
Mental Health and Wellbeing Connect

Summary

- Mental Health and Wellbeing Connect is dedicated to people who are supporting someone living with mental health and substance use challenges or psychological distress.
 - Mental Health and Wellbeing Connect centres aim to provide families, carers and supporters of all ages with the vital networks they need to keep caring for their loved one, while still looking after their own wellbeing.
 - Support is free, and no referral is needed. The service can be accessed in-person without an appointment or via phone or online booking.
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About Mental Health and Wellbeing Connect

Mental Health and Wellbeing Connect is dedicated to those who are supporting people living with mental health and substance use challenges or psychological distress.

Led by people with lived experience of supporting someone with mental health challenges, Mental Health and Wellbeing Connect centres recognise families, carers and supporters as individuals with their own wellbeing needs.

Getting support

Mental Health and Wellbeing Connect centres may be directly accessed in-person via walk-in (no appointment required), or via phone and online booking for tailored support.

Support from a Mental Health and Wellbeing Connect centre is **free**, and you do not need a referral or Medicare card.

You can access support from any location across Victoria, it does not have to be the one closest to your home address.

Main centres have a wide range of support available, including:

- peer worker support
- psychological and wellbeing supports
- help navigating the mental health and wellbeing system
- access to hardship funds
- education and practical support.

Secondary centres provide a select range of supports, compared to those available at main centres.

Outreach support, where we come to a location that suits you, is also available in selected regions.

Call your chosen Mental Health and Wellbeing Connect centre for more information.

Find your nearest service

Mental Health and Wellbeing Connect centres opening hours may vary between locations. Visit each provider's website below for the latest information.

Location	Contact details
<p>Gippsland (https://www.wellways.org/our-services/mental-health-wellbeing-connect)</p> <p>Bairnsdale (main centre): 347 Main Street, Bairnsdale VIC 3875</p> <p>Open for walk-ins or call for support. Outreach available.</p> <p>Traralgon (main centre): 8-12 Seymour Street, Traralgon VIC 3844</p> <p>Open for walk-ins or call for support. Outreach available.</p> <p>Wonthaggi (secondary centre): 108 Watt Street, Wonthaggi VIC 3995</p> <p>Open for walk-ins or call for support. Outreach available.</p>	<p>Tel. 1300 000 717</p> <p>Email: gippslandconnect@wellways.org (mailto:gippslandconnect@wellways.org)</p>

Location

Grampians

<https://www.mindaustralia.org.au/services/grampians-mental-health-and-wellbeing-connect>

15 Dawson Street North,
Ballarat Central VIC 3350

Open for walk-ins or call for support.
Outreach available.

Contact details

Tel. 1800 962 008

Email:

GrampiansMHWConnect@mindaustralia.org.au
(<mailto:%20GrampiansMHWConnect@mindaustralia.org.au>)

Hume

<https://gatewayhealth.org.au/services/hume-family-and-carer-led-centres/>

Wangaratta (main centre):

57 Rowan Street,
Wangaratta VIC 3672

Open for walk-ins or call for support.
Outreach available.

Shepparton

(secondary centre):

32 Packham Street
Shepparton VIC 3633

Open for walk-ins or call for support.
Outreach available.

Wodonga

(secondary centre):

Call for support. Outreach available.

Tel. 1800 572 129

(Text only) 0485 864 597

Email:

humeMHWConnect@gatewayhealth.org.au
(<mailto:humeMHWConnect@gatewayhealth.org.au>)

Loddon Mallee

<https://www.mindaustralia.org.au/services/loddon-mallee-mental-health-and-wellbeing-connect>

Bendigo (main centre):

103 Wills Street,
Bendigo VIC 3550

Open for walk-ins or call for support.
Outreach available.

Mildura (main centre):

122 Ninth Street,

Tel. 1800 979 730

Email:

LoddonMalleeMHWConnect@mindaustralia.org.au
(<mailto:%20LoddonMalleeMHWConnect@mindaustralia.org.au>)

Location

Mildura VIC 3500

Open for walk-ins or call for support.
Outreach available.

Swan Hill

(secondary centre):

Call for support. Outreach available.

Contact details

Barwon South West

<https://www.wellways.org/our-services/mental-health-wellbeing-connect>

Geelong (main centre):

Ground floor 1/141 Malop Street,
Geelong VIC 3220

Open for walk-ins or call for support.
Outreach available.

Warrnambool

(main centre):

2/223 Koroit Street,
Warrnambool VIC 3280

Open for walk-ins or call for support.
Outreach available.

Tel. 1300 000 717

Email:

barwonsouthwestconnect@wellways.org

<mailto:barwonsouthwestconnect@wellways.org>

Southeast (metro)

<https://www.bhn.org.au/south-east-metro-mental-health-and-wellbeing-connect/>

Dandenong (main centre):

51 Robinson Street,
Dandenong VIC 3175

Open for walk-ins or call for support.

South Melbourne

(secondary centre):

341 Coventry Street,
South Melbourne VIC 3205

Open for walk-ins at select times. Call for
more information or support.

Pakenham

(secondary centre):

Tel. (03) 9066 1500

Email:

connectcentre@bhn.org.au

<mailto:connectcentre@bhn.org.au>

Location

6B Henry St,
Pakenham VIC 3810

Open for walk-ins at select times. Call for more information or support.

Bentleigh

(secondary centre):

Level 4, 973 Nepean Highway,
Bentleigh VIC 3204

Open for walk-ins at select times. Call for more information or support.

Mornington Peninsula

(secondary centre):

90-100 Canadian Bay Rd,
Mount Eliza VIC 3930

Open for walk-ins at select times. Call for more information or support.

Hastings (secondary centre):

6 Wallaroo Place,
Hastings VIC 3915

Open for walk-ins at select times. Call for more information or support.

Capel Sound (secondary centre):

11A Allambi Ave,
Capel Sound VIC 3940

Open for walk-ins at select times. Call for more information or support.

Contact details

Northeast (metro)

<https://accesshc.org.au/northeast-wellbeing-connect>

Ivanhoe (main centre):

Suite 3, 50 Upper Heidelberg Road,
Ivanhoe VIC 3079

Open for walk-ins or call for support.

Ashburton

(secondary centre):

4 Y Street,
Ashburton VIC 3147

Tel. (03) 8850 4150

Email:

northeastmetroconnect@accesshc.org.au

[\(mailto:northeastmetroconnect@accesshc.org.au\)](mailto:northeastmetroconnect@accesshc.org.au)

Location	Contact details
<p>Open for walk-ins or call for support.</p> <p>Belgrave (secondary centre): 1616/1624 Burwood Hwy, Belgrave VIC 3160</p> <p>Open for walk-ins or call for support.</p> <p>Eltham (secondary centre): 917 Main Rd, Eltham VIC 3095</p> <p>Open for walk-ins or call for support.</p> <p>Lilydale (secondary centre): 5/9 Clarke St, Lilydale VIC 3140</p> <p>Open for walk-ins or call for support.</p>	
<p>Western (metro) (https://jss.org.au/what-we-do/disability-mental-health-wellbeing/mental-health-and-wellbeing-connect-western-metro/)</p> <p>Sunshine (main centre): 20 Hertford Road, Sunshine VIC 3020</p> <p>Open for walk-ins or call for support.</p>	<p>Tel. 0429 564 269</p> <p>Email: WesternMHWConnect@jss.org.au (mailto:westernmhwconnect@jss.org.au)</p>

Current Mental Health and Wellbeing Connect providers are:

- **Gippsland:** Wellways Australia (lead) with Satellite Foundation
- **Grampians:** Mind Australia (lead) with Grampians Community Health and Ballarat Community Health (partners)
- **Hume:** Gateway Health
- **Loddon Mallee:** Mind Australia (lead) with Mallee Family Care
- **Barwon South West:** Wellways Australia (lead) with Satellite Foundation
- **Southeast (metro):** Better Health Network (lead) with Berry Street and VACCA (partners)

- **Northeast (metro):** Access Health and Community (lead) with Self Help Addiction Recovery Centre (SHARC), healthAbility, and Inspiro (partners)
- **Western (metro):** Jesuit Social Services.

Crisis support

Mental Health and Wellbeing Connect is not a crisis service.

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**

(<https://www.lifeline.org.au/>)

on 13 11 14

More mental health and wellbeing support

All services are family and carer inclusive and will provide education and support to families, carers and supporters of individuals experiencing mental illness and/or substance use concerns:

- **Mental Health and Wellbeing Locals**
(<http://www.betterhealth.vic.gov.au/mental-health-wellbeing-locals>)
– for adults aged 26 and over, Locals provide treatment, care and support close to home.
- **Children’s Health and Wellbeing Locals**
(<http://www.betterhealth.vic.gov.au/childrens-health-and-wellbeing-locals>)
– for children aged zero to 11 years who may be experiencing developmental, emotional, relational and behavioural challenges.
- **Mental Health and Wellbeing Hubs**
(<http://www.betterhealth.vic.gov.au/mental-health-and-wellbeing-hubs>)
– for anyone who is feeling overwhelmed or having a difficult time.

This page has been produced in consultation with and approved by:



Department of Health
Department of Health
(<https://www.health.vic.gov.au/>)

(<https://www.health.vic.gov.au/>)

View all mental health services →

(<http://www.betterhealth.vic.gov.au/servicesandsupport/mental-health-services>)

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The Victorian Government acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and pays respect to their Elders, past and present.

The Department of Health celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

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