

# Preparing for my first visit to a Mental Health and Wellbeing Local

PLANNING HOW TO CONTACT A MHWL



# PLANNING HOW TO CONTACT A MHWL

This is a checklist of the steps needed to contact a MHWL.

On the checklist, tick the column/s next to each step to show:

- What you can do (Me column)
- Where you need a support person
- Or where a step isn't required (Not needed column).

You can add your own steps to the list.

Things to think about before contacting the MHWL	ME	SUPPORT PERSON	NOT NEEDED
Appointment or drop-in			
Check drop-in times, or whether you need to make an appointment.			
Get your diary or calendar.			
If booking over the phone, call the MHWL			
Compare available times to your diary/ calendar.			
Visiting the MHWL in-person:			
Choose the best way to get to your MHWL. You want to allow time for any possible delays such as from bad traffic or weather conditions that may affect your travel. Using Google Maps can help you determine the best option for the day and the best time to leave.  _____  _____  _____  _____  _____			

Things to think about before contacting the MHWL	ME	SUPPORT PERSON	NOT NEEDED
<p>Think about the best way to get home after the appointment and if you need support. You may choose to use a different mode of transport.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			
<p>If you're taking a support person, decide whether they'll travel with you or meet you at the clinic.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			
<p>If you are driving, where will you park? Some clinics have a carpark, some may have street parking or overflow parking at busy times. Check if you need to pay for parking.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			
<p>To make it easier to find, check Google Street view to see what the clinic looks like from the outside.</p>			
Things I may need to bring to the local:			
<p>Bring your sensory tools, this may be your fidgets, ear defenders, sunglasses/hats or other item that will help you regulate.</p>			
<p>If you have written or typed notes, bring them along.</p>			

Things to think about before contacting the MHWL	ME	SUPPORT PERSON	NOT NEEDED
Make sure your phone is charged before you leave.			
Names and contact details for any medical professionals you currently see such as your GP or other allied health professionals.			
If you are an NDIS participant, please bring your plan. MHWL can assist you, but only with services that are not included in your NDIS plan.			
<i>You can add your own steps here.</i>			
<i>You can add your own steps here.</i>			
<i>You can add your own steps here.</i>			
<i>You can add your own steps here.</i>			

## **Amaze Inc.**

678 Victoria Street,  
Richmond VIC 3121

**Phone:** 03 9657 1600

**Email:** [info@amaze.org.au](mailto:info@amaze.org.au)

[www.amaze.org.au](http://www.amaze.org.au)

 /AmazeAutismAU

 @AmazeAutismAU

 @AmazeAutism

 /AmazeAutism

## **Acknowledgment**

This resource is proudly funded by the Victorian Government Department of Health.

### **Amaze © 2025**

Permission is granted for the content of this information sheet to be reproduced in its entirety, provided Amaze is acknowledged as the source. Content is provided for educational and information purposes only. Information about a therapy, service, product or treatment does not imply endorsement and is not intended to replace advice from your doctor or other registered health professional.