

Access Key: Lakes Entrance

Gippsland Lakes Complete Health, Lakes Entrance
18-28 Jemmeson Street Lakes Entrance

What is the space?

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

There are two Reception points to enter the building: Main Reception (for most services) and Allied Health Reception. You can enter from either Reception point.

How do you get there?

By foot: there are footpaths to the site on Jemmeson Street and Heatherlea Grove.

By car:

- There is an off-street carpark. You can enter the carpark via Jemmeson Street or Heatherlea Grove.
- There are 4 disability parking spaces outside the Main Reception door and 2 disability parking spaces across from the Allied Health Reception entry point.
- There is a drop-off bay outside the Allied Health Reception point.
- There is also on-street parking in Jemmeson Street.

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By taxi: there is a drop-off bay outside the Allied Health Reception point.

By public transport: closest stop: Bus 2, 16 Jemmeson Street (20m to 18-28 Jemmeson Street)

Online bus timetable

Other

- There are ramps, rails and footpaths from the drop-off bay outside the Allied Health Reception point to both Reception entry points.
- Both Reception points have automatic doors.
- There is space to park electric scooters at both Reception entry points.
- There is a bike rack at the Main Reception point.
- There are ramps and rails to the Lakes Entrance Aboriginal Health Association building.

What is the environment like?

- The waiting areas have a variety of chairs. There is one chair in the main reception area that has acoustic and sensory properties, that may provide comfort to people with neurodiversity or anxiety. There is a television screen displaying images (no sound), plants and pictures, and there may be low-level background music. There is carpet or vinyl on the floor. Hand sanitiser is available.
- Inside the building there is heating and cooling and the temperature is maintained at a comfortable level.
- There are plants in various locations around the reception area.
- In the Main Reception, there is a large waiting room on the left and two smaller waiting areas on the right. You can sit wherever you choose, but you will need to listen to hear your name called for your appointment.
- The Allied Health Reception is one room.
- 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?

- Upon arrival to a Reception entry point, there are automatic doors to go through.
- There are Reception staff at the Reception desk to greet you. There are a variety of chair types, including height adjustable chairs with arm rests and ottomans for children. There are child-friendly areas with animal pictures on the walls and books.
- All toilets are unisex and there are accessible toilets and baby change facilities. There are signs showing where the toilets and baby change facilities are.
- The floor is mainly flat, but there are short ramps to access the two large activity/meeting rooms, called Bulmer and Bakewell rooms.
- There are powerpoints for charging devices.
- There are feedback forms if you would like to provide feedback.

What barriers are there?

- There are short ramps in the corridor to access the two large activity/meeting rooms. There are rails on the wall. Assistance can be provided, please ask at Reception.
- We do not have a dedicated prayer room, but please ask at Reception if you require a private space.

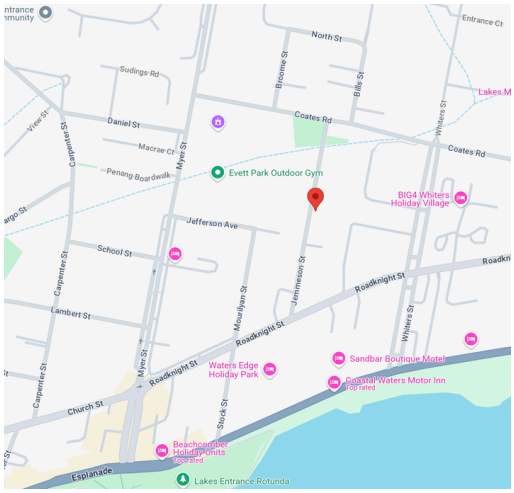
Other information

Monday to Friday: 8.30am – 5.00pm
GP and Nursing services are also open Saturday 8.30am - 1.00pm

(03) 5155 8300

hello@glch.org.au

PO Box 429, Lakes Entrance VIC 3909



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