

# North East Metro Mental Health and Wellbeing Connect

(formerly Family and Carer-led Centre)

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Executive Lead Mental Health & AOD Services  
September 2023



# Royal Commission into Victoria's mental healthcare system

## Recommendation 31

- Recognises enormous contribution made by **families, carers, and supporters** to people they support and to functioning of the mental health system as a whole.
- **Eight** new Mental Health & Wellbeing Connect services across Victoria.

# Delivered in Partnership

Northeast Mental Health & Wellbeing Connect is led by **Access Health and Community**, in partnership with **SHARC**, **Inspiro Community Health** and **healthAbility**



# Connecting families and carers

A warm and welcoming space for people to focus on their own wellbeing. The service is available to family, carers, kin, and supporters of people living with mental health or alcohol and other drug issues.



# North East Metro area

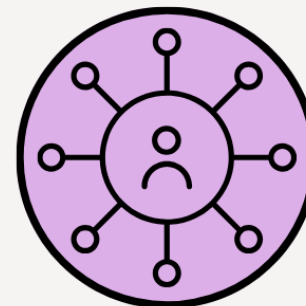




Lived/living  
experience led



Safe, welcoming  
& inclusive



Hub & satellite  
model



No assessments or  
referrals needed



No costs involved

# Locations

## Ivanhoe Hub

Suite 3/50 Upper Heidelberg Rd, Ivanhoe

**Monday-Friday 9am-5pm**

## Lilydale

Inspiro Community Health, 5/9 Clarke St,

Lilydale

**Monday 10am-12pm**

## Ashburton

Access Health and Community, 4 Y Street, Ashburton

**Wednesday 12pm-2pm**

## Eltham

healthAbility, 917 Main Road, Eltham

**Friday 10am-12:30pm**



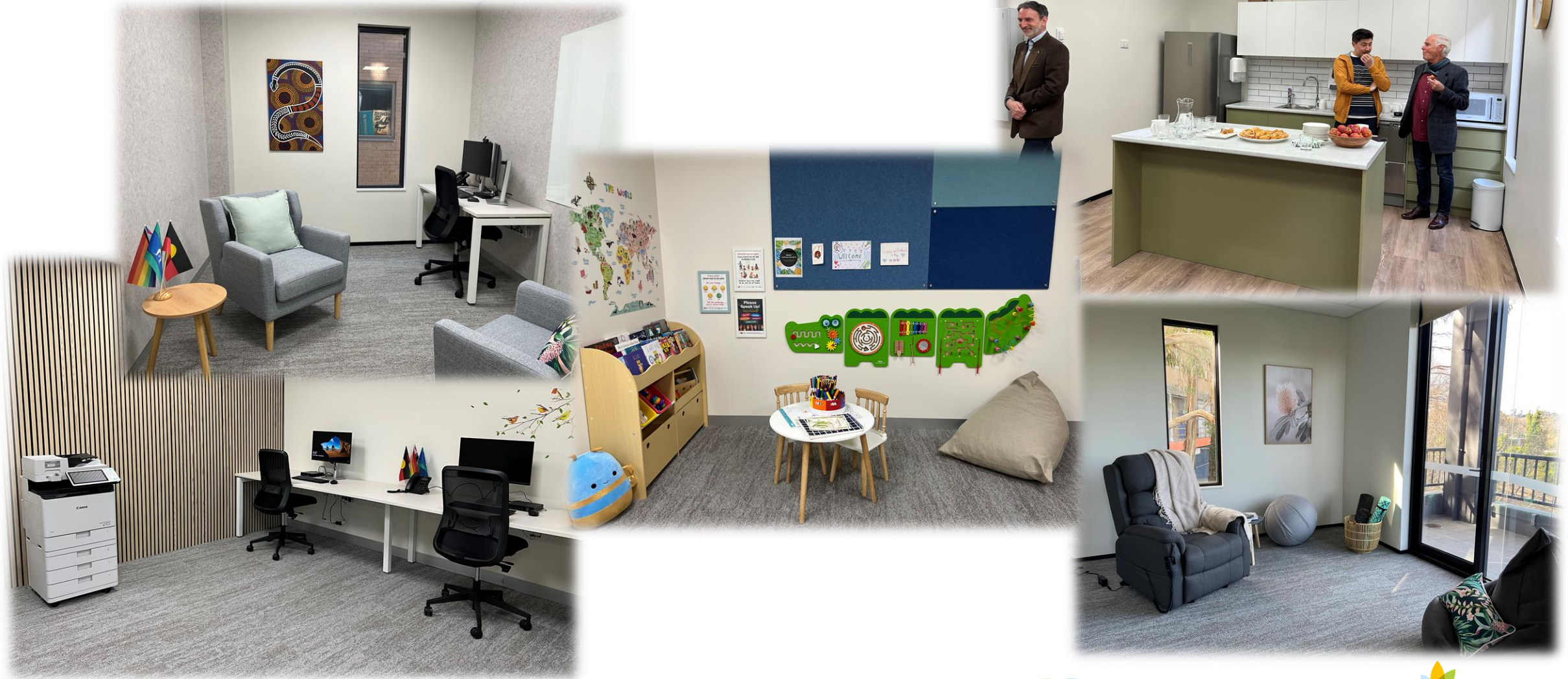


# Co-designed by a lived experience reference group (LERG)

- “Home like”, comfortable and calming, not clinical
- No waiting room / no reception desk
- A variety of public spaces including quiet spaces, kitchen, lounge areas, library, outdoor space, kids’ space
- Trauma informed colours – blues, greens and neutrals
- Natural and dimmable light
- Artwork by Indigenous artists, families/carers, murals
- No clutter, reduced stimuli



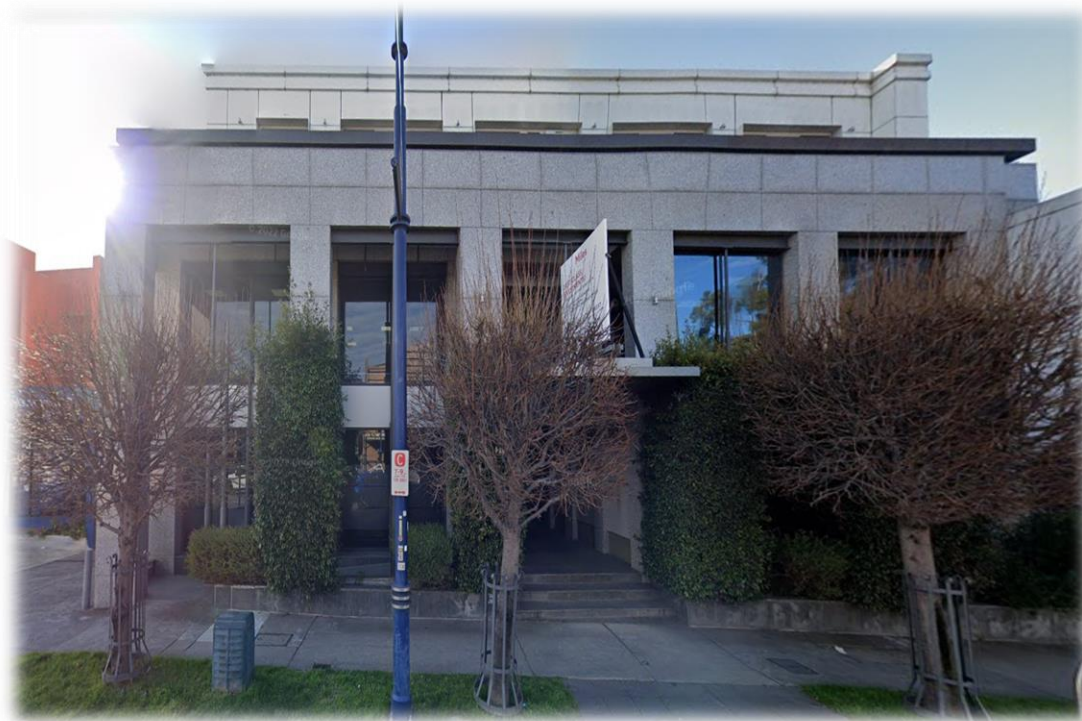
# Ivanhoe interior





# Ivanhoe hub

Unit 3 / 50 Upper Heidelberg Road, Ivanhoe 3079

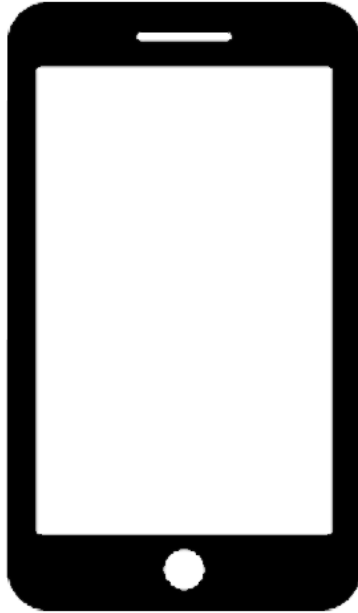


# Current services

- ✓ Support from a family/carer peer worker
- ✓ Information and resources
- ✓ Practical support and financial assistance
- ✓ Family counselling (from Oct)
- ✓ Education sessions and group programs (from Nov)



# How to refer?



**T: 8850 4150**



**E: [mhwc@accesshc.org.au](mailto:mhwc@accesshc.org.au)**

# More information

T: 8850 4150

E: [mhwc@accesshc.org.au](mailto:mhwc@accesshc.org.au)

W: [accesshc.org.au/north-east-metro-family-and-wellbeing-connect/](https://accesshc.org.au/north-east-metro-family-and-wellbeing-connect/)

First Stop website: [thefirststop.org.au](https://thefirststop.org.au)

