

# Access Key

How to navigate Orygen Parkville



**Orygen  
Specialist  
Program**

**35 Poplar Road**

**Parkville Victoria 3052**

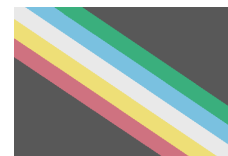
Phone: 03 9966 9100

[www.orygen.org.au](http://www.orygen.org.au)





Orygen is a **safe space** that **welcomes** and **supports** young people from **all** cultural and linguistic backgrounds, sexual and gender orientations, religions, disabilities, and life experiences.



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Orygen acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present.

Orygen recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

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**Access Key** – An accessibility guide that provides information on how to navigate the physical and sensory features of a venue. Access Keys are purposely designed and suitable for all people, disabled and non-disabled.

**AFFL** – Above Finished Floor Level

**TGSI** – Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are vision impaired. Often found on footpaths, stairs and train station platforms.

**In-document links** – click underlined text to follow links.

- This resource aims to provide all visitors of Orygen Parkville information on how to navigate the physical and sensory features of the site.
- We hope that the information and pictures in this resource will help you plan your visit and know what to expect when you arrive.
- The document is not intended to be read like a book, from front to back, but instead you can click on the [in-document links](#) on the contents page and skip to a preferred section.
- Where relevant, we have highlighted possible sensory experiences in different areas of Orygen, to enable you to make an informed decision about how and when you choose to interact with the space.
- To go back to the contents page, click  on the bottom left corner of each page.

# Location and Contact Information



## Location

Street Address:

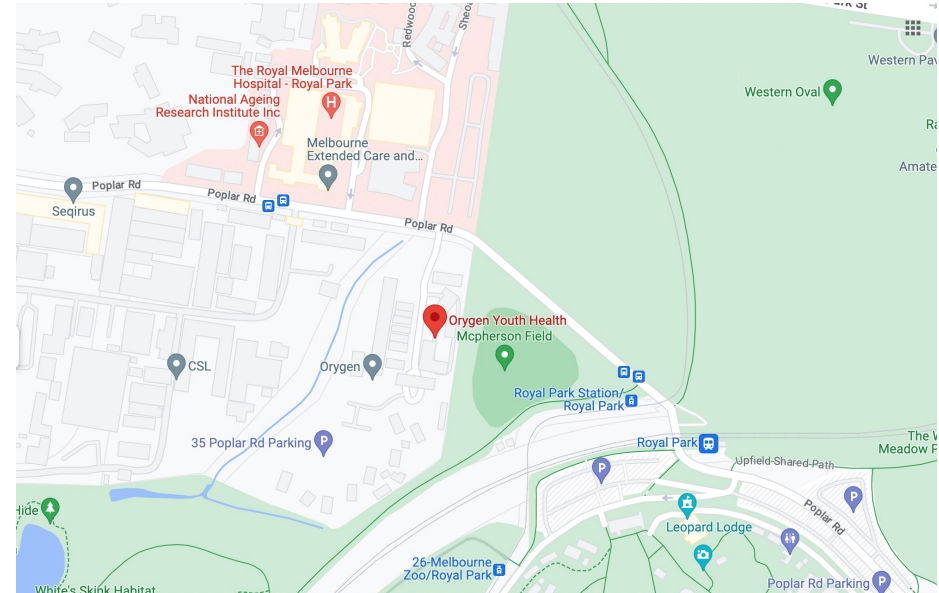
35 Poplar Road, Parkville VIC 3052

Postal Address:

Locked Bag 10, Parkville VIC 3052

The Parkville site is located next to the Melbourne Zoo, and opposite the Royal Melbourne Hospital.

Link to Google Maps reference [here](#).



## Contact

Phone: 03 9966 9100

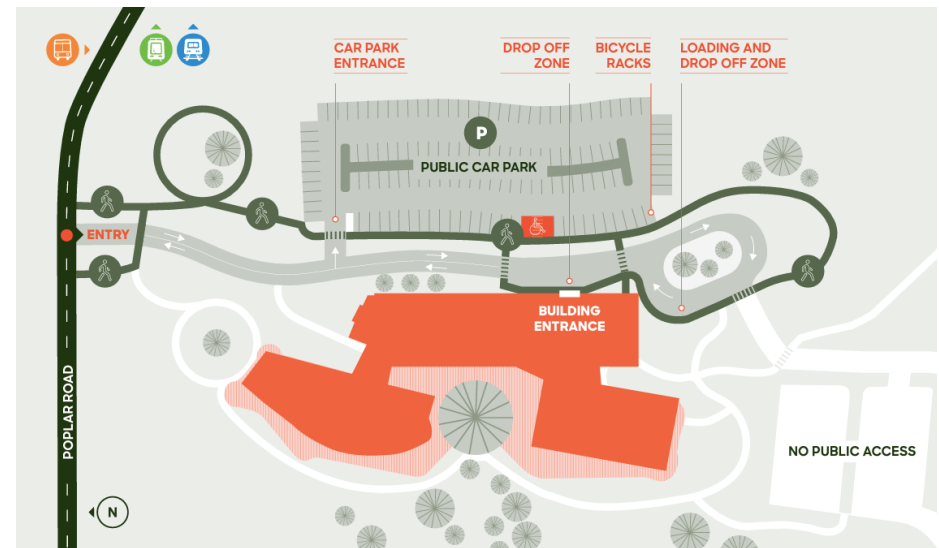
Email: [oyhreception@mh.org.au](mailto:oyhreception@mh.org.au)

Website: [www.orygen.org.au](http://www.orygen.org.au)

## Opening Hours

Monday - Friday: 9am-5pm

Saturday - Sunday: Closed.



# Travel by Car to Orygen Parkville



**On-site and off-site** car parking options available.

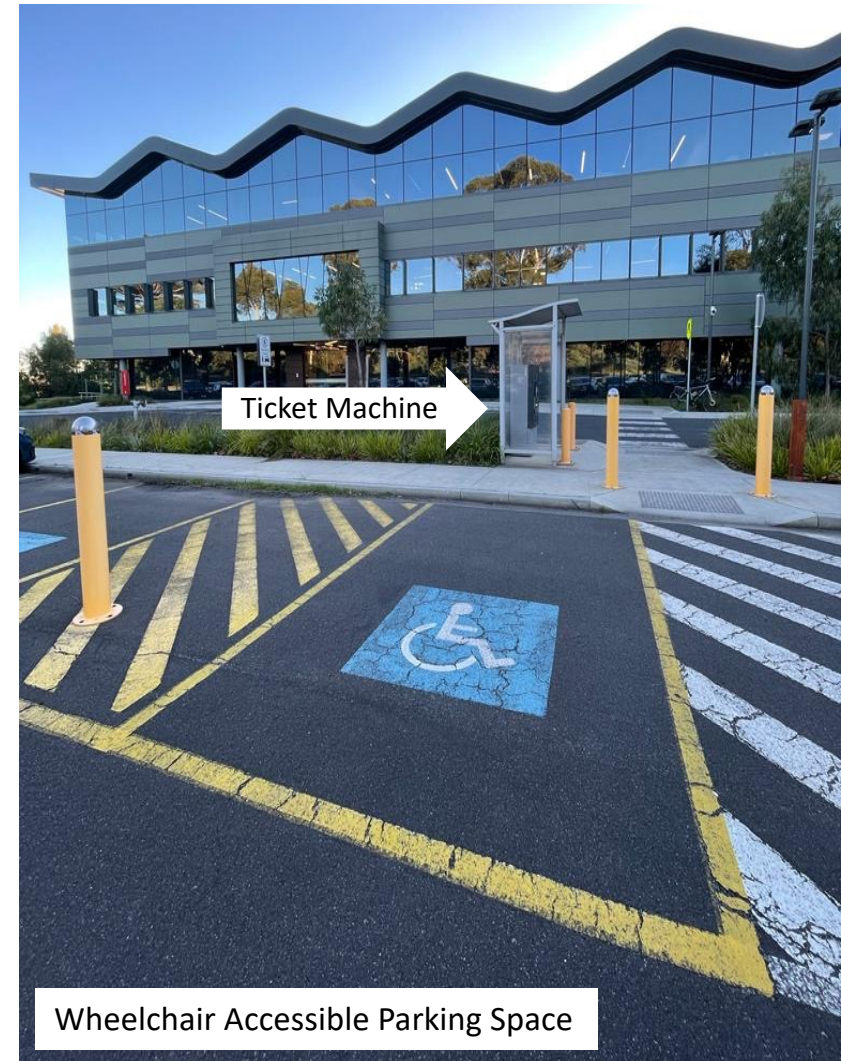
## Entry to on-site parking

- There is a boom gate on entry to the car park
  1. Press ticket button to get a ticket.
  2. Pay for ticket at the ticket machine at the end of your visit.
  3. Insert paid ticket at the boom gate to exit.
- There are two wheelchair accessible parking spaces located opposite the entrance.

## Parking Restrictions (Monday to Sunday)

- 0 – 30 minutes (Free)
- 30 minutes – 1 hour (\$3)
- 1 – 2 hours (\$6)
- 2 – 3 hours (\$9)
- 3 or more hours or lost ticket (\$12)

**More affordable parking option available near the zoo (see [page 8](#)).**



# Car Parking at Melbourne Zoo

The zoo carpark is located **opposite the Royal Park Station**

## Parking at Melbourne Zoo

- Parking fees are \$2 for a 5-hour ticket.
- You can pay using
  - EasyPark Application (Carpark code: 7000)
  - Ticket machine at carpark.

## Accessibility

- Parking is more affordable at the zoo.
- Melbourne Zoo carpark is a 7 minute walk away from Orygen Parkville.
- The pathway to Orygen is unsheltered.

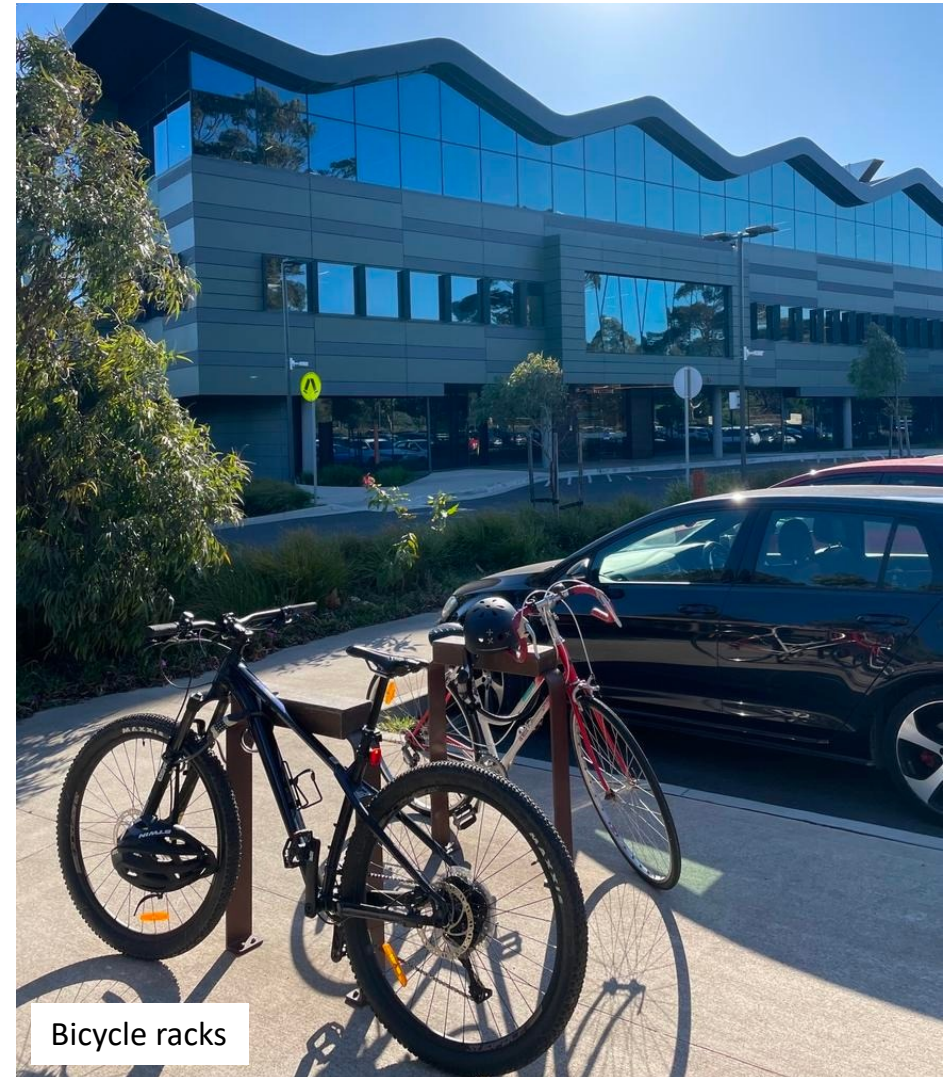


## Bicycle Accessibility

- There is a bicycle path connecting Royal Park Station to Orygen Parkville.
- Ride along the path, down Poplar Rd until you reach Orygen on your left.

## Bicycle racks

- There are two bicycle racks towards the left of the carpark (when you're facing the main Orygen building).
- Please bring your own bicycle locks and chains.
- The bicycle racks are unsheltered.
- Bicycle parking is free!



Bicycle racks

# Travel by Public Transport to Orygen



## Tram 58 - West Coburg-Toorak

- Get on/off at Royal Park Station (stop 27).
- The tram stop is a 7-minute walk to Orygen.
- Royal Park Stop #27 has an accessible ramp and TGSi.



## Train - Upfield Line

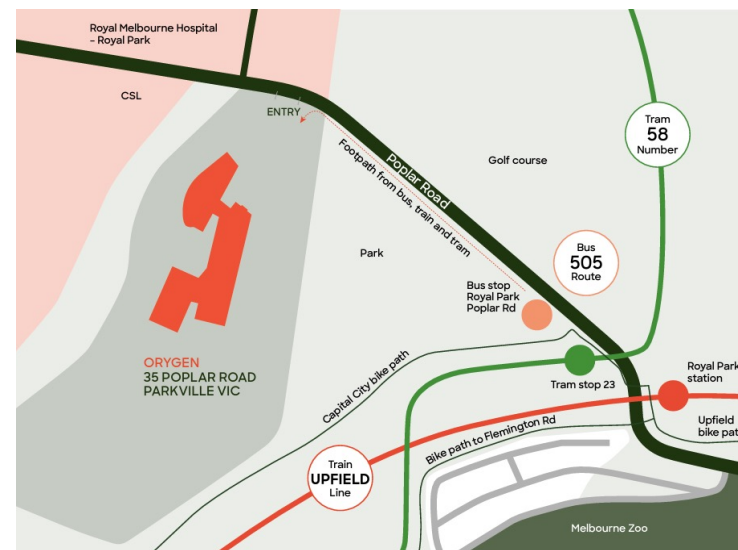
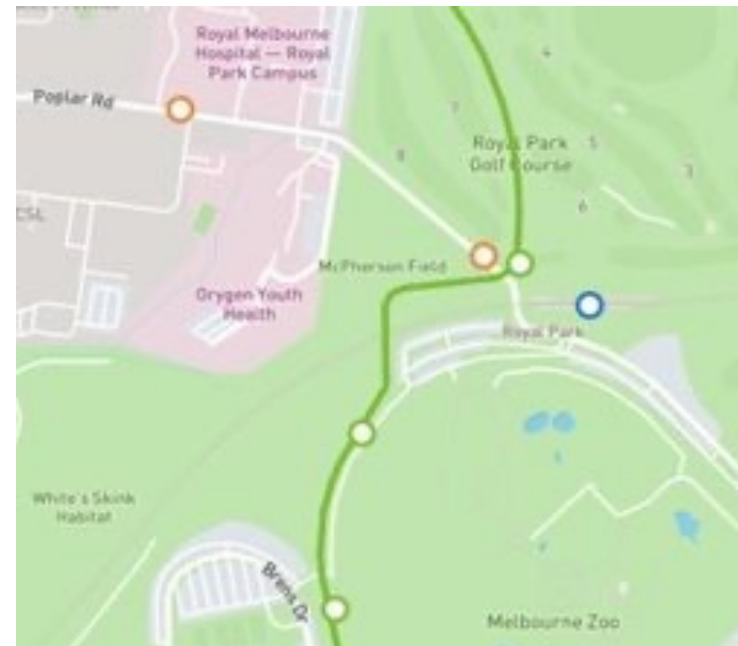
- Get on/off at Royal Park Station (Melbourne Zoo).
- Orygen is a short 200m walk down the hill (away from the zoo).



## Bus - Route 505

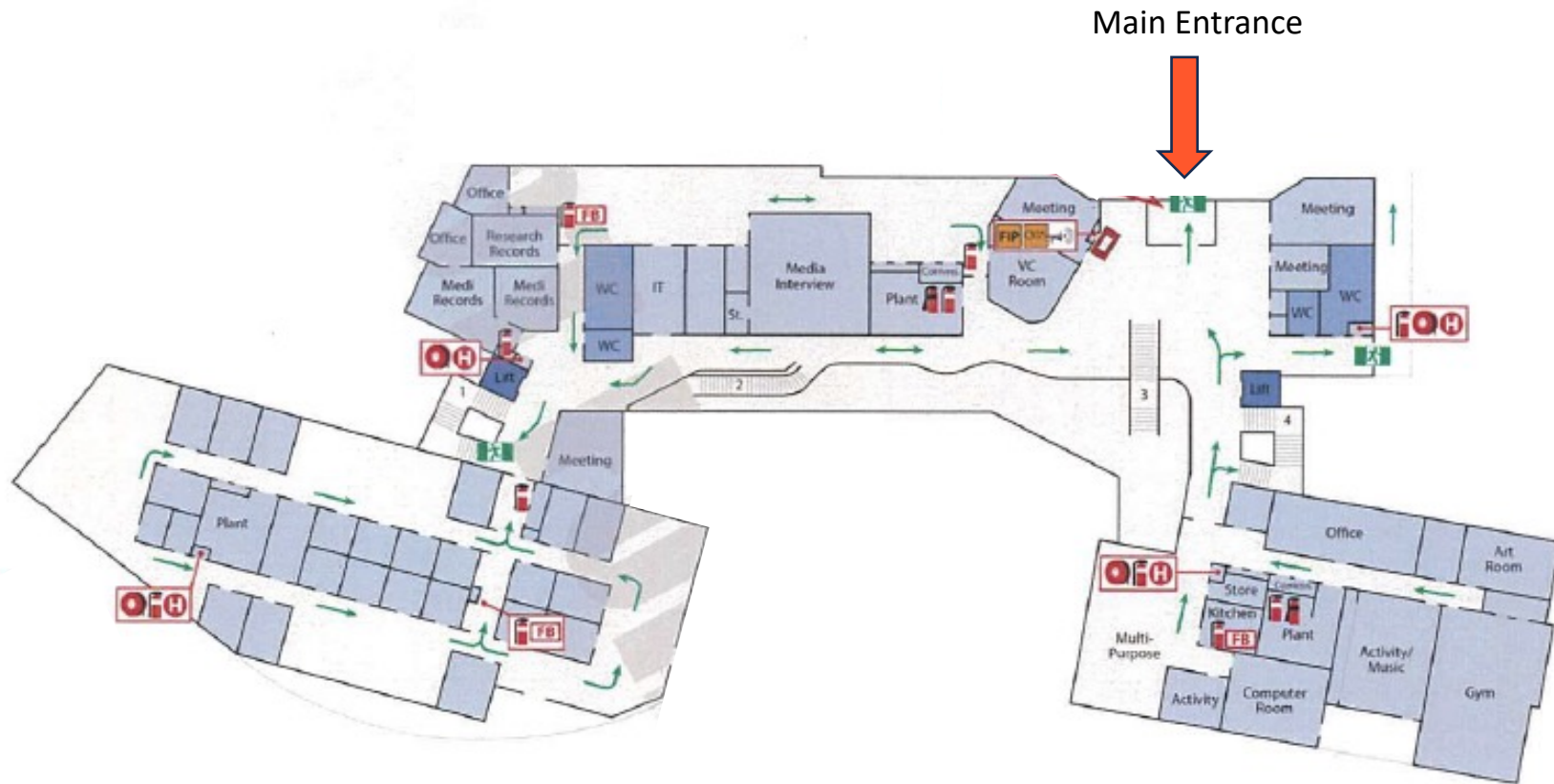
- The nearest bus stops to Orygen are called:
  - Royal Park Station/Poplar Rd
  - Royal Melbourne Hospital/Royal Pde
- Bus travels between Moonee Ponds Bus Interchange and Royal Pde Melbourne University via Parkville Gardens.
- Orygen is a short 200m walk from each bus stop.

For further travel info visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or download the PTV app.



# Map: Ground Level

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# Map: Lower Ground Level

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## Your wellbeing matters to us

- Orygen welcomes guide dogs and therapy animals indoors.
- Feel free to bring along a fidget or any other sensory item that helps you feel at ease.
- You're welcome to have a support person accompany you during your visit.

## What if English is my second language?

- Orygen services are provided in English. Interpreters can be arranged in advance.
- For more information contact your case manager or visit [Embrace Multicultural Mental Health](#).

**If you would like further information to help plan for your visit to Orygen, please don't hesitate to contact your case manager.**



View of main staircase from Café area

# Entrance to Orygen Parkville

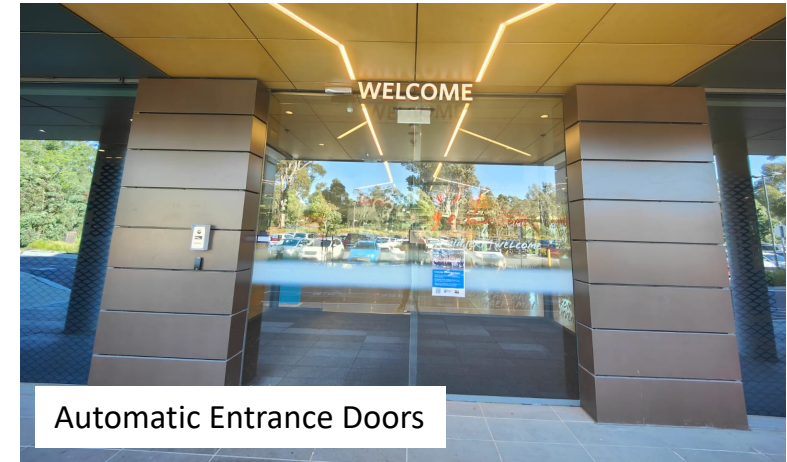


The main entrance to Orygen is **located opposite the carpark**.

To access to the main building, you enter through the two sets of automatic sliding glass doors.

## Accessibility

- The pathway from the carpark to the entrance doors is wide and level, with TGSi marking where the road is.
  - There is a sheltered car drop-off zone at the entrance.
  - The drop-off zone has a curb between the road and pavement.
- Curb-less access can be found at the zebra crossings on either side of the drop-off zone.



## Sensory considerations



- Reflection off glass windows and doors
- Vehicles and people coming and going
- Doors automatically opening and closing

# Reception: Ground Level



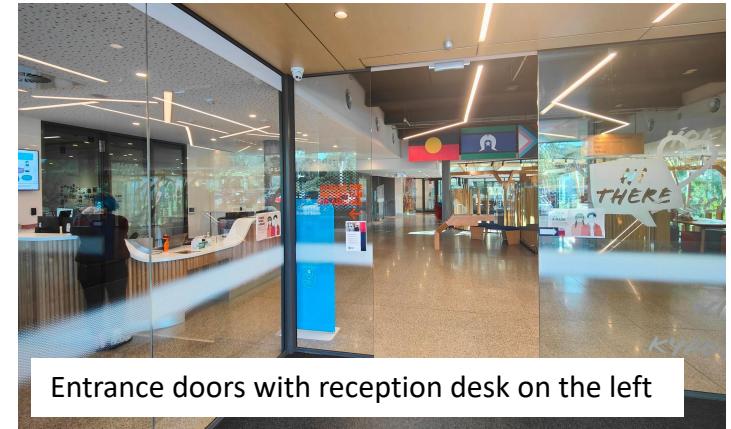
Reception is located on the **left side** of the entrance.

## What to do at reception

1. Staff will greet you and ask for:
  - Your name
  - Your case manager's name
2. You can wait in different waiting areas (see pages 16 and 17).  
Tell reception staff where you would like to wait.
3. Your case manager will come and collect you.

## Accessibility

- The height of the reception counter is 900mm above floor level.
- Staff are happy to assist with any questions you may have.
- If you prefer, you can write your details on paper and pass it to the staff, instead of talking to them.
- Disposable masks and hand sanitizer are freely available.



Entrance doors with reception desk on the left



Reception desk

## Sensory considerations



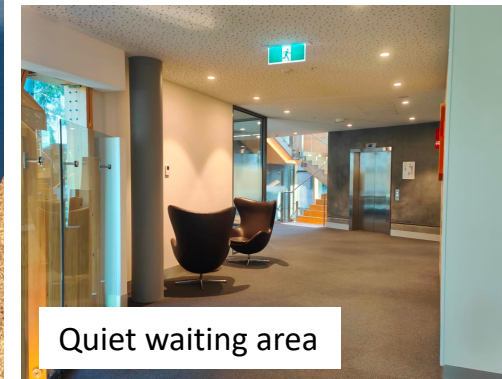
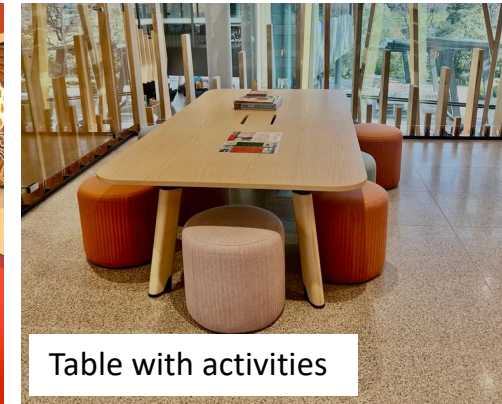
- Fluorescent lighting
- Can be very open, echoey and busy at times
- Ask reception if you need any sensory tools

# Waiting Areas: Ground Level

When you enter Orygen, the main waiting areas are located **on the right, opposite reception**.

## What to do in the waiting areas

- You can choose from a variety of seating options.
- Help yourself to the freely available pamphlets.
- There is a table with activities (e.g. puzzles, jigsaws) to do while you wait for your case manager. Please leave activities on the table when you're finished with them.
- There is a more private and quiet waiting area down the corridor, to the right of the entrance doors.
- You may also choose to wait on the Lower Ground level (refer to [page 17](#)).



## Sensory considerations



- Combination of fluorescent and natural light
- May get noisy with people talking
- Area is wide and open

# Waiting Areas: Lower Ground Level

The lower ground level is accessible by **elevators** or **stairs**.

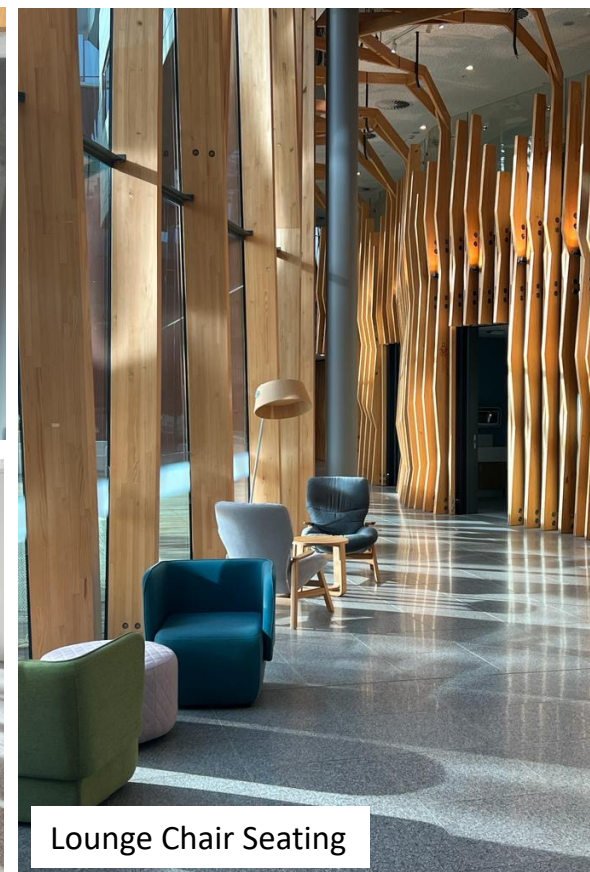
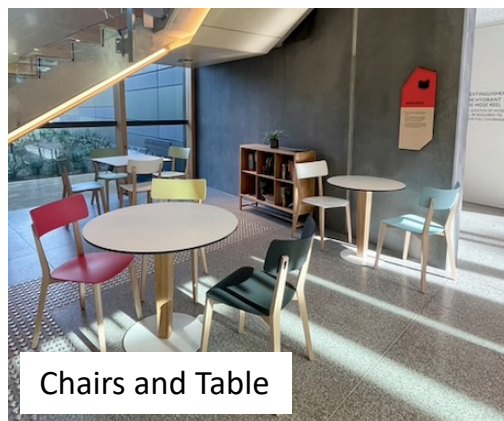
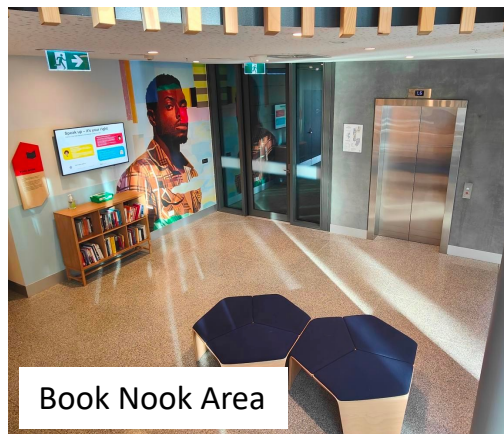
## What to do in the waiting areas

- Let reception staff know you would like to wait on the lower ground level.
- You can choose from a variety of seating options (chairs with back rests, lounge chairs, stools, couches).
- You can read the books on the shelves in the Book Nooks

## Busy times

There can be more staff and visitors between:

- 8.30am to 10am
- 11:30am to 2pm



## Sensory considerations



- A lot of natural light.
- Increased noise levels during busy periods.
- Smell of coffee and food from the Café.

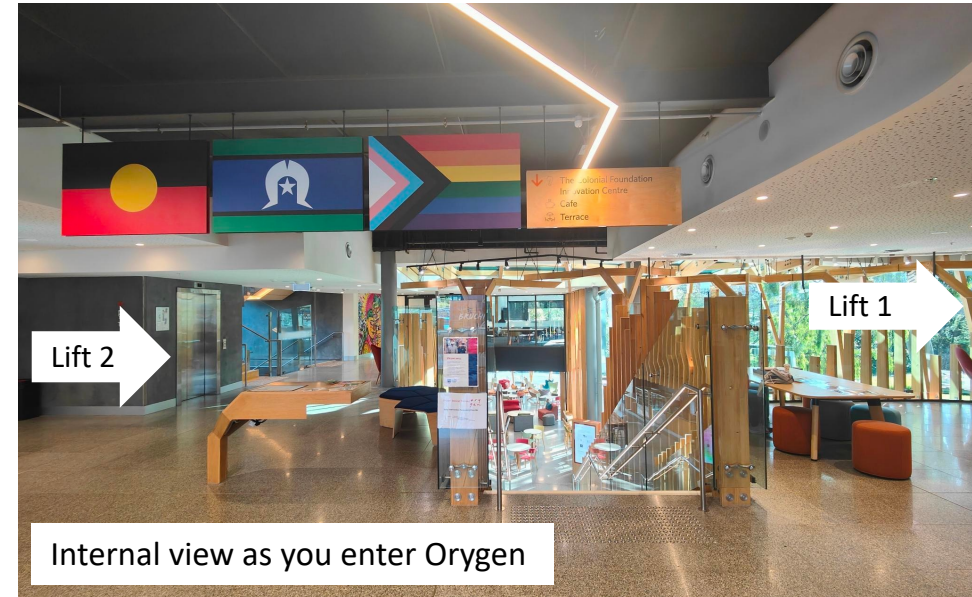
The nearest elevator (Lift 2) is located past the reception desk **on your left**.

## About the elevators

- There are two elevators available for use by all.
- You can take the elevators to all levels of the building.
- The alternate elevator (Lift 1) is located **to the right** of the entrance doors, at the end of the corridor. It is approx. 80m away from the main reception area.

## Accessibility

- Symbols and letters on the elevator buttons are in raised tactile lettering and braille.
- Both lifts have a door width of 990mm.



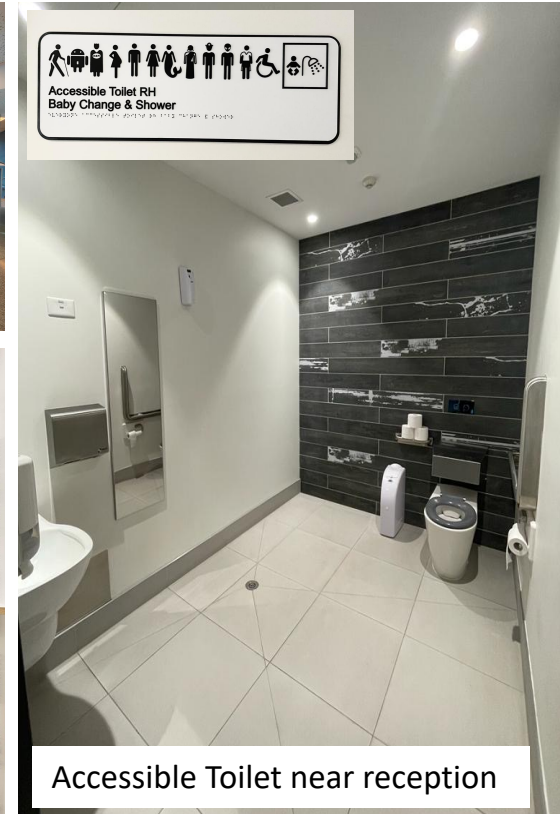
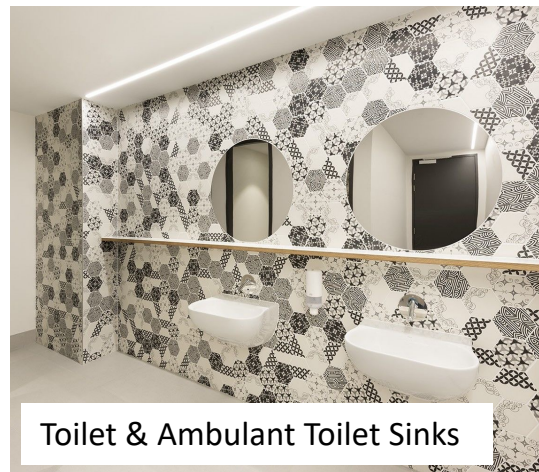
The nearest toilets are located **past the reception desk, on the left.**

## What toilets are available

- All toilets are gender-neutral.
- There are individual, lockable cubicles in the standard and ambulant toilets.
- Ambulant toilets have grab rails on either side and additional circulation space in front of the toilet.

## Accessible toilets

- Facilities include a sink, automatic tap, mirror, automatic hand dryer, soap dispenser, hand railing next to the toilet and sensor lighting.
- Important measurements:
  - Hinge door with lock, clearance width 900mm.
  - Sink knee clearance 620mm from the ground.
  - Toilet roll holder 580mm from the ground.



## Sensory considerations



- Sounds of toilet flushing and automatic hand dryers can be loud.
- Smell of cleaning products and/or air freshener.

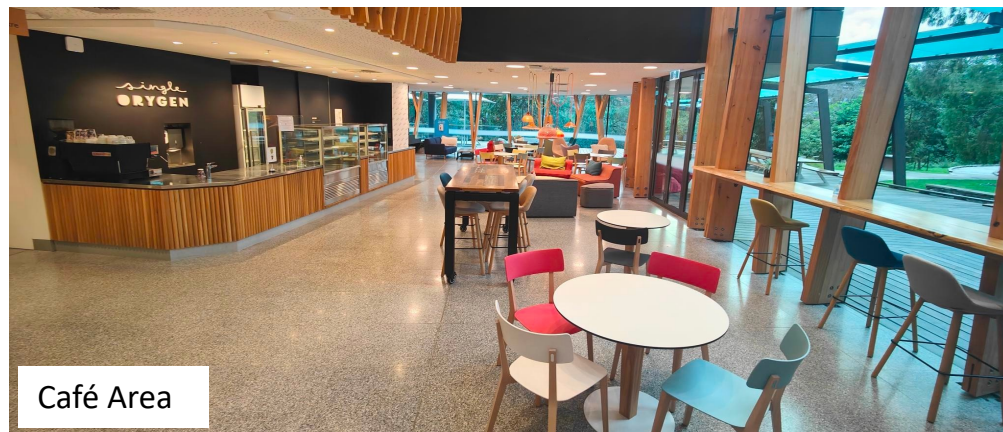
# Café: Lower Ground Level

Café is located on the **Lower Ground level**, directly in front of the main set of stairs.

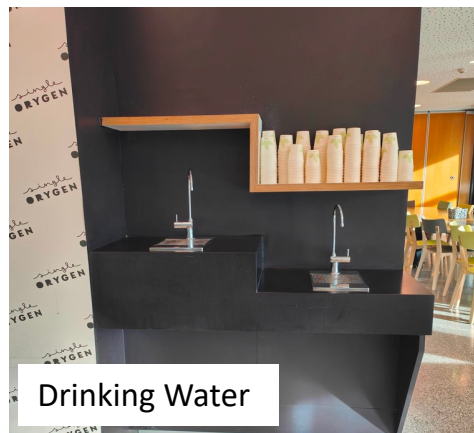
- Opening hours are Monday to Friday, 8.30am to 2:00pm.
- Café serves only hot beverages. There is no food available.
- You can help yourself to drinking water anytime.
- Different seating options are available for your comfort, including chairs with backrests, lounge chairs with armrests, stools and couches.

## Accessibility

- Has sufficient circulation space for wheelchair accessibility.
- Busy periods during:
  - 8am to 10am
  - 11.30am to 2pm
- There is food available from nearby café, outside Orygen
  - Poplars by Zouki. Open from 7:00am - 4:00pm, Monday – Friday.
  - Located about 150m to the left as you exit Orygen and cross over Poplar Rd into The Royal Melbourne Hospital.



Café Area



Drinking Water



The Couches

## Sensory considerations



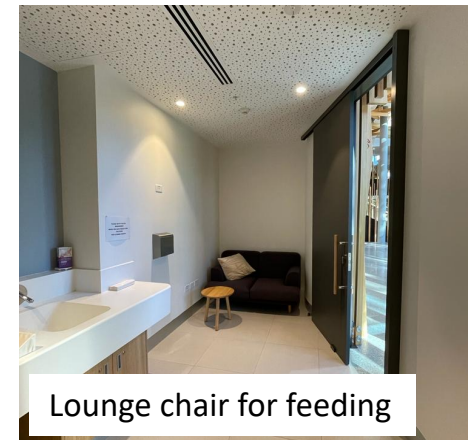
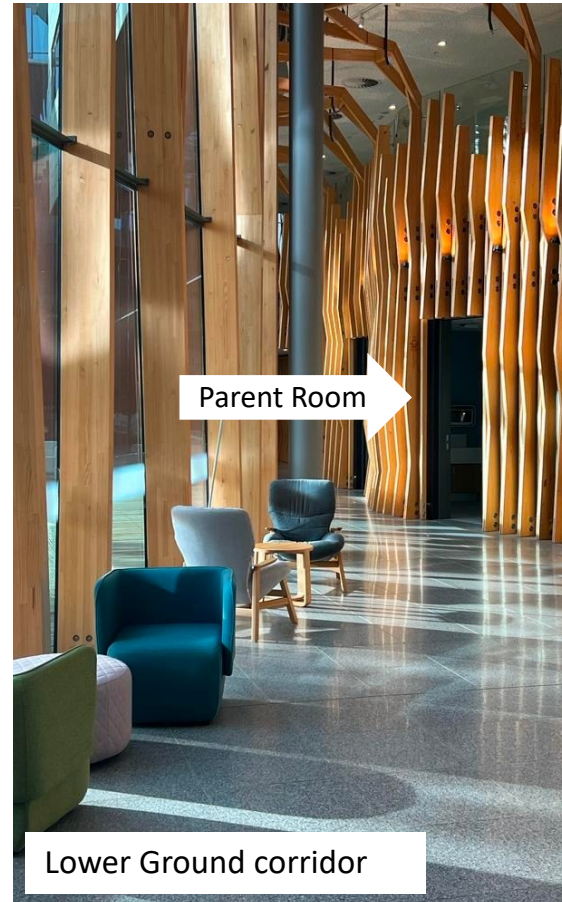
- You may smell various foods, coffee and people's perfume, particularly during the lunch period (11:30am – 2pm).
- Noise levels escalate during the lunch period.

# Parent Room: Lower Ground Level

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The parent room is located on the **Lower Ground Level** along the corridor.

- The parent room has sliding door access and can be locked from the inside with a metal latch.
- The facilities include:
  - Two-seater lounge chair
  - Change table
  - Nappy disposal unit
  - Microwave
  - Power points
  - Sink



## Sensory considerations



- Quiet area
- Soft artificial lighting

# Reflection Room: Lower Ground Level

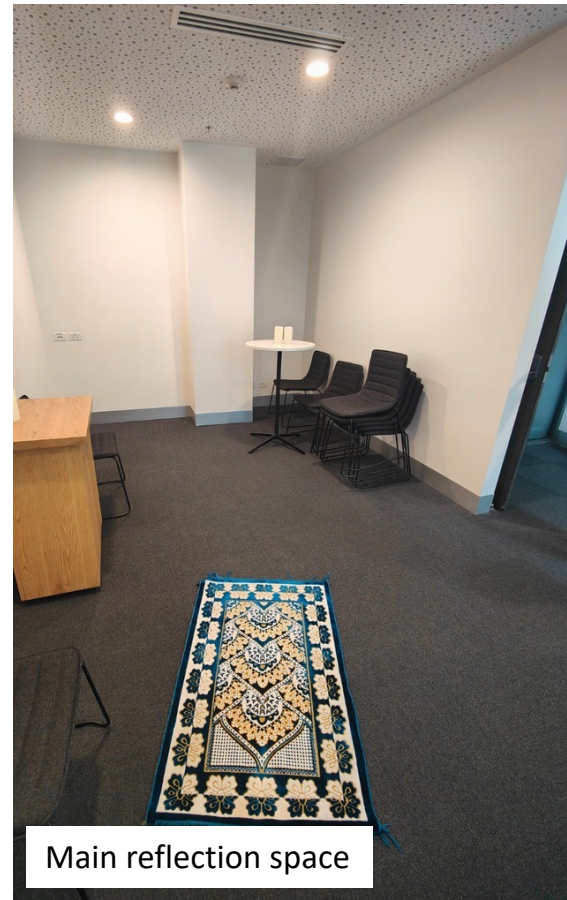
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The Reflection Room, is located on **the Lower Ground level along the corridor.**

- A calm and private space available for all visitors to pray, reflect, meditate or simply take some time for yourself.
- Equipped with carpeted floor, prayer rug, wooden bench and chairs.
- There are also two foot-washing stations (Wudu).

## Additional Information

- Hinge door entrance to the reflection room space.
- The space is unlocked at all times.
- The main prayer area is an open space with no doors.



## Sensory considerations

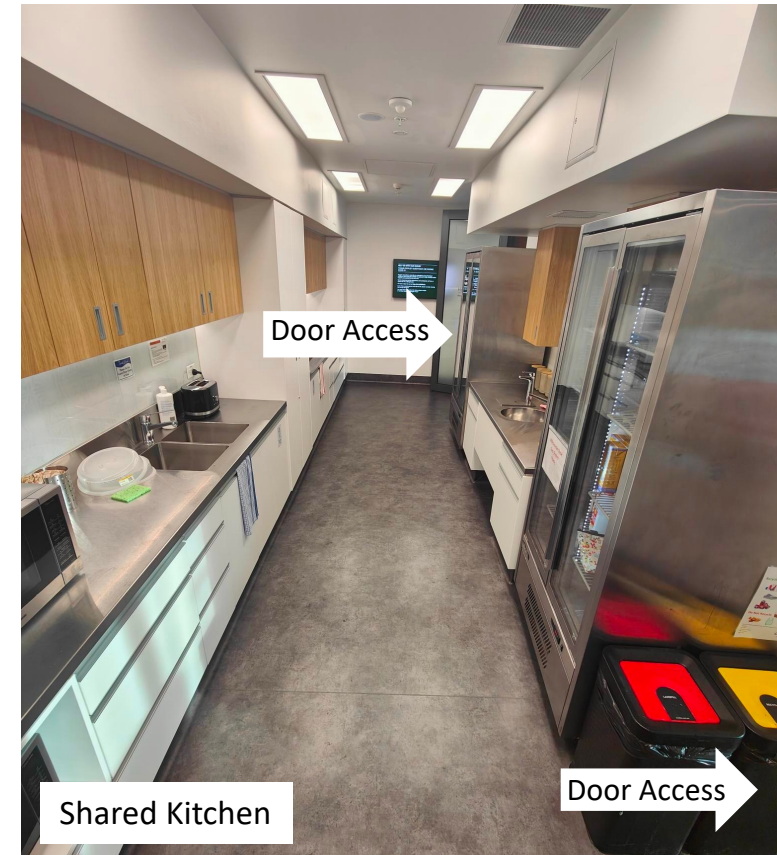


- Quiet area
- There may be people using the space throughout the day

# Shared Kitchen: Lower Ground Level

Located **inside the Café area, past the counter, on your left.**

- Open to all staff and visitors.
- Appliances available for use:
  - Microwaves
  - Sandwich press
  - Toasters
- Environmentally friendly disposable cutlery is freely available.
- You can store your labelled food in the communal fridges.
  - Labels are not provided so please label your food beforehand.
- The shared kitchen can become crowded during the busy lunch period (11:30am – 2:00pm).
- There is hinge door access at both ends of the shared kitchen, both with a door width of 920mm.



## Sensory considerations



- Mix of different food smells
- Sounds of kitchen equipment in use
- Florescent lighting with reflective metallic countertop surfaces

# Outdoor Areas: Lower Ground Level

You can get to the outdoor area **through the café doors** or the **level-access door near Lift 1 on LG level**.

- Orygen Parkville is surrounded by natural bushland and landscaped areas for visitors and staff to enjoy.
- Variety of outdoor furniture including tables, benches, beanbags, and chairs with back support.
- Sunny and shady seating options available.
- Free self-service sunscreen is available in the café, or you can ask the reception staff.

## Accessibility Information

- For a level access to the outdoor area, take Lift 1 to LG level and go through the hinge-door to the right of the elevator.
- There is a level pathway that winds through the outdoor area and connects to the main building.



Level Access to outdoors on LG



Outdoor landscape



Outdoor Seating Area

## Sensory considerations



- Big open space that's quiet and scenic
- Smell of grass, native bushland and fresh air
- You might hear animals from the nearby Zoo!

# Consulting Rooms: Lower Ground Level



Your **case manager will lead you** to the consulting rooms during your appointment.

- The rooms are designed to be comfortable and private with the following features:
  - Soft lighting and neutral tones
  - At least one window providing natural light and views to the outside parkland
  - Various furniture types such as couches and chairs
  - Circulation space for wheelchairs / mobility aids
- Communication aids are available to help express yourself when talking feels tricky.
- If you have a favourite fidget device, you're welcome to bring it along or you can request sensory items from your case manager.
- Water, coffee, tea and biscuits are available during your appointment.



## Sensory considerations



- Adjustable blinds and dimmable lighting
- You can ask your case manager to have outdoor or walking appointments

If you would like to learn more about any of these groups, please **speak with your case manager.**

Orygen Parkville runs several group programmes and initiatives through its Psychosocial Program:

- Fitness Fridays
- Boxing
- PALS (Psychosis and Life Skills)
- Relate
- Cool It!
- Zoo Walk
- Art Therapy (Digital Studio and Face to Face)
- Text-message Tips
- Travancore
- EIPSR
- Psychosocial Introduction Sessions for Staff and Students



Located in the **Peter Smedley Meeting Room,**  
**opposite the reception desk.**

- The Orygen Assist “Pop-up” has a small amount of essential supplies (clothes and food items) available to young people and their families, ensuring dignity with judgement free access.
- Orygen Assist is supported by Food Bank, Pinchapoo and Thread Together.
- Please speak with reception staff or your case manager for further information.

## CONNECTING YOUNG PEOPLE AND THEIR FAMILIES TO ESSENTIALS



### Sensory considerations

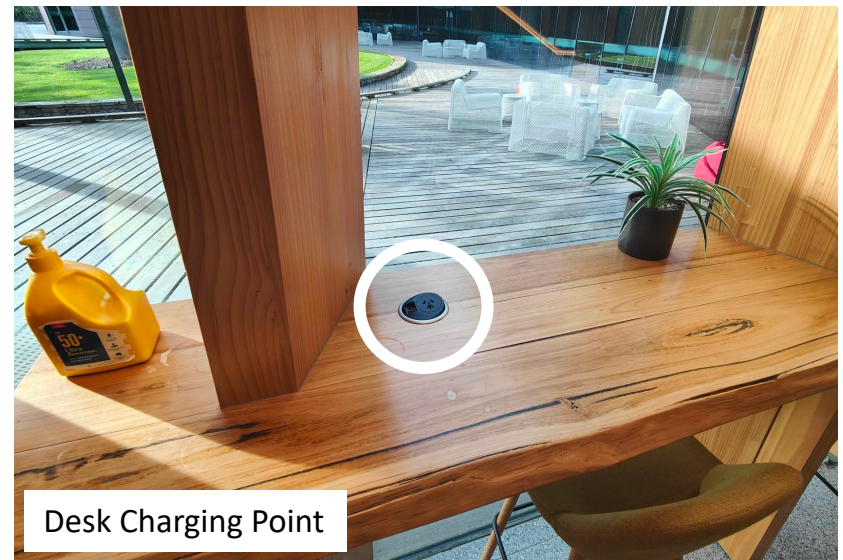


- We aim to keep the room organised, however it may feel cluttered and cramped depending on the amount of donations.

# Access to Internet and Charging Points

Free WiFi and charging points available around the site.

- You can access the Internet on your mobile phones or laptops through “**Orygen Guest WiFi**”.
  - No sign-up or log-in needed
- There are multiple charging points available in the Café and various waiting areas.
- You may find them on the walls, ground or desks.
- They may appear to be white or black in colour.



# Summary of Accessibility Features



## General

- Step-free access.
- Clear paved pathways indoors and outdoors around the building, all with ramp or elevator level-access.
- Wide internal and external walkways.
- Free Wifi.
- Wayfinding signage around the building.
- Ample circulation space for wheelchair accessibility in public areas.
- Space for wheelchair users to sit with friends.
- Guide and therapy animals welcome indoors.
- Reception staff will happily provide a pen and paper to communicate written information.
- Quiet waiting areas are available and reception staff can point them out.

## Carpark and Entrance

- Carpark with pedestrian crossing and ramps with TGSi.
- Two sets of automatic glass entrance doors, opening laterally with a clearance of \_\_mm.
- Ticket machine buttons are \_\_mm AFFL.

## Reception and Waiting Areas

- Reception counter is 900 mm AFFL.

## Toilets

- Sink height is 830mm AFFL with knee clearance 620mm AFFL.
- The doorway to every accessible bathroom is 920mm wide.
- All toilets have automatic taps and hand driers.

## Café and Shared Kitchen

- Height of service counter at Café is \_\_mm AFFL.
- Tables with height of 750mm AFFL and knee clearance of 730mm AFFL.
- There is a level-access door to get to the outdoor area located on the lower ground level, on the right as you exit Lift 1.

## Consultation Rooms

- Each consult room has a standard door width of 920mm

## Elevators

- Lift internal button height of \_\_mm AFFL.
- Lift 1 and Lift 2 have door widths of 990mm.