

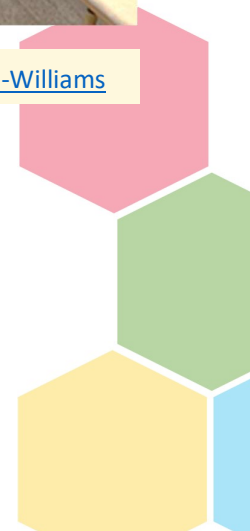
## North East Metro Mental Health and Wellbeing connect

Ivanhoe Hub Access Key



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*@[Angharad Neal-Williams](#)*



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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 place. They are designed to be suitable for all people, regardless of ability. Not all places and spaces are easy to access for families, carers and supporters. If you have any questions, concerns or feedback, please get in touch. You can call us on (03) 8845 4150 or email us on [northeastmetroconnect@accesshc.org.au](mailto:northeastmetroconnect@accesshc.org.au).

There is also an online and interactive version of the Access Key. Click [here](#) or scan the QR code below:



### How to use this guide:

You may want to read this document in full or skip to the parts where you want more information. 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.

# How to find the Ivanhoe Hub

## Address:

Suite 3 / 50 Upper Heidelberg Road, Ivanhoe, 3079

Front entrance is on Upper Heidelberg Road

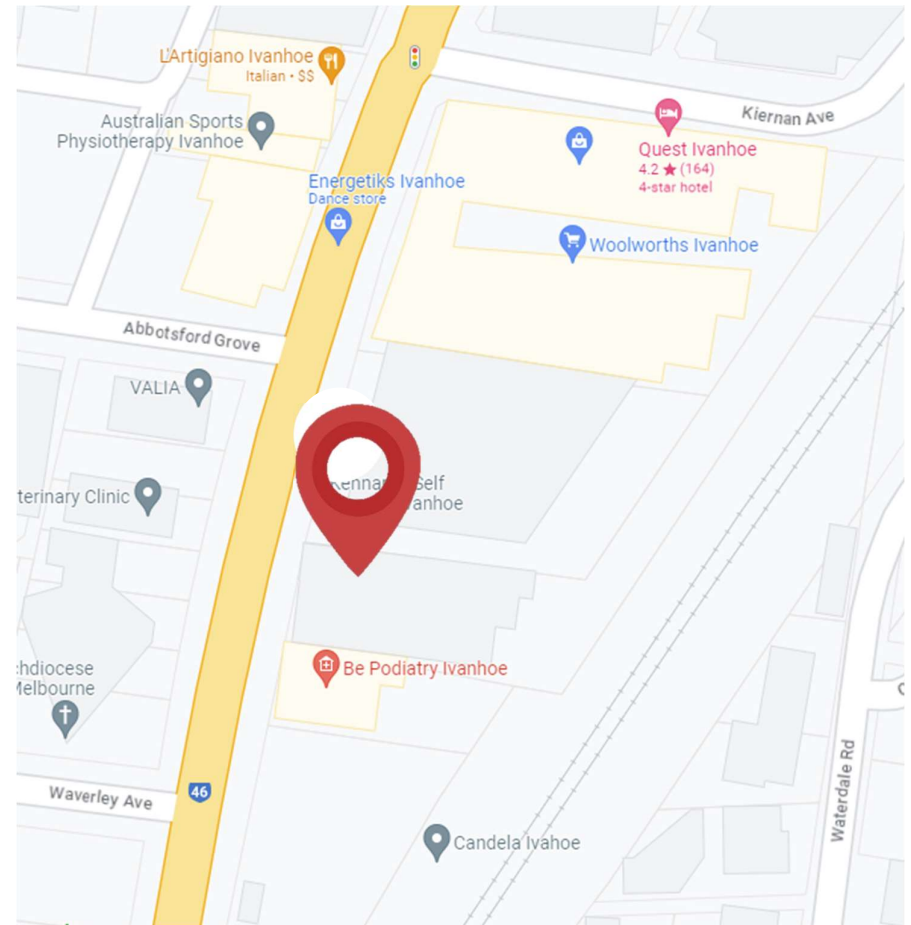
## What to look for:

1. Next to Kennards Self Storage Ivanhoe.
2. Opposite Catholic Archdiocese of Melbourne and Ivanhoe Veterinary Clinic.
3. 1 minute walk from Woolworths Ivanhoe towards city.

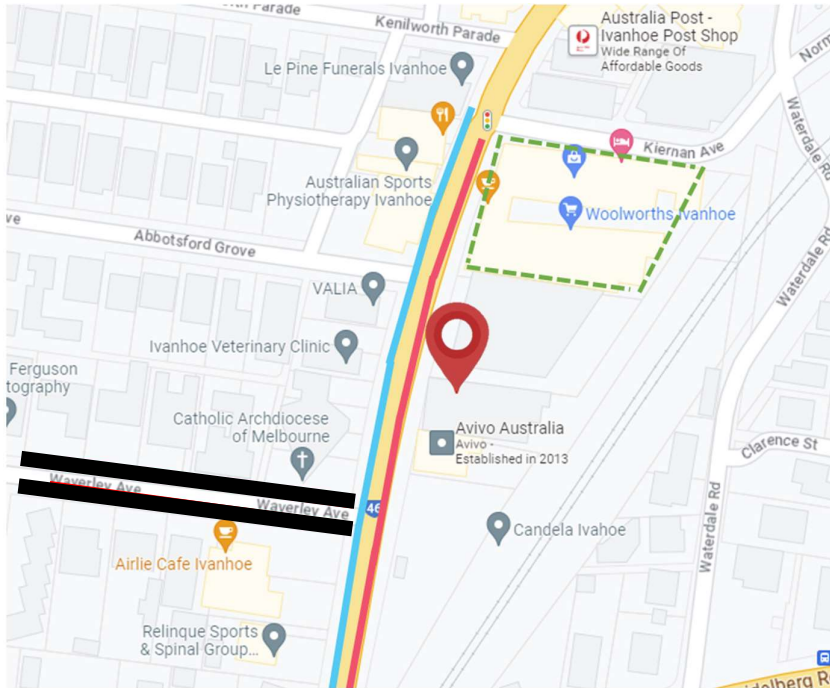
## Phone:

(03) 8845 4150

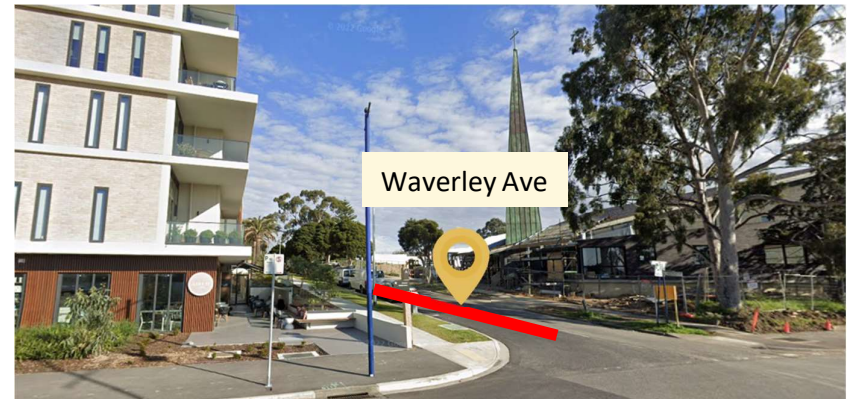
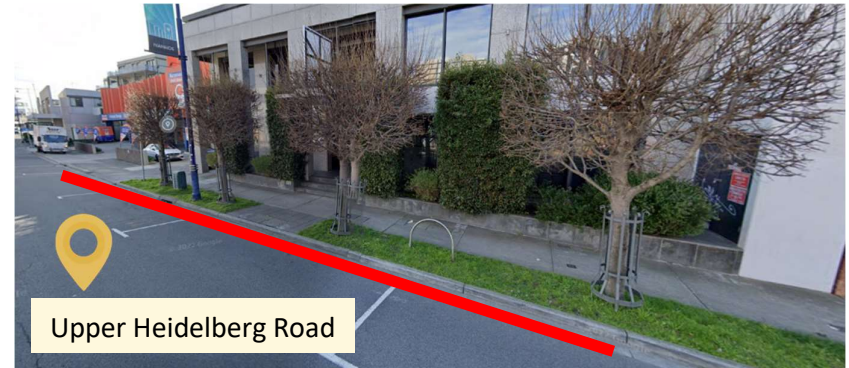
See Google Map reference [here](#).



# Getting to the Ivanhoe Hub by car and parking



- Full day parking on street (outside our building)
- 1 hour parking on street (Upper Heidelberg Road towards Heidelberg)
- Off-street parking in residential area.
- - - Woolworths 2 hour car park



Disability parking is available at the building's car park with access required.  
**Please let us know in advance.**

To get to our building's car park:



Access from behind Woolworths on Kiernan Avenue.



Drive through and see 2 gates. Our staff will be there to assist with the first gate open.

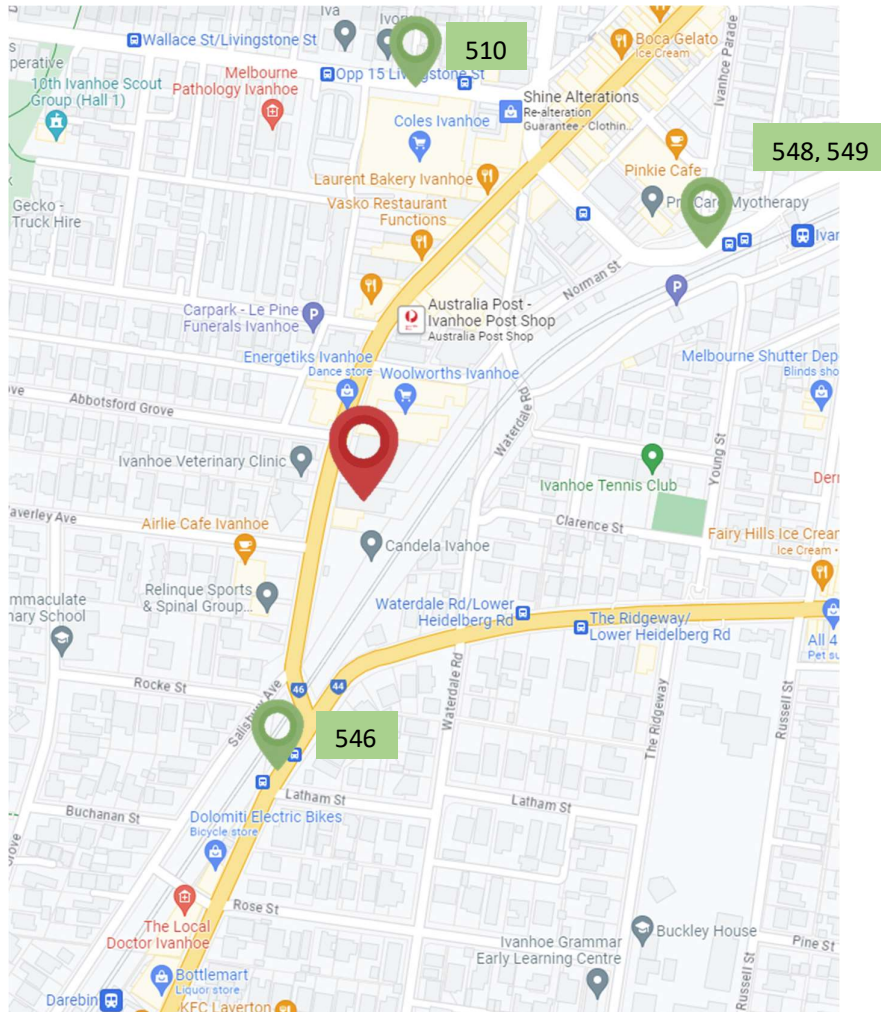


Elevator is right next to the parking spots.



Press "G" to ground floor and the hub is on your right hand side.

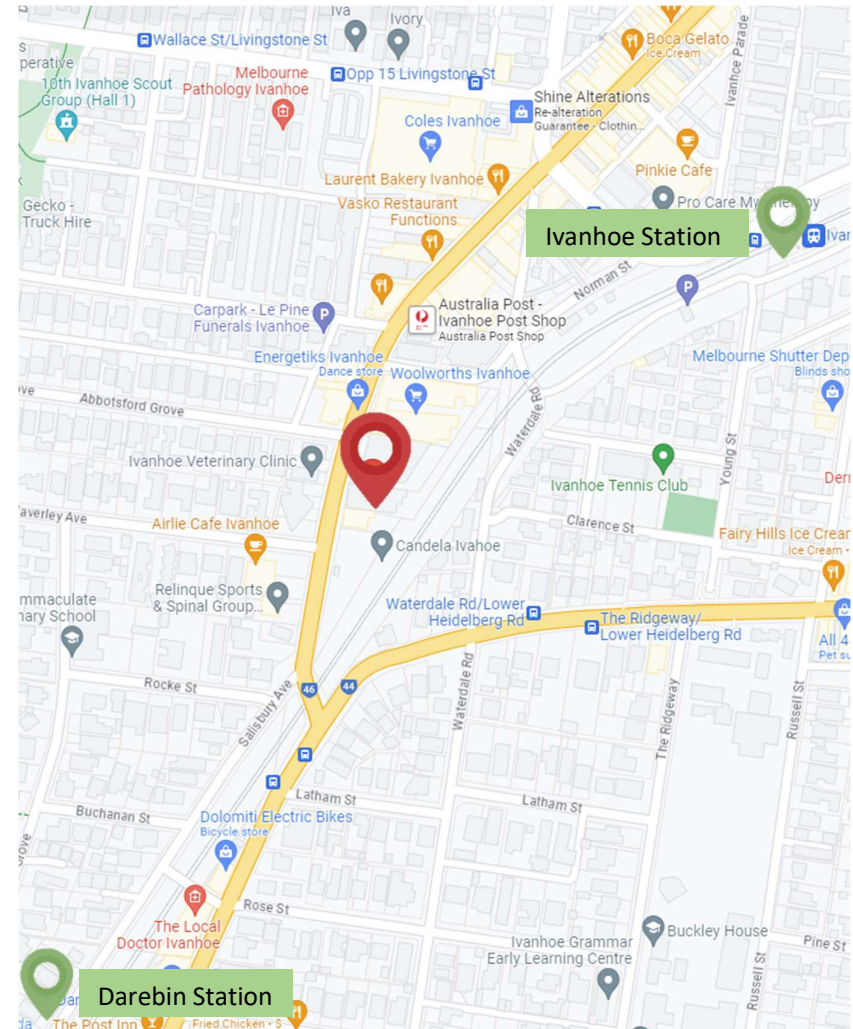
## Getting to the Ivanhoe Hub by bus



About a 6 minute walk from all bus stops to the hub.

- 510 - towards Essendon / towards Ivanhoe
- 546 - towards Heidelberg Station / towards Melbourne University
- 548 - towards Kew / towards La Trobe University Bundoora
- 549 – towards Ivanhoe / towards Northland Shopping Centre

## Getting to the Ivanhoe Hub by train

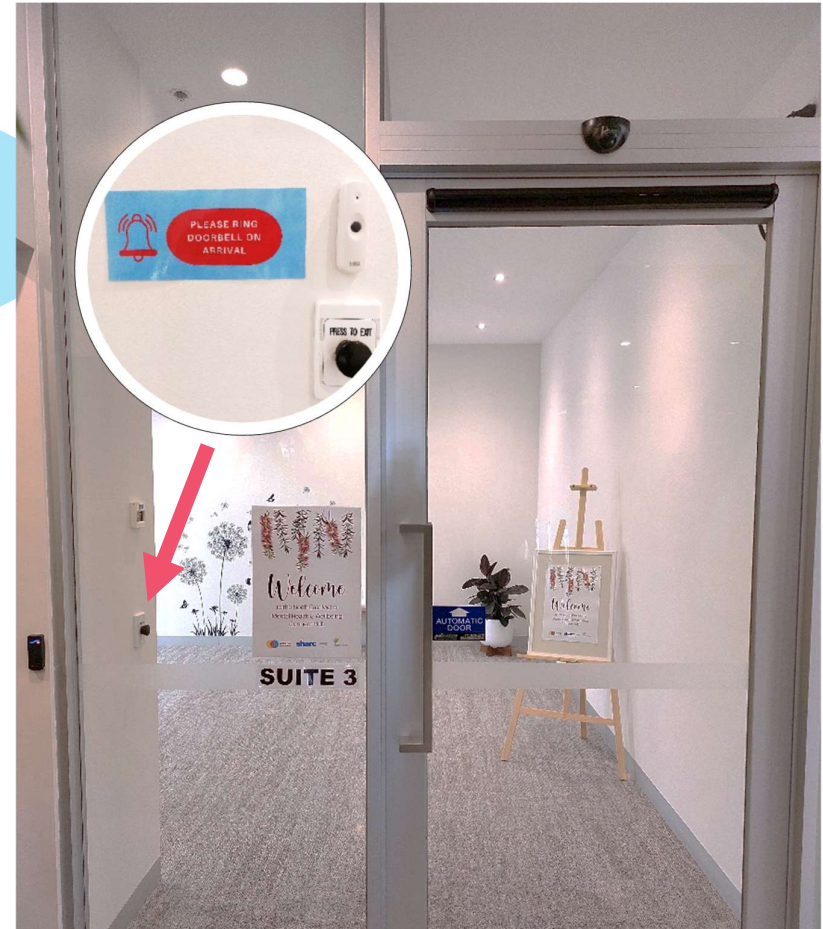


About a 7 minute walk from both train stations to the hub.

## Building entry



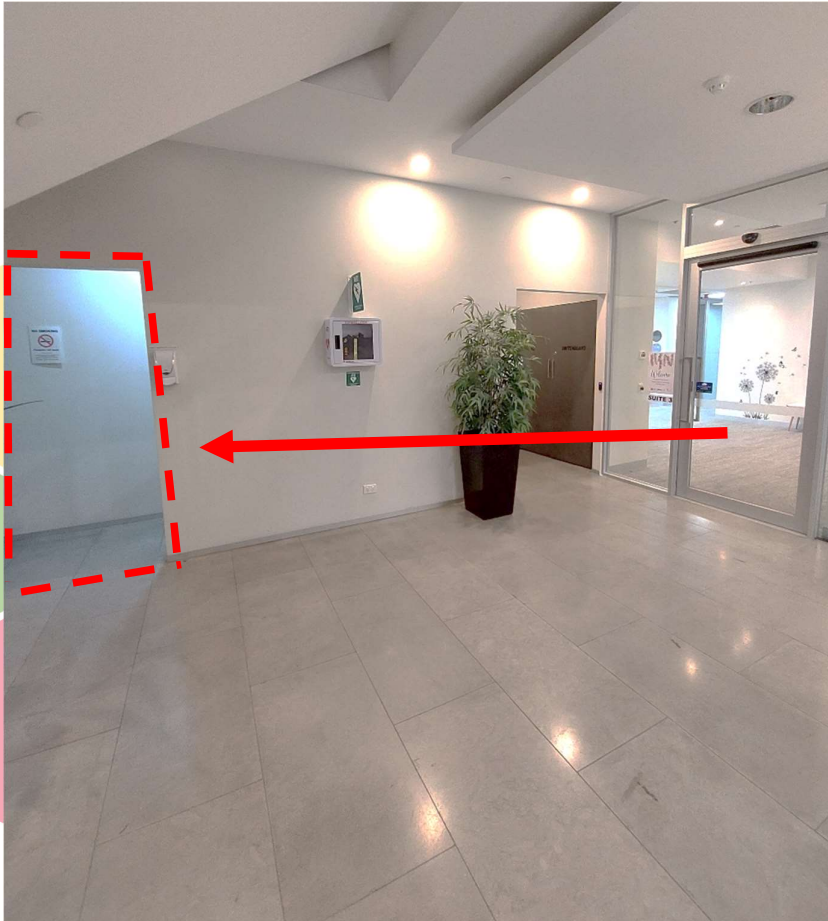
Front entrance of the building has an automatic door. Follow the sign next to the intercom to guide you to Suite 3.



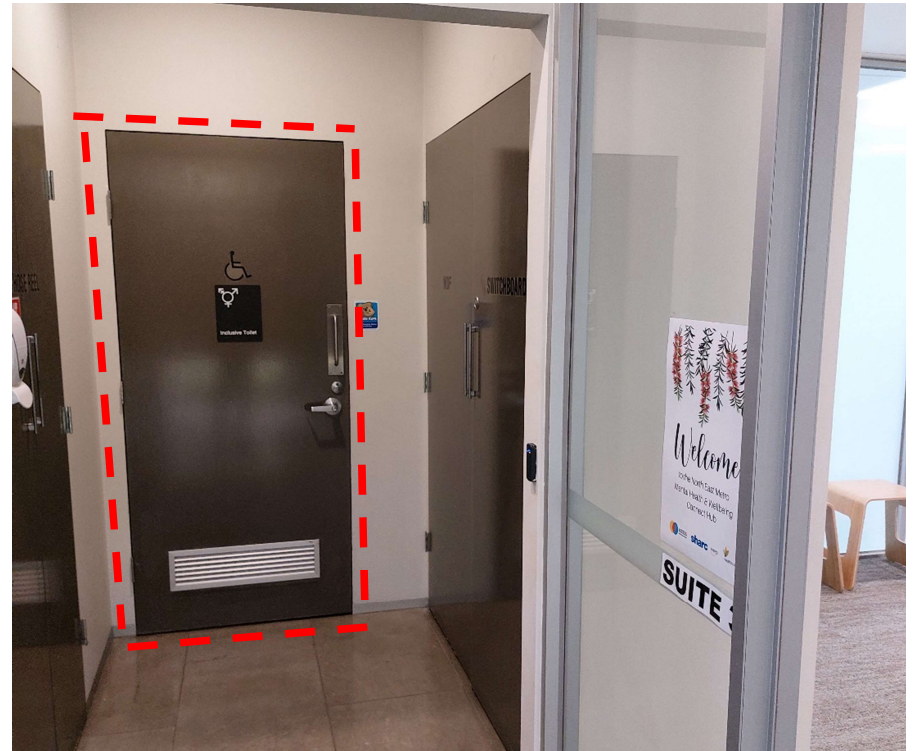
Suite 3 is clearly marked at the end of the ground floor. Entry to the hub is via an automatic door (open from 9am-5pm).

As Ivanhoe hub does not have reception, please ring the doorbell to inform your arrival. The button is located on the left-hand side by the door.

## Public toilet information



Male and female toilets are located outside Suite 3. Toilet access requires swipe card, please ask one of our staff for access.

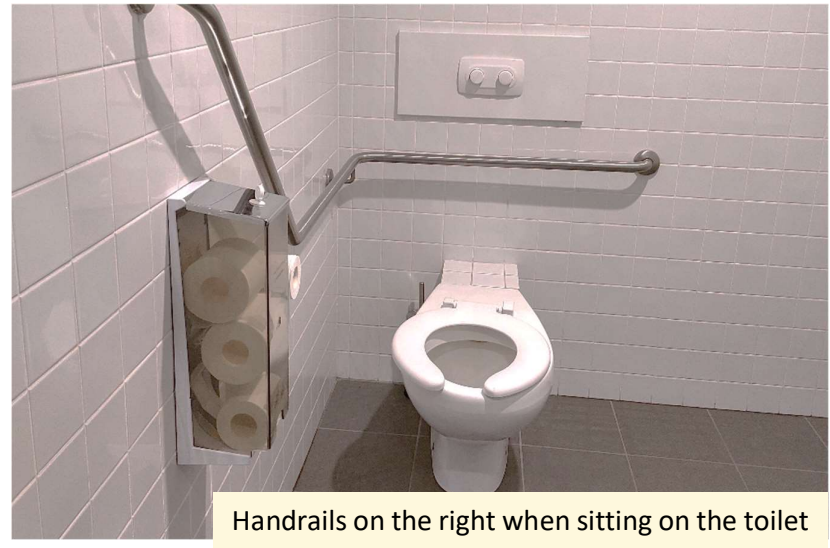


A gender neutral and accessible toilet is located outside Suite 3. This toilet access does not require a swipe card.

This toilet includes handrails on right hand side and changing table.



# Gender Neutral and Disabled toilet



# Kitchen



The kitchen and main lounge area in the hub are open to the community and include:

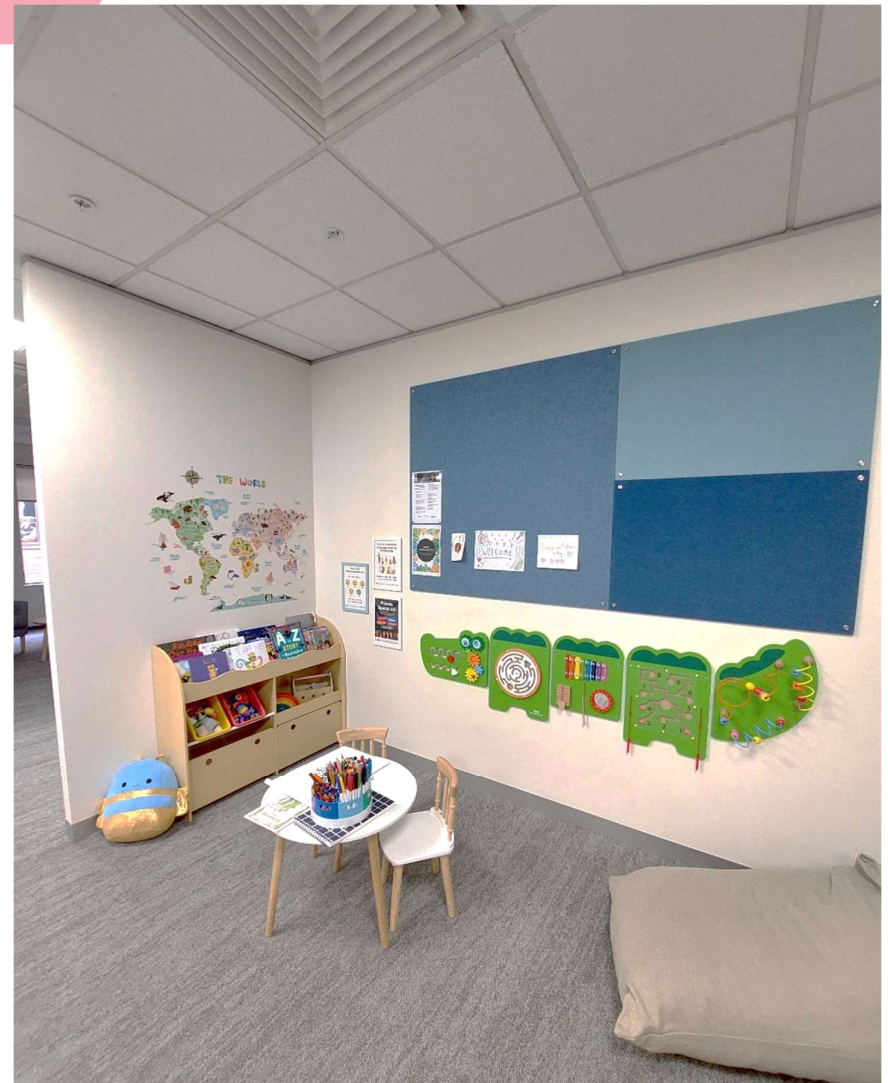
- Basic kitchen appliances including a fridge/freezer, sink, dishwasher, microwave, toaster, kettle and coffee machine.
- Snacks such as fruit, muesli bars, and biscuits are “help yourself”. *Please read labels or packages for allergy information.*
- Hot drinks such as tea and coffee are “help yourself”.
- Tableware including plates, cups, glasses, and cutlery are available.
- Couches and other seating are available. We ask that people please clean up after themselves and keep the kitchen area neat and tidy.
- Children should be supervised at all times.

***Please be mindful of safety and hygiene. Our team is here to support if needed.***

## Library and kids area



The library is open to the community and includes a printer/photocopier, computer terminals, telephone, and other resources. Computer user is required to log in with a password (password is on the wall next to the computers). Printing is no cost. *If you need further assistance with printing, logging in to computer or other tech-related problems, please reach out to our team.*



The kids' area has a small table and chairs, kid friendly stationary, colouring and drawing books, storybooks, and toys.

# Consulting rooms

## Mountain Ash

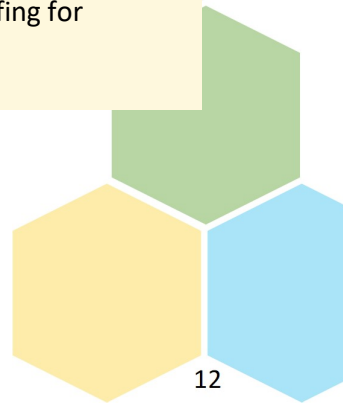


Mountain Ash is located next to the kitchen and main lounge area with 2 entry points to the room (from kitchen and hallway). The room has chairs, coffee tables, whiteboard, dimmable light for a low sensory environment. This room has soundproofing for confidentiality.

## Sliver Gum and Manna Gum



Sliver Gum and Manna Gum consulting rooms include computers and phones for telehealth. These rooms are utilised by family clinicians and other workers needing computer/phone access. These rooms have chairs, coffee tables, whiteboards, dimmable light for a low sensory environment, and soundproofing for confidentiality.



## Group room



Acacia is a group room that can be booked for groups, meetings and activities. The room has a TV, 14 seats and 4 modular tables. Tables and chairs are packable and movable to fit any requirement. This room also has a dry kitchen for catering purpose with a small fridge and counter space.

HDMI connection is available to connect a personal laptop to the TV screen. Wireless microphone, keyboard and mouse are also available for meetings or workshops. Please ask our staffs for assistance if needed.

## Quiet room



Banksia is a quiet space at the rear of the hub.

- Free to use, no booking required.
- Keep noise to minimum.
- Furniture remains in the room.
- Black-out blinds and dimmable lighting for a low sensory environment.
- Recliner chair, coloring books, yoga mat, etc.
- Shared space with no time limit. *Please consider others who are waiting or wanting to use.*

Lounge Room



Balcony

