



# Mental Health and Wellbeing Locals

## OFFICIAL

### When you need support with your wellbeing – help is here.

Mental Health and Wellbeing Locals are a **free** service for people aged 26 and over. They provide treatment, care and support for your wellbeing close to home.

- Get free support with no referrals or Medicare card needed, and it won't impact your visa status
- Local support close to home
- Access to a wide range of professional and confidential support, from psychologists, peer workers, allied health and more
- Call us, walk in or we can come to you.

### Find your nearest Mental Health and Wellbeing Local

Call **1300 375 330** to find your nearest Mental Health and Wellbeing Local.

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.

### Why visit a Mental Health and Wellbeing Local?

Whether you're feeling stressed, overwhelmed, isolated or lonely - or maybe you're worried about a relationship, Mental Health and Wellbeing Locals are here to help you improve your wellbeing.

This includes anyone who is experiencing mental health and substance use concerns at the same time.

If you are a family member, carer, friend or supporter of someone with mental health or wellbeing concerns, you can also access support to help you in your caring role, or for your own mental health and wellbeing needs.

### Types of support available

Access a range of professional and confidential support options which may include:

- Mental health support workers
- Peer support workers – professionals with their own lived experience who get what you're going through
- Psychologists

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- Mental health nurses
- Social workers
- Occupational therapists
- Psychiatrists
- Care-coordinators
- Wellbeing support workers – to provide holistic wrap around care
- And more

You'll be supported in a non-judgemental way by caring professionals and peer workers.

## Getting support

On your first interaction with a Mental Health and Wellbeing Local, a mental health support worker will start by asking you "How can we help?".

This worker will focus on listening and understanding your concerns so they can provide you with a care plan that works for you.

Your plan may include a mix of supports and therapies based on your needs. Some of these supports might be provided on your first call or visit, and others on later calls or visits.

Peer support workers will also be available to guide and support you as well as your family, carers and supporters.

If you wish to remain anonymous, you can call and ask for support without providing your personal details.

Family, carers, supporters can also visit [Mental Health and Wellbeing Connect](#), which is a service dedicated to those who are supporting people living with mental health and substance use challenges or psychological distress.

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.

## Support for young people and children

If you or someone you support is between 12-25 years, it is recommended that you contact your local headspace for mental health and wellbeing support. To access headspace services, please see the [headspace website](#).

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.

## Crisis support

Mental Health and Wellbeing Locals are not crisis services.

In an emergency which is life-threatening or where there is immediate risk of harm to anyone, call Triple Zero (000). For 24-hour crisis support, call **Lifeline** on **13 11 14**