

# Goodwood Street residents Frequently Asked Questions

Updated 5 August 2024



## **1. When will AccessHC open at 21-31 Goodwood Street?**

We will be moving from 283 Church Street to 21-31 Goodwood Street Richmond from Monday 2 September 2024.

## **2. What are the opening hours at Goodwood Street?**

Most of our services are open from 8am-5pm Monday to Friday.

The Priority Primary Care Centre (PPCC) is open from 8am-10pm, seven days a week

Down the track, we may extend General Practice to 8pm on 1 or 2 weeknights – if this goes ahead, we will keep residents informed.

## **3. Why did you select this location? Why hasn't AccessHC selected a location closer to public transport?**

AccessHC has been at our current building at 283 Church Street for over 40 years and an upgrade is long overdue.

We explored many options (including the potential refurbishment of our current site) and searched for a property for around 3 years before committing to 21-31 Goodwood Street (Pelaco). We also worked closely with the council to explore options.

It was important that we found a location with existing zoning for commercial medical use. 21-31 Goodwood Street has existing zoning for this use.

A location on a public transport line would have been great, but there were limited options available and there is tram and train access within easy walking distance.

## **4. How will parking be managed?**

Our tenancy includes sufficient car parks under the building to accommodate parking for staff and our fleet vehicles.

We have also worked with council to relocate the disabled car park space on Goodwood Street to the bottom of the ramp to improve access.

A large proportion of our clients do not need car parking – they are from the local area and access the service by foot. We also provide some transport for elderly people through our transport programs.

For clients who do drive, we are providing them with clear parking instructions about where to (and where not to) park. This includes asking clients to observe and follow the parking signs in the area. We respect our community and will ensure clients are informed to respect residents living in the area and not park in permit zones or block driveways.

## **5. How busy is the after-hours PPCC service?**

It's relatively quiet later in the evening. We generally have three staff members on site at the PPCC after hours and on weekends (a GP, nurse and customer service).

To put it into context, the PPCC sees an average of 2-3 patients per hour currently. This could increase but is unlikely to exceed 4-5 patients per hour.

## **6. What services will be offered at Goodwood Street?**

Our current focus is bringing our existing services across to Goodwood Street. At Richmond we currently offer:

- Allied Health (podiatry, physiotherapy, occupational therapy)
- Social connection groups for elderly people
- General Practice and nursing
- Urgent care through the PPCC.

Over time we may look to expand our service offering in Richmond where there is community need. We have identified early childhood allied health services such as speech pathology, and psychology services as having high unmet demand in Richmond.

## **7. What types of clients generally use the service?**

The PPCC is for urgent but not emergency care. We mainly see people for things like cuts, broken bones or respiratory conditions. Around 30 per cent of the people we see at the PPCC are young children.

Most of our Allied Health services cater for older (elderly) people.

A range of ages and demographics access the General Practice.

## **8. Will mental health or AOD services be offered?**

We don't offer mental health or Alcohol and Other Drug (AOD) services from our premises on Church Street, but we do offer these services as an organisation at other locations.

The types of services on offer could change over time. Changes will not happen without careful consideration and we will keep you informed.

## **9. Will the service lead to an increase in people under the influence of alcohol or other drugs in the area?**

It's rare that the PPCC sees people who are under the influence of alcohol or substances. It's not what the service is designed for and if people are coming through Ambulance Victoria, Nurse on Call or other referring partners, they would generally be triaged to the ED.

#### **10. What safety provisions will be in place, particularly out of hours?**

We have processes in place should any safety issue arise – however it's not a problem that we currently face regularly. For example, we have a security guard on site at the PPCC after 6pm on weekdays and on the weekends.

It's possible that having a site open after hours, with lights for visibility and security, could help to deter crime in the area.

We recognise and understand the community's desire and right to feel safe in their neighborhood. If there is an issue, we are committed to proactively managing it.

#### **11. Will clients loiter or congregate outside of the service?**

We expect it will be quiet outside of the service. Clients do not currently congregate outside of our Church Street site, or at our other locations.

We're committed to proactively preventing unwelcome congregation at Goodwood Street. We are committed to this and have experience from work at our other sites to prevent it.

#### **12. How will noise be managed out of hours?**

Minimal noise is expected. The PPCC is for urgent but not emergency care - it's very rare that there would be an ambulance with lights and sirens at or approaching our site.

#### **13. How will residents be kept informed?**

We're committed to establishing a relationship with residents and keeping you informed on any changes or developments that may impact you.

Once we open our doors, we will invite you to visit the service and meet our on-site team.

If you have any questions, you can contact us at our dedicated email address: [richmondproject@accesshc.org.au](mailto:richmondproject@accesshc.org.au)