

Access Key

How to navigate
Access Health and Community –
Hawthorn

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About this Access Key

An Access Key is a document that describes a space and how to access it. Access Keys are used to describe the features of a venue. We hope this Access Key helps everyone feel confident to access our community health 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 acknowledge that not all spaces are 100% accessible. By sharing this information about what is and what is not accessible, people with a disability have more agency and control over if and how they participate.

If you have any questions or if there are other ways we can improve accessibility for you, please get in touch by either calling us on (03) 9810 3000 or emailing info@accesshc.org.au



How to use this guide

You may want to read this document in full, or you can skip to specific sections relevant for you. There are pictures throughout the document with image descriptions that may help you visualise the space.

This Access Key also comes in an Easy Read version, which can be found [here](#)

How to find Access Health and Community Hawthorn

Access Health and Community Hawthorn is located at 378 Burwood Road, Hawthorn.

The clinic is a red brick building and sits on the corner of Burwood Road and Kent Street.

See Google Maps reference here:

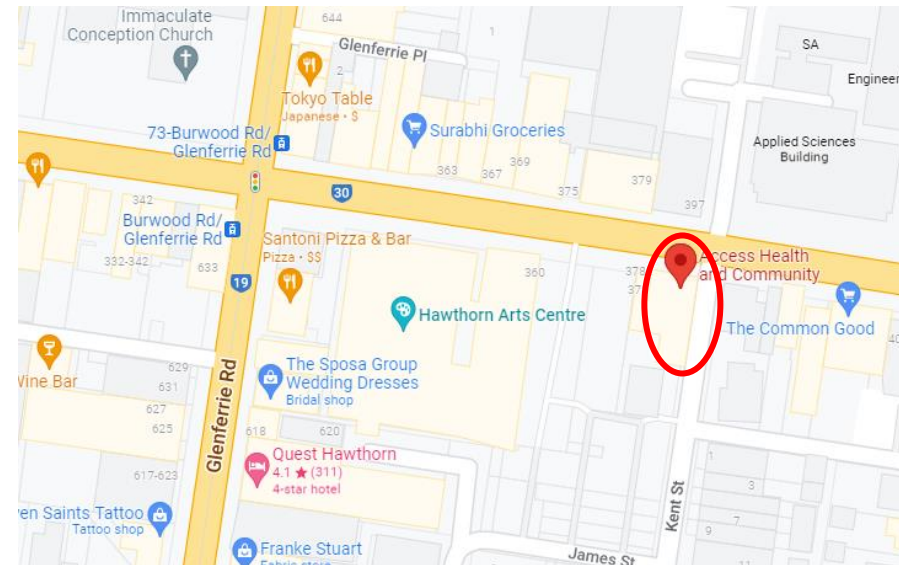


Image description: An aerial view of Access Health and Community Hawthorn and surrounds. The clinic is on the corner of Burwood Road and Kent Street and diagonally across from Swinburne University.

Getting here by car

The best place to park is the Kent Street car park, which runs off Burwood Road. This is two hour parking for regular car parks.

Please refer to the signs in these parks as some are for council staff only. There are three accessibility car parks in the Kent Street car park, including one closest to the Kent street walking path and the Access Health and Community entry.

The other two accessibility car parks are close to the headspace Hawthorn entrance. There is another accessibility car park on Kent Street on the side of our Access Health and Community building.

The entrance to Access Health & Community is approximately 100 meters from the car park. Note that there are often gumnuts and twigs on the ground in the carpark.

There is more street parking on Burwood Road outside the Hawthorn Arts Centre between 7am and 9am. This is a tow-away zone so we recommend parking in the Kent Street car park.



Image description: Access Health and Community Medical Centre sign on a green wall. Footpath in car park leading to Kent Street.



Image description: Kent Street footpath. Driveway into Access Health and Community staff parking. Bitumen road on the right of the foot path. White car in the image parked in the accessibility park.



Image description: Kent street accessibility parking spot - red brick Access Health and Community building on the left. There are two signs displaying parking restrictions. There is a stop sign at the end of Kent Street leading into Burwood

Getting here via tram

The closest tram stop is number 73 on tramline number 16. This is approximately 150 metres away from the building entrance. If you travel to our Hawthorn clinic by tram, you will need to cross at the intersection of Glenferrie Road and Burwood Road. The intersection is often quite busy with foot traffic, cars and trams. Once you cross the intersection, there is a slight incline on the footpath heading east up Burwood Road.



Image description: Tram stop 73 on tramline 16, heading North on Glenferrie Road. Stop is next to Council green rubbish bin.



Image description: Walkway heading east up Burwood Road towards our Hawthorn clinic. Past Hawthorn Arts Centre on right.

Getting here by train

The closest train stop is Glenferrie train station. This stop is on the Lilydale, Belgrave and Alamein train lines. The station is approximately 180 metres from the building entrance. Exit towards Glenferrie Road and turn left towards Burwood Road. Cross the intersection and walk up towards the Hawthorn Arts Centre on the right. Building entrance is on the right.



Image description: Pathway towards station entrance. This pathway leads away from Glenferrie Road.

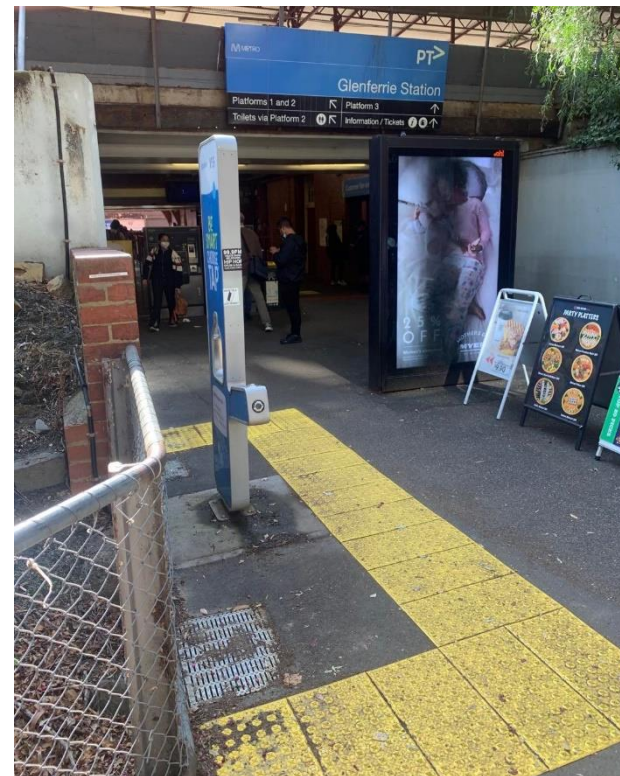


Image description: Glenferrie station entrance. Promotional signs and screen on the right of photo. Ticket machine behind signs.



Image description: Pathway on left of Glenferrie Road, heading towards Burwood Road and Glenferrie Road intersection. Walk approximately 25 metres to intersection.



Image description: Burwood Road and Glenferrie Road intersection. Turn left up towards Access Health and Community Hawthorn.

Building Entry

The building entrance has one (1) automatic sliding door. During COVID restrictions, you will be required to press the doorbell to notify reception staff of your arrival. You will find the doorbell on the left of the door. The ground is concrete tiles and can be slippery when wet. You will notice the Access Health & Community logo on and above the entrance door. If for any reason they are not opening, or you would like assistance from this point, please call: (03) 9810 3000.



Image description: The front of the building and entry into Access Health & Community. It is a red brick building with two parking signs, two postal boxes, the entry automatic sliding door and footpath in front.



Image description: Image of the front entrance through to clinic reception. You can see two Access Health & Community logos on door, number 378, contact details and service information.



Image description: Carpeted ramp that wraps around to the right towards reception and waiting area.



Image description: Carpeted steps on right of entrance. These steps lead up towards reception and waiting area.

Reception

The reception area has grey patterned carpet and a combination of natural and artificial lighting.

The reception desk is 47cm high.

The walls and lighting are both neutral. There are various signage and infographics around the room and on the walls.

There are a number of grey armchairs available for sitting in the waiting room.

The sound of the phone ringing can be heard from the waiting room as well as phone conversations.

People do come and go from the waiting room but there are never too many people at the one time.

There is a TV on the wall which can be switched on or off on request.



Image description: Reception desk with relevant signage and infographics for patients. Grey waiting chairs for patients. Window allowing natural light into reception waiting area. Dark blue door to back of reception for staff access.



Image description: Reception waiting room - there are grey chairs and grey carpet. In the corner is a large fiddle leaf plant. There is a large stain glass window on the back wall.

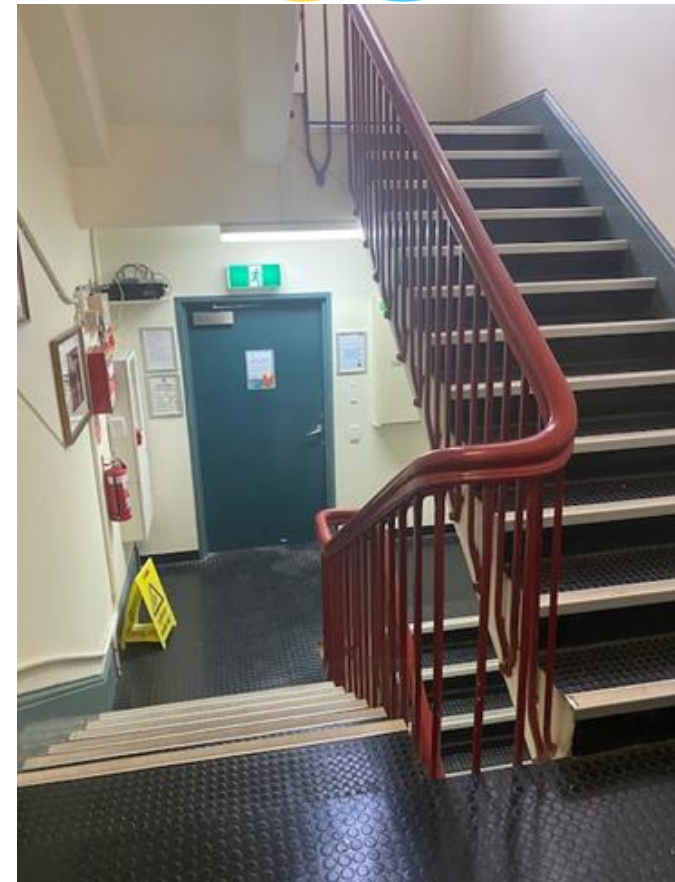


Image description: These are the stairs on the ground level, which are across from the male and female toilets. They go down to lower ground and up to level one. There is a door in the image that opens to the outside. On the wall is a fire extinguisher.

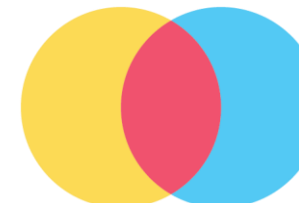


Image description: This is an elevator, which is down the end of the hallway from reception. There are grey chairs for clients to sit on. The lighting is artificial.



Image description: Inside the elevator. The doors open 56cm wide. Inside are two grey chairs, light blue flooring and stainless steel walls.



Image description: The white elevator sign describing which services are on each floor.

Toilet information

Walking down the hallway on your left you will see two doors to the toilets.

One has a sign for men and the other has a sign for women. There is a hand railing in the women's toilets but not in the men's.

On the ground level, you will find an accessibility bathroom with a parents' change table and a gender-neutral bathroom. All toilets have access to soap and running water to wash your hands.

These toilets are located via the stairs going down, opposite the level one toilets.

If you keep walking down past the level one toilets, you will see an elevator on your right-hand side as another option to get to these toilets.

The doorway of the accessible toilet is 30cm wide and the sink is 30.5cm high from the ground.

There is a hand railing in here too.



Image description: Two blue doors. One door has a men's sign and one door has a women's sign. There are posters and hand sanitizer on the wall.

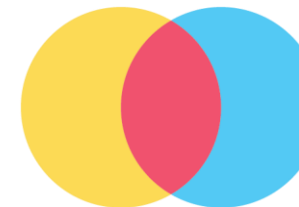


Image description: This is the females' toilet. There is a handrail, sharps disposal box, sanitary bin and toilet brush surrounding the toilet.



Image description: This is the males' toilet. There is a sharps disposal and toilet brush surrounding the toilet. There are posters and infographics on the mirror above the sink and a small bin below the sink.



Image description: This is the accessible toilet. There is a handrail, a sanitary bin and on the right of the photo is a shower curtain with a showerhead behind it. The height of the toilet is 17cm. The toilet has a back support on it.



Image description: This is the sink in the accessible bathroom. The sink is 30.5cm from the ground. Next to the sink on the right is a change table. There is a paper towel dispenser 45cm high from the ground and there is a sharps bin next to that.



Image description: This is the gender-neutral toilet. There is a large rubbish bin, a toilet brush, a sanitary bin and a sharps disposal.



Image description: The door on the left is the accessible toilet and the parents' changing table. The door on the right is the gender-neutral toilet. Both doors are 30cm wide, grey, push/pull in to open and can be locked.