

# Mental Health and Wellbeing Locals

Department of Health



Easy English

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
- find more information.



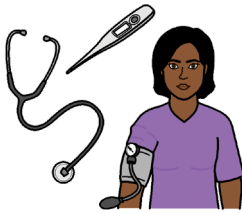
Contact information is at the end of this book.

## About this book

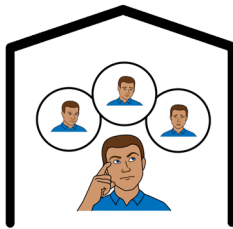


Department  
of Health

This book is from the **Department of Health in Victoria**.



The **Department of Health** is part of the government that looks after health.



We made this book to tell you about a mental health and wellbeing service in Victoria.



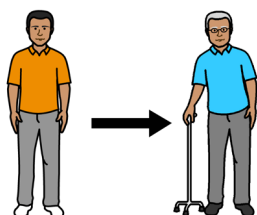
The service is called **Mental Health and Wellbeing Locals**.

# About Mental Health and Wellbeing Locals

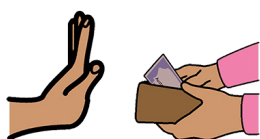


## Mental Health and Wellbeing Locals

- are mental health services that are in different places around Victoria



- can be used by people who are 26 years of age or older



- do **not** cost any money to use.

# How to use Mental Health and Wellbeing Locals

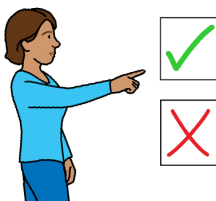
The service is easy to access and use,  
for example



- you do **not** need a medicare card to use the service



- you do **not** need to see a doctor before you can use the service



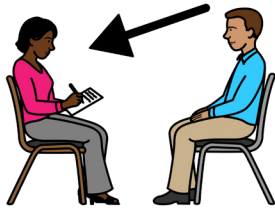
- you can make your own choice about what support you get.

1	_____
2	_____
3	_____
4	_____

You can work with the service to make a **support plan**.

A support plan is a plan you make together about the help that you need to get.

## What help you can get



You can get support services like therapy.

Therapy might be talking to a **psychologist**.



A psychologist is a professional who helps people with mental health problems.

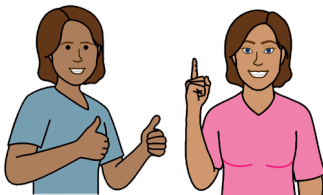


You can do therapy as part of a group of other people or by yourself.



You can also get support from a **peer supporter**.

Peer supporters share their own experiences and lessons to help other people.



Your peer supporter might have a lot of the same life experiences as you.

## Other services you can get

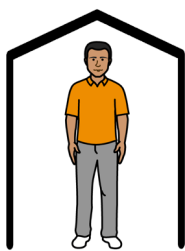


You will also be able to get support to

- help your wellbeing
- learn about how to look after your mental health
- use and access other services easily.



## Who can use Mental Health and Wellbeing Locals

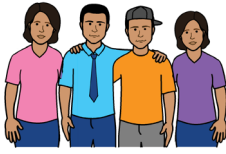


You can use the service if you are

- at least 26 years old
- worried about your mental health, for example if you are
  - struggling with stress
  - feeling low.







People can get support from the service if they are

- family members or friends of someone who has mental health concerns



- a carer of someone who has mental health concerns



- a support person of someone who has mental health concerns.



They can get things like information or other support.



For example support for their own mental health or wellbeing.

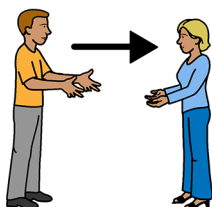
## What will happen the first time you use a service



You will talk to a **mental health worker** the first time you use this service.



A mental health worker is someone who can support you with your mental health.



They will ask you a simple question, like **how can we help?**



You might meet the mental health worker

- in person



- online



- on the phone.



The mental health worker can also come to you if you need them to.



You can tell the mental health worker why you are worried about your mental health and wellbeing.



The mental health worker will

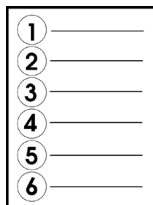
- listen to you



- talk to your family or support people if you want them to



- help you make a **support plan**.



Your support plan is a list of goals you want to happen, like what supports you want.

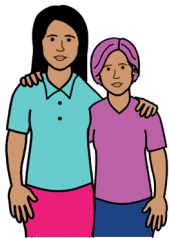


You can talk about different types of services to see which one will be best for you.

For example, you might need another service.



The mental health worker will support you to get help from that service.

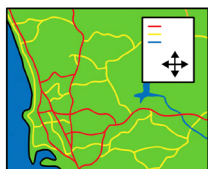


## Support for people who are under 26 years old



You can go to **headspace** if you are under 26 years old and need mental health support.

Headspace is a service that gives mental health and wellbeing support to young people.



You can find a headspace service that is close to where you live.



You can go online to find a headspace service.

Website

[headspace.org.au/headspace-centres/](https://headspace.org.au/headspace-centres/)



People under 26 years old can get support from Mental Health and Wellbeing Locals if

- it is hard for them to get help from other services, for example headspace



- they support someone who is getting help from a Mental Health and Wellbeing Local
  - for example, if they are a family member, carer or support person.

## Emergency



Mental Health and Wellbeing Locals are **not** **emergency** services.

An emergency is when someone needs help fast, for example someone

- is in danger or does **not** feel safe
- is badly hurt or sick
- might hurt themselves or someone else.



If there is an emergency you should call 000



If you need to talk to someone about your mental health and wellbeing right away call **lifeline**.

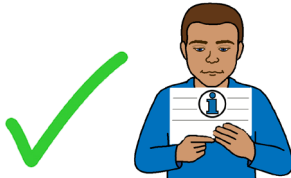


Call 13 11 14

## How to contact a Mental Health and Wellbeing Local

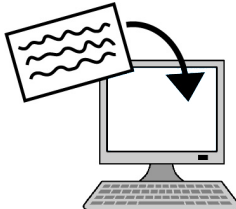


Website [betterhealth.vic.gov.au/mhwlocal](https://betterhealth.vic.gov.au/mhwlocal)



### If you need help to read this information

Call 03 9096 7183



Email [localservices@health.vic.gov.au](mailto:localservices@health.vic.gov.au)

## More information



For more information about Mental Health and Wellbeing Locals contact  
Department of Health Victoria.



Website

[health.vic.gov.au/mental-health-reform/  
local-adult-and-older-adult-mental-  
health-and-wellbeing-services](http://health.vic.gov.au/mental-health-reform/local-adult-and-older-adult-mental-health-and-wellbeing-services)

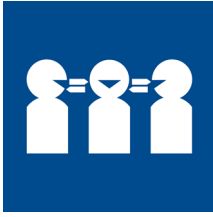
If you want more information about the  
changes to mental health services in Victoria.

Website

[https://www.health.vic.gov.au/mental-  
health/mental-health-wellbeing-reform](https://www.health.vic.gov.au/mental-health/mental-health-wellbeing-reform)



## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call            131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website    [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



Call            1800 555 660

## Notes

[illegible]

[illegible]

To receive this publication in another format email

localservices@health.vic.gov.au

Authorised and published by the Victorian Government, 1 Treasury Place,  
Melbourne.

© State of Victoria, Australia, Department of Health, February 2025.

Available on

<https://www.betterhealth.vic.gov.au/mental-health-wellbeing-locals>

This Easy English document was created by Scope (Aust) Ltd. in March 2025 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit [scopeaust.org.au](https://scopeaust.org.au)

