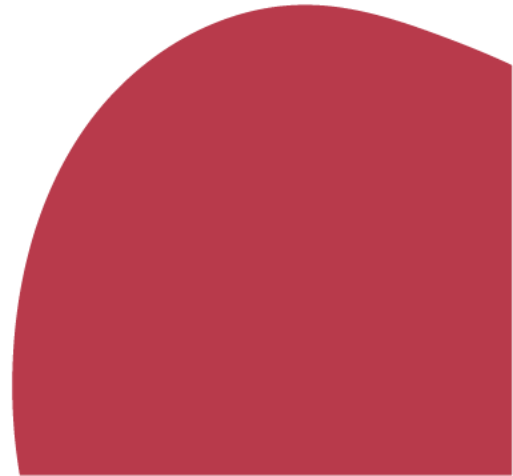
We value their cultures, identities and continuing connection to country, waters, kin and community.

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.




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# Did You Know?

- headspace Greensborough is a **confidential and free** service where young people aged 12-25 years can seek support and advice.
  - headspace is an early intervention service to assist young people in accessing mental health support.
  - We can also help with;
    - Physical and sexual health
    - Alcohol and other drugs (AOD)
    - Work and study
  - headspace Greensborough is operated by Mind Australia.
  - Follow us on Facebook and Instagram.
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## About this Access Key

An Access Key is a customised document with accurate information about a physical space, designed to assist all people, regardless of ability, be able to access the space safely and comfortably.

It provides information about location, lifts and stairs, parking, public transport, accessibility, sensory guides, waiting room and meeting rooms, toilets and safety features.

It is designed to help you prepare for a smooth and successful visit to our centre.

## How to use this guide

You can read this whole document or skip ahead to the sections that are most relevant to you.

There are photos with image descriptions to assist you to visualise the space.

# How to find headspace Greensborough



**Image description:** Google Maps screenshot aerial view of headspace Greensborough and surrounds. The Centre is located above the Westpac and Bendigo Banks, in the Greensborough Walk connecting Main Street and Flintoff Street.

headspace Greensborough is located at Level 1, 78 Main Street, Greensborough.

You can access us via Greensborough Walk (the footbridge connecting Flintoff Street and Main Street).

We are located above the Westpac and Bendigo Banks (look for the green headspace sticker on the door next to the Bendigo Bank ATM).

There is also an A-Frame (sandwich board) located outside the entrance.

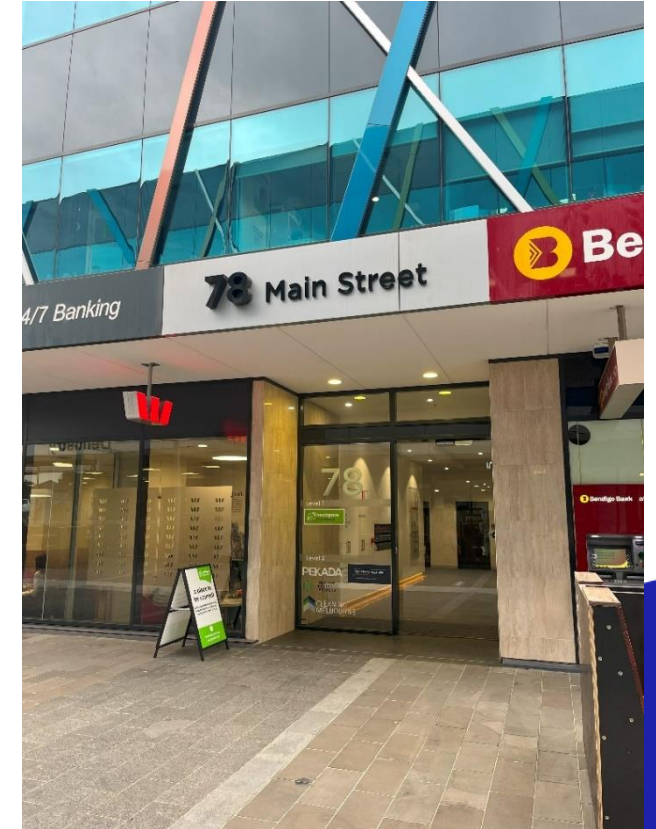
# Getting to the entrance



**Image description:** outside of headspace Greensborough entrance next to Westpac and Bendigo Banks, on the walkway between Main Street and WaterMarc.



**Image description:** the headspace Greensborough A-frame sign next to the Bendigo Bank ATM.

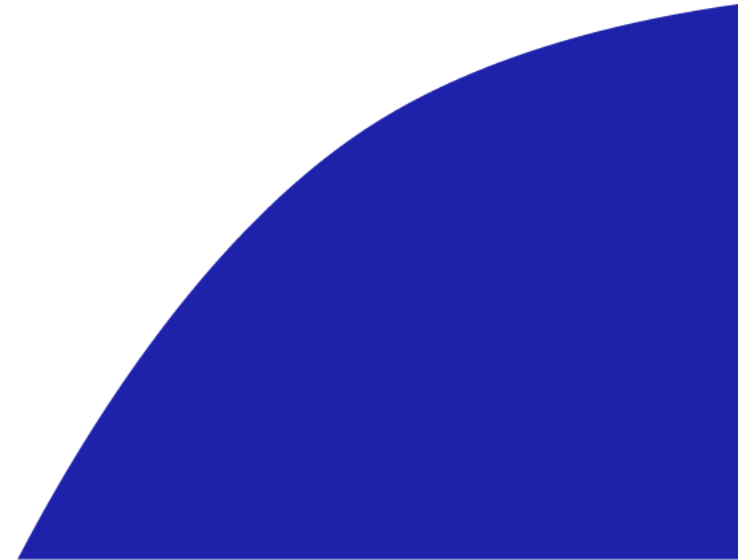


**Image description:** the address of headspace on a big sign above the entrance "78 Main Street". Headspace Greensborough is in between the Westpac and Bendigo Banks.

# Getting to headspace Greensborough by car

Parking is available on Main Street, Greensborough, or in the WaterMarc multi-level carpark.

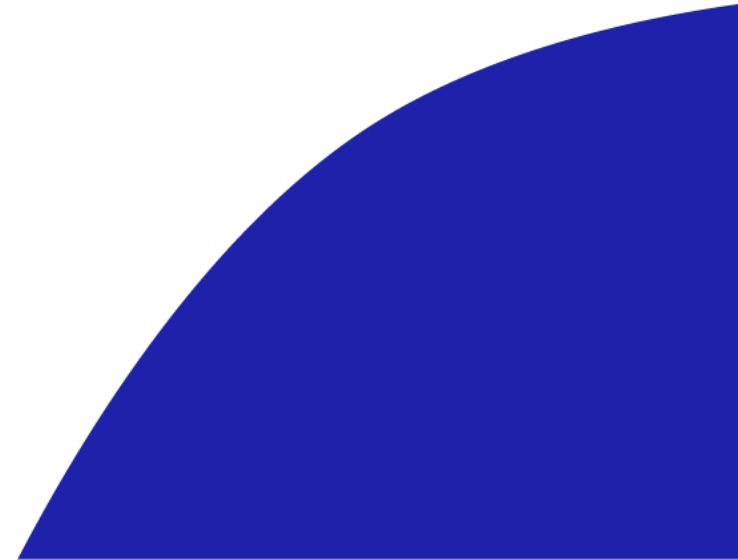
Accessible parking is available along Main Street outside ANZ Bank, as well as on Level 3 and Level 5 of the WaterMarc carpark.





# Getting to headspace Greensborough by bus

There are multiple bus routes that cover Main Street and Para Road including the 281-293, 343, 385, 513, 517, 518, 566, 901 and 902 routes.



# Getting to headspace Greensborough by train

We are located a 450m walk (5-6min) from Greensborough station, on the Hurstbridge line.

Upon exiting the station, walk up Para Road towards Main Street and then turn left. Then, turn left onto Greensborough Walk, which is the footbridge connecting Main Street and Flintoff Street.

# Getting to headspace Greensborough by tram

The closest tram line is the 86 (Bundoora RMIT – Waterfront City Docklands).

The closest tram stop is stop #65 on the corner of Grimshaw Street and Plenty Road. From there, you can catch a bus down Grimshaw Street towards Main Street, Greensborough.

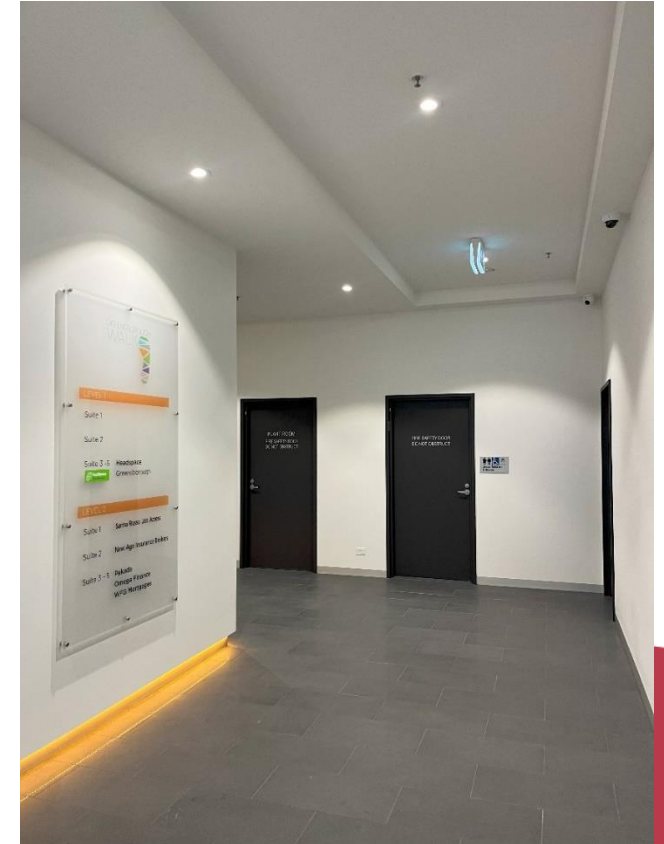
# Building entrance

The glass sliding door opens automatically via a sensor.  
This doorway is 110cm wide.

Once inside the building, the  
corridor is 280cm wide.



**Image description:** glass automatic door at the entrance to 78 Main Street. On the left of the glass door is a green headspace Greensborough sticker.



**Image description:** the foyer entrance of 78 Main Street, with white walls, a wide corridor and some doors at the back.

# Using the lift

Walking down the corridor, you will find the lift.

The lift opening is 90cm wide and lift dimensions are 140cm x 195cm.

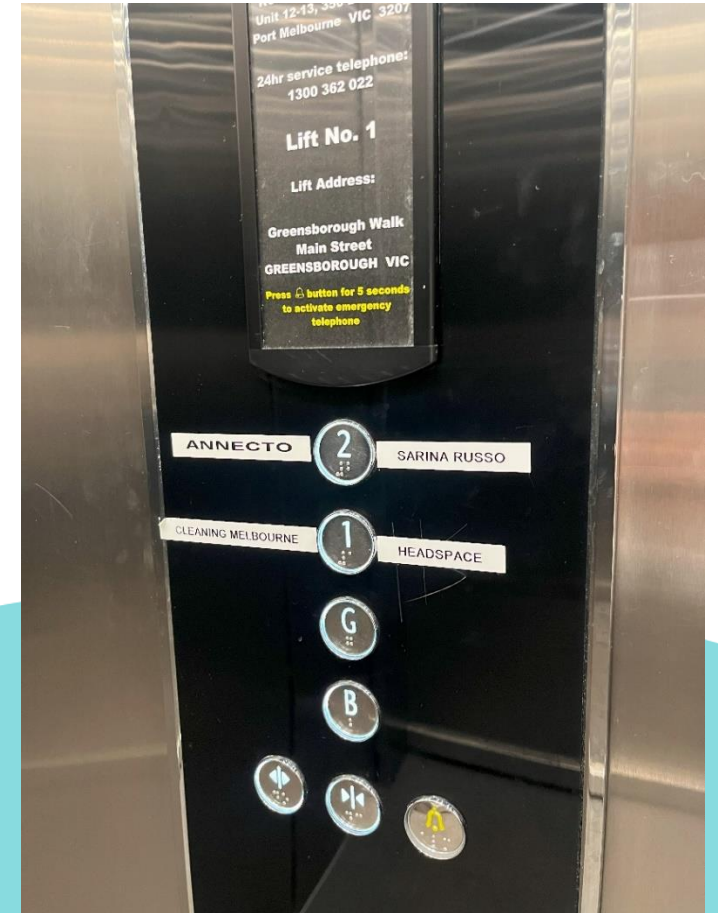
The keypad for the lift is located on the right hand side when facing the lift. Select the up arrow.

Once inside the lift, select level 1 on the keypad on the left hand side.

The lift has audio announcements alerting users to the lift going up, down and which level it has arrived at.



**Image description:** the lift to access headspace Greensborough. The buttons to control the lift are located on the right hand side when facing the lift.

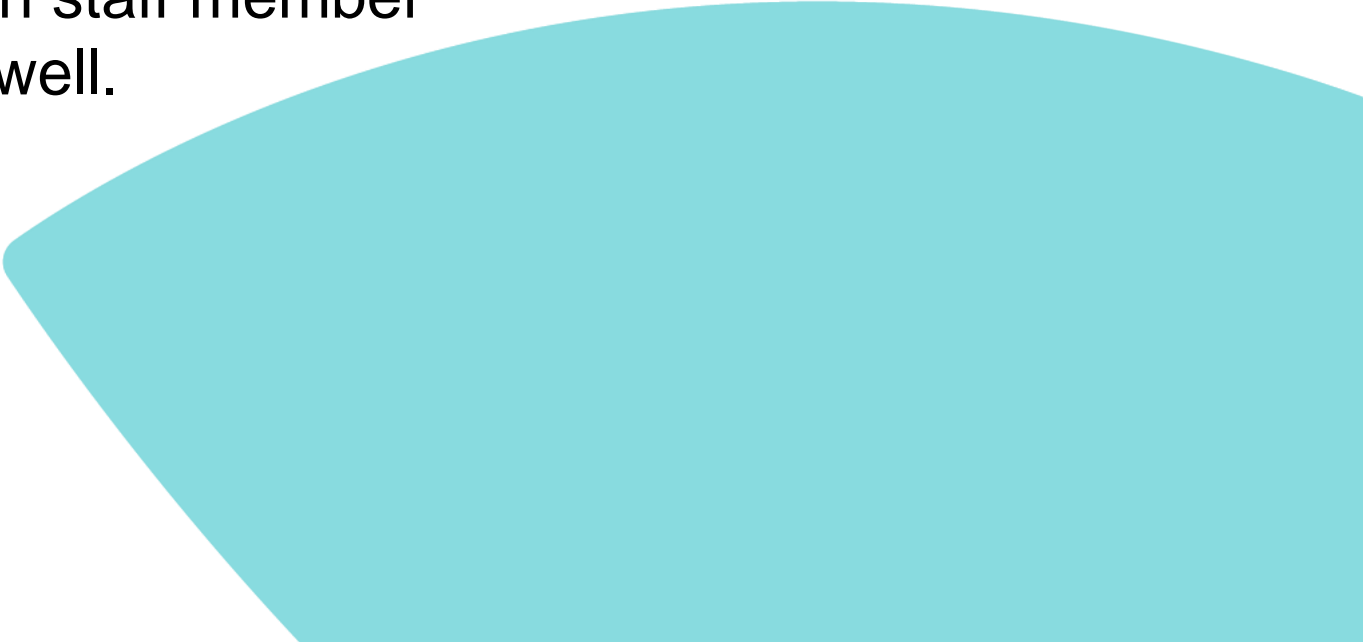


**Image description:** buttons inside the lift with corresponding labels. The button for level 1 has a "headspace" label on the right. There are buttons to open and close the lift doors, and one to call for assistance in emergencies.

# Using the lift

Please note the lift is used by other businesses in the building so you may encounter other people.

If you do not wish to use the lift for any reason, and are able and willing to use stairs in an enclosed space, please contact headspace Greensborough on (03) 9433 7200 to speak with a reception staff member who can walk with you through the stairwell.



# Level 1

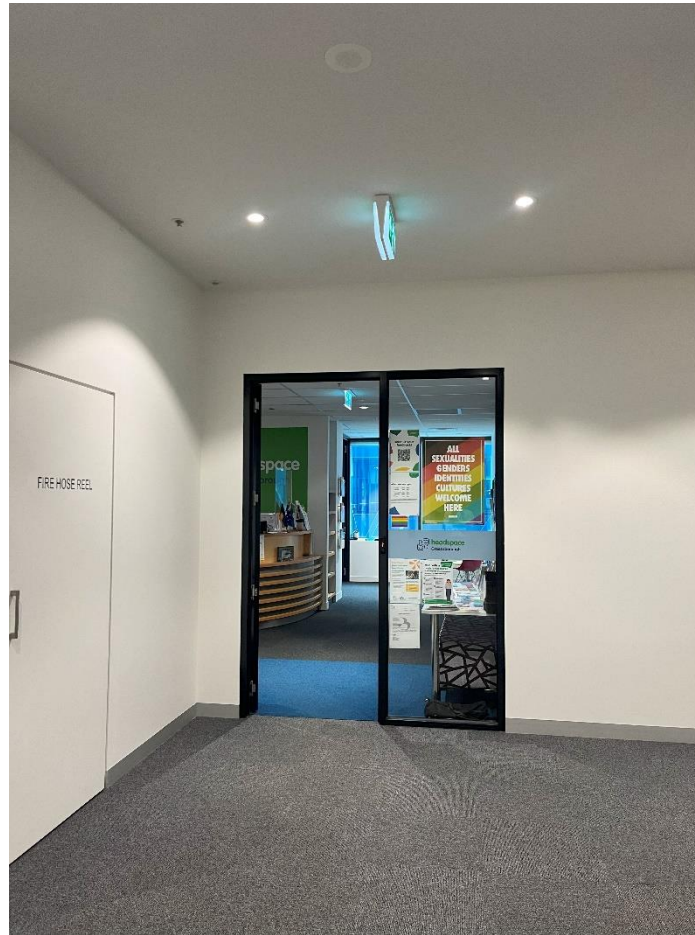
At level 1, exit the lift and the entrance to headspace Greensborough is directly in front.

The hallway is bare and typically very quiet but may see or hear staff from other businesses in the building.

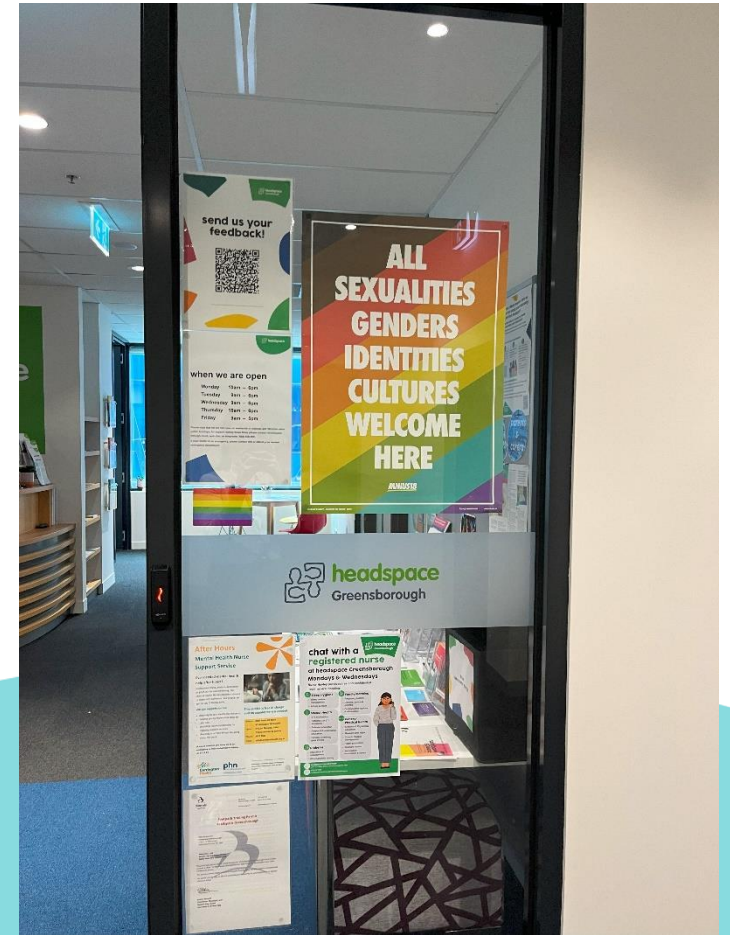
There are some downlights above the entrance.

There are some colourful posters on the glass door and a sign that says 'headspace Greensborough'.

The doorway is 90cm wide.



**Image description:** the view when stepping out of the lift; a bare hallway and a glass door to access headspace. There are many colourful posters on the headspace door.



**Image description:** close up view of the colourful posters on the glass doors to access headspace. A big poster reads "all sexualities, genders, identities, cultures welcome here".

# Reception area

The reception desk is a large wooden desk with glass protector screens. There are many pamphlets and information leaflets you may like to read or take home.

You will be met by one or two friendly admin staff behind the counter who will help you when you arrive.

It is typically a quiet space. You might hear a radio playing music lightly in the background or staff speaking to each other, or speaking on the phone. You may hear staff from other businesses as they use the foyer outside.

There are downlights from the ceiling and natural light from a window to the right-hand side of the reception desk.

There are no strong smells or odours.



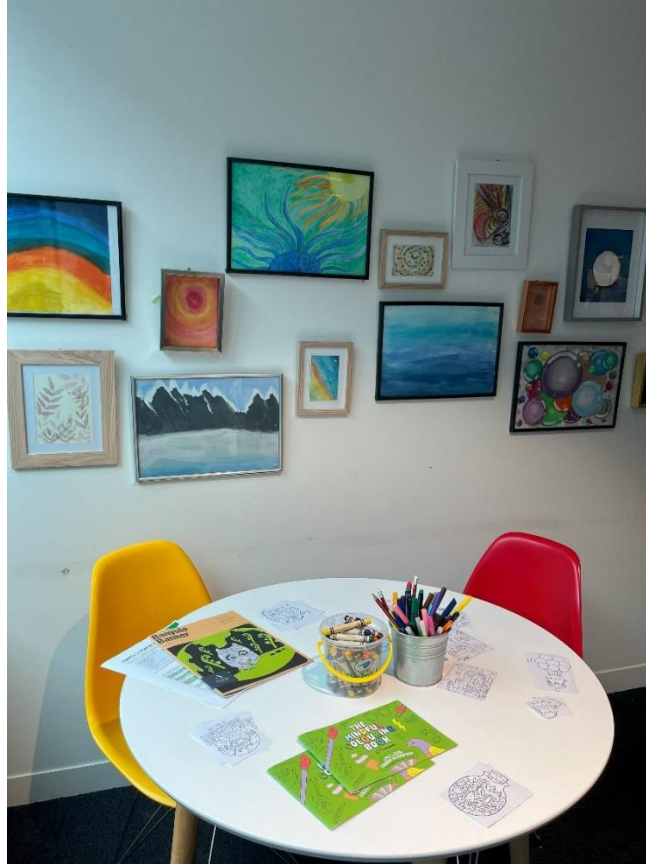
**Image description:** front reception desk with a big green sign in the background labelled “headspace Greensborough”. The desk is wooden and has colourful pamphlets, glass screen protectors and two desk chairs for two admin staff to sit at.



# Reception area



**Image description:** white table with lots of pamphlets and information brochures that anyone can read and take home.



**Image description:** white table with mindful colouring sheets and pencils and textas for visitors to the centre to use. In the background, there are colourful paintings on the wall.

Inside the entrance door, there is a white table with lots of pamphlets and information brochures that you can read and take home.

To the right-hand side of the reception desk, there is a quiet corner by the window, with paintings on the wall.

There is a table with some mindful colouring sheets, pencils, crayons and textas that you can use while you wait.

# Waiting area

The waiting area is quiet and comfortable, with couches and armchairs to choose from. There are not usually many people around.

There is a bookshelf with books, games, toys and artwork. There are some sensory toys such as stress balls and pop-its on the bookshelf or coffee table.

You might hear soft sounds of a radio playing or admin staff speaking on the phone.

There might be some slides showing on the TV screen.

There are no strong smells or odours.

There are downlights in the ceiling above the couches.



**Image description:** a green couch, grey armchairs and colourful footrest in the waiting area.



**Image description:** a colourful footrest, grey armchair, a TV on the wall, a bookshelf and some artworks in the waiting area.

# Tea and coffee area



There is a kitchenette area next to the reception desk where you, or a family member, friend or carer, can help yourselves to a cup of water, or a tea, coffee or milo. You can also ask the admin staff for help.

There are books on the shelf above the sink if you would like to read something while you wait.

There is a sink and some paper towel if you would like to wash your hands.

**Image description:** a white kitchenette area with sink, dishwasher and tea and coffee facilities. There are books and artworks on the shelf above the sink.

# Meeting rooms

Our meeting rooms have couches and armchairs to relax in. There is a coffee table and a desk with brochures and information pamphlets.

The rooms are quiet, you might hear the soft ticking noise of a clock.

There are no strong smells or odours in the rooms.

The ceiling lights can be on or off and can be dimmed.

There are tissues, fidget toys and stress balls for use.



**Image description:** a blue couch and grey cushions in an interview room, with peaceful artworks on the wall above the couch.



**Image description:** an interview room with grey wall, couches and a desk. There is a peaceful blue painting on the wall.

# Meeting rooms



**Image description:** an interview with a blue wall, grey couch and armchair, and a desk and office chair. On the walls there is a painting and a whiteboard.



**Image description:** a blue couch with coffee table, green side table, desk and plant, in an interview room with big windows overlooking WaterMarc (leisure centre).

# Meeting rooms



**Image description:** a grey couch, black armchair, desk and plant in an interview with big window overlooking WaterMarc carpark. There are some peaceful artworks on the wall.



**Image description:** a green couch, two armchairs, desk, plant and two side tables in an interview room. There are three big windows overlooking the street below.

# Group room

This room is used for groups when we run group sessions or programs at headspace Greensborough.



**Image description:** a big white table with colourful chairs, a projector screen on the wall and glass windows on the right-hand side wall.



**Image description:** big glass windows of the group room overlooking a carpark below. There are colourful chairs at a large white table.

# Staff

Our staff wear casual clothes and may be wearing a headspace-branded lanyard, name tag, pronoun sticker or badge, security pass or keys.

We have pronoun stickers available on the reception counter for you to use if you would like to.



**Image description:** a colourful 'headspace' lanyard with key fob



**Image description:** a green 'headspace' wristband and an example of a pronoun badge 'she/her'



**Image description:** a basket with pronoun stickers and a texta. There are some example pronoun stickers or you can make your own.



# Toilet information

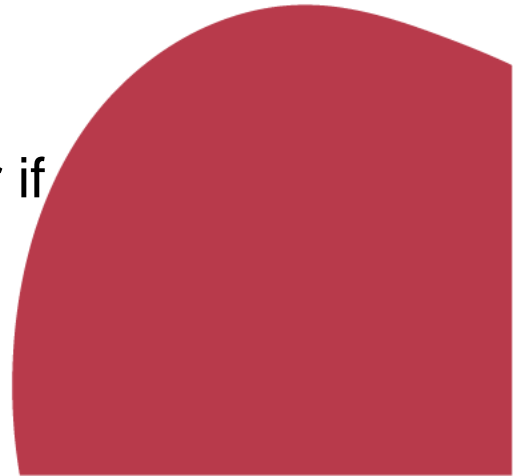
To the left-hand side, when exiting the lift, there are some public toilets.

There is a female, male and unisex toilet.

Inside the female toilets there are two stalls – one regular size stall and one accessible stall which is slightly larger.

Inside the male toilets there are two stalls – one regular size stall and one accessible stall which is slightly larger.

The unisex toilet is a single room that can accommodate yourself (and a carer if needed) and is wheelchair accessible.



# Contact us

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