

North East Metro Family and Carer-led Centre

Providing support to families, carers, friends, supporters and kin of people living with mental health and/or substance use concerns.



**Lived/living
experience led**



**Safe, welcoming
& inclusive**



**Hub & satellite
model**



**No assessments or
referrals needed**



No cost

North East Metro Family and Carer-led Centre

Frequently asked questions

What is the Family and Carer-led Centre?

The Family and Carer-led Centre (The Centre) is a warm and welcoming space available to family, carers, kin, and supporters of people living with mental health challenges or alcohol and other drug use. It is available to people of all ages and backgrounds. The Centre is co-designed and led by people with lived/living experience of being a family member or carer.



What services are offered at the Centre?

The service offering will include:

- family and carer peer worker support
- social work and family therapy
- access to brokerage funding and resources
- group programs
- online resources
- phone, including out of hours support and telehealth support.

How do people access the Centre?

There is no referral or intake needed for people to access the Centre. They can drop in as needed or book an appointment to receive support, information, or a chat. There will also be a website available with resources for families, as well as a peer support telephone line.

When is the Centre opening?

Limited drop-in peer support sessions will be available at satellite sites Hawthorn Community House and Lilydale Hub from mid-May. The main Centre Hub, which will be located in Ivanhoe, and other satellite sites will be opening later in the year.

For more information

Visit accesshc.org.au/northeast-FCLC to learn more and sign up to the newsletter or email louisa.mitchell@accesshc.org.au

