

Mental Health and Wellbeing Locals

Learn more about the service

OFFICIAL

About Mental Health and Wellbeing Locals

Mental Health and Wellbeing Locals are a type of mental health and wellbeing service, with locations across metro and regional Victoria. Mental Health and Wellbeing Locals support adults aged 26 and over by providing mental health and wellbeing treatment, care and support closer to home.

All support is free. You don't need a referral, Medicare card or mental health plan. Importantly, these services are delivered on the basis of *'how can we help'* and a *'no wrong door'* approach, focused on giving you choice and control over how you want to receive support.

Mental Health and Wellbeing Locals care for people who need more support than a general practitioner (GP) or private mental health practitioner can offer, but who do not need higher-intensity services, such as hospital-based support services.

Mental Health and Wellbeing Locals work closely with GPs, private mental health practitioners, alcohol and other drug treatment providers and other community-based health and social services.

They make it easier for you to access the support you need, closer to home and to your families, carers and support networks.

Services offered

Mental Health and Wellbeing Locals offer:

- treatment and therapies
- person-centred wellbeing supports
- education, peer support and self-help
- consumer-led care planning and coordination with other service providers.

These services are progressively establishing so the types of supports offered can vary across locations. Once fully operational, support can be delivered in a range of ways including in-person, telehealth and outreach.

Support is also available for anyone who is experiencing mental health and substance use concerns at the same time.

Peer support workers, who use their personal lived experience to support other people who are facing similar challenges, are also available to guide and support you.

What can you expect

On your first visit to a Mental Health and Wellbeing Local, you will talk to a mental health worker (this may be in person, over the phone or someone can come to you). This worker will simply ask you *"How can we help?"*.

Mental Health and Wellbeing Locals work with you and, if you are comfortable, your family, carers and supporters, to design a care plan that meets your goals and preferences.

Your plan might include a mix of supports and therapies based on your needs. Some of these supports might be provided on your first visit, and others on later visits. This may involve connecting you to other health and social services if you need them.

Mental Health and Wellbeing Locals are respectful of and responsive to cultural needs and diversity.

All visitors will receive fair access and culturally safe and responsive services that are free of stigma and discrimination, including Aboriginal and Torres Strait Islander people, LGBTIQ+ communities, members of culturally and linguistically diverse communities, people from refugee backgrounds, people seeking asylum, people with disability and people who are neurodiverse.

If you need more help in your language, you can call TIS National on 13 14 50 and ask for an interpreter, then ask to be connected to your Mental Health and Wellbeing Local on 1300 375 330.

Staff at your Mental Health and Wellbeing Local can also arrange an interpreter for you.

Support for carers, families and friends

If you are a family member, carer, friend or supporter of someone with mental health concerns, help and support is available to you.

Whether you would like to receive help for you in your caring role, or for your own mental health needs – you are able to get the care, support and advice you need, when you need it.

You can also visit Mental Health and Wellbeing Connect. It's a service dedicated to those who are supporting people living with mental health and substance use challenges or psychological distress. Mental Health and Wellbeing Connect centres are now open across eight Victorian regions.

Visit the Mental Health and Wellbeing Connect webpage <<https://www.betterhealth.vic.gov.au/mental-health-and-wellbeing-connect>> for more information.

Support for young people and children

If you or someone you support is between 12 and 25 years old, please visit or contact your local headspace centre for mental health and wellbeing support.

To find your closest headspace, please visit headspace <<https://headspace.org.au/>>. Online chat and telephone support are also available through headspace.

If you are a young person, Mental Health and Wellbeing Locals may provide support in some situations, such as:

- you contact a Mental Health and Wellbeing Local looking for help
- you are having difficulty getting support through headspace or a hospital and need immediate assistance
- you are a family member, carer, friend or supporter of a person receiving support from a Mental Health and Wellbeing Local.

If you or someone you support is younger than 12, please visit or contact the Children's Health and Wellbeing Locals. They provide free health and wellbeing support for children aged zero to 11 and their families and carers.

Visit the Children's Health and Wellbeing Locals webpage <<https://www.betterhealth.vic.gov.au/childrens-health-and-wellbeing-locals>> for more information.

Emergency support

Mental Health and Wellbeing Locals are not a crisis service for people experiencing an immediate risk of harm to self or others.

In an emergency which is life-threatening or where there is immediate risk of serious harm to anyone, call Triple Zero (000). If you are not sure if it is an emergency, call Triple Zero.

Mental Health and Wellbeing Locals are not open 24 hours. For 24-hour crisis support, please call Lifeline on 13 11 14.

More information

You can contact a Mental Health and Wellbeing Local in a few different ways depending on your preferences.

- You can call 1300 375 330 or visit [Mental Health and Wellbeing Locals](https://www.betterhealth.vic.gov.au/mhwlocal) <<https://www.betterhealth.vic.gov.au/mhwlocal>> for more information.

For the most up to date information on the establishment of Mental Health and Wellbeing Locals, please visit the [Mental Health and Wellbeing Local](https://www.health.vic.gov.au/mental-health-reform/mental-health-and-wellbeing-locals) page <<https://www.health.vic.gov.au/mental-health-reform/mental-health-and-wellbeing-locals>> on the Victorian Department of Health website.

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