Who we are

Eastern Melbourne Medicare Local (EMML) is an independent, non-profit organisation that exists to improve the health of Melbourne’s outer east communities.

We are responsible for coordinating primary health care at a local level, identifying service gaps and delivering frontline services. We work with general practice, allied health providers and other health services to improve health outcomes.

Where we work

We support the primary health care needs of people in the local government areas of Knox, Maroondah and Yarra Ranges.

An estimated 411,105 residents currently benefit from the wide range of services provided by EMML. The services are tailored to the specific needs of the region.

Quick facts

- EMML was established on 1 July 2012
- Within our region:
  - 1,925 identify as being of Aboriginal and/or Torres Strait Islander origin
  - 32 per cent come from culturally and linguistically diverse backgrounds
  - there are higher levels of socio-economic disadvantage compared with greater Melbourne
  - there is a high level (27 per cent) of young people under the age of 20
- There are 450 GPs across 98 practices
- We engage with a range of mental health professionals including mental health nurses, psychologists, counsellors, social workers and youth workers
- Our geographical area is approximately 2600 km²
Mental Health

Delivering frontline services
We provide crucial mental health support services to our local community, with 83% of our staff delivering front line services.

Access to Allied Psychological Services
We are providers of the Access to Allied Psychological Services (ATAPS) program, which gives people access to no-cost psychological services, when they may otherwise not be able to afford such services.

The program services include: Better outcomes in Mental Health Care, post traumatic stress and bushfire counselling service, child mental health service and suicide prevention service.

Mental Health Nurse Service
The EMML Mental Health Nurse Service has been developed to meet the geographical needs of the region by providing mental health nurses to work in an outreach model – where they are most needed.

We employ a team of experienced mental health nurses who provide excellence in community mental health nursing. The mental health nurses support general practitioners in the management and care for people with severe and persistent mental illness.

headspace Knox
headspace Knox officially opened in March 2013 and provides a space for young people to connect, create and talk about things that might be worrying them. As the centre’s lead agency, EMML has established a busy service that houses doctors and nurses, counsellors, psychologists, youth and mental health workers and employment services.

Partners in Recovery
Partners in Recovery focuses on better connecting services often needed by people suffering severe mental illness. These services include drug and alcohol, housing, homelessness, employment, education, emergency, and engaging with hospital emergency departments.

EMML formed a partnership with Mind Australia to deliver the Partners in Recovery (PIR) program for people with severe and persistent mental illness.

Positive Eating and Changing Habits (PEACH)
PEACH is an eating disorder program for young people aged 18-25 years. The program, based on an intensive outpatient model of care, was developed in conjunction with the Butterfly Foundation and is delivered in partnership with headspace Knox and Knox Community Health Service. The program is the first of its kind in Victoria.