

ACCESS KEY

HOW TO NAVIGATE TO AUSTIN HOPE TEAM OFFICES

Building 9E, Flanders Wing, Heidelberg Repatriation Hospital

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ACKNOWLEDGEMENT OF COUNTRY



Austin HOPE Team would like to acknowledge the Traditional Custodians of the land and pay our respects to Elders past, present, and emerging. We celebrate, value, and include people of all backgrounds, genders, sexualities, cultures, bodies, and abilities.



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ABOUT THIS ACCESS KEY

An Access Key is a customised guide that provides clear, accurate information about a physical space so every person — regardless of ability — can plan their visit with confidence. It brings together essential details about the location, parking, public transport, lifts and stairs, meeting and waiting areas, sensory considerations, toilets, and safety features.

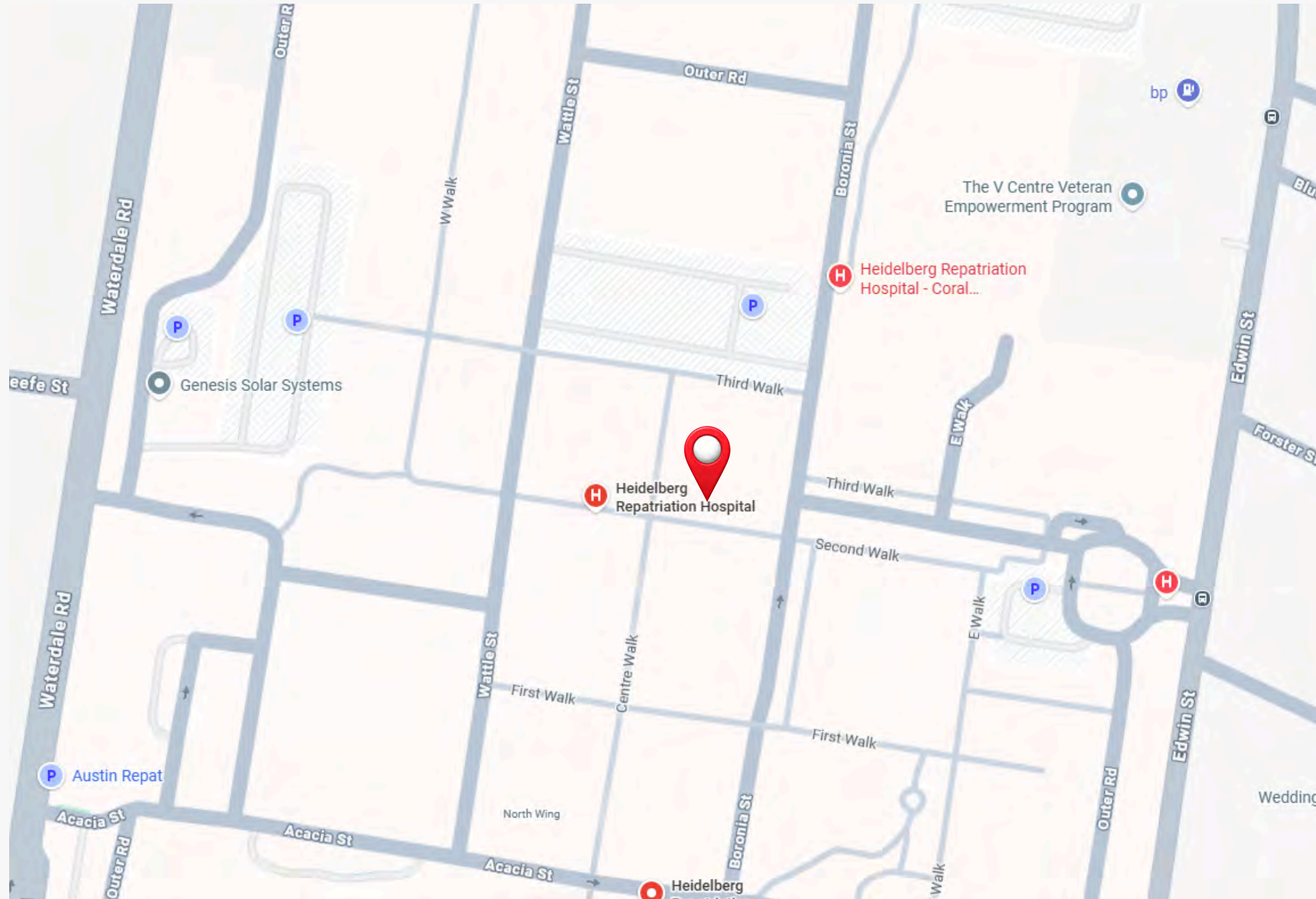
Its purpose is simple: to help you prepare for a smooth, safe and comfortable visit to our centre.

HOW TO USE THIS GUIDE

You can read the Access Key from start to finish or jump straight to the sections most relevant to you. Throughout the document, you'll find titled photos to help you visualise the space and understand what to expect before you arrive.



HOW TO FIND AUSTIN HOPE



Austin HOPE is located in Building 9E East, Flanders Wing, Heidelberg Repatriation Hospital.

You can access us from any hospital gate entrances as long as you make your way to Centre Walk. This will be outlined in more detail on later pages.

We are located across from the Dialysis Unit.

Image Description: Google Maps screenshot of aerial view of the Heidelberg Repatriation Hospital with a red pin placed on the location of the HOPE Team.



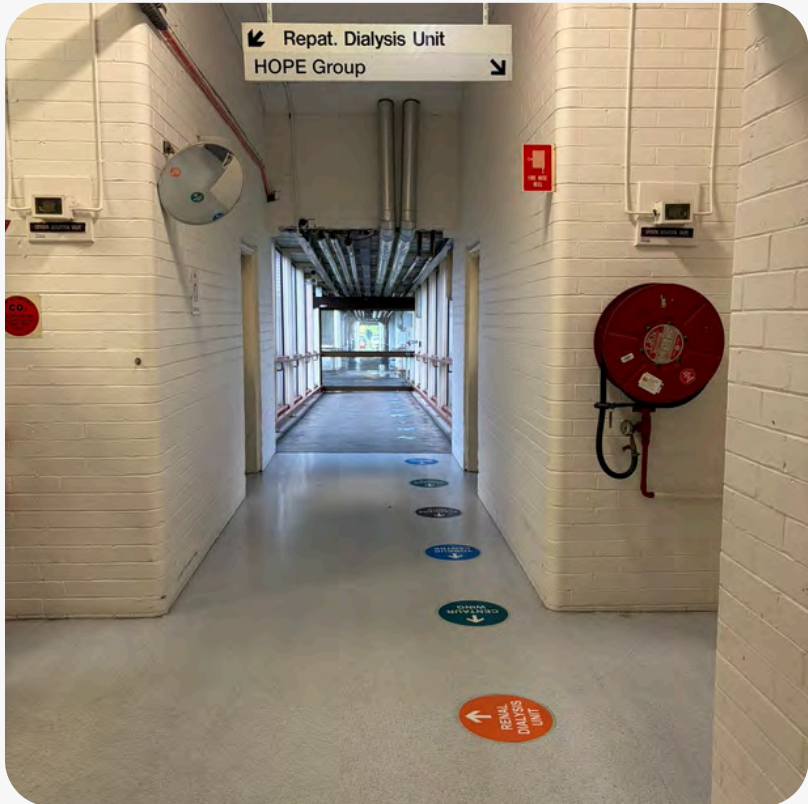
GETTING TO THE ENTRANCE

There are two access points for HOPE either from direction of the onsite cafe or from the Coral Balmoral Building direction. Please see below what these access points might look like.

Entrance to HOPE coming from the cafe

Entrance to HOPE coming from Coral Balmoral

Entrance to HOPE front on, dialysis unit behind you



GETTING TO HOPE OFFICES BY CAR

Parking is available in different car parks accessed by Gates [5 7A 9 10] from main roads.

Please see next page for paid parking options and car park addresses.
For free parking options please skip next page.



Paid Parking

HOPE OFFICES LOCATION

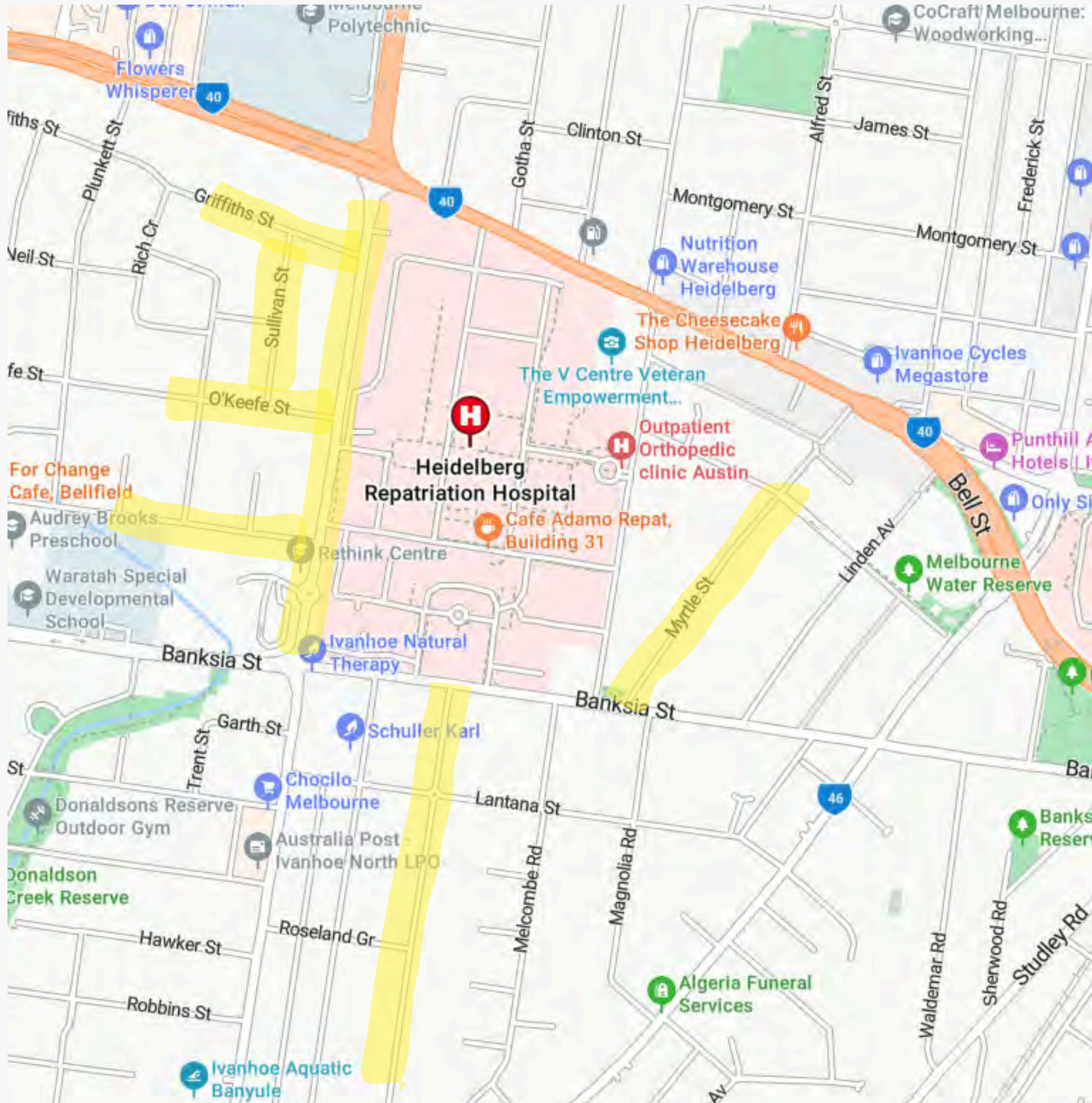
Car Park	Access via	Address
Bell Street Car Park	Gate 7A	190 Banksia St, Bellfield VIC 3081
Gate 9 Car Park	Gate 9	300 Waterdale Road
Banksia Central Car Park	Gate 10	190 Banksia Street
Health and Rehabilitation Centre Car Park	Gate 5	35 Edwin Street

Fee Type	Rate
0 to 30 mins	\$0.00
30 to 60 mins	\$4.10
1 to 4 hours	\$5.20
4 to 6 hours	\$7.20
More than 6 hours	\$10.40
Lost ticket	\$10.40
Bell Street casual	\$6.20



FREE PARKING

Yellow highlighting indicates options for free parking however please check signage in the area as it can often change and has time constraints



GETTING TO HOPE OFFICES BY TRAIN

There are two main train stations on the **Hurstbridge Line** that you could use to get to the HOPE offices at the Heidelberg Repatriation Hospital. They are:

Heidelberg Station



You may notice the Austin Main hospital located across the road

Ivanhoe Station



Please note if you are traveling by train you will either have to walk or take the bus from the above mentioned station.

GETTING TO HOPE OFFICES BY BUS

Ivanhoe and **Heidelberg train station** (on the Hurstbridge Line) is a short bus journey away from the Heidelberg Repatriation Hospital.

Visitors catching a Hurstbridge line train to Ivanhoe station can catch the number **548 - Kew (Cotham Road)** - La Trobe University Bundoora bus from the station to Waterdale Road.

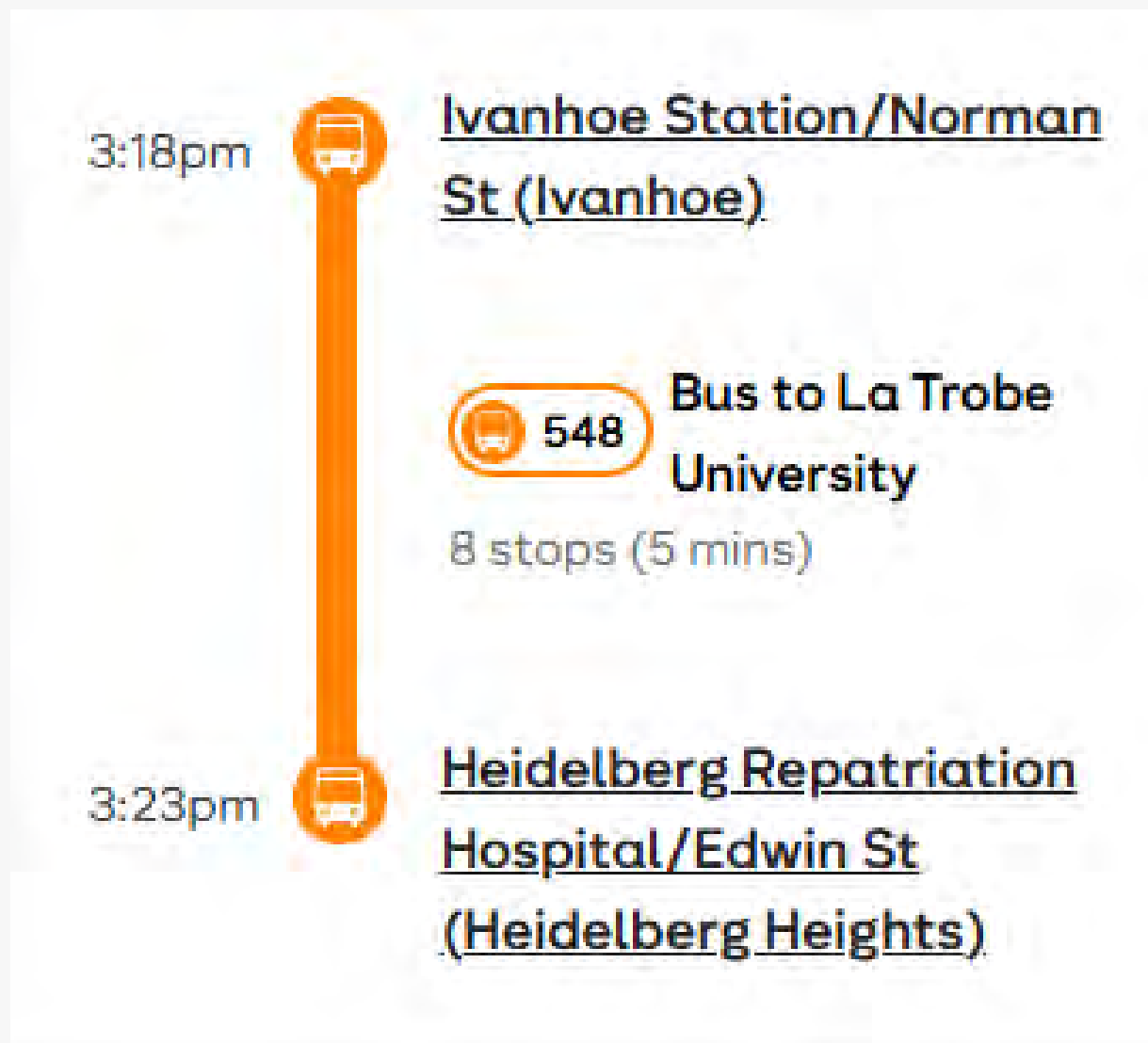
Visitors catching a Hurstbridge line train to Heidelberg station can catch the number **903 to Altona Station or 513 to Glenroy Station.**

Use [Public Transport Victoria's journey planner](#) to help plan your travel to Heidelberg Repatriation Hospital.

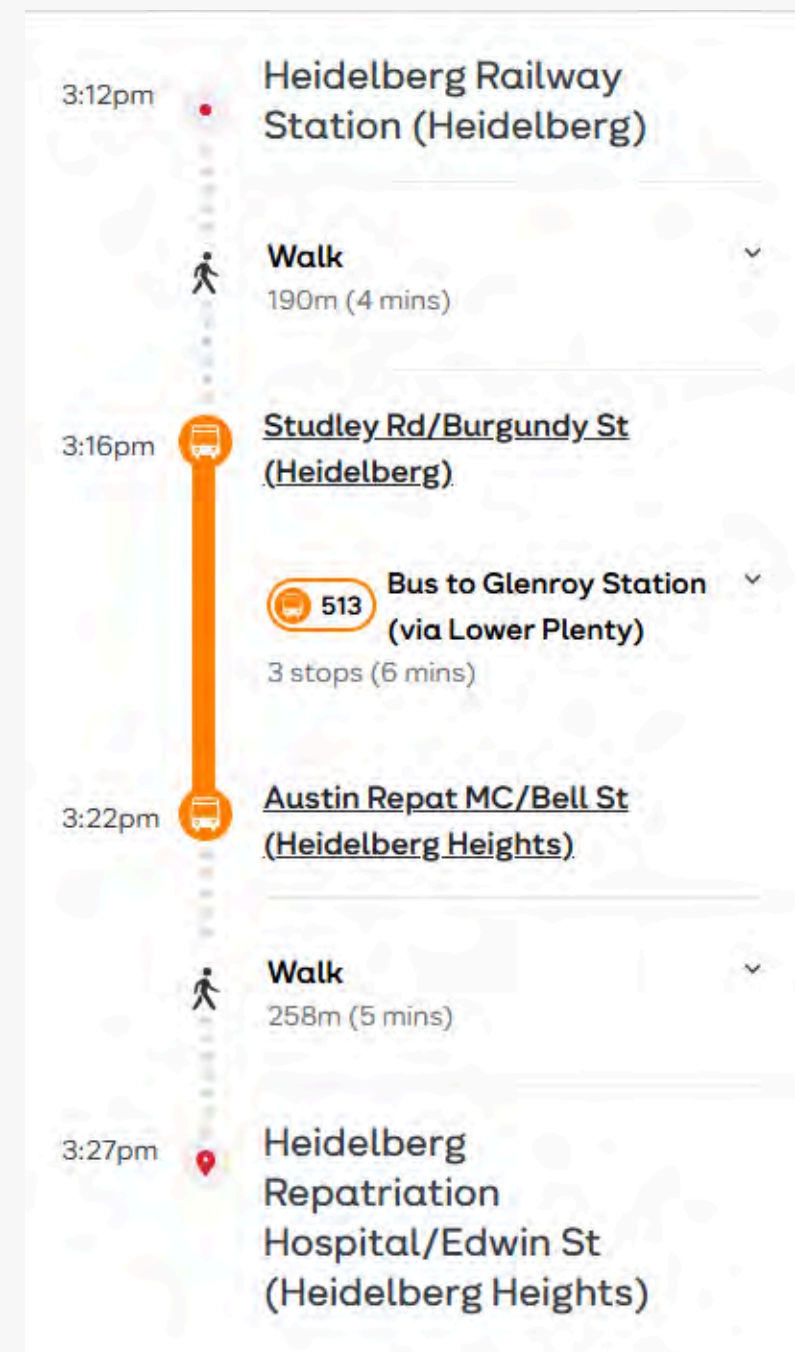


GETTING TO HOPE OFFICES BY BUS AND TRAIN

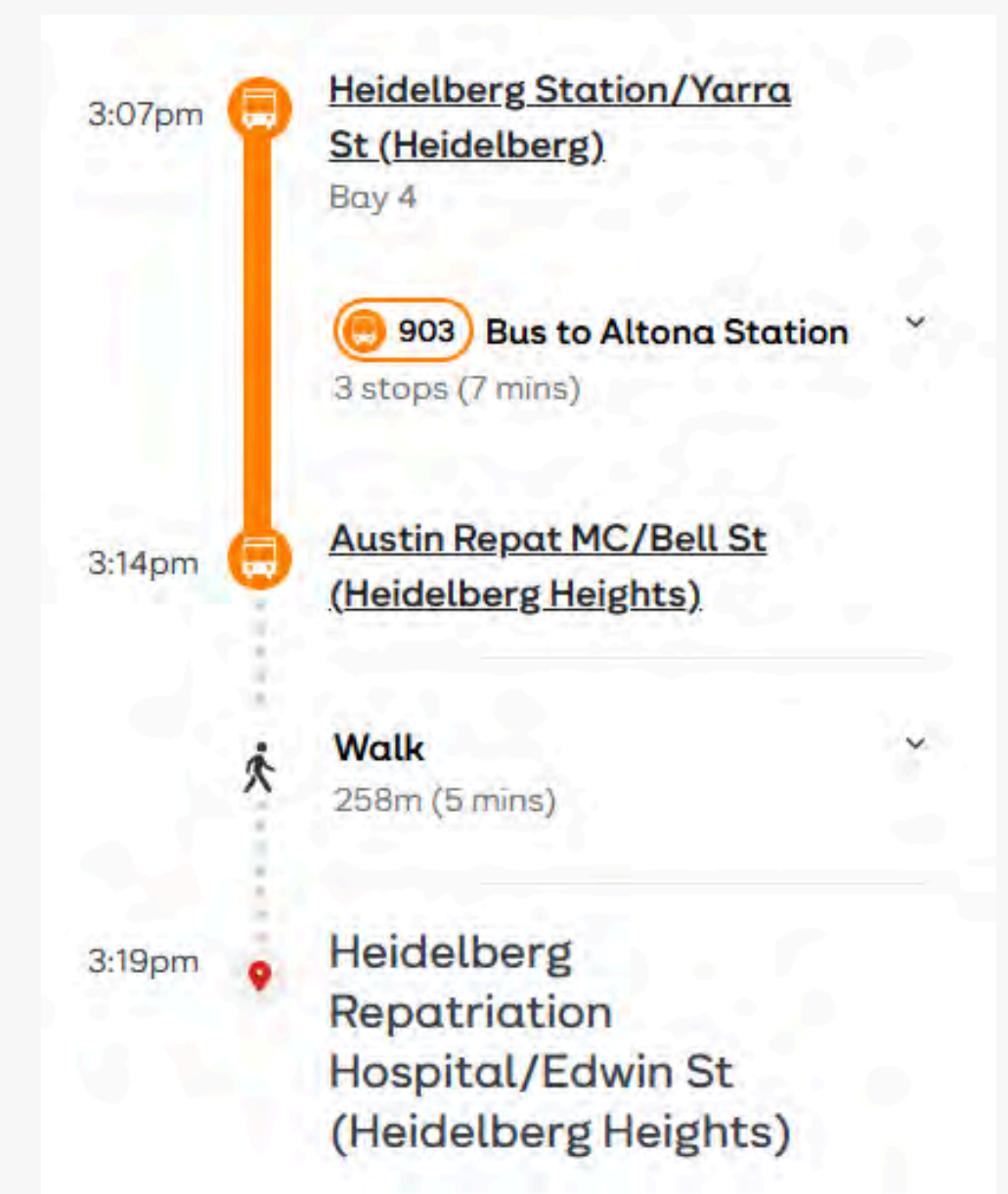
From Ivanhoe Station



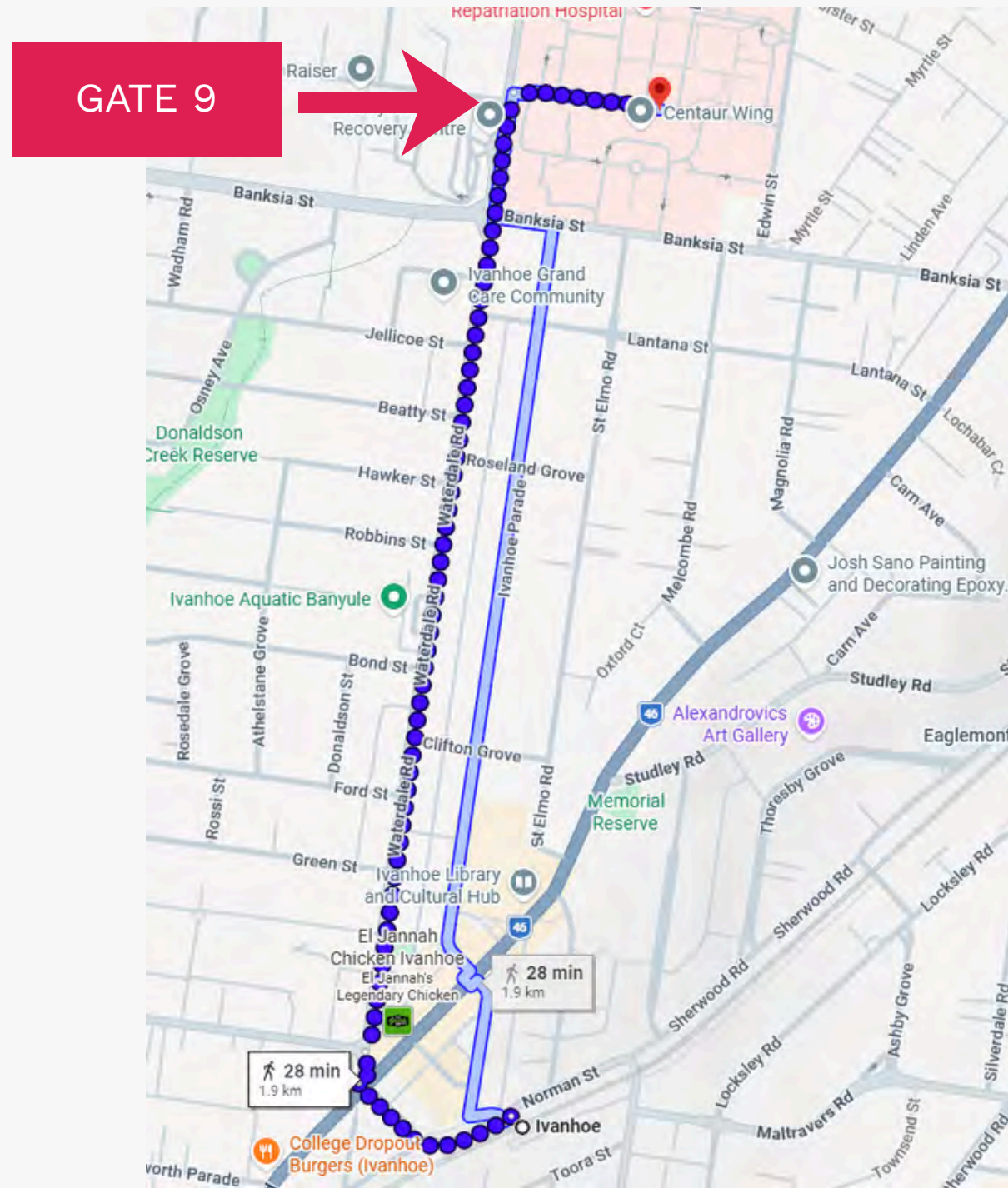
From Heidelberg Station



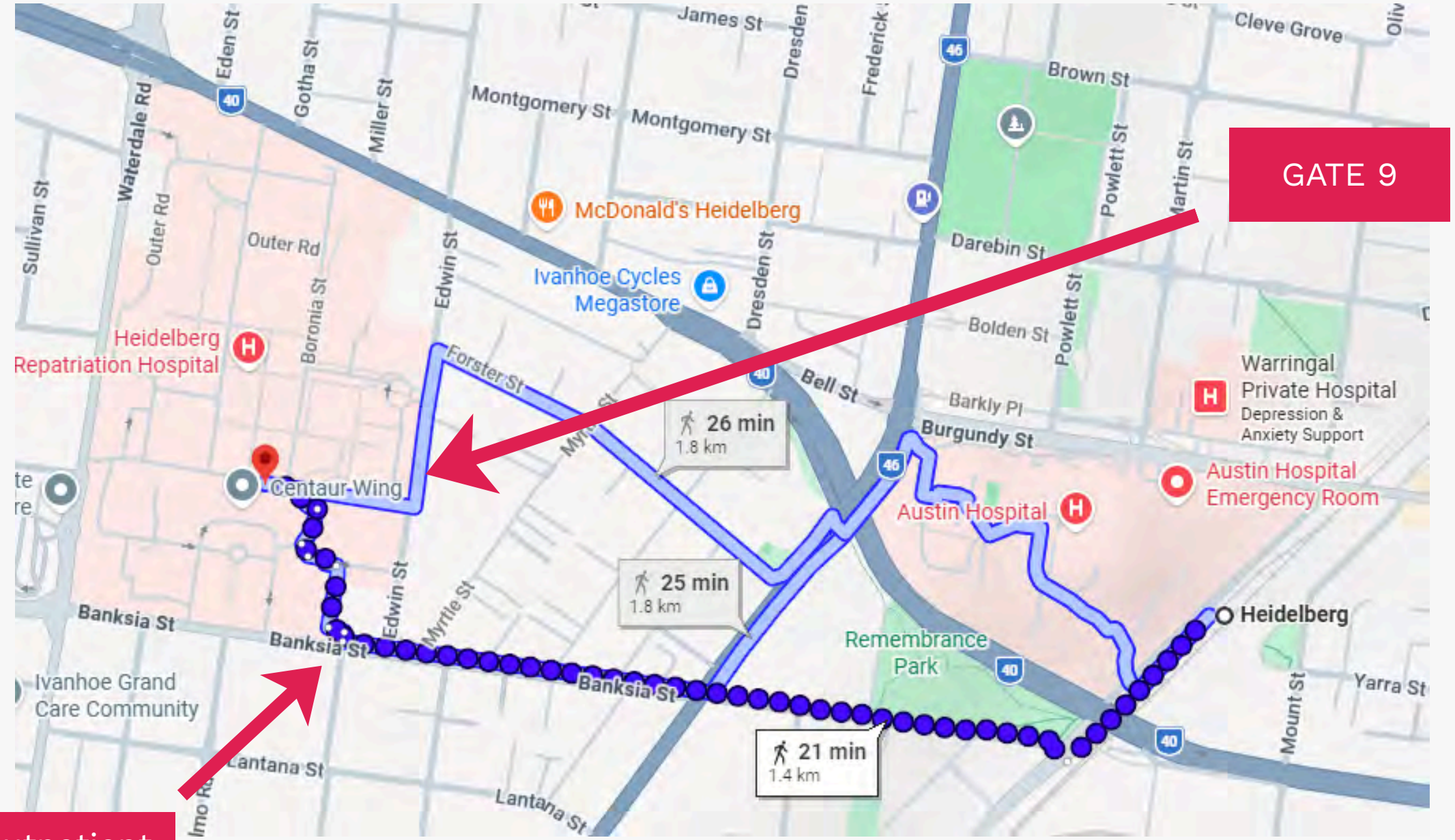
From Heidelberg Station



GETTING TO HOPE OFFICES ON FOOT



From Ivanhoe Station 28 min walk



Outpatient clinic

From Heidelberg Station 21 min walk

WALKING ACCESS FROM DIFFERENT GATES



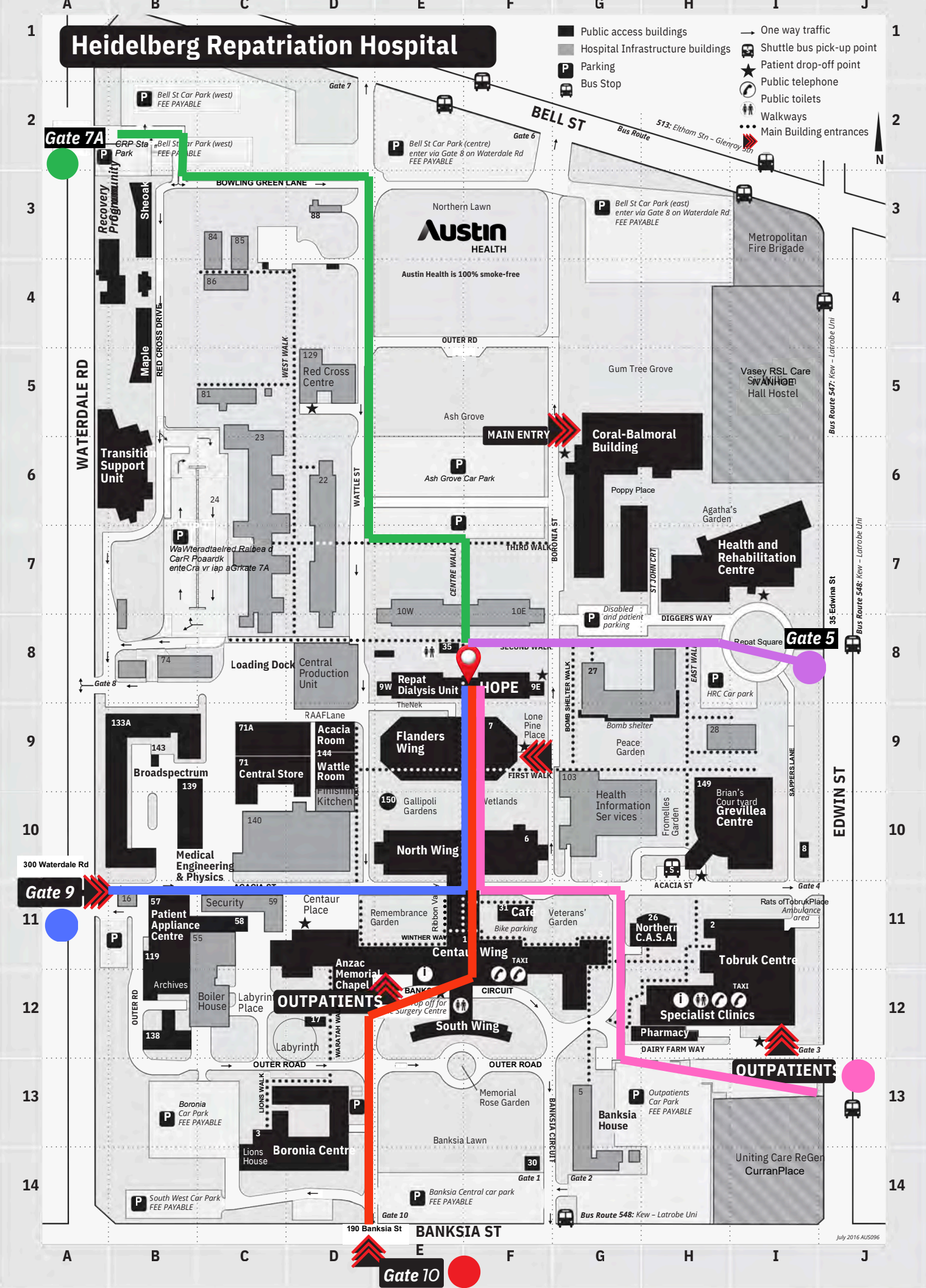
Green = entry from Waterdale Road GATE 7A

Purple = entry from Edwin Street GATE 5

Blue = entry from Waterdale Road GATE 9

Pink = entry from Edwin Street Outpatient Clinic

Red = entry from Banksia Street GATE 10



RECEPTION AREA



WAITING AREA



MEETING ROOMS



TOILET ACCESS



We have a gender neutral toilet available in the waiting room



WE LOOK FORWARD TO MEETING YOU

HOPE TEAM



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

