

Access Key

How to navigate headspace Malvern

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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 Malvern.

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 **(03) 9006 6550** or email **headspace.enquiries@accesshc.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.

This Access Key also comes in an Easy Read version. This can be found on our website [here](#).





How to find headspace Malvern:

headspace Malvern is located at 1257 High Street, Malvern. The headspace Centre can be found behind the Malvern Library, and next to Malvern Cricket Ground.

headspace Malvern can't be seen from High Street.

See Google Maps reference [here](#).

Image description: An aerial view of headspace Malvern and surrounds. The headspace Centre is pictured behind Malvern Library and next to Malvern Cricket Ground. The image shows the intersection of Glenferrie Road and High Street nearby.

Getting to the entrance:

From High Street (pictured on the right):

The distance from outside Malvern Library to the headspace Malvern entrance is 98m.

Proceed along the pathway outside Malvern Library. The pathway is 3.4m wide and there is a slight incline. The area is clean and the surface is flat.

Continue along the pathway until you see a row of concrete pillars with vine. There is a staircase with six (6) stairs to the right.

To get to the entrance of headspace Malvern, you can continue under the pillars until you reach a red brick building and turn right. You will then find headspace Malvern. The surface under the pillars is gravel.

You can also head down the staircase and continue along the garden path to reach the entrance.

The distance from the staircase to the headspace Malvern entrance is 47m.

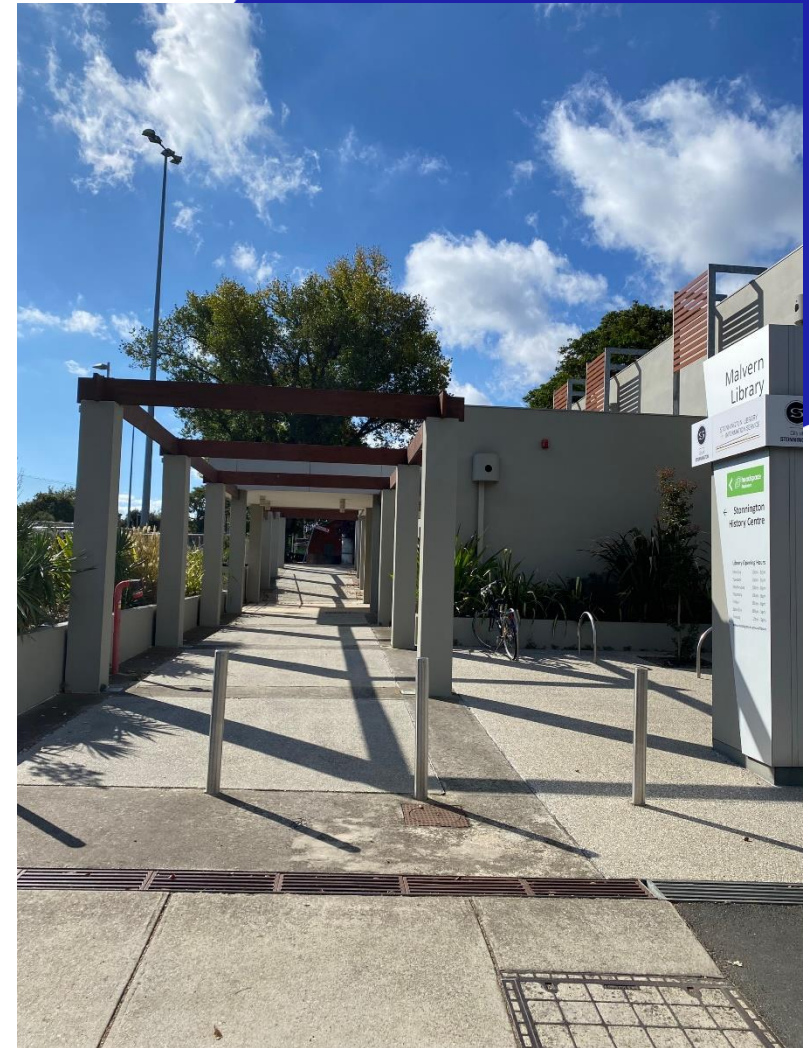


Image description: Outside the Malvern Library. There is a concrete pergola to the left and a concrete path with a slight incline for the length of the library. Continue along the pathway until you reach the end.

Getting to the entrance:



Image description: The end of the pathway out the front of the Malvern Library. In the distance, there is a row of concrete pillars with vine. The surface under the pillars is gravel. Pictured behind the pillars is a red brick building. Continue under the pillars and turn right at the brick building.



Image description: A red brick building which can be seen at the end of the pillars. Malvern Cricket Ground is in the distance. There is a green headspace Malvern sign in the garden bed on the left. Turn right at the red brick building to find the headspace Malvern entrance around the corner.

Getting to the entrance:

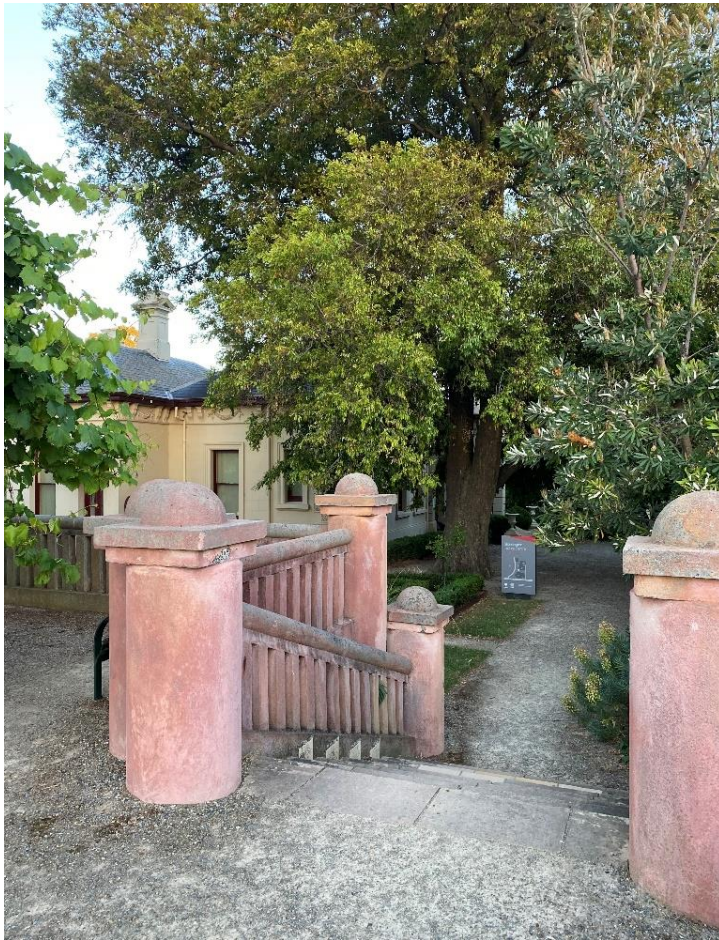


Image description: A staircase with six stairs next to the Malvern Library. There is a large tree and cream building in the distance. The building is called the Stonnington History Centre. Proceed along the gravel path to the left for 47m to find the headspace Malvern entrance.



Image description: The pathway on the right leads to the entrance of our Centre. Continue towards the large tree in the distance which is outside the entrance to headspace Malvern. There is a garden area and seated chairs pictured on the left which can be used by the public.

Getting to headspace Malvern by car:

Parking outside Malvern Library:

The closest parking is located outside Malvern Library.

All parking outside Malvern Library is free.

There are five (5) one-hour parking bays, nine (9) two-hour parking bays and four (4) three-hour parking bays.

There are two (2) two-hour accessible parking bays.

The accessible parking bays are the first two parking bays on the right when you enter the service road from High Street.

There is a pathway with hand railing next to the accessible parking bays. This leads to the entrance of the Malvern library. headspace Malvern is located behind the Malvern library.

High Street Parking:

There is free unlimited all-day parking on one side of High Street after 9:00am.

The all-day parking is on the opposite side of the road to headspace Malvern and Malvern Library.

Please note: this road is a clearway before 9:00am.



Image description: Two accessible parking bays outside the Malvern Library. High Street can be seen in the distance. If travelling to headspace Malvern by car, turn into the service road from High Street to access free parking outside the Malvern library. There is a pathway next to the accessible parking bays which leads to the front of the Malvern library.

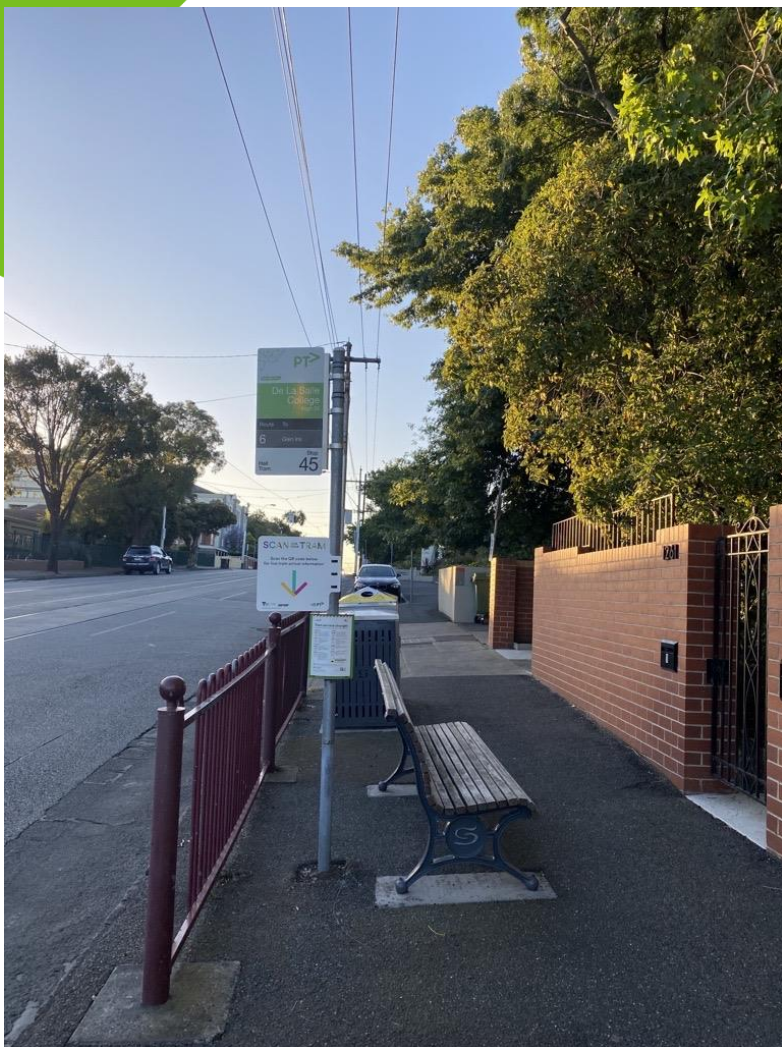


Image description: Tram stop 45 on the number 6 tramline on the North side of High Street. The tram stop is 60m away from the Malvern Library. There is a green headspace Malvern sign in the distance outside the Malvern Library.

Getting to headspace Malvern by tram:

Tram 6:

The closest tram stop is number forty-five (45) on the number six (6) tramline.

On the North side of High Street, the tram stop is 60m from Malvern Library.

On the South side of High Street, the tram stop is 125m from Malvern Library.

You will find headspace Malvern behind the Malvern Library.

Tram 16:

Tram stop fifty-seven (57) on the number sixteen (16) tramline is 200m from headspace Malvern.

The tram stop is at the corner of Glenferrie Road and High Street.

You may need to cross at the intersection of Glenferrie Road and High Street to get to headspace Malvern.

Once you cross the intersection, continue down High Street for 200m to get to headspace Malvern (located behind Malvern Library).

Getting to headspace Malvern by bus:

The 624 bus stops at the corner of High Street and Tooronga Road.

headspace Malvern is 800m from the bus stop. This is approximately twelve (12) minutes by foot.

You can also get the number six (6) tram down High Street to headspace Malvern (located behind Malvern Library).

Getting to headspace Malvern by train:

The nearest train stations are Armadale Station, Malvern Station and Tooronga Station.

Armadale Station:

Armadale Station is 1.2km away from headspace Malvern. From Armadale Station, you can get to headspace Malvern by tram or by foot.

It is approximately fifteen (15) minutes by foot to headspace Malvern from Armadale Station. The most direct way is to walk up High Street to headspace Malvern (located behind Malvern Library).

There is a tram stop 195m from Armadale Station on High Street. The tram stop is number forty-one (41) on the number sixteen (16) tramline.

The tram stop closest to headspace Malvern is number forty-five (45) on the number sixteen (16) tramline.

The number forty-five (45) tram stop is 60m metres away from Malvern Library. You will find headspace Malvern behind the Malvern Library.

Malvern Station:

Malvern Station is 1.3 kilometers away from headspace Malvern. From Malvern Station, you can get to headspace Malvern by tram or by foot.

According to Google maps, it is approximately a seventeen (17) minute walk to headspace Malvern from Malvern Station. The most direct way is to walk along Glenferrie Road towards High Street.

There is a tram stop 200m from Malvern Station on Glenferrie Road. The tram stop is number fifty-three (53) on the number sixteen (16) tramline.

You can get off the tram at stop fifty-seven (57) on the number sixteen (16) tramline. You will need to cross at the intersection of Glenferrie Road and Burwood Road. The intersection is often busy with foot traffic, cars and trams.

Once you cross the intersection, continue down High Street for 200m to get to headspace Malvern (located behind Malvern Library). There is a slight decline on the footpath.

Tooronga Station:

Tooronga Station is 1.8km away from headspace Malvern. From Tooronga Station, you can get to headspace Malvern by bus, tram or by foot.

There is a bus stop 175m from Tooronga Station. The 624 bus stops at the corner of High Street and Tooronga Road. headspace Malvern is 800m from the bus stop.



Image description: Tram stop 57 on the number 16 tramline at the intersection of Glenferrie Road and High Street. Turn left at this corner and continue down High Street for 200m to get to the Malvern Library. headspace Malvern is located behind the Malvern Library.



Image description: The front entrance to headspace Malvern. The building is white with large colourful shapes. There is a ramp with hand railing. There is an intercom on the wall which can be used if the front door is locked.

Building entry:

At the entrance to headspace Malvern, there is a ramp with a slight incline. There is hand railing on the left.

When you arrive, you can open the door using the handle on the left. The doorway to headspace Malvern is 88cm wide.

On some occasions, the front door may be locked. In this instance, use the video intercom that links to reception who will let you in. This is found near the front door on the right.

There are bike racks at the entrance that can be used by young people.

Reception area:

The reception area is carpeted and is mostly artificial lighting with some natural light.

The artificial lighting is fluorescent and warm in tone.

The wall behind the reception desk is bright green while the other walls are white with some large colourful shapes.

The reception desk is 72.5cm high and the reception staff are visible from a seated position.

There are a number of seating options including armchairs, a couch and ottomans. The armchairs and ottomans in the reception area are 44cm in width and 44cm in depth.

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

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

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 may be asked to wear a mask in the reception area and during your appointment. This is based on COVID-19 restrictions.



Image description: The reception desk at headspace Malvern. This is on the left when you enter the front door. There is a green wall behind the reception desk with a headspace Malvern logo. There is a white wall with large colourful shapes on the right.

Reception area:



Image description: The waiting area in reception. There are 3 navy chairs, 3 green ottomans and a light grey couch. There is a small black table with sensory toys, tissues and hand sanitiser. There are factsheets on the wall which young people and families can take. They are free.



Image description: A staircase with 4 stairs and platform lift in the reception area. There is hand railing on both sides of the stairs. You can use the steps or platform lift to go from the reception area to the lower floor, where the counselling rooms and toilet are located. There is a bright yellow and blue painting on the wall in the distance.



Image description: The platform lift in the reception area. This can be used to go to the lower floor. There is a control panel on either side of the platform to move the lift up and down. This is approximately 1m high from the ground. The hallway to the counselling rooms can be seen in the distance.

Platform lift:

There is a platform lift in the reception area. This can be used to go from the reception area to the lower floor, where the counselling rooms and toilet are located.

The platform lift is designed to be self-operational. There are instructions on the platform lift (and listed below) for reference.

The platform is 1.45m long and 0.800m wide. The maximum load is 385kg. The lift makes minimal sound on the way down, however it is quite noisy when going back up to the reception area.

You can use the platform lift yourself, or reception is available to assist you.

If you have any questions or concerns about using or operating the lift, please get in touch. We are here to help you.

How to use the platform lift:

Step One:

Open the door to the platform lift by pulling the grey panel towards your body.

Enter the platform lift and close the door behind you. The platform is 1.45m long and 0.800m wide. The maximum load is 385kg.

Please note: The door will not open if the platform lift is on the lower floor. Use the button on the control panel on the left hand side to bring the platform to the reception area.



Image description: The door to the platform lift. This opens by pulling the door towards your body.

Step Two:

Inside the platform, use the button on the control panel on either side of the platform to move the lift up and down.

Press the 'down' button and hold it down until the platform reaches the lower floor. Hold down the 'Up' button when returning to the reception area.



Image description: The control panel inside the platform lift. There is a control panel on both sides of the platform. Press and hold the 'Down' button to move the lift from the reception area to the lower floor, and vice versa.

Toilet Information:

There is a gender-neutral accessible toilet on the lower floor. The toilet can be accessed from the reception area via the steps or platform lift.

On the lower floor, turn right and the toilet can be found around the corner.

The doorway of the toilet is 91cm wide and the sink is 80cm off the ground. There is hand railing next to the toilet.

There is a baby change station in the corner of the toilet.



Image description: The carpeted hallway on the lower floor that leads to the gender-neutral accessible toilet. The toilet door is on the right. There is a green sign on the left side of the door that reads 'Accessible Toilet'. There are 2 navy chairs against a wall on the left side.

Toilet Information:



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



Image description: A sink with a mirror and soap dispenser in the gender-neutral accessible toilet. There is paper towel and bin next to the sink. There is natural lighting in the bathroom through a large window on the left side.

Counselling rooms:

The hallway that leads to the counselling rooms is over 1m wide.

Most of the counselling rooms have at least one window for natural light. There are two rooms that have no windows, only artificial lighting. These rooms are called 'Waratah' and 'Gum'.

The panel lights in the counselling rooms are warm in tone. The lighting is dimmable and can be changed to suit your needs. You can ask your clinician to adjust the brightness of the lights during your appointment.

The rooms are mostly neutral with pops of colour through art, pillows and other furniture.

The chairs in the counselling rooms are 49cm in width and 52cm in depth.

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

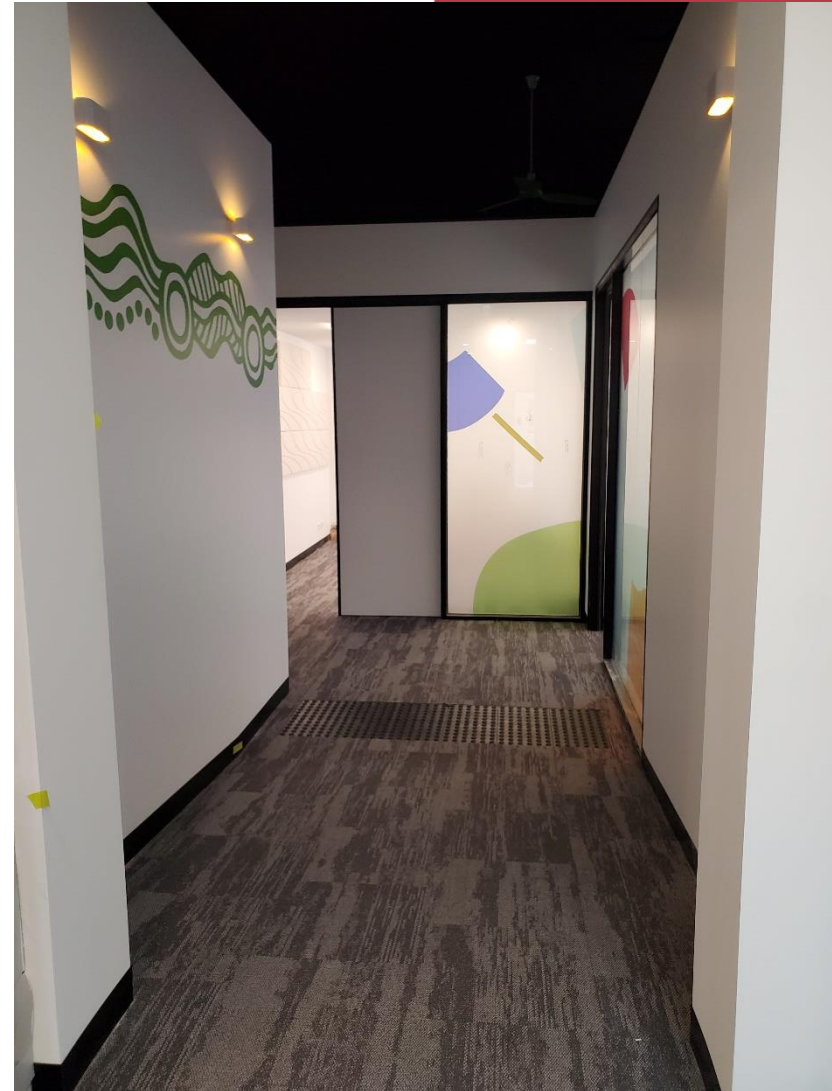


Image description: The beginning of the hallway to the counselling rooms. The floor is grey carpet and the walls are painted white. There is a large group room in the distance. There is a frosted glass panel outside the group room with large colourful shapes.

Counselling rooms:



Image description: The family room with 3 chairs and coloured pillows. There is a small white table and grey carpet floors. The room has two windows. There is a desk with a computer in the corner of the room.

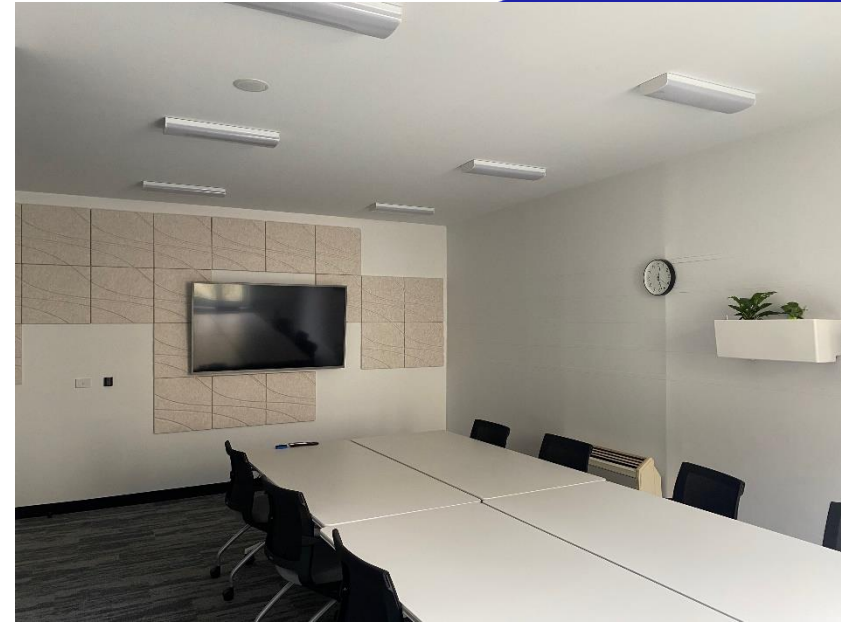


Image description: The group room at headspace Malvern. The walls are painted white with light pink squares on one wall. There is a large table with 9 chairs. There are 3 plant boxes on the wall.

Counselling rooms:



Image description: The GP room at headspace Malvern. There is a computer desk with a black plastic chair next to it. There is an examination table and curtain on the right. There is a sink with a mirror and soap dispenser in the corner.



Image description: A room with 3 chairs and a small white table. The room has grey carpet and one window. There is a pink, blue and grey painting on the wall.

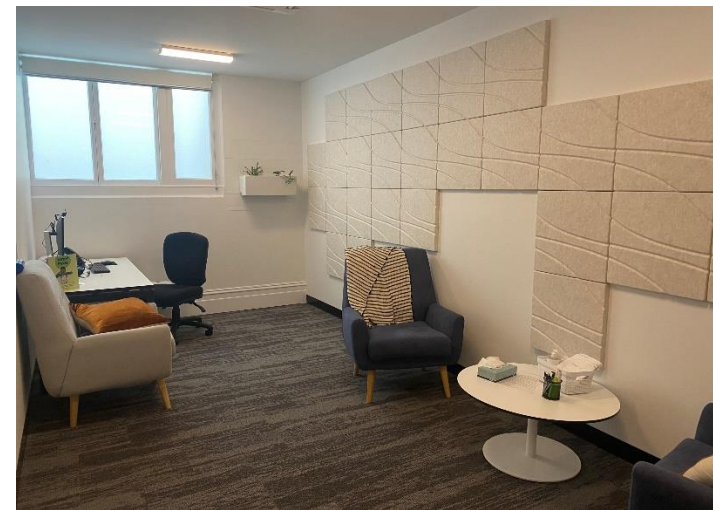


Image description: A room with 3 chairs and a small white table. There is a window. The walls are painted white with light pink squares on one wall.

Counselling rooms:



Image description: A room with 4 chairs and a small white table. There is a green 'mind, body, spirit' artwork element on the wall. There are two computer desks and two chairs in the distance. There is a window in the room.



Image description: A room with 2 chairs and a small white table. The walls are painted white with light pink squares on one wall. There is a window in this room.



Image description: A room with 3 chairs and a small white table. The walls are painted white with light pink squares on one wall. There is no window.