

Media release - Mind Australia

15 December 2023

Mental Health and Wellbeing Locals open in Bendigo, Echuca, Dandenong and Melton

People in the Bendigo, Echuca Dandenong and Melton areas can now access treatment, care and support from their new Mental Health and Wellbeing Local service.

The new services are delivered in these areas by Mind Australia. They are among the nine new Mental Health and Wellbeing Locals that began service provision this week, announced by the Victorian Government.

Mind peer practitioners and community mental health practitioners are providing wellbeing support during business hours via telehealth and telephone services (see numbers below).

Mind will progressively increase the range of services over time. Outreach support will be provided in the next phase of service delivery, followed by face to face support by appointment, and finally walk-ins to permanent Mental Health and Wellbeing Locals in each of the four locations.

Local Services can provide and connect you with the support you need. Local Services support Victorians aged 26 years and over to get mental health and wellbeing treatment, care and support closer to home. This includes anyone experiencing mental health and substance use concerns at the same time.

All support is free, voluntary and easy to access, and you do not need a referral from your doctor to access help.

Alongside Mind's person-centred support services, people will be able to access support from key regional health organisations, Aboriginal and Torres Strait Islander health organisations and a variety of other targeted support organisations including LGBTIQ+ support across all regions from Thorne Harbour Health.

Bringing together each partner organisation's expertise means the Local Services can provide specialised, informed and understanding support for the broadest range of people and local community needs.

Mind's qualified staff at these Local Services will focus on listening and understanding your concerns so they can work with you and, if you are comfortable, your family, carers and supporters, to design a care plan that meets your goals and preferences. This may involve connecting you to other health and social services if you need them.

Local Services will also provide education and support to families, carers and supporters of individuals experiencing mental illness and/or substance use challenges.

Support is confidential and we will work with you to find the help you need.

How to contact your Mental Health and Wellbeing Local

For free local support, please call:

Dandenong
0389 081 800

Melton
0387 323 200

Bendigo
0354 975 600

Echuca
0354 126 600

People can also call 1800 332 501 to be connected with support in these areas.

People in other parts of Victoria can call 1300 375 330 or visit betterhealth.vic.gov.au/mhwlocal to be connected to their Local Service or Mental Health and Wellbeing Hub for support.

If you need help in your language, call TIS National on 131 450 and ask for an interpreter, then ask to be connected to Local Service on 1300 375 330.

Local Services 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. Aboriginal and Torres Straits Islanders can also call 13 YARN on 13 92 76. 13 YARN is a 24/7 national crisis support telephone service staffed by Aboriginal and Torres Strait Islander peoples.

Quotes attributable to Mind Executive Director Victoria Operations Belinda McCullough

“Mental Health and Wellbeing Locals will be opening their doors in Bendigo, Echuca, Dandenong and Melton in 2024 but we are providing support via telehealth and telephone now. The holiday season is especially challenging for many people and we are pleased to be able to provide support now.”

“When you call a Local Service, you will talk to someone who will listen and can help you identify the support you need and can connect you to those supports. You will have someone who understands and will be there with you through the whole process.”

“Our peer practitioners have their own experience of mental health and wellbeing challenges, which helps them relate to what you are going through. Many of our staff have supported people through the Mental Health and Wellbeing Hubs, so they have a good knowledge of the range of challenges and stresses people are facing.”

About Mind Australia

Mind Australia is one of the largest providers of community-managed psychosocial services in Australia with a range of residential, mobile outreach, centre-based and online services. We provide individualised, evidence-based and recovery focussed support to more than 11,000 people experiencing mental health and wellbeing concerns in Australia every year.

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