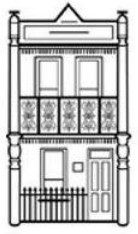


CASA House

Access information



Getting to CASA House

CASA House is in the Queen Victoria Women's Centre (QVWC) on Level 3, 210 Lonsdale Street, Melbourne.

Parking

Street parking: One-hour parking is available on Lonsdale Street but can be hard to find.

QV parking: Underground parking is available at QV. Entrances are on Lonsdale Street, Little Lonsdale Street and Russell Street.

When using the lifts, go to 'street level 2' for access to the QV back entrance.

Parking is \$20 for the full day if you buy something at the QV shopping precinct valued over \$1. For further information on QV parking visit <https://www.qv.com.au/visit>

Traveling by taxi or being dropped off

A loading bay is located at the front door of 210 Lonsdale Street. Your driver can drop you off here.

There are two entrances to our building. The front entrance is on Lonsdale Street and the back entrance is in the QV square that is within the QV centre.

From Lonsdale Street the Queen Victoria Women’s Centre Building looks like this:



From QV square the building looks like this:



This is a map of where our building and the entrances are:



Lonsdale Street Entrance

The door at the front of the building has steps and is not accessible for wheelchair users.

The doorway is 1500cm wide.



Back entrance at QV Square

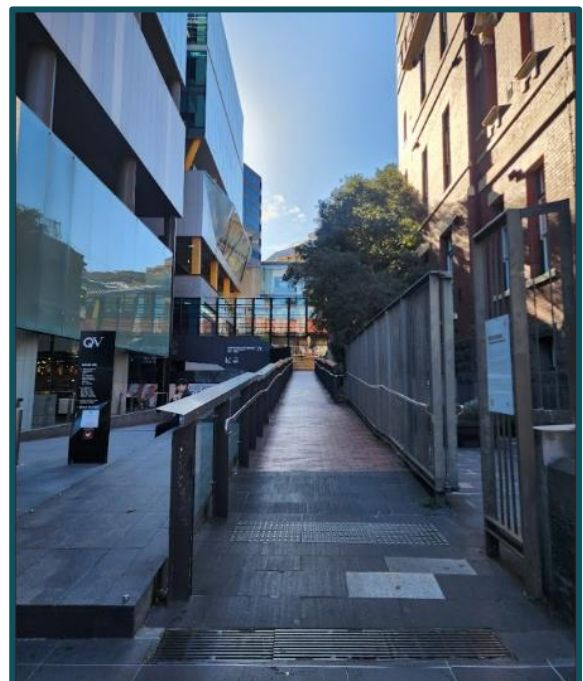


The back entrance to our building is in the QV square.

The doorway is 1500cm wide.

On Lonsdale Street, you will find a ramp to the back entrance on the left side of the building. There are no stairs into the building if you take the ramp.

The ramp is 1680cm wide



Wheelchair lift

From the QV square there are stairs and a wheelchair lift to get to the back entrance of the building.

The wheelchair lift has instructions on how to use it. It looks like this:

The wheelchair lift is 110cm wide and 1395cm deep.



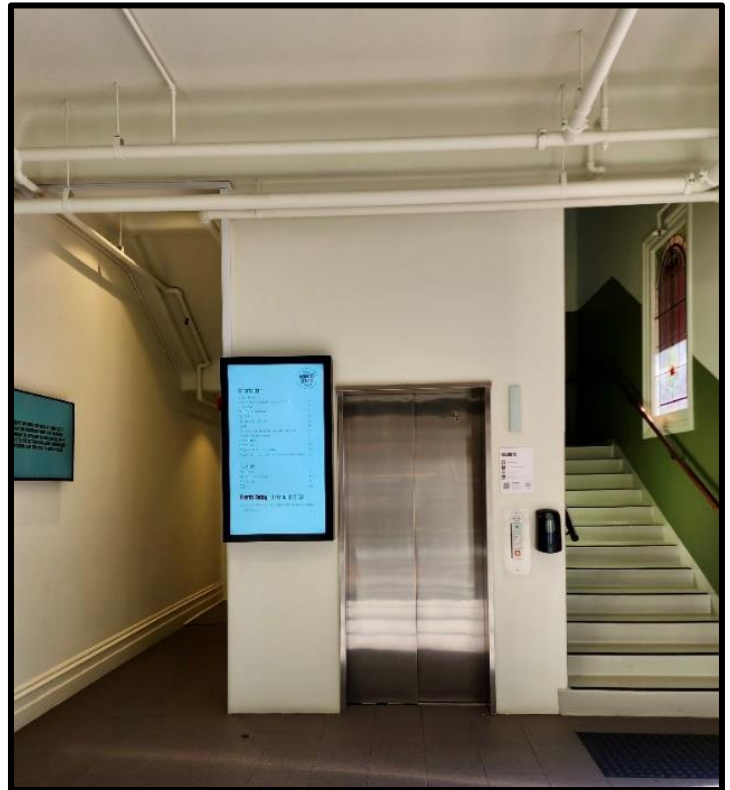
Getting to QV square from the parking garage

There are stairs/escalators and a lift from the QV parking garage to the QV square. Take the lift or the escalators to level two.

Queen Victoria's Women Centre

CASA House is located on level 3 of the Queen Victoria's Women Centre. There are two ways to access our office on level 3. Either by the stairs or by the lift.

The stairs are 100cm wide
The lift door is 90cm wide and is 209cm deep. It has a maximum load of 1125kg.

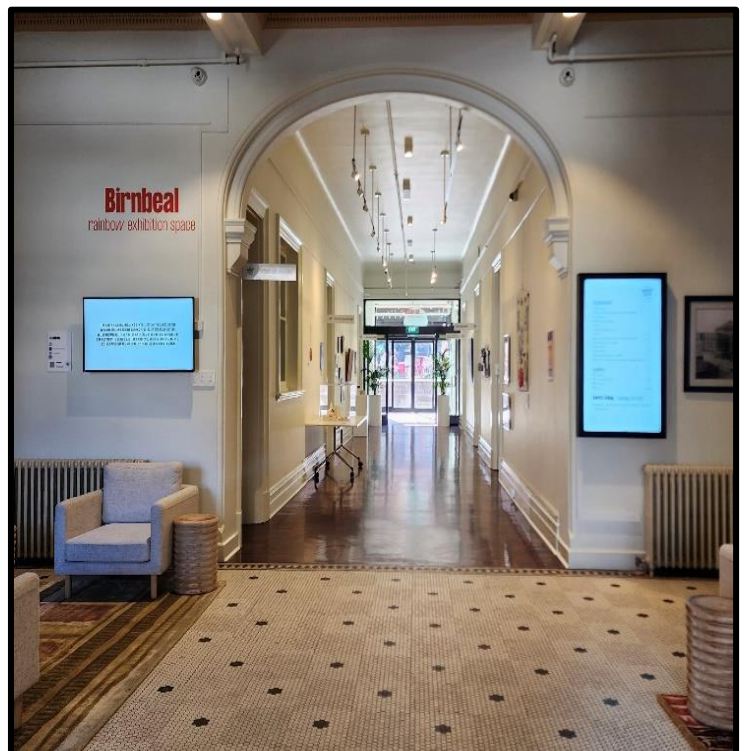


Both the stairs and the lift are located just inside the back entrance/QV shopping centre side of the building.

If you come from the Lonsdale Street entrance, you will need to walk down the hallway to access them.

The hallway looks like this from the Lonsdale Street entrance.

The hallway is 200cm wide.



CASA House Office



When arriving at the CASA House office on level 3, you will find a double glass door that opens into the reception area.

The door way is 70cm wide, however it can be made to be 135cm wide by opening the other door. Please let us know before your appointment if you need both doors to be open.



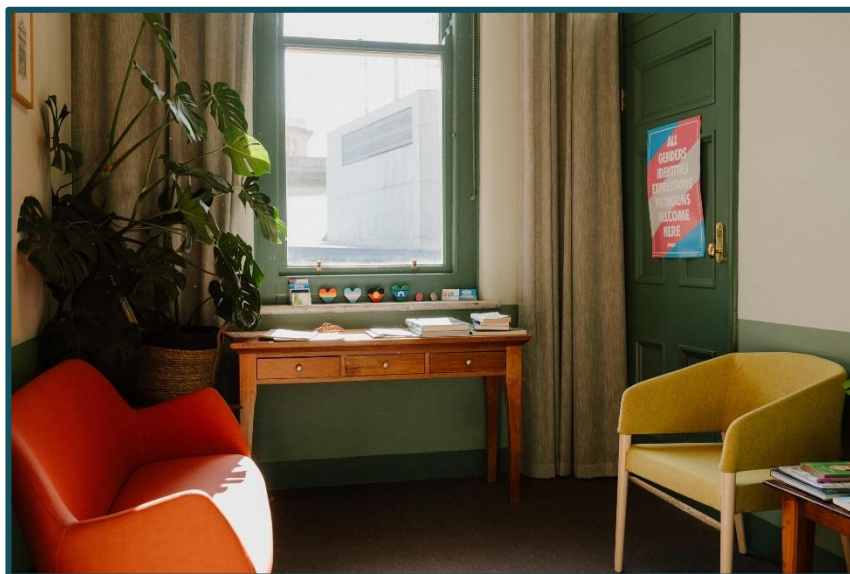
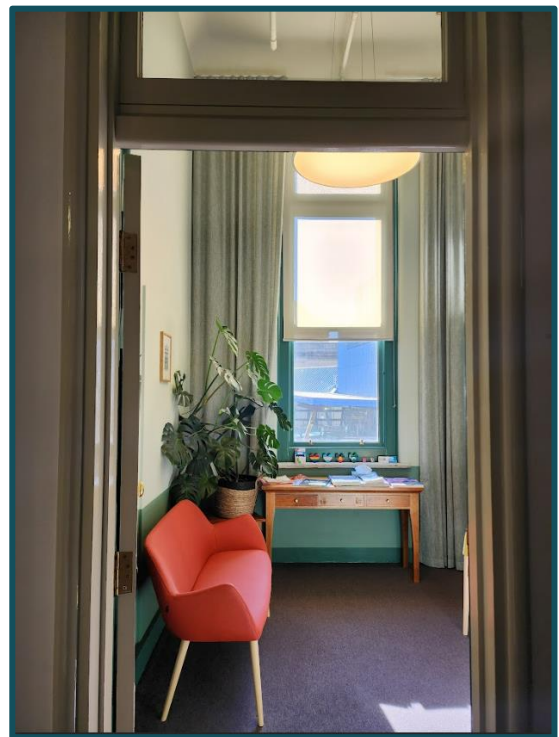
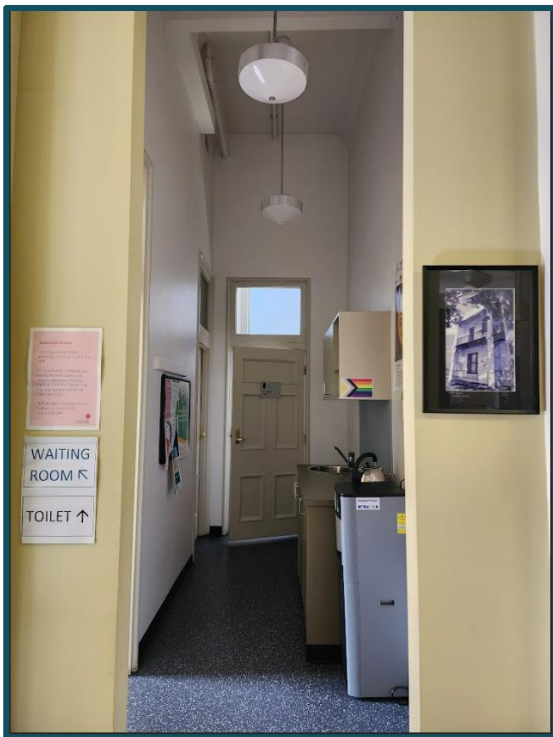
You will be greeted by our receptionist who will show you the waiting room. Your counsellor will then come to meet you and take you to a counselling room.

CASA House Waiting Room

There is a hallway from reception that takes you to the waiting room and the all gender toilet. The hallway also has tea, coffee and water for you to use.

The hallway is 85cm wide

The doorway into the waiting room is 81cm wide



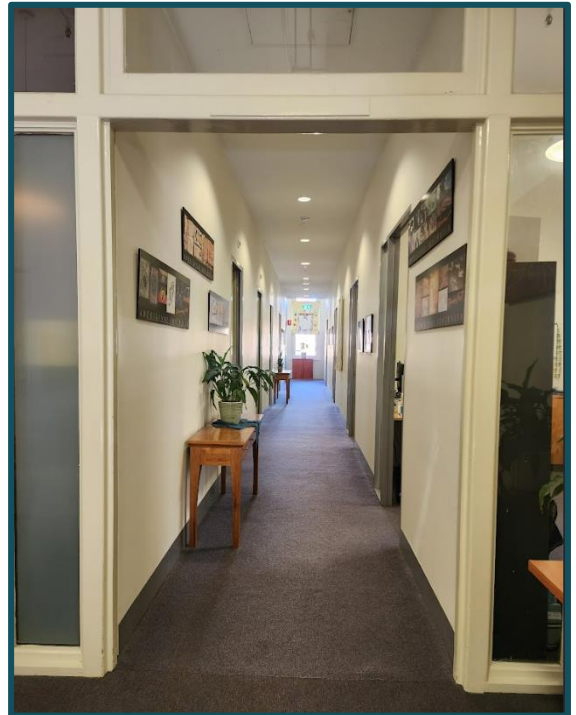
Counselling Rooms

There are different counselling rooms at CASA House. Your counsellor will come and get you from the waiting room and through a hallway to a counselling room.

All counselling rooms look slightly different. They will all have a range of seating options. They all have natural and artificial light. Things can be moved around and the lighting can change to suit your needs. See below for seating options.

The hallway is 108cm wide (it can be made to be 147cm if required)

The doorways into the counselling rooms are 85cm wide. All counselling rooms are wheelchair accessible.



Seating at CASA House

The waiting room and all of the counselling rooms have chairs for people to use.

Each chair is in a specific room but we are able to move them around if you would like or require a certain chair.

Please see photos and measurements of chairs below. You can let your counsellor know which chair you would prefer and they will do their best to accommodate you.

Seating in all rooms is made of a wipeable vinyl that feels like fabric.

Name	Picture of chair	Seat Height	Width	Depth	Location
Red couch		45cm	106cm	42cm	Waiting room
Yellow chair		45cm	46cm	44cm	Waiting room

Name	Picture of chair	Seat Height	Width	Depth	Location
Square green chair		43cm	60cm	53cm	Green/intake counselling room
Square grey chair		49cm	43cm	46cm	Purple counselling room
Round green chair		49cm	50cm	50cm	Orange, blue, yellow counselling rooms
Grey group room chair			44cm	38cm	Downstairs group and counselling room
Wide green group chair		43cm	67cm	44cm	Downstairs group and counselling room