



**mental health &
wellbeing local**

Free support in your community

The Mental Health and Wellbeing Local in Whittlesea

7/1 Danaher Drive, South Morang VIC

1800 571 145

whittlesealocalservice@neaminational.org.au



Acknowledgement of Country



We would like to acknowledge that we work on the traditional lands of the Wurundjeeri Woi Wurrung people of the Kulin nation and pay our respects to Elders past, present and emerging.

We recognise that their sovereignty was never ceded and are committed to a positive future for the Aboriginal and Torres Strait Islander community.



Where are we in the mental health and wellbeing system?



Families, Carers and supporters, informal supports, virtual communities, and communities of place, identity and interest

Broad range of government and community services

Primary and secondary mental health and related services

Local Mental Health and Wellbeing Services

Area Mental Health and Wellbeing Health Services

Statewide services

Regional Mental Health and Wellbeing Boards

The Mental Health and Wellbeing Locals



The Mental Health and Wellbeing Local in Whittlesea is a free service for adults 26 years and over.

They provide treatment, care and support close to home for people experiencing mental health or wellbeing concerns.



Support is FREE, professional and confidential, and you do not need a referral or Medicare card.



Visit us at 7/1 Danaher Drive, South Morang. You can call us on 1800 571 145, walk in, or we can come to you.



We offer:

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

Who are we and what do we offer?



Peer Workers
Mental Health Clinicians
Social Prescribing



LGBTIQA+ Peer Workers
Family Practitioners
Multi-cultural Peer Worker



AOD Clinicians
AOD Peer Workers



A safe place for everyone

The service is confidential, safe and available to everyone, no matter your circumstance. You don't need to be an Australian citizen or resident, or have a Medicare card, to get support.

“How can we help?”

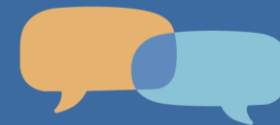


When you arrive at or contact the Whittlesea Local, you’ll be greeted by one of our friendly peer support workers. Peer support workers have their own experience of mental health challenges. The Whittlesea Local staffing cohort is about 55% Lived Experience and 45% Clinical staff.

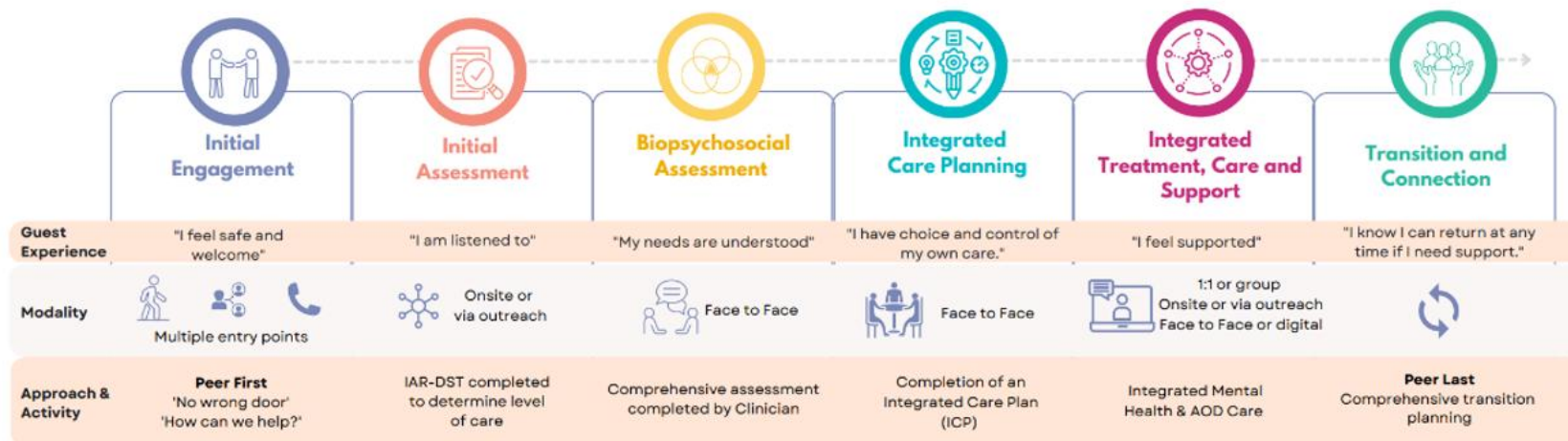
We refer to someone accessing the service as a “Guest”.



Local Guest Journey



Overview



Access to Support



Phone and
telehealth



Walk ins



Outreach and
community



Initial Assessment and Referral Decision Support Tool (IAR)



The IAR is a holistic decision-making framework that uses the stepped care approach and serves to provide guidance as to the intensity and level of care appropriate for each guest.

How can we help?



Wellbeing Support and Community Connection

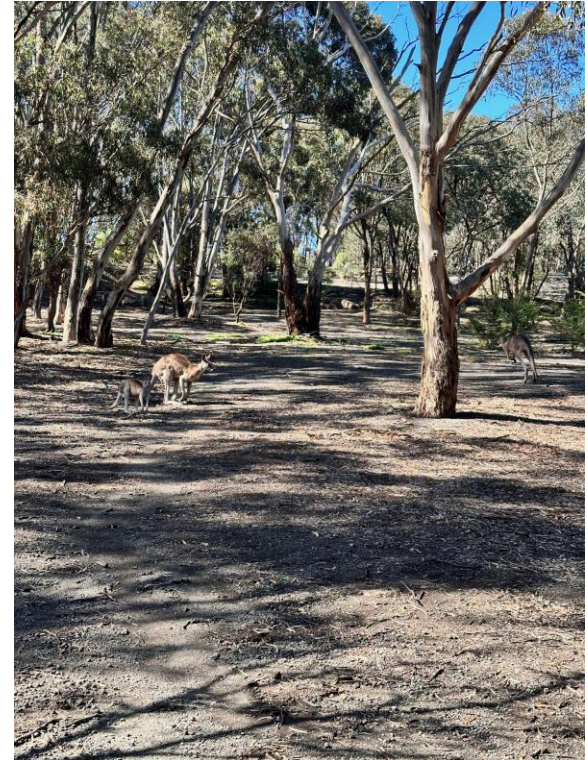


1:1 individualised support:

- Coaching support
- Peer support
- Social skills and connection
- Self-management and decision making
- Advocacy and referral pathways
- Working with Community Link Workers

Community based group programs:

- Co-facilitation of groups in community spaces- libraries, hubs, neighbourhood houses
- Wellness, mindfulness/meditation, LGBTIQ+ Art group, nature walking

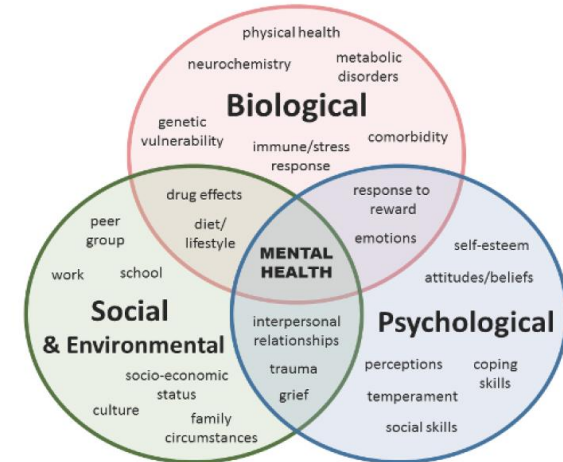


Clinical Support



A range of interventions are available, and utilised based on identified need:

- Biopsychosocial assessment to drive support plan
- Acceptance and commitment therapy (ACT)
- Narrative therapy
- Dialectical behaviour therapy (DBT)
- Cognitive behavioural therapy (CBT)
- Sensory modulation
- Motivational interviewing
- Family counselling and evidence-based interventions
- AOD interventions and secondary consultation
- Psychiatrist secondary consultation



Source: *The bio-psycho-socio-environmental model for mental health.*, [The Open University](#).

Collaborative Care Planning & Referral Pathways



Collaborative care planning centres around the guests' needs and goals identified

Providing streamlined connections and pathways to:

- Area Mental Health & Wellbeing Services
- AOD services
- Primary mental health services (GPs, psychologists)
- Housing
- Family violence
- Community health services
- Local community and social support services
- Care team coordination with existing services and practitioners
- Supporting family and carers to understand and navigate service system

AOD and Mental Health Support



Alcohol and other drug (AOD) use can impact mental and physical health, relationships and employment. We work with guests to understand how AOD impacts their life and to find the right treatment.

AOD Clinicians can provide support and connect guests with programs including AOD Counselling, Adult Withdrawal Services, Residential and Non-Residential Rehabilitation, Harm Reduction, Brief Intervention and Education Programs.

Integrated Practice at the Whittlesea Local



- **Supporting guests with co-occurring needs, specifically AOD & MH**
- **‘Broad front door’: meet guests 'where they are at' in terms of substance use, MH, and current goals**
- **Embedded discipline-specific staff: AOD specialists in all teams for guest support and secondary consultation advice**
- **Skilled workforce who can respond to MH & AOD: regular internal professional development to develop AOD brief intervention responses.**
- **Integrated practice project underway: exploring opportunities to improve integrated practice at all service levels**

What does AOD support look like at The Locals?

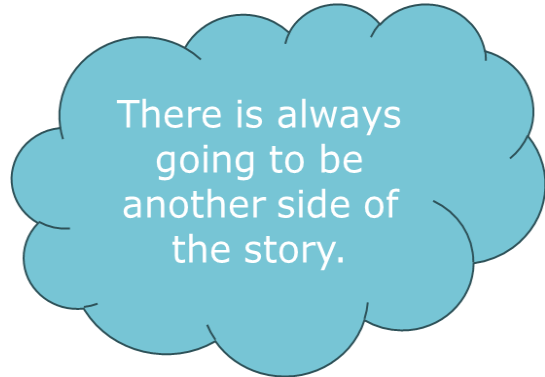


- Comprehensive screening: all guests are invited to share information about substance use during intake process.
- Allocation to discipline specific support: guests are offered AOD specific support from AOD peer workers and/or AOD clinicians.
- Better Days AOD Group: AOD focussed group offering peer support and psychoeducation to build connection and support recovery.

Why do we have family practitioners?



- The 'family lens' / whole of family approach **VS** individual
- Family interaction / relational dynamic **VS** symptoms
- Neutrality



**Kinship groups,
communities, or
villages**

**Out of home care
and foster
carers**



**What do we
mean by
family?**

**Carers and
significant others**

Family of origin

- Parents
- Siblings
- Kinship groups
- Grandparents

Family of choice

- Partner(s)
- Close friends
- Housemates
- Pets

Family of creation

- Partner(s)
- Children
- Step families

What does family work look like at the Local?



- ❖ Secondary consult
- ❖ Provide brief intervention or ongoing work to guest and /or their family member/loved one in both individual settings or joint settings.
- ❖ Parenting support
- ❖ Family conflicts, boundary and communication issues.
- ❖ Identify hidden / unspoken family stressors / relational patterns that impact treatment and recovery
- ❖ Strengthen the support system (the family, the community) around the individual to prevent treatment relapse
- ❖ Reduce carer burnout and build resilience in the family system.

Local Connection (Social Prescribing)



Social prescribing is a way to connect people with non-clinical community activities to support health and wellbeing. This can include art or outdoor activities, information sessions, existing community groups and more.

The program can also connect existing guests and carers with events and activities at the Mental Health and Wellbeing Local.

Link workers strengthen pathways between mental health and wellbeing services and community initiatives, promoting a sense of belonging and allowing people to thrive.



Thank you so much for having us



**Any Questions or things
you want to share?**

Further Information



Contact us

Call 1800 571 145

Monday – Friday	9.00am – 6.00pm
Saturday and public holidays	10.30am – 6.00pm
Sunday	By appointment only

Email

whittlesealocalservice@neaminational.org.au

Website

betterhealth.vic.gov.au/mhwlocal

If you need help in your language, call TIS National on 131 450 and ask for an interpreter, then ask to be connected to the Mental Health and Wellbeing Local in Whittlesea on 1800 571 145.

