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.

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
Gippsland (https://www.wellways.org/our-services/mental-health-wellbeing-connect) **Bairnsdale (main centre):** 347 Main Street,	Tel. 1300 000 717 Email: gippslandconnect@wellways.org (mailto:gippslandconnect@wellways.org)

Location	Contact details
Bairnsdale VIC 3875 Open for walk-ins or call for support. Outreach available. **Traralgon (main centre):** 8-12 Seymour Street, Traralgon VIC 3844 Open for walk-ins or call for support. Outreach available. **Wonthaggi** **(secondary centre):** 108 Watt Street, Wonthaggi VIC 3995 Open for walk-ins or call for support. Outreach available.	
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.	Tel. **1800 962 008** Email: **GrampiansMHWConnect@mindaustrali** (mailto:%20GrampiansMHWConnect@minda .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.	Tel. **1800 572 129** (Text only) **0485 864 597** Email: **humeMHWConnect@gatewayhealth.org** (mailto:humemhwconnect@gatewayhealth.o

Location	Contact details
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.	
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, Mildura VIC 3500 Open for walk-ins or call for support. Outreach available. **Swan Hill (secondary centre):** Call for support. Outreach available.	Tel. **1800 979 730** Email: **LoddonMalleeMHWConnect@mindaustu** (mailto:%20LoddonMalleeMHWConnect@mir org.au)

Location	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.or** (mailto:barwonsouthwestconnect@wellways.
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):** Pakenham Library	Tel. **(03) 9066 1500** Email: **connectcentre@bhn.org.au** (mailto:connectcentre@bhn.org.au)

Location	Contact details
Cnr John & Henry Streets, 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.	

Location	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 Open for walk-ins or call for support. **Belgrave** **(secondary centre):** 1616/1624 Burwood Hwy, Belgrave VIC 3160 Open for walk-ins or call for support. **Eltham** **(secondary centre):** 917 Main Rd, Eltham VIC 3095 Open for walk-ins or call for support. **Lilydale** **(secondary centre):** 5/9 Clarke St, Lilydale VIC 3140 Open for walk-ins or call for support.	Tel. **(03) 8850 4150** Email: **northeastmetroconnect@accesshc.org.** (mailto:northeastmetroconnect@accesshc.o

Location	Contact details
Western (metro) (https://jss.org.au/what-we-do/disability-mental-health-wellbeing/mental-health-and-wellbeing-connect-western-metro/) **Sunshine (main centre):** 20 Hertford Road, Sunshine VIC 3020 Open for walk-ins or call for support.	Tel. **0429 564 269** Email: **WesternMHWConnect@jss.org.au** (mailto:westernmhwconnect@jss.org.au)

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:

VICTORIA State Government | 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)

Content disclaimer

Content on this website is provided for information purposes only. Information about a therapy, service, product or treatment does not in any way endorse or support such therapy, service, product or treatment and is not intended to replace advice from your doctor or other registered health professional. The information and materials contained on this website are not intended to constitute a comprehensive guide concerning all aspects of the therapy, product or treatment described on the website. All users are urged to always seek advice from a registered health care professional for diagnosis and answers to their medical questions and to ascertain whether the particular therapy, service, product or treatment described on the website is suitable in

their circumstances. The State of Victoria and the Department of Health shall not bear any liability for reliance by any user on the materials contained on this website.

Reviewed on: 15-12-2025

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.

Privacy statement: https://www.betterhealth.vic.gov.au/about/privacy
Copyright notice: https://www.betterhealth.vic.gov.au/about/terms-of-use
Disclaimer notice: https://www.betterhealth.vic.gov.au/about/terms-of-use

VICTORIA State Government | Health and Human Services

This web site is managed and authorised by the Department of Health, State Government of Victoria, Australia
© Copyright State of Victoria 2024.