

Our approach

Neami National is a community mental health service that provides rehabilitation and recovery support services across Australia.

We work in a positive framework and assist you to build your confidence and skills to achieve a greater sense of meaning and purpose in life based on your own values.

We provide services in diverse communities ranging from the inner-city and suburbs to regional and remote areas.

Mental health recovery

We believe that recovery is an individual process and that with the right kind of support you can move towards a life that matches your own values and goals for the future.

Recovery goals often include better physical and mental health, self-confidence, social and community connection, education and skills development, and employment.

Collaborative Recovery Model (CRM)

We use the Collaborative Recovery Model to support you through our services.

The CRM aims to identify your personal values and goals, and then helps you make progress towards achieving them. You choose your own goals.

Our staff support you along the way and help connect you with other services in your local community.

More information

Contacts

Victorian Intake Assessment Service
1300 785 358

Neami Heidelberg
9am–5:30pm, Monday to Friday
Phone 03 9459 5455
Fax 03 9459 5399
heidelberg@neaminational.org.au

About Neami National

Neami National is a community mental health service supporting people to improve their health, live independently and pursue a life based on their own strengths, values and goals.

Our vision

Full citizenship for all people living with a mental illness in Australian society

Our mission

Improving mental health and wellbeing in local communities

www.neaminational.org.au



Neami Heidelberg

Outreach support and group programs for mental health recovery and wellbeing



Outreach support

We provide individual recovery support to people experiencing mental health issues. The type and amount of support available varies depending on your needs and eligibility.

We support you to identify your own strengths, values and goals in life. Community outreach provides support in your recovery while also strengthening your connections to your community and support networks.

Examples of things we can support you with include:

- Becoming involved in social and community activities, and connecting with local services
- Improving relationships with family and friends
- Improving physical health and wellbeing
- Becoming more confident in everyday tasks such as budgeting, catching public transport and looking after your home
- Pursuing education and employment opportunities

Health Promotion

There are several areas where physical health and wellbeing can contribute to or undermine recovery from mental illness. We promote good health in many different ways throughout all of our services.

Peer Support

All Victorian service teams include Peer Support Workers, who combine their professional training with a personal, lived experience of recovery.

Group programs

We offer a range of group programs, both standalone and together with our partners.

Our groups support you to develop knowledge, skills and resources that are consistent with your personal goals and values, while benefiting from the shared experience of group work.

Optimal Health Program (OHP)

The Optimal Health Program is a group program which helps you to improve your wellbeing.

OHP considers the balance of social, emotional, mental, physical and spiritual needs. It provides tools to help set your own priorities and work towards progress in your chosen areas.

You will develop your own wellbeing plan and are encouraged to use the skills you have gained through the program with your support networks.

Flourish

Flourish is a recovery focused, self-development group that is fun, interactive and helps you to explore your values and strengths. This is part of exploring and redefining your direction in life.

Flourish is run by Peer Support Workers who have a lived experience of mental health issues and recovery.

Eligibility

The eligibility criteria varies for our different programs.

As a general guide you must be:

- Aged 16 or over
- Experiencing mental health issues
- Living in or connected to the Banyule or Nillumbik council areas

Referrals

Referrals to Neami Heidelberg can be made via the Victorian Intake Assessment Service on 1300 785 358.

Individuals, carers, families, mental health professionals and other health care providers can make referrals. Referrals must be discussed with the individual prior to making the referral.

Neami encourages referrals from people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, and refugees.

Feedback and complaints

Neami is committed to improving our services and invites your feedback to help us do so. Feedback and complaints are welcome in all Neami services and other organisational areas.

For more information on the feedback process, including downloading the feedback and complaints form, visit:

www.neaminational.org.au/feedback