

Mental health and wellbeing





healthAbility offers affordable services for your physical, dental, and mental health. We also support your social wellbeing. As a not-for-profit, every dollar goes back into our community.

We are committed to inclusive communities.



Why choose healthAbility?



Accessible and affordable



Award winning



Experienced care team to support your needs



Person-centred care focused on your goals



Providing services to over 25,000 people each year

Your care options:

- Psychology
- Counselling
- After Hours Mental Health Nursing Service
- Stepped Mental Health Care
 - STEPS
 - Head to Health
- Family and carer support – North East Metro Mental Health and Wellbeing Connect

There is no wrong door to getting support

Mental health includes our emotional, psychological, and social wellbeing. It affects how we think, feel, and act. Good mental health helps us to handle stress, relate to others better and make healthy choices. Our mental health service is person-centred and trusted, focusing on moving with you as your needs change.

We aim for you to have to only tell your story once, to make engaging with our service a seamless and supportive experience. Our professional and experienced team work together with you to provide a variety of counselling, mental health nursing and social and community care options that are available both within business hours and after hours. These targeted and accessible services help people to live safely, independently and meaningfully.



Psychology

We take great pride in being able to offer high quality psychology services that are accessible and within our local community. Our psychologists work with you to help improve your physical, mental and social wellbeing.

Psychology is both a science and a profession, devoted to understanding how people think, feel, behave and learn. In Australia, psychology is a regulated profession. This means that practising psychologists must be registered with the Psychology Board of Australia (PsyBA) and listed with the Australian Health Practitioner Regulation Agency (AHPRA).

Counselling

Our counselling team can support people who are experiencing difficulties in the following areas:

- Depression and/or anxiety
- Feelings of low self-esteem
- Relationship problems
- Traumatic or stressful experiences
- Grief and loss
- Carer stress
- Family violence and abusive relationships
- Perinatal depression
- Dealing with illness or chronic disease

The counselling services we offer draw on a number of evidence-based approaches.

Counselling support may involve:

- One-on-one sessions where we will work together to address your needs
- Developing strategies and learning techniques, to help you manage your mental health and wellbeing

Stepped Mental Health Care

Stepped Mental Health Care focuses on linking you in with the right level of support that you need. The approach looks at the whole person, including your physical, social and mental health needs.

One of the main features of the model is that it is flexible – we know that the level of support you need will change over time, and if that happens, we change with you.

A good way to think about this is ‘stepping up’ or ‘stepping down’ as your needs change. We stay with you along this journey.

Emphasis is placed on you only telling your story once, to make engaging with our mental health service a seamless and supportive experience.

This means you can get what you need, without having to change care providers every time you step up or step down.

You can refer yourself, as well as friends and family members. You don’t need a general practitioner (GP) referral to use this service, but it is helpful to have your GP involved in your care.

This service is free and confidential, but eligibility is determined by where you live or work.

You can access these services if you:

- Need support with your mental health or emotional wellbeing from a community service
- Are unable to access or afford private mental health services (such as a private psychologist)



Steps and Head to Health

Our STEPS and Head to Health services at Box Hill offer a range of mental health services, including therapeutic counselling, psychology, peer support, mental health nursing, care coordination and group-based programs.

These services are available for free to people who live or work in the inner and outer east of Melbourne in Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges, and are unable to access similar services elsewhere.

Please call 1800 378 377 for more information.

Groups and programs

The STEPS service offers ongoing groups and programs which are designed to help you develop social skills in a welcoming, inclusive and natural setting.



“I am grateful for the support and guidance I received. Thank you for your dedication to providing quality care and for making my experience a positive one.”

- Client

After Hours Mental Health Nursing Service

Sometimes stress, anxiety, depression or grief can be overwhelming.

Our award winning After Hours Mental Health Nursing Service can help you get on top of things.

You have the option to meet one of our mental health nurses in person, or you can freecall 1300 003 509 to talk with a nurse over the phone, or via telehealth.

Our service provides:

- Someone to listen to your needs and concerns
- Someone to assist you in deciding which steps to take next
- Recommendations for ongoing support services
- A dedicated person who will check in on you to see how things are going down the track

This service is free of charge and no appointment is needed.

If you or someone you know are in an emergency or crisis contact 000 or Lifeline on 13 11 14.

Speak to a Mental Health Nurse

Over the phone: 1300 003 509 (freecall)

In person: 36 Wellington Road, Box Hill VIC 3128

Available between:

6pm–11pm Monday to Friday

2pm–7pm Saturdays, Sundays and public holidays

For more information:

Email our friendly team at ahmhns@healthability.org.au

Family and carer support

The North East Metro Mental Health and Wellbeing Connect service provides free support for family and carers of people with mental health or substance use concerns. Services are available in-person, over the phone or via telehealth.

The service is delivered by Access Health and Community, in partnership with healthAbility, Inspiro and Self Help Addiction Resource Centre (SHARC).

The service is available at healthAbility Eltham every Friday (by appointment only).

To find out more or book an appointment please contact northeastmetroconnect@accesshc.org.au or call 8850 4150.



For more information

To learn more about our mental health services, see our website **healthability.org.au** or scan this QR code.



Get in touch

Speak with one of our friendly team about any of our services or how we can support your overall health and wellbeing.

Phone: 9430 9100

Email: contact@healthability.org.au

Visit one of our locations:

Box Hill: 43 Carrington Road, Box Hill VIC 3128

Eltham: 917 Main Road, Eltham VIC 3095

Web contact form: Scan the QR code or visit **healthability.org.au**



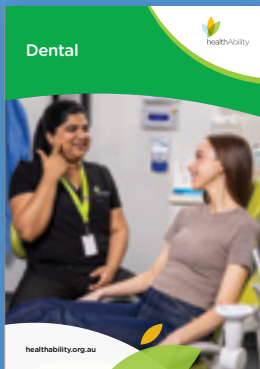
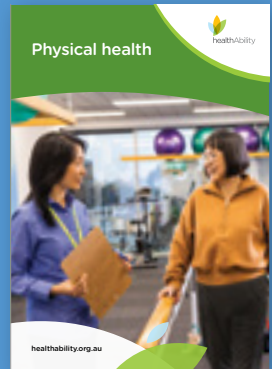
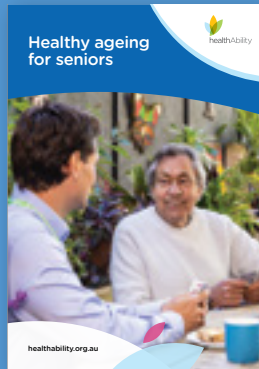
Translation services available



healthAbility is fully compliant in every standard of our Aged Care accreditation from the Aged Care Quality and Safety Commission.

Find out more about our other services:

- Healthy ageing for seniors
- Physical health
- Dental
- Social activity groups
- Children, youth and families



healthAbility respectfully acknowledges the Traditional Owners of the lands on which we operate, the Wurundjeri Woi Wurrung people of the Kulin Nation and their connections to the land, waterways and community. We pay our respect to their ancestors and Elders past, present and emerging and to the Aboriginal and Torres Strait Islander peoples who we engage with and deliver programs and services to every day.



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Box Hill: 43 Carrington Road, Box Hill VIC 3128

Eltham: 917 Main Road, Eltham VIC 3095

Phone: (03) 9430 9100 | **Email:** contact@healthability.org.au

Website: healthability.org.au

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