




# Access Key: Bairnsdale

 **Gippsland Lakes Complete Health, Bairnsdale**  
281 Main Street (corner of McCulloch Street), Bairnsdale

## What is the space?

A large building that has community health and wellbeing services such as allied health, aged care, family, youth and children's services, counselling, and many more. A full list of services is on [our website](#)

## How do you get there?

The entrance to Reception is on McCulloch Street.



**By foot:** there are footpaths to the site on Main Street and McCulloch Street.



**By car:** there is parallel parking on Main Street and McCulloch Street. There is an allocated disabled parking space outside the Reception entry point on McCulloch Street.



**By taxi:** there is a drop-off bay near the Reception entry point in McCulloch Street.



**By public transport:** closest stop: Bairnsdale Railway Station, Macleod Street, Bairnsdale.

[Public Transport Victoria link](#)

[VLine timetable – to Bairnsdale from the West](#)

[Vline timetable – to Bairnsdale from the East](#)



## Other

- The entrance to Reception has a ramp with rails on one side, and steps with rails on the other. There are automatic doors.
- There is space to park electric scooters outside the Reception entry point.
- There is a bike rack and a park bench outside the entrance.

## What is the environment like?

- When you enter reception through the automatic doors, there is a reception desk with staff to greet you.
- There is a large room with seating on the right and the left.
- The floor surface is carpet.
- On the right there are chairs, a fenced children's play area with toys and books and a TV screen that shows messages (no sound).
- On the left there are chairs (some with armrests), a nook with a bean bag and books and a TV screen that shows messages (no sound). There is one chair that has acoustic and sensory properties, that may provide comfort to people with neurodiversity or anxiety.
- There are plants in various locations around the reception area.
- Inside the building there is heating and cooling and the temperature is maintained at a comfortable level.
- We have many people visit our facility each day for appointments and activities.
- There will be other people, including children, in the waiting areas. People may be talking in the waiting area.
- There are powerpoints for charging devices.

## How do you navigate the space?

- The reception area has a unisex accessible toilet (LH) with a fold-down baby change table.
- There is another unisex accessible toilet (RH) without a baby change table behind the reception area. Please ask staff for directions.
- There is a breastfeeding room with chair, fridge, baby change table and children's books. Please ask staff for directions.
- There are feedback forms if you would like to provide feedback.

## What barriers are there?

- The width of the ramp/stairs to Reception, and the airlock with automatic doors, requires some care if you have a pram or mobility aid. Please ask staff if you require assistance.
- We do not have a dedicated prayer room, but please ask at Reception if you require a private space.

## Other information



Monday to Friday: 8.30am – 5.00pm



(03) 5155 8300



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