

# ACCESS KEY

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## HOW TO NAVIGATE TO AUSTIN HOPE TEAM OFFICES

Building 9E, Flanders Wing, Heidelberg Repatriation Hospital

**Phone:** (03) 9496 2640

**Email:** [HOPE@austin.org.au](mailto:HOPE@austin.org.au)

# 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.

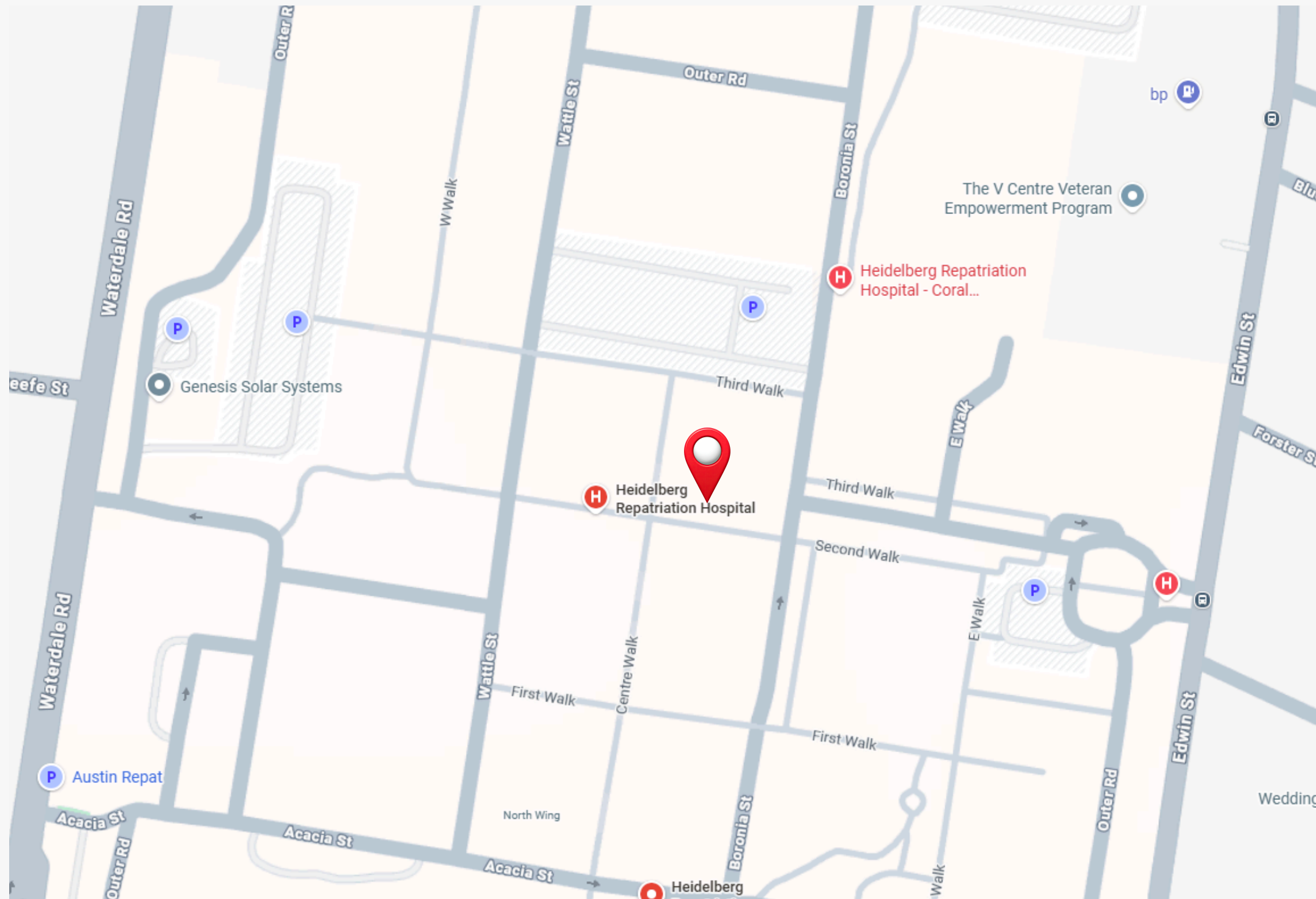
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## **HOW TO USE THIS GUIDE**

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.



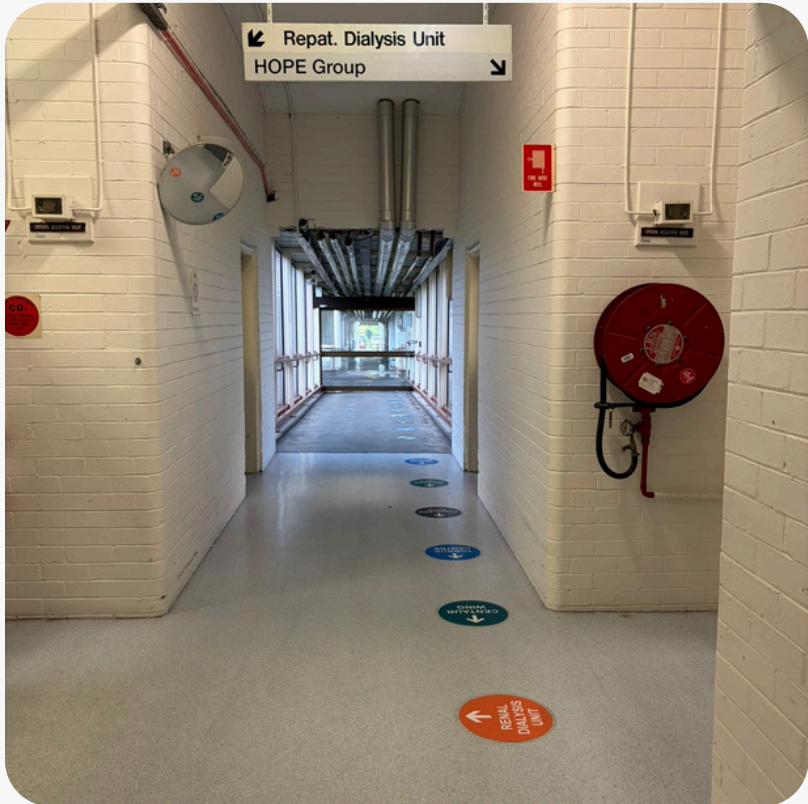
# GETTING TO THE ENTRANCE

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**



**Press the doorbell**



# 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.

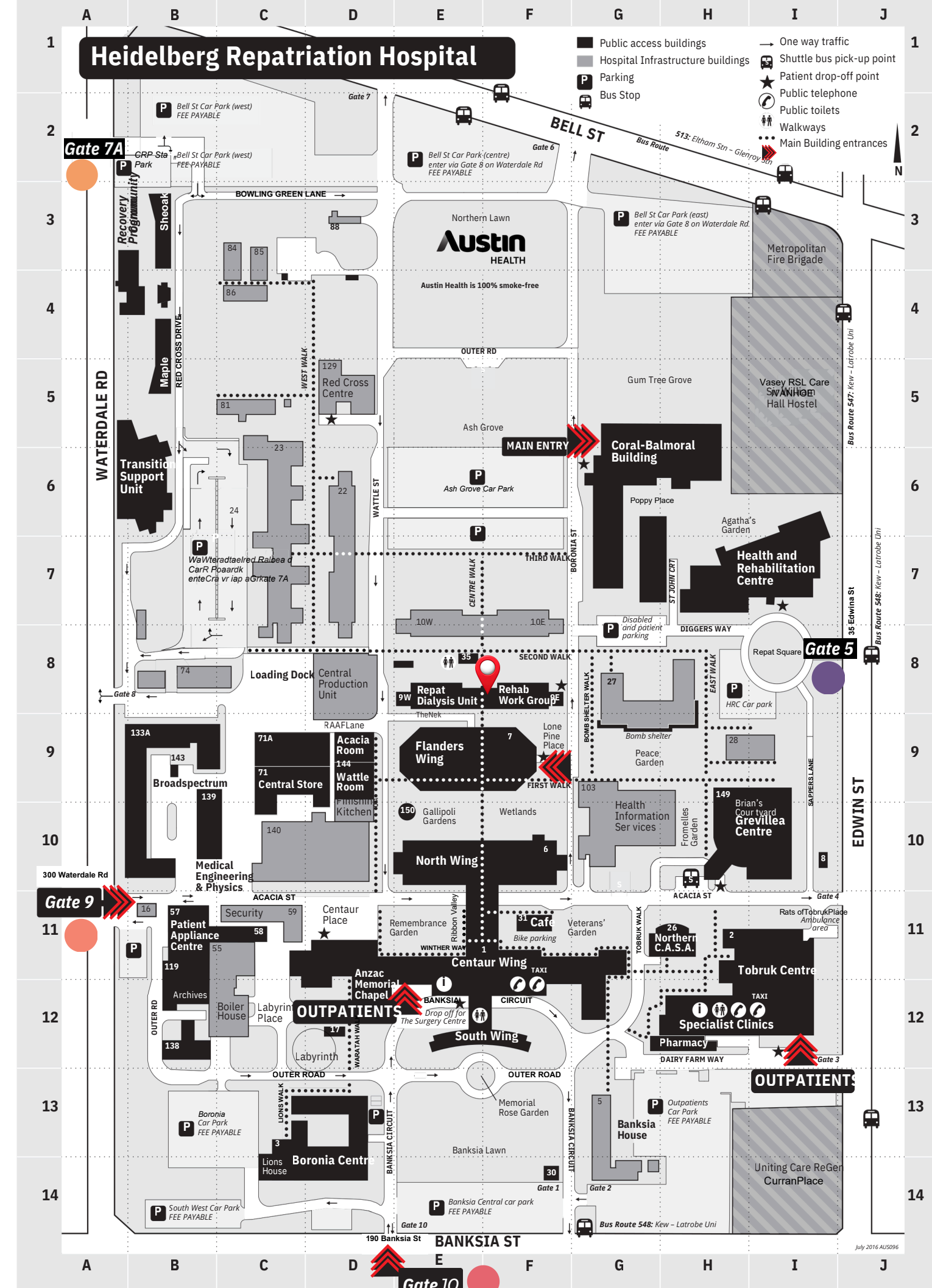


# Paid Parking

## HOPE OFFICES LOCATION

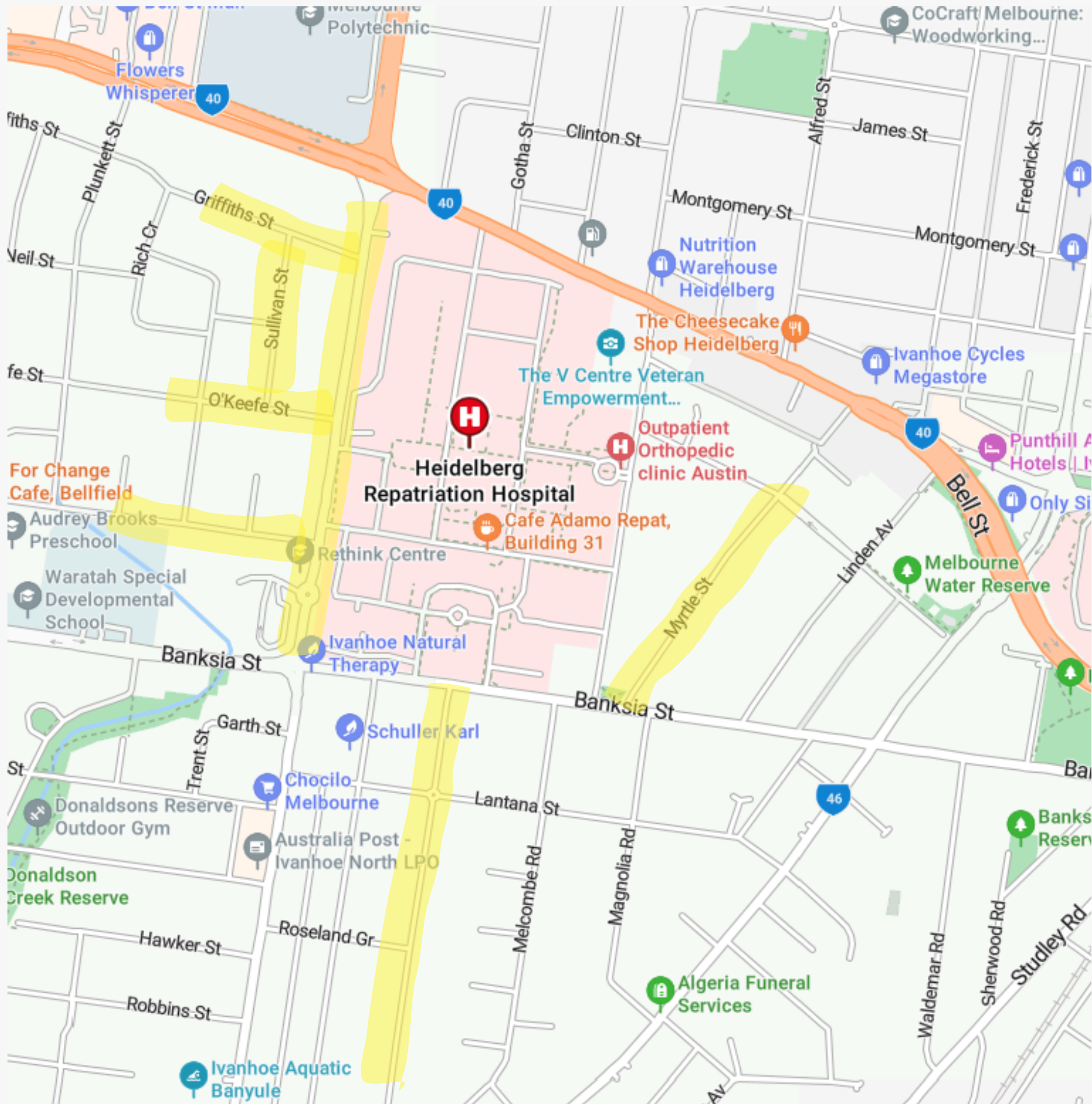
Car Park	Access via	Address
Bell Street Car Park	Gate 7A	190 Banksia St, Bellfield VIC 3081
Gate 9 Car Park	Gate 9	300 Waterdale Road
Banksia Central Car Park	Gate 10	190 Banksia Street
Health and Rehabilitation Centre Car Park	Gate 5	35 Edwin Street

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

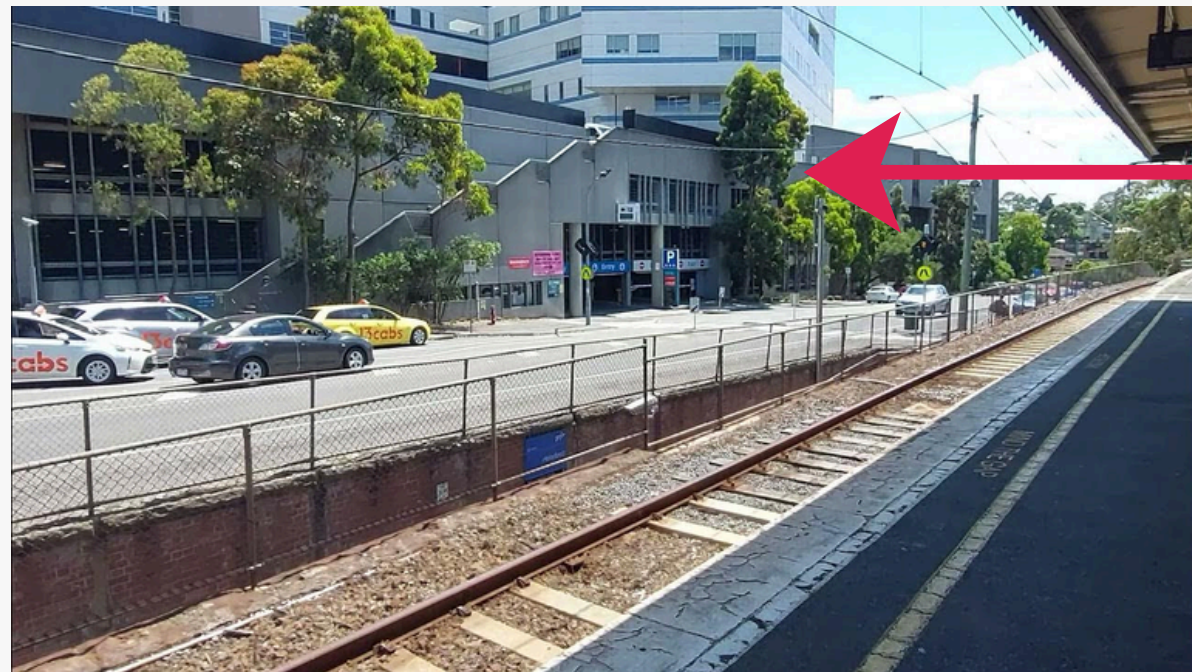
Yellow highlighting indicates options for free parking however please check signage in the area as it can often change and has time constraints



# 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.

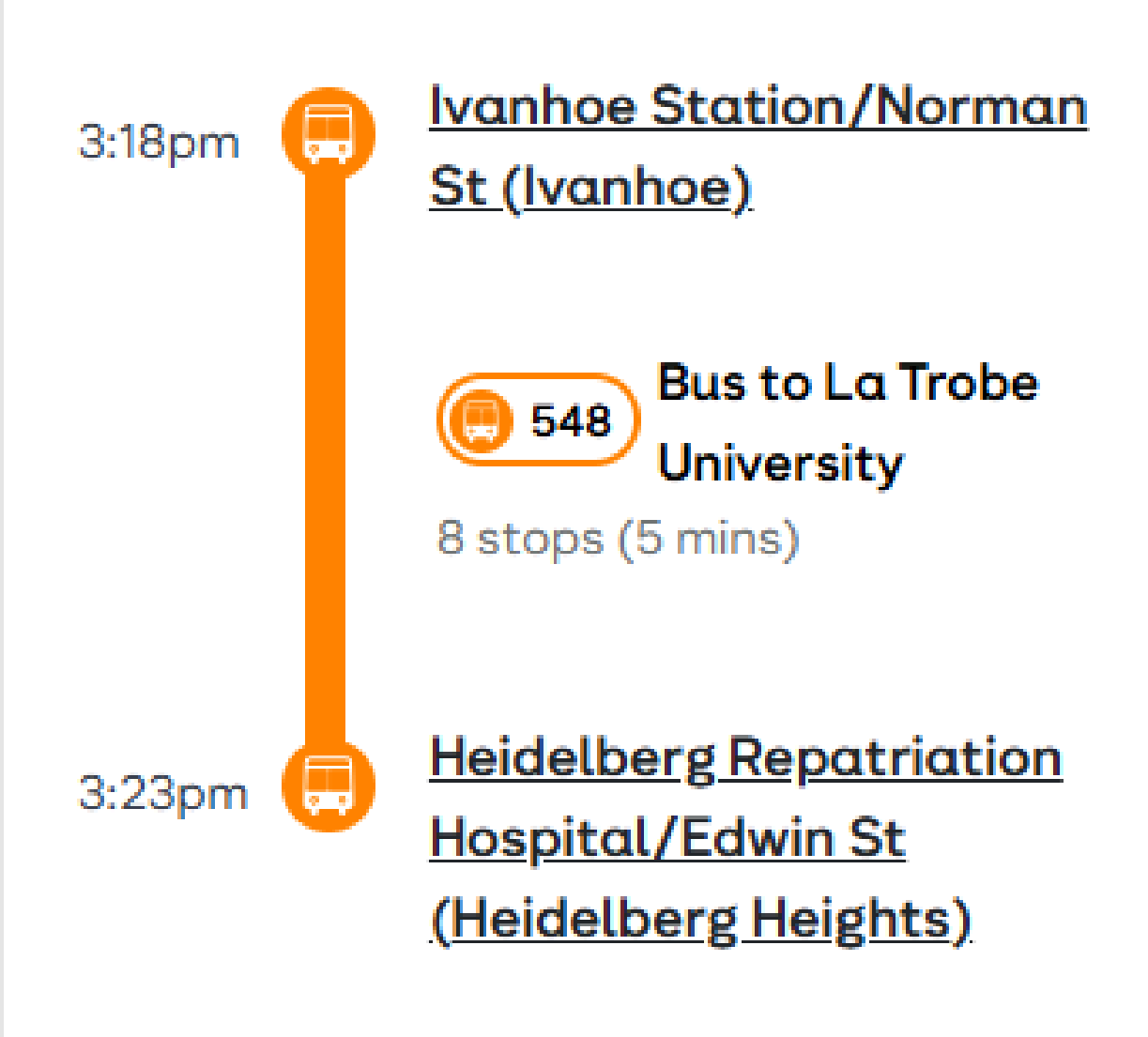
Visitors catching a Hurstbridge line train to Heidelberg station can catch the number **903 to Altona Station or 513 to Glenroy Station.**

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

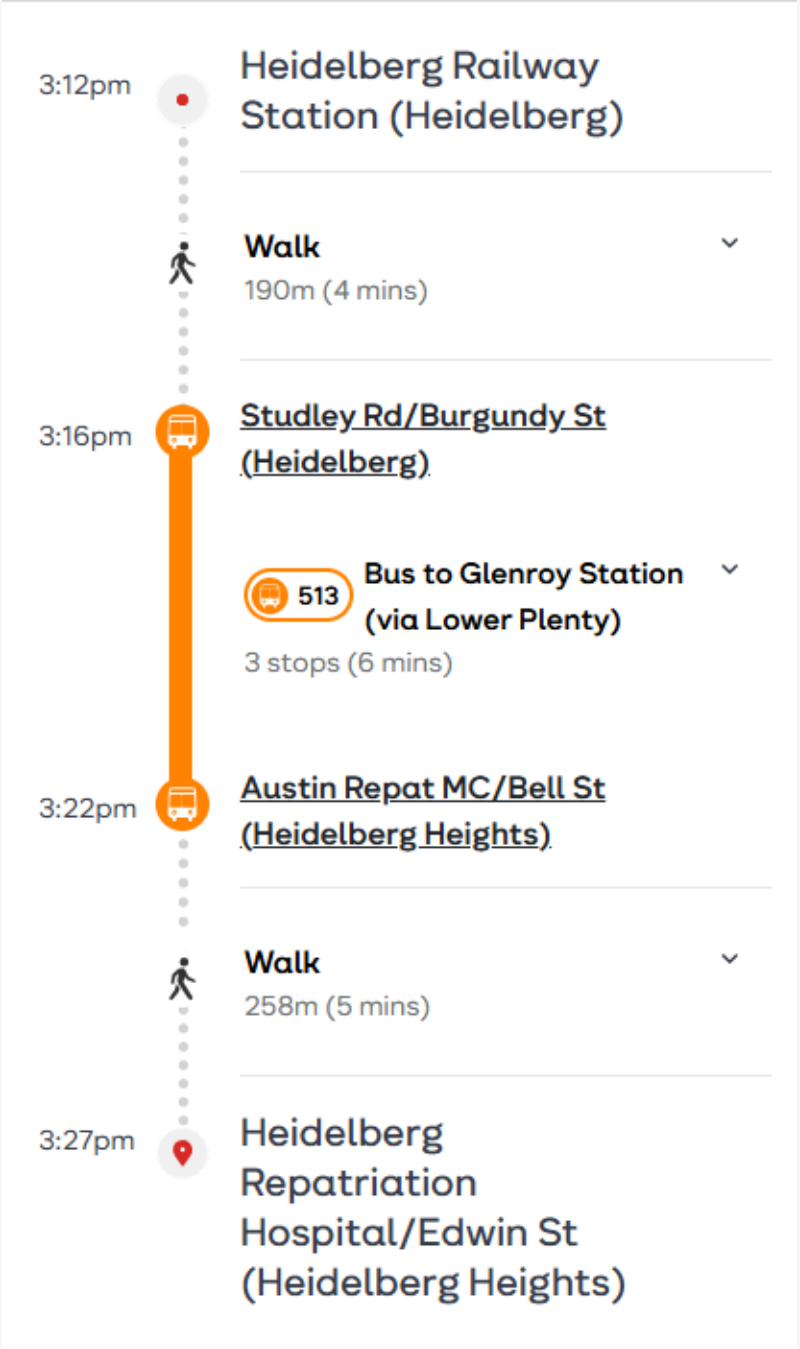


# GETTING TO HOPE OFFICES BY BUS AND TRAIN

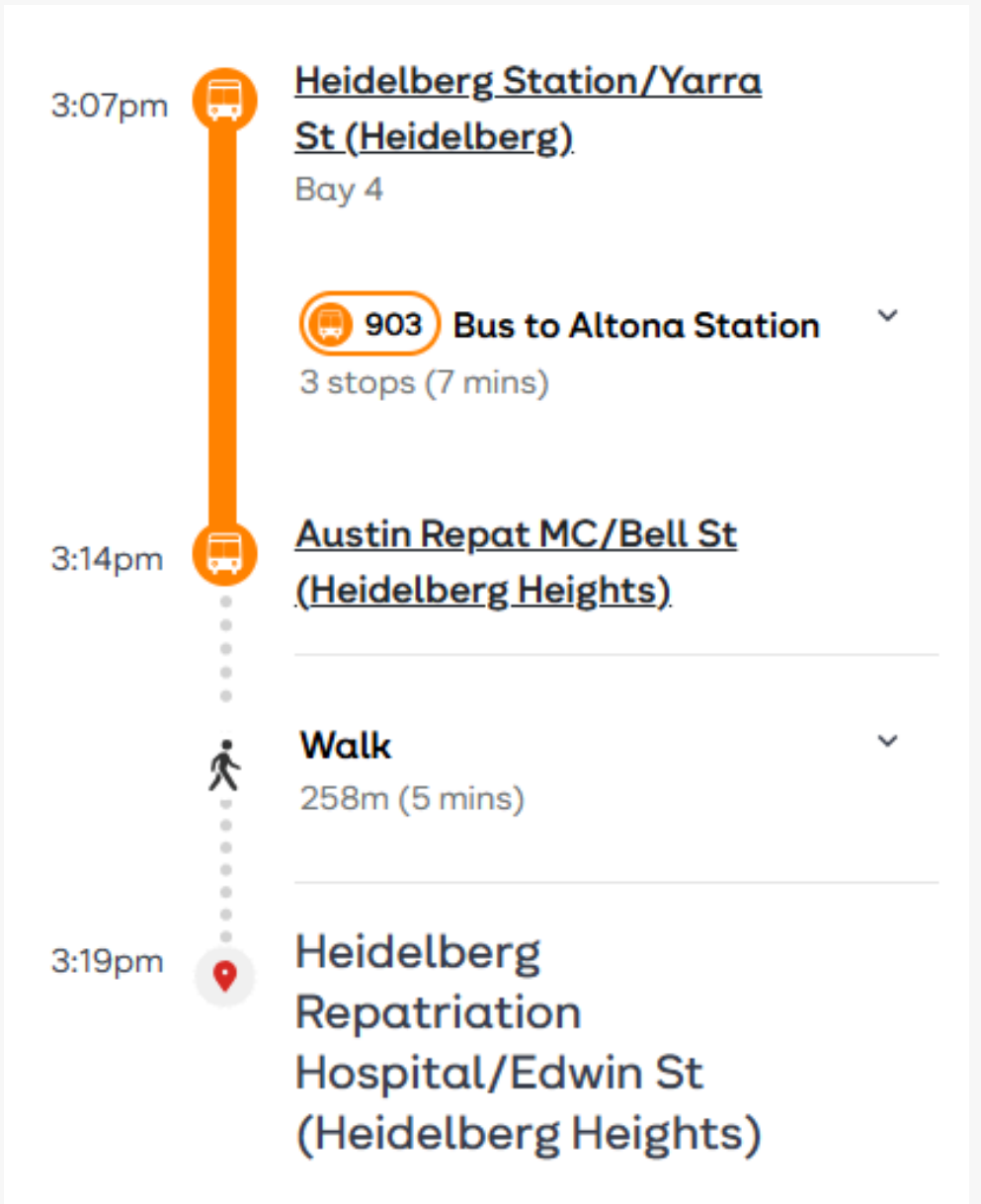
## From Ivanhoe Station



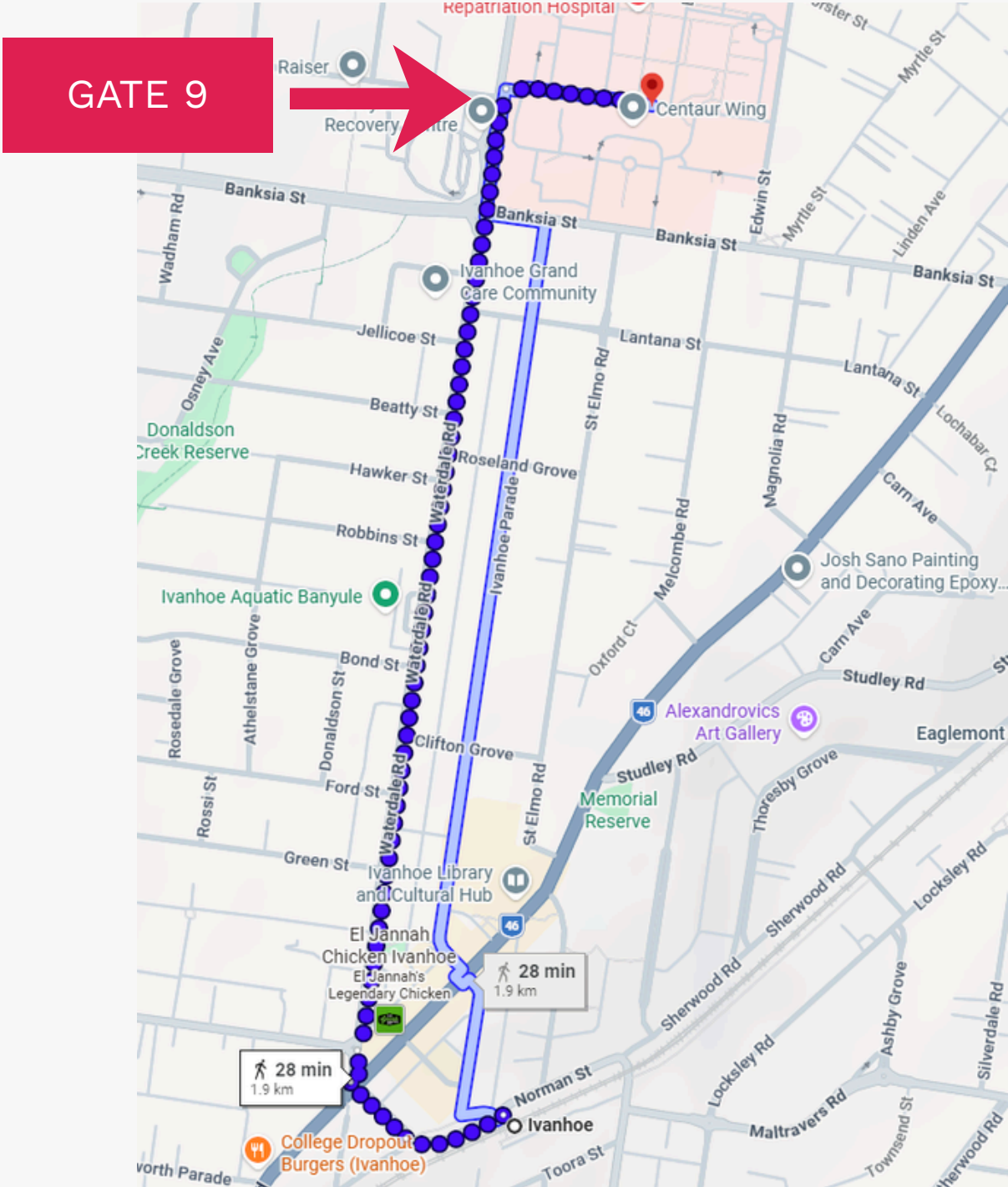
## From Heidelberg Station



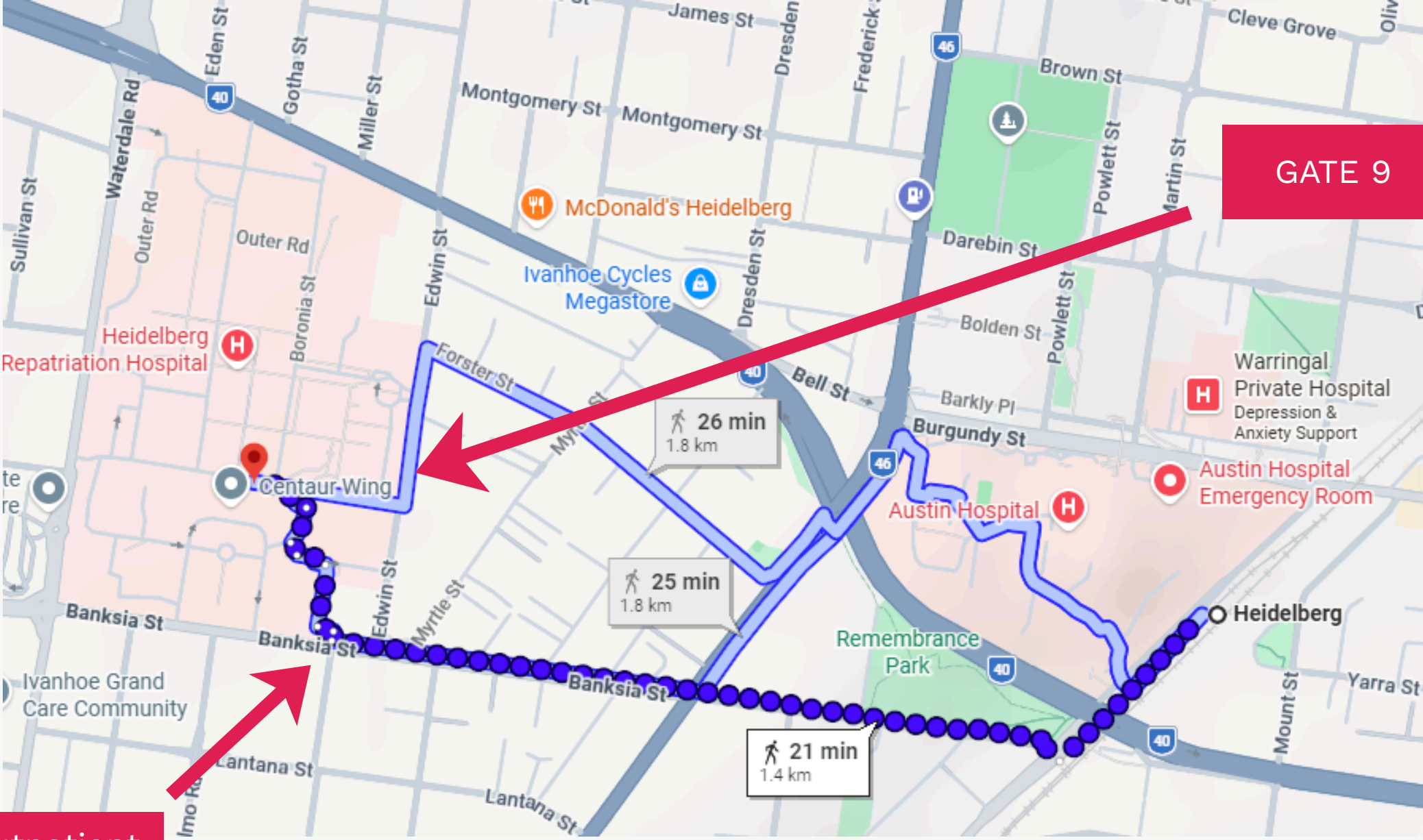
## From Heidelberg Station



# 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**



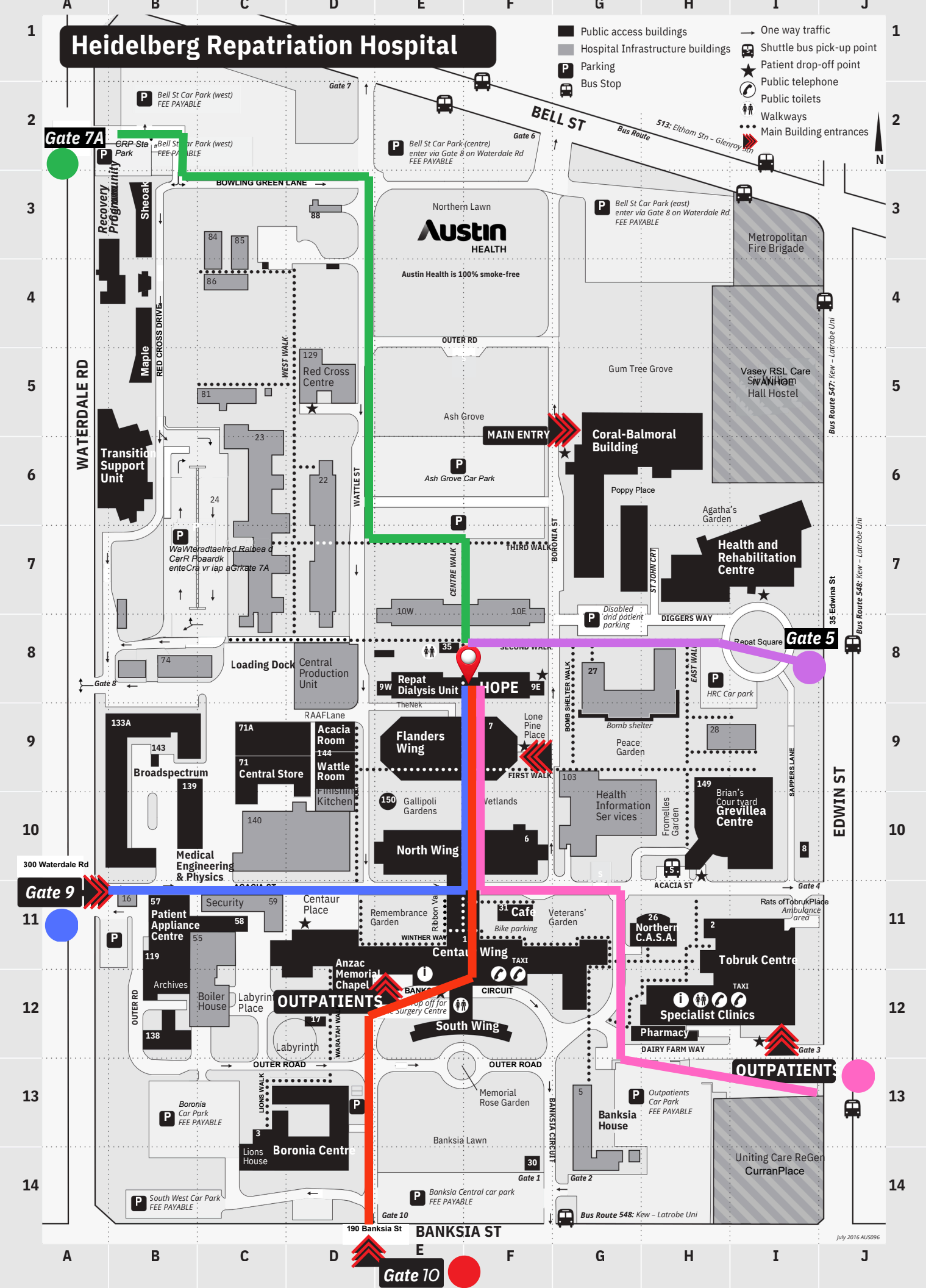
**Green** = entry from Waterdale Road GATE 7A

**Purple** = entry from Edwin Street GATE 5

**Pink** = entry from Edwin Street Outpatient Clinic

**Blue** = entry from Waterdale Road GATE 9

**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**

