

Eastern 2022

Navigation

Resource

Unravelling pathways to health and
community supports

Provided by the Eastern Regional Coordinators

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Introduction

This guide is developed to provide a resource for workers across Inner- and Outer- Eastern Melbourne to navigate the various health and community support sectors, for the benefit of the people (consumers and carers/families) that they work with. The objective is for people within these areas of Melbourne to be provided with a more seamless journey to the right supports to meet their individual needs, and experience warmer support pathways.

It has been identified in the Productivity Commission findings 2020 and the Victorian Mental Health Royal Commission report 2021 that the navigation of supports for people is a key area of need. Issues with navigation of supports are identified as common concerns in both reports and the impacts on consumers, their families and the people who support them are outlined. Online and centralised navigation portals are recommendations from both reports, in an effort to improve the providers understanding of available services when assisting people.

This navigation guide aims to bridge the gap for service providers in lieu of a suitable online navigation platform. The guide will also assist providers to understand key entry points to the various service sectors.

The resource is divided into sector specific sections and contains information to assist staff to know the eligibility criteria, catchments, and suitable entry points. This information aims to support appropriate referrals for people. It also includes some useful links and demystifies acronyms and terms for each sector. This guide does not intend to provide a comprehensive list of services and supports, but rather key access points that will assist with service navigation.

This resource is current as of January 2022, and the authors take no responsibility for the ongoing accuracy of the content. Web links are provided for each service sector and should be referred to when accuracy is required.

This resource takes some inspiration from “A guide to making links” developed in 2018 by the AOD, Homelessness and Mental Health supports in Melbourne’s North and West.

The Eastern Regional Coordinators acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which we are located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples’ unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

Eastern Regional Coordinators

The Eastern Regional Coordinators group was founded by the Department of Families Fairness and Housing in 2014 with the following aims:

- To bring together the area coordinators whose role it is to promote and facilitate service coordination across the region.
- To reduce duplication of effort in providing navigation tools for the various sectors when the cohorts accessing services are largely similar.
- To support integration across sectors with workforce development, role modelling, promoting collaborative practice and training.
- To share relevant data and information across health and community service sectors.
- To seek opportunities to strengthen partnerships, links, responses & referral protocols.

Membership of the Eastern Regional Coordinators Group represents the following sectors: Homelessness; Family Violence; Family Services; Mental Health; Alcohol & Other Drugs; Children and Families; FaPMI; Aboriginal services; NDIS.

The coordination function of this group currently rests with the Eastern Mental Health Service Coordination Alliance coordinator, Bronwyn Williams. Correspondence regarding this group can be made to: Bronwyn.williams@easternhealth.org.au

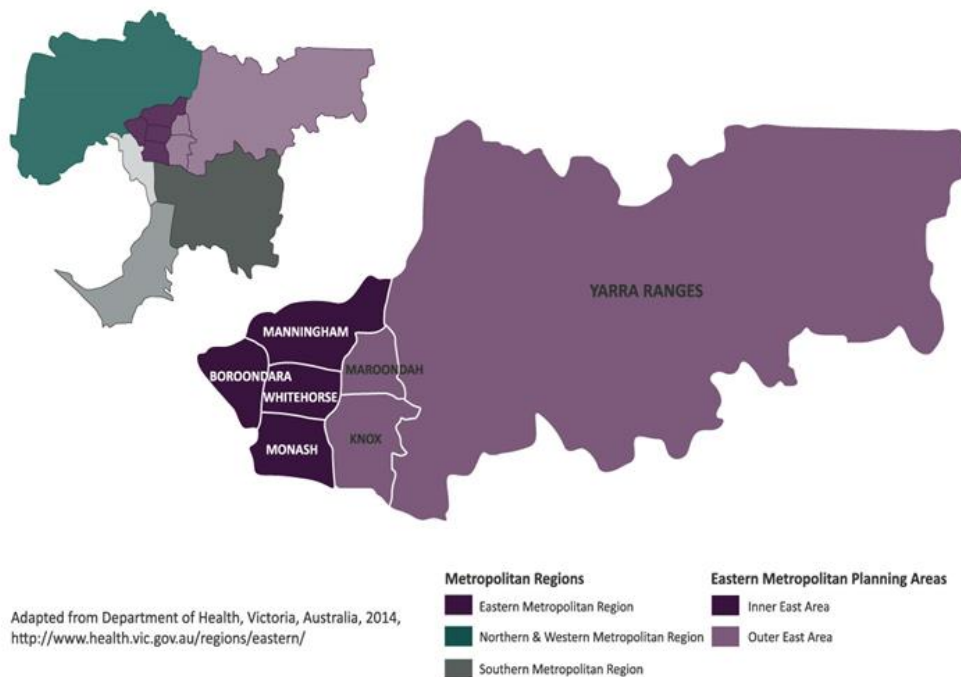


Figure 1 - Inner and Outer Eastern Areas of Melbourne

Homelessness Services

Eligibility

Someone 16 years old or above who is homeless, or at risk of homelessness who is looking for some support to find housing and address any issues that might hinder housing stability.

Catchments/Locations

In the inner and outer eastern areas of Melbourne.

Access

Referral to homelessness resources is through a Homelessness Entry Point.

The Entry Points in the Inner and Outer east are:

- Anchor Incorporated, Lilydale - **9760 6400**
- Community Housing Ltd, Box Hill - **9856 0098**
- The Salvation Army, Nunawading - **9853 5680**
- Uniting Ringwood - **8870 4020**

If someone is homeless, at risk of homelessness or escaping family violence, and you are unsure of which entry point is their closest (or its after hours), please ask them to call **1800 825 955** - 24 hour, statewide, toll-free number to speak with a housing and support worker.

This number will be directed to the closest service, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.

For a full list of homelessness and family violence access points around the state, see: <https://services.DFFH.vic.gov.au/getting-help>

Service Pathway

What people can expect when accessing homelessness entry point services

1. An initial assessment and planning (IAP) worker will assess and prioritise people according to their level of housing need, support need and vulnerability.
2. The IA&P worker will provide information on housing options and assist an individual or household to receive a crisis response and do some short-term planning.
3. Entry points have some capacity to refer to crisis accommodation services and have limited funds to assist some people to pay for temporary accommodation in local hotels and rooming houses. Entry points also provide information about mainstream accommodation options available in the community.
4. As accommodation or support becomes available, clients are best-matched and referred to each vacancy.

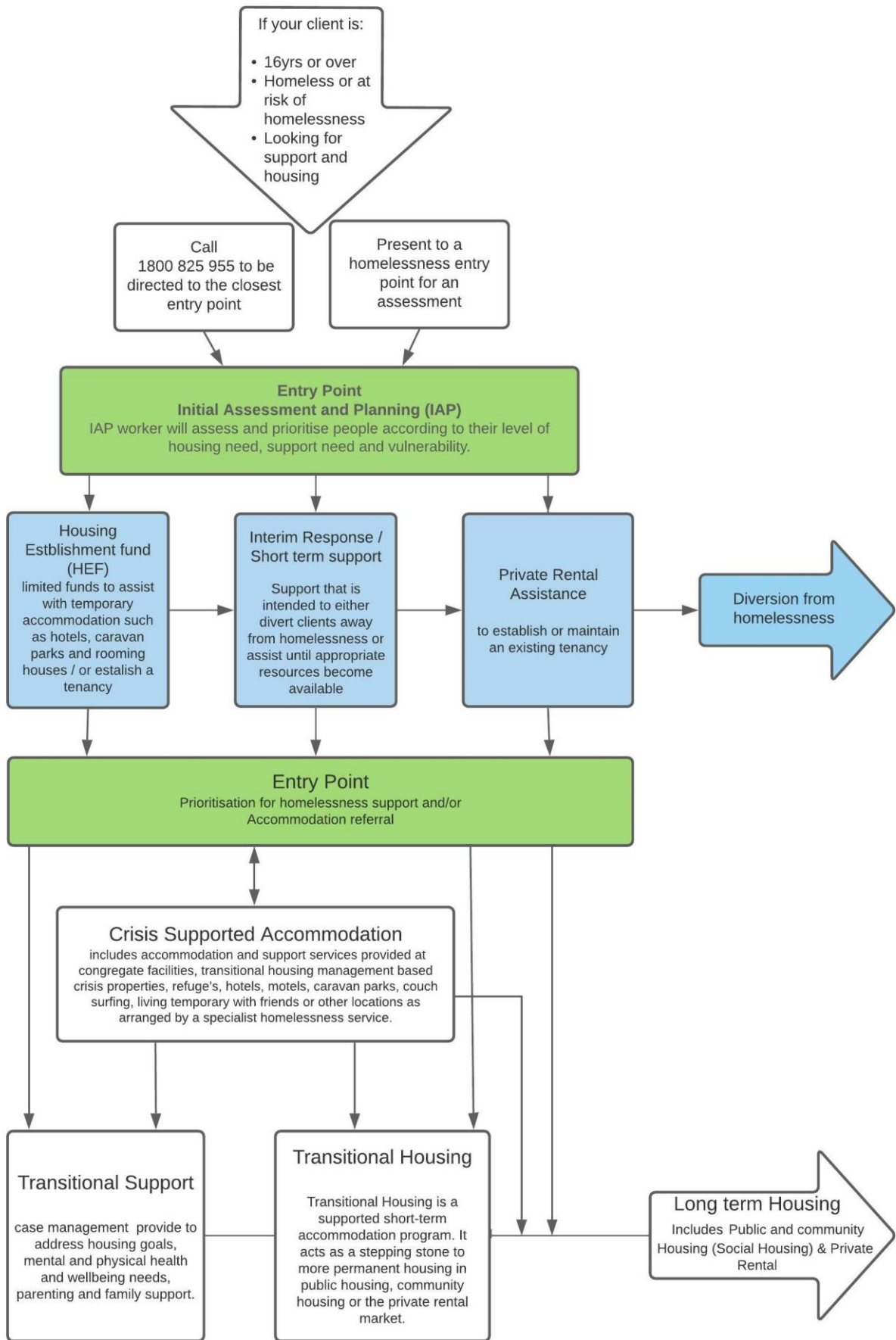


Figure 2 – Homelessness Service Pathway

Types of Support

- **Short term/Crisis assistance:** this is a form of very short-term support to either help divert clients away from homelessness where appropriate or contain acute crises until more appropriate resources become available.
- **Crisis supported accommodation:** short term supported accommodation (average of six weeks) for people in immediate crisis who require intensive support. Examples include youth refuges, women’s refuges, and the major night shelters.
- **Housing Establishment Funds (HEF):** Financial assistance to support people to either access or maintain private rental, and to provide short term (usually overnight) accommodation for people in crisis who are homeless or at risk of homelessness.
- **Private rental brokerage/Private Rental Access Program:** Funds to assist households to sustain or establish new tenancies in the private rental market. Homelessness entry points can refer to the appropriate service.
- **Family Violence Flexible Support Package (FSP) Funding:** The purposes of FSPs are for a response to provide personalised, targeted assistance and to assist women and children living with family violence in a crisis or post-crisis situation. A case manager should contact [EDVOS](#) for more information.
- **Transitional support:** Case management support to assist people to find appropriate housing and address any issues that have contributed to their experience of homelessness. Services are generally provided on an outreach basis for an average of three months.
- **Transitional housing:** Medium-term accommodation (4 – 18 months) in which residents enter into an occupancy agreement subject to the provisions of the Residential Tenancies Act (RTA).
- **Long term housing options:** Social housing (public and community housing) is managed by both Homes Victoria (formally DFFH) and community housing providers.

Potential Challenges to Access

- Each homelessness entry point works differently. Some offer a drop-in service where people wait to be seen by an intake worker on a first-come, first-served basis. Others require you to make an appointment to be assessed. So, it is recommended to ring the access point before arrival whenever possible.
- Clients may not be seen on the day they present to the access point and may need to re-present the following day.
- The entry points provide a crisis response not long-term case management and there may or may not be an option to refer to longer term support.
- There is not enough affordable housing for people and long-term housing is limited. People can wait many years for social housing to become available.

Webpage Links

Regional Fact Sheets - A guide for referral practice used within the Specialist Homelessness Services (SHS) in the Eastern metropolitan region. https://www.ehn.org.au/practitioner-resources/regional-fact-sheets-a-referral-practice-guide_245s190

Eastern Homelessness Network (for practitioners)
www.ehn.org.au

Council to Homeless Persons (CHP)
www.chp.com.au

Community Housing Industry Association (CHIA)
www.communityhousing.com.au

Homelessness Advocacy Service
<http://chp.org.au/need-help/#moreinformation>

If you have a problem with a homelessness assistance or social housing service such as a transitional housing manager (THM), a support service or a rooming house, Council to Homeless Persons' Homelessness Advocacy Service can help. Call **1800 066 256** or **8415 6213**

Urgent Help

Please call **000** – Victoria Police if you are in immediate danger.

Integrated Family and Community Services

Eligibility

Families with children 0-18 years of age who reside in the Inner and Outer Eastern Region where parenting support has been identified as needed.

Catchments/Locations

Catchments defined by DFFH: The cities of Yarra Ranges, Knox, Maroondah, Whitehorse, Manningham, Monash and Boroondara

Outer East - Anglicare Victoria (CF and IFS), Uniting VT, Eastern Access Community Health (EACH), Victorian Aboriginal Child Care Agency (VACCA), Boorndawan Willam Aboriginal Healing Service (BWAHS), Mackillop

Inner East - Anglicare Victoria, Uniting Vic Tas, Doncare, Camcare/Access Health, Latrobe Community Health, City of Monash, Victorian Aboriginal Child Care Agency (VACCA), Mackillop Family Services

Access

Outer East

All referrals to Integrated Family Services (IFS) are via Child FIRST (Family Information Referral and Support Team) who provide support, advice and access to services, both IFS and other support services deemed appropriate for children, young people and families.

- Outer east intake: **1300 369 146**

NOTE: Outer East Child FIRST will transition into the Orange Door in 2022. The Intake service it provides will remain the same for entry into IFS.

Service Pathway

Child FIRST provides short term intake and assessment, if deemed appropriate for Family Services, the family will be presented at a weekly Alliance meeting for allocation to individual agencies.

Family Services providers will contact families directly within a prescribed time period (3-5 working days) to provide contacts and begin engagement.

Hot Tips for Access

Child FIRST is not a crisis response service, operating normal business hours, Mon-Fri 9-5 pm.

Although consent is not required for referrals to Child FIRST, and referrers can remain anonymous, engagement is often more likely with family’s prior knowledge.

Child FIRST or Child Protection?

Child FIRST	Child Protection
<ul style="list-style-type: none"> ➤ You are concerned about the wellbeing of a child. ➤ You believe that the family are in need of support services to better meet the needs of the child/ren. ➤ Advice is needed in navigating the service system. ➤ The immediate safety of the child is <u>not</u> compromised 	<ul style="list-style-type: none"> ➤ When concerns have a serious impact on a child’s immediate or imminent safety ➤ Physical abuse (specifically any injuries) and/or sexual abuse (including disclosures) ➤ Child abandoned, parents are dead or incapacitated, and no other person is properly caring for them. ➤ Serious emotional, psychological abuse or ill treatment, neglect impacting on healthy development ➤ Child/young person’s actions place them at significant risk and parents are unwilling or unable to protect ➤ Concerns are persistent and entrenched and likely to have a serious impact on the child’s development
<p>NOTE: Mandated reports to Child Protection must be directed to Child Protection Intake.</p>	

Inner East

All referrals to Integrated Family Services are via The Orange Door.

The Orange Door helps women, children and young people experiencing family violence and families who need support with the wellbeing and development of their children. The Orange Door helps connect people directly to services and provide a coordinated response to a range of different needs, and where required a whole-of-family response, including holding perpetrators to account.

The Orange Door Inner East Phone Number: **1800 354 322**

Service Pathway

The Orange Door provides short term intake and assessment, if deemed appropriate for Family Services, the family will be presented at a weekly Allocations meeting for allocation to individual agencies.

Family Services providers will contact families directly within a prescribed time period (3-5 working days) to provide contacts and begin engagement.

Hot Tips for Access

Although consent is not required for referrals to The Orange Door, and referrers can remain anonymous, engagement is often more likely with family's prior knowledge.

Types of Support

Integrated Family Services (IFS) is a voluntary case management and parenting support service, offering support to families in need, in an outreach capacity in their homes. IFS work with families to promote child safety, development and to increase parenting capacity and family functioning.

IFS develop Child & Family Action plans with families, and are goal driven with regular reviews and assessments conducted with families.

IFS would see families on a weekly basis, as deemed appropriate, reducing contact to fortnightly as families are transitioning to closure.

IFS work with the whole family, including separated parents, where appropriate.

IFS are committed to working in partnership with all services who support families.

Different agencies provide a suite of other services such as early years, family violence, disability support, adolescent focused and CALD specific to compliment the Family Services program. For more information, speak to Child FIRST or the agency specifically.

VACCA and BWAHS provide specific support to Aboriginal and Torres Strait Islander families in the Inner and Outer Eastern Region.

Aboriginal Liaison Worker (ALW): The ALW is based at VACCA and consults with Child FIRST, IFS and the SCPPCB, to link Aboriginal specific services and to provide a culturally appropriate service to Aboriginal and Torres Strait Islander Families.

Senior Child Protection Practitioner-Community Based (SCPP-CB): Child FIRST and IFS have access to a SCPP-CB who can support FS practitioners and families helping to manage risk in the community.

Children with Complex Disability Support Needs (CCDSN)

To provide family preservation, reunification, and placement support to families with child(ren) with complex disability support needs through flexible case management.

Intake:

- The Orange Door (Inner East) **1800 354 322**
- Child Protection
- Inter or internal agency referrals
- Principal Disability Practice Advisor (PDPA)

*All referrals must be endorsed by PDPA.

Family Services Specialist Disability Practitioners (FSSDP)

To build both disability and National Disability Insurance Scheme expertise across the community-based family services systems. To assist vulnerable children and parents with disability to access disability supports and participate effectively in the NDIS.

Build the ongoing capacity of all family services practitioners to support families to navigate the NDIS to receive timely access to disability supports

Build the ongoing capacity of other family services practitioners to support families with disability support needs through understanding and utilising avenues for secondary consultation and referral.

Intake Inner East:

The Orange Door Inner East: **1800 354 322**

Intake Outer East:

Child FIRST Outer East: **1300 369 146**

Potential Challenges to Access

Client consent is required for referral to Family Services as it is a voluntary program.

Consent is not required for referral to Child FIRST or the Orange Door.

For Families that may not meet the threshold for a referral to Family Services, the Parentzone Newsletter offers a range of alternative support options across the whole Eastern Region.

Webpage Links

Eastern Region [ParentZone - Anglicare Victoria](#)

Outer East - [Anglicare Victoria: Transforming the Futures of Children](#)

Inner East - <https://orangedoor.vic.gov.au>

Urgent Help

- Please call **000** – Victoria Police if you are in immediate danger.

Children and Young People

Eligibility

The difficulty lies in the definitions of children and youth depending on the sector. Children do not self-refer. They access the services via their parents or guardians. Young people, depending on their circumstances, can self-refer to services.

It is reliant on practitioners understanding referral pathways depending on the age and needs of the child/youth.

Catchments/Locations

These follow the DFFH areas and there are multiple intake points according to the service sector; homelessness, family violence, mental health, Aboriginal services etc.

Access

Varied depending on services required. Practitioners make enquiries & referrals

Service Pathway

Pathways for children and youth are not clear cut. There are multiple crossovers and sector variances that can make identifying pathways complex at times.

Potential Challenges to Access

- Children are often not assessed as individual clients when presenting to mainstream, non-child specific services and so may not be assessed and referred at all or appropriately.
- There is no single 'Children's Sector' but a range of options for children in each sector.

Tips for Access

- If you are assessing support for a child often you are getting information about the parent and their view.
- If practitioners are not sure how to talk to a parent about their child's experience or how to talk with a child about their own experience, a secondary consult with the appropriate service specialty is advised. Coaching is usually available to assist with difficult conversations.

Webpage Links

Child Safety

Child FIRST & Integrated Family Services:

<https://services.DFFH.vic.gov.au/child-first-and-family-services> Child FIRST will transition to the Orange Door when one is developed in the eastern region. The service it provides will remain the same.

Child Protection: <https://services.DFFH.vic.gov.au/child-protection-contacts> Child Protection should be notified if you have concerns that a child is at risk of significant harm as a result of abuse or neglect, even if a notification has been made previously about the same child/children.

Children & Young People within

Homelessness & Family Violence services:

Statewide Children's Resource Program (SCRIP): For information, referral pathways, brokerage and resources for children and families.

https://www.ehn.org.au/practitioner-resources/the-statewide-childrens-resource-program_245s167

www.statewidechildrenresourceprogram.weebly.com

Therapeutic interventions:

Pathways to Resilience:

<https://www.ehn.org.au/uploads/243/527/Pathways-To-Resilience-brochure.pdf>

Provides one-to-one support and group work for children after family violence, trauma counselling, LGBTQI+ support for young people, support for women.

Trak Forward:

https://www.ehn.org.au/client-supports-and-activities/trak-forward-program-therapeutic-recovery-for-adults-and-kids_243s499

A range of therapeutic programs for children and adults moving away from the impacts of family violence.

Homelessness information, resources for clients and practitioners, legislation information, training and more, look at the Eastern Homelessness Network website:

<https://www.ehn.org.au>

For Family Violence information, support options, resources for clients and practitioners, please see the Regional Family Violence Partnership website; <https://rfvp.org.au/>

Children and Young People - Resources

Yarra Ranges

Youth Health Hub:

<https://www.inspiro.org.au/youthhealthhub> Ph: **9757 8777**

Youth resources:

<https://www.yarraranges.vic.gov.au/Community/Youth> Ph: **1300 368 333**

Maroondah

City Council Youth Services

<http://www.maroondahyouth.com.au/Home> Ph: **9294 5704**

Boroondara

Youth hub:

<https://www.boroondara.vic.gov.au/community-support/young-people/visit-our-youth-centre>

Support for families:

<https://www.boroondara.vic.gov.au/community-support/boroondara-families/support-families>

Manningham

Youth services:

<https://www.manningham.vic.gov.au/find-youth-services>

Monash

Children & Family Services:

<https://www.monash.vic.gov.au/Services/Children-Family>

EACH

<https://www.each.com.au/child-youth-family-services/>

Carrington Health

Children and Family Services:

www.carringtonhealth.org.au/childandfamily/

Victorian Aboriginal Child Care Agency

Head office Bell Street Preston

Children & Families:

<https://www.vacca.org/page/services/children-and-families>

Youth Supports:

<https://www.vacca.org/page/services/youth-services-and-programs>

Chirnside Park Location Ph: **8727 0200**

Oonah Belonging Place

1A Badger Creek Road Healesville Ph: **5962 2940**

Children: <https://oonah.org.au/children-programs/>

Youth: <https://oonah.org.au/youth/>

Children with a Disability

Association for Children with a Disability:

<https://www.acd.org.au/> support for children with a disability and their family, information, resources

Children and Young People with a Disability:

<https://www.cyda.org.au/> resources for children, families and young people with a disability. This organisation does not provide direct support.

Autism Spectrum Services:

Support for those on the spectrum from early years to adulthood:

<https://www.autismspectrum.org.au/>

Information for those on the spectrum, their families and carers and for professionals:

<https://www.amaze.org.au/>

Phone Numbers to give to Children/Youth:

Practitioners can provide numbers to young people and adolescence however being mindful that young people and youth can find it difficult to access supports on their own particularly in times of crisis. Coaching and follow up is often required.

Kid's help line: **1800 551 800**

Headspace Ph: **9801-6088**

<https://headspace.org.au/headspace-centres/knox/>

Our Watch (older adolescents)

Opportunity Lab (15-25)

Provide safe and effective pathways to learning and employment for young people aged 15 - 25 years who have experienced family violence.

<https://www.theopportunitylab.org.au/>

Satellite Foundation (MH) 12-25

Satellite Connect is an online and face-to-face program for young people who have a parent/carer with a mental illness.

<https://www.satellitefoundation.org.au/>

Other Supports for Children and Young People

Kids Help line: <https://kidshelpline.com.au/>

Life Line – 13 11 14

Parent Line: www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service

www.reachout.com.au information on a variety of issues that affect young people.

www.copmi.net.au/kids-young-people information about mental illness, support services, and resources.

www.cyh.com child and youth health website with very user-friendly information about many aspects of health including for parents.

Support for Children and Young People who Identify as LGBTQIA+

A great list of inner metro and inner east supports & resources have been compiled here; <http://iellen.org.au/wp-content/uploads/2019/10/YOUTH-LGBTQI-RESOURCE-Final-as-of-30.10.pdf>

The Rainbow Network have compiled some fabulous supports and resources as well; <https://www.rainbownetwork.com.au/resources>

Both of these provide information and support options for parents and allies of LGBTQIA+ children and young people.

Urgent Help

Having a tough time and need someone to talk to right now? The following service is there to listen and help you out. They are confidential and available 24/7:

Kids Helpline **1800 55 1800** or <https://kidshelpline.com.au/>

For children and young people 5-25yrs, parents and carers.

Specialist Family Violence

Victim/Survivors

Eligibility

Any victim survivor of family violence and their children, pets and animals in Eastern Metropolitan Melbourne.

Catchments/Locations

Inner East – The Inner East Orange Door is the main entry point for people seeking family violence support, who are living in the LGA's of Boroondara, Manningham, Whitehorse, and Monash. Family violence referrals and secondary consults for clients living in Melbourne's Inner East should be directed to the IEMA Orange Door.

Outer East – The Eastern Domestic Violence Service - EDVOS is based in Ringwood with outreach locations across the EMR and provides specialist family violence support and secondary consultations for clients living in Melbourne's Outer East (LGA's Knox, Maroondah, and Yarra Ranges). The Outer East Orange door is due to open in 2022.

Refuge/crisis accommodation options operate in the EMR: Kara House, Refuge Victoria (formerly Safe Futures Foundation), and Women's Liberation Halfway House. The crisis accommodation locations are confidential, and referral is only through Safe Steps Family Violence Response Centre.

Access

- Via L17 (police referral)
- Self-referral
- Referral by another service
- EDVOS (LGA's Knox, Maroondah and Yarra Ranges)
 - Phone: **9259 4200**
 - Email: intake@edvos.org.au
 - Opening times: 9am-8pm Monday–Friday, 9am-5pm Saturdays
- Inner East Orange Door (LGA's Boroondara, Manningham, Whitehorse and Monash).
 - Phone: **1800 354 322**
 - Email: IEMA@orangedoor.vic.gov.au
 - Address: 30-32 Prospect Street, Box Hill, Victoria, 3128
 - Opening times: 9am -5pm Monday–Friday

Service Pathway

Family Violence Referral Pathways Booklet:

<http://www.edvos.org.au/wp-content/uploads/2021/09/Family-Violence-Referral-Pathways-Booklet-v9.pdf>

Types of Support

- Risk Assessment Management Panel
- Children's support advocate
- Family violence counselling
- Case management
- Intensive case management
- Court support
- Pet Safety Program
- Safe at Home Program
- Repeat Police Attendance
- After hours response
- Therapeutic recovery group
- Personal Safety Initiative
- Private Rental Assistance
- Aboriginal liaison officer

Potential Challenges to Access

- For a crisis response after hours, please contact Safe Steps Family Violence Response Centre on **1800 015 188**. They can facilitate referrals to the After Hours Crisis Response team in the eastern region.
- EDVOS is primarily funded to support self-identified women and children, and their pets. In general, male victim-survivors of family violence will be supported to access other appropriate services.

Tips for Access

- Referral to refuge currently only comes through Safe Steps
- SFVS are LGBTIQ inclusive services
- EDVOS hours of operation: M-F: 9am - 8pm & Sat: 9am - 5pm

Webpage Links

EDVOS <https://www.edvos.org.au/>

Kara House <https://karahouse.org.au/>

Refuge Victoria (formerly Safe Futures Foundation) <https://www.safefutures.org.au/>

Women's Liberation Halfway House <https://wlhh.org/>

The Orange Door <https://orangedoor.vic.gov.au/find-a-service-near-you>

Urgent Help

- Referrals are triaged based on identifiable risk.
- Risk Assessment and Management Panel is a multi-agency response for victim survivors at high and imminent risk. RAMP referrals are made through the Assessment and Response Team at EDVOS (LGA's Knox, Maroondah, Yarra Ranges) and the Inner East Orange Door (LGA's Boroondara, Manningham, Whitehorse and Monash) .
- Safe Steps Family Violence Response Service on **1800 015 188** (24hrs)
- Please call **000** – Victoria Police if you are in immediate danger.



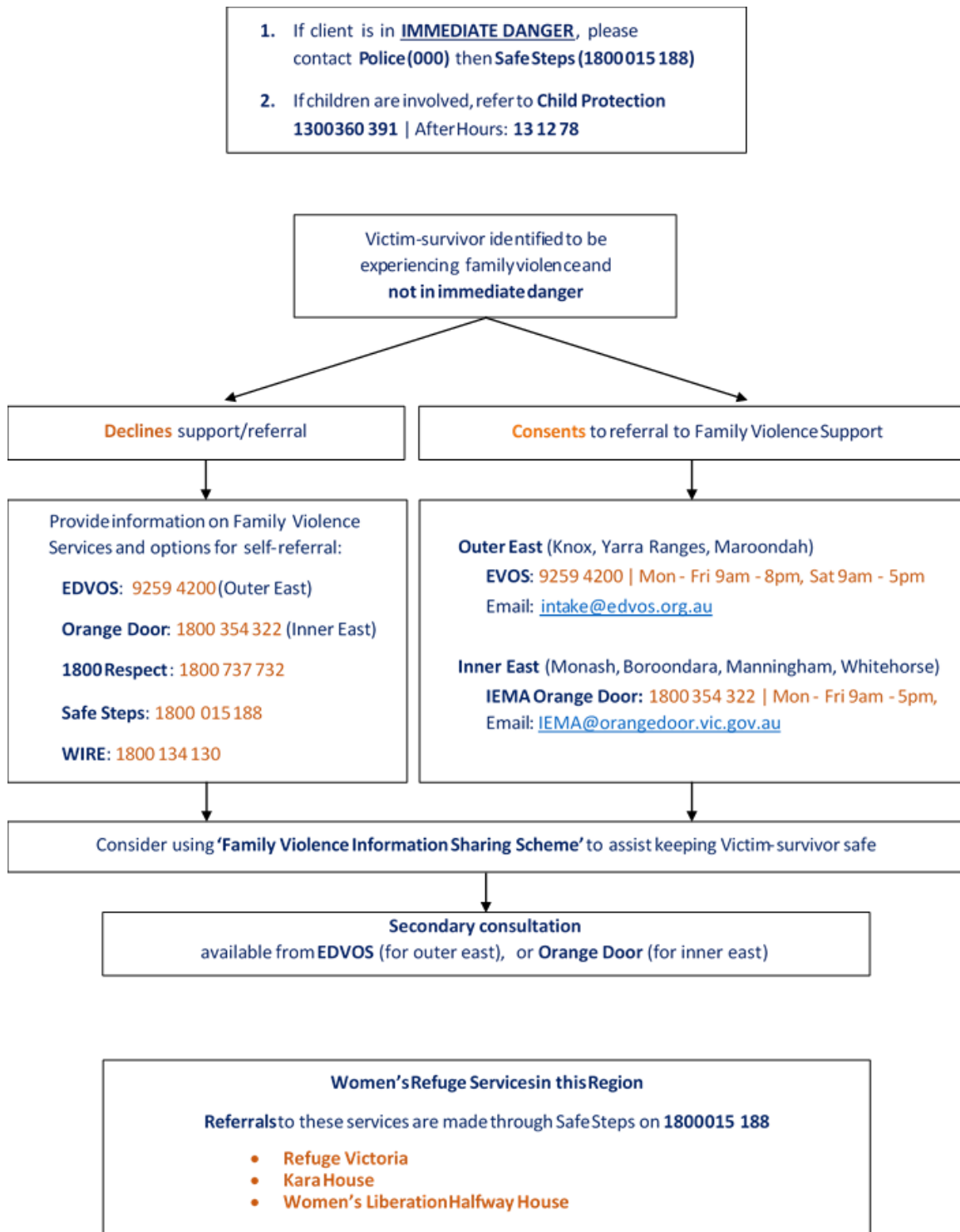


Figure 3- Specialist Family Violence service pathway

Family Violence - Adolescent violence in the home (AVITH)

Eligibility

For families in Inner East (aged 10-18 years) requiring a more intensive, outreach based, family support and counselling service - please refer via The Inner East Melbourne Orange Door on **1800 354 322** with a request for Meridian Team

For families in Inner and Outer East (aged 15-23 years) – counselling for young people and their families who are experiencing difficulties in their relationships, where this may threaten the young person with homelessness. A key focus is addressing the issue of adolescent violence in the home. Includes out posted services at some inner east secondary schools. This is an early intervention and prevention program with a focus on relationship repair and trauma recovery.

‘Breaking the Cycle’ – group work program for parents/carers experiencing AVITH (aged 10-18 from Inner and Outer East)

For professionals - education, training/ primary & secondary consultation

General counselling/family therapy – 7-11 Shipley St, Box Hill VIC 3128

Inner East Integrated Family Services - therapeutic (IEIFS) – office based or outreach for young people and families residing in the Cities of Boroondara, Whitehorse, Manningham and Monash

Catchments/Locations

In the inner and outer eastern areas of Melbourne.

Access

Meridian Youth & Family Therapy Team

- IEIFS – please contact The Inner East Melbourne Orange Door on **1800 354 322**
- General Counselling/family therapy - please contact Meridian Intake Ph: **03 9896 6322** or meridian@anglicarevic.org.au
- Breaking the Cycle – an evidence-based, eight week therapeutic group work program for parents/carers whose adolescent is abusive and/or violent in the home - Meridian Intake Ph: **03 9896 6322** or meridian@anglicarevic.org.au
- Education, Training/ Primary & Secondary Consultation - please contact Meridian Intake Ph: **03 9896 6322** or meridian@anglicarevic.org.au
- Service access: 9am – 5pm (some capacity for earlier or later appointments subject to availability)

Service Pathway

As part of our intake response, we can provide information and advice. After hearing about the situation, we can tailor our response which may include offering face-to face assessments, single sessions, co-allocation, reflective teams, or access to other counselling options and resources. It may be that families are experiencing service system gaps and we work to meet these gaps within our own limitations.

Types of Support

- Family Services
- Youth Homelessness (General Counselling /Family Therapy)
- Group work
- Education & Training/ Primary and Secondary Consultation

Potential Challenges to Access

- Waiting time: 4 - 6 weeks
- Opening hours: 9am – 5pm
- Cost: free
- BTC groupwork: runs 2-3 x times per year, cost: gold coin donation

Tips for Access

Please contact Meridian Intake directly if you have any queries or questions; they will support you regarding the most appropriate pathway/referral options. In some instances, they may recommend another service.

Webpage Links

https://www.anglicarevic.org.au/contact-us/locations/?lc_region=eastern

Urgent Help

- After Hours contact Safe Steps Family Violence Response Service on **1800 015 188**
- Please call **000** – Victoria Police if you are in immediate danger.

Men's Family Violence

Eligibility

Anyone can call the statewide Men's Referral Service 1300 766 491 (seven days a week) –

- Men who have or are still behaving abusively
- Family members who are impacted by a man's use of abusive behaviours
- Friends, family, or colleagues of people who may be using or experiencing family violence and wish to understand how to support their friends, family or colleagues
- Professionals wishing to support a client who is using or experiencing family violence

Men's Behaviour change Programs –

A men's behaviour change program (MBCP) is a program for men wanting to end their use of violence and other problematic behaviours in their relationships. This behaviour includes coercive control, physical, sexual, emotional, verbal, economic, social, and financial abuse and intimidation.

Catchments/Locations

- Bayswater
- Box Hill
- Lilydale
- Boronia
- Kew
- Clayton
- Lilydale

Access

Men can phone the below organisations to make an appointment:

- Anglicare, Bayswater (MBCP, Men's Case Management) **9721 3688**
- Anglicare, Box Hill (MBCP, Men's Case Management) **9896 6322**
- Anglicare, Lilydale (Men's Case Management) **9735 4188**
- Relationships Australia, Boronia (MBCP, Men's Case Management) **9725 9964**
- Relationships Australia, Kew (MBCP, Men's Case Management) **9261 8700**
- Link Health and Community, Clayton (MBCP, Men's Counselling) **1300 552 509**
- Boorndawan William Aboriginal Healing Service, Lilydale (Men's Behaviour Change Program, Men's Case Management Program) **9212 0200**

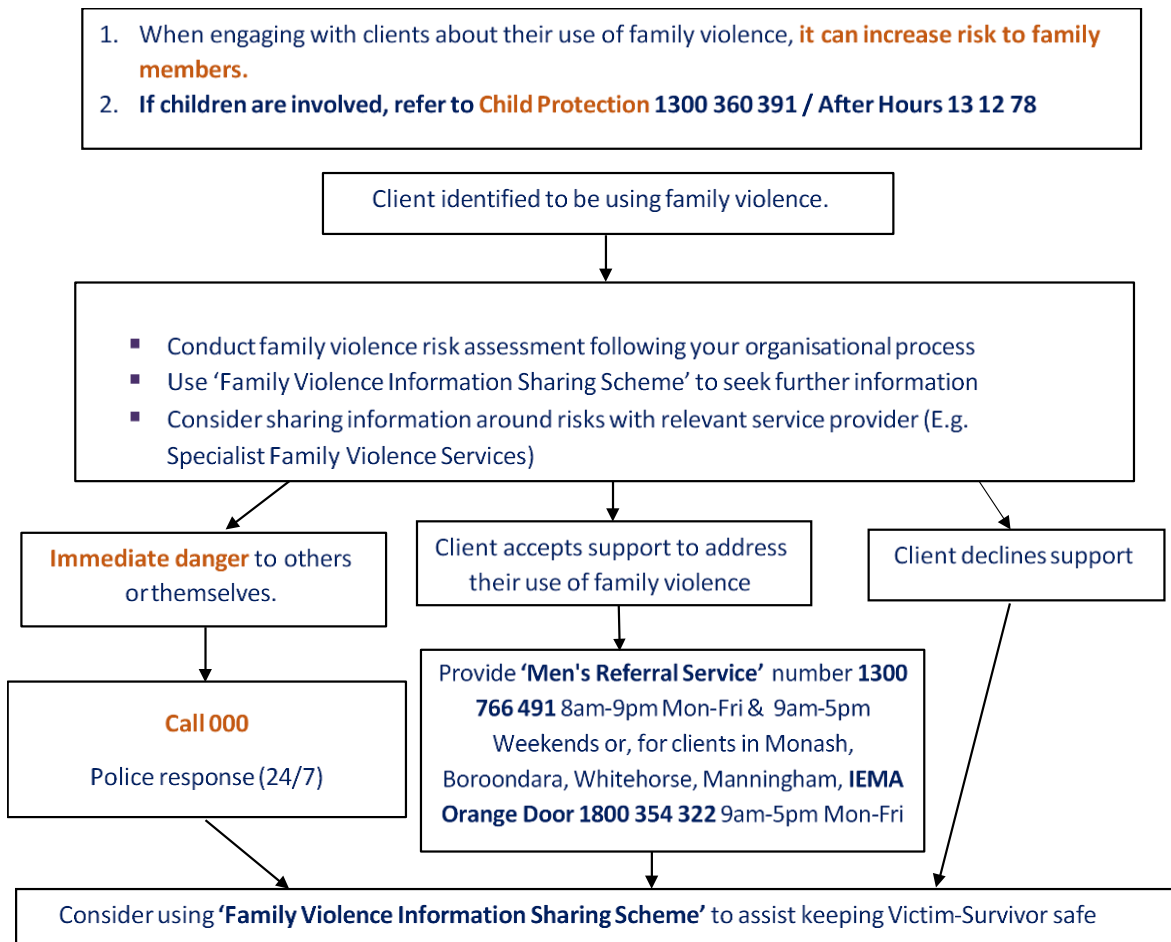


Figure 4 – Men’s Family Violence Service Pathway

Service Pathway

Services will make two intake and needs assessment appointments with the man. Service delivery options will be explored. All Men’s family Violence services adhere to No to Violence minimum standards. It is a requirement of the programs entry that men provide contact information of any affected family members. All services provide comprehensive information about service delivery including client rights and responsibilities.

Men’s Enhanced Intake: receive male identified respondents listed on L17.

Types of Support

Include case management and counselling and group participation in Men’s Behaviour Change group programs.

Potential Challenges to Access

Waiting times can vary.

Tips for Access

There are no costs to receiving a service from Men's Family Violence programs as they are funded by the state governments.

Webpage Links

Anglicare https://www.anglicarevic.org.au/contact-us/locations/?lc_region=eastern

Link Health and Community <https://www.linkhc.org.au/>

Relationships Australia <https://www.relationshipsvictoria.com.au/>

Boorndawan Willam Aboriginal Healing Service <http://bwahs.com.au/>

Urgent Help

- After Hours contact Safe Steps Family Violence Response Service on **1800 015 188** (24hrs)
- Please call **000** – Victoria Police if you are in immediate danger

Gender Diverse Family Violence responses

Eligibility

All LGBTIQ+ people and their friends and family (both biological and chosen), peer support workers, counsellors, doctors and other practitioners, mental health, and family violence support workers.

Catchments/Locations

State-wide

Access

Rainbow Door is a specialist helpline providing people with information, advice, and referral - supporting people of all ages and identities. Rainbow Door is a free service, it will be accessible through email, phone and text messaging services. Callers will be able to leave voice and text messages after hours and get a call back during operational hours.

Operational hours are 10am - 6pm, every day.

Service Pathway

- **Rainbow Door** is a free service that is here to support you. You can call, text or email us. Phone: **1800 729 367**. Rainbow Door may refer you to local services such as:
- **Family Access Network** run LGBTIQ+ Pathways to Resilience Group to connect and support LGBTIQ+ young people (aged 15-25) who have experienced family violence. To join the group, or for more information please contact FAN on **9890 2673**.
- **Drummond Street** run a similar program in the Inner east. If you would like to discuss or make a referral, please contact us on **(03) 9896 6395** or trakeast@anglicare.org.au
- **Thorne Harbour Health** have LGBTI Health services and programs including general health, sexual health, women's health, Trans and Gender Diverse Health ph: **9865 6700**

Types of Support

Rainbow Door is a free specialist LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family during the COVID-19 crisis and beyond. This service is run by Switchboard Victoria.

- Some of the issues you may contact us about may include suicidal thoughts, family, and intimate partner violence (including elder abuse), issues with alcohol and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing and access to relevant services including disability and support for older people.
- Through advice, referral, and support from an experienced LGBTIQ+ peer, Rainbow Door will help all LGBTIQ+ people navigate the system to access the supports we need. Rainbow Door is a free service.

Other types of support can include

- Counselling
- Therapeutic groups
- HIV prevention and services for people living with HIV
- Alcohol and other drug services
- Rainbow connection (support for any person in the LGBTI community aged 50+)
- LGBTI-focused disability support
- Peer workshops
- Outreach services
- Family violence support including counselling, casework and advocacy, support groups, recovery education and flexible support packages
- Revisioning (Men's Behaviour Change)
- Training and secondary consultation

Potential Challenges to Access

- Rainbow Door operating hours are 10am – 5pm every day.
- Qlife provide phone counselling services from 3pm-midnight. Call 1800 184 527 or Webchat at [https://www.qlife.org.au/](https://www qlife.org.au/)

Tips for Access

Rainbow Door is connected to free multi language interpreter support service including Auslan interpreters. To access in-language support please call us on **1800 729 367**, tell us the language you speak and we will connect to the interpreter service.

You can email during operating hours or after hours and you will get a response within 24 hours. Email: support@rainbowdoor.org.au

Webpage Links

Rainbow Door

<https://www.rainbowdoor.org.au/>

Queerspace

<https://www.queerspace.org.au/our-programs/withrespect/>

Urgent Help

- After Hours contact Safe Steps Family Violence Response Service on **1800 015 188**
- Please call **000** – Victoria Police if you are in immediate danger

Elder Abuse

Eligibility

- Anyone who is 65+
- 50+ for Aboriginal or Torres Strait Islander community
- At risk of/or experiencing elder abuse
- Living, working studying or receiving Eastern Health services in Eastern Metropolitan Melbourne
- Legal capacity
- No conflict of interest

Catchments/Locations

ROSE is committed to accessibility for older people with increased vulnerability. Appointments can be made at locations throughout Melbourne's eastern region.

Access

ROSE (Rights of Seniors in the East)

- For assistance, secondary consultations or information on how to make a referral, please call **0429 697 960** (ECLC Elder Abuse Intake).
In the alternative, please call **1300 32 52 00** (ECLC General Intake).

Service Pathway

There are three main service pathways:

1. An older person at risk of or experiencing elder abuse can contact ROSE Intake directly to make an appointment.
2. A professional assisting an older person can contact ROSE Intake and, if the older person consents, completes a referral form to refer the person to ROSE. ROSE will then contact the older person and conduct an intake. If the person is eligible for the service and wishes to make an appointment, ROSE Intake will then book them an appointment.
3. A family member or friend of the older person contacts ROSE Intake and, with the consent of the older person, ROSE Intake will then contact the older person to conduct an intake. If the person is eligible for the service and wishes to make an appointment, ROSE Intake will then book them an appointment.

ROSE Intake responds to requests for referral and appointments within 2-3 business days.

Types of Support

- ROSE provides free legal, social and financial counselling support to people who are experiencing or are at risk of experiencing elder abuse. ROSE also provides referrals to other supports as needed by clients.
- The ROSE Community Lawyer, Advocate and Financial Counsellor work together to provide a holistic, integrated service. With the consent of the client, ROSE professionals can also work collaboratively with other services.
- Clients can choose to receive support from a cultural worker or other support person when meeting with ROSE. A free interpreter will be made available where needed.
- The Community Lawyer can provide legal advice about rights and options and conduct legal casework and advocacy.

Potential Challenges to Access

- ROSE operates from 9am to 5pm, Monday to Friday and is not available on public holidays or out of business hours.
- During the pandemic, ROSE offers phone and video appointments. If an older person requires a face-to-face appointment due to impairments, safety concerns or other reasons and it is safe to do so, ROSE will arrange a face to face appointment.
- ROSE Intake will advise whether the service has capacity to accept new clients, any waiting times and other service options when speaking to referrers and older people seeking assistance. If ROSE is unable to help someone at a particular time or for reasons of client ineligibility, ROSE Intake will offer referral options and can assist with warm referrals.

Tips for Access

If you're unsure whether to refer someone to ROSE, how to refer or whether you're experiencing elder abuse, call ROSE Intake for a confidential chat.

If possible, please have any documents relating to the issue ready when you speak to ROSE Intake, particularly legal or debt related documents.

Webpage Links

ROSE

<https://eclc.org.au/what-we-do/partnerships-and-projects/elder-abuse/rose-rights-of-seniors-in-the-east/>

Urgent Help

- ROSE is able to assist with urgent legal, financial counselling (e.g. debt) and social needs but operates within business hours and is not a crisis service.
- For a crisis response, please contact Safe Steps on **1800 015 188**.
- Please contact **000** if you or someone you know is at immediate risk of harm.

ELSA (Engaging & Living Safely & Autonomously)

Eligibility

- Anyone who is 65+
- 50+ for Aboriginal or Torres Strait Islander community
- At risk of/or experiencing elder abuse
- Eastern Health patient (inpatient or outpatient)
- Living, working or studying in Eastern Metropolitan Melbourne
- Legal capacity
- No conflict of interest
- Priority areas

Catchments/Locations

ELSA is located at Peter James Centre, Wantirna Health, and Maroondah Hospital. Secondary consultations are available at all Eastern Health sites.

Access

Eastern Health can make a referral by completing the referral form on the Eastern Health Intranet under Clinical Services > Clinical Support > ELSA Referral Form.

For assistance, secondary consultations or information on how to make a referral, please call

- ECLC Elder Abuse Intake **0429697960**
- ECLC General Intake **1300 32 52 00**

Service Pathway

- Older people who are inpatients or outpatients of Eastern Health can access the service by asking an Eastern Health staff member to make a confidential referral or by contacting ELSA Intake directly.

Types of Support

- ELSA provides free legal and financial counselling assistance, and referrals to other supports, to older people experiencing or at risk of elder abuse.
- The Community Lawyer and Financial Counsellor work together or independently with an older person, depending on the client's needs. Clients can also choose to receive support from a social worker, health professional, cultural worker or another support person when meeting with the ELSA staff. A free interpreter will be made available where needed. The Community Lawyer can provide legal advice about rights and options, and conduct legal casework and advocacy

Potential Challenges to Access

- ELSA operates from 9am to 5pm, Monday to Friday and is not available on public holidays or out of business hours.
- During the pandemic, ELSA offers phone and video appointments. If an older person requires a face-to-face appointment due to impairments, safety concerns or other reasons and it is safe to do so, ELSA will arrange a face-to-face appointment.
- ELSA Intake will advise whether the service has capacity to accept new clients, any waiting times and other service options when speaking to referrers and older people seeking assistance. If ELSA is unable to help someone at a particular time or for reasons of client ineligibility, ELSA Intake will offer referral options and can assist with warm referrals.

Webpage Links

ELSA

<https://eclc.org.au/what-we-do/partnerships-and-projects/elder-abuse/elsa-engaging-and-living-safely-and-autonomously/>

Tips for Access

If you're unsure whether to refer someone to ELSA, how to refer or whether you're experiencing elder abuse, call ELSA Intake for a confidential chat.

If possible, please have any documents relating to the issue ready when you speak to ELSA Intake, particularly and legal or debt related documents.

Urgent Help

- ELSA is able to assist with urgent legal and financial counselling (e.g. debt) needs but operates within business hours and is not a crisis service.
- For a crisis response, please contact Safe Steps on **1800 015 188**.

Please contact **000** if you or someone you know is at immediate risk of harm.

Community Health Services

Eligibility

Community health services provide universal access to services. The Community Health Program prioritises access to people with certain health needs. The program's eligibility and priority criteria target disadvantaged populations with the poorest health and the greatest economic and social needs.

Catchments/Locations

Inner and Outer East

Access

The Community Health Program is a state funded program that provides health promotion, general counselling, allied health and community nursing services that aim to maximise people's health and wellbeing. Community health services also provide dental care through the Victorian Dental Health Program.

Outer East:

- EACH
- Inspiro Community Health

Inner East:

- Access Health and Community Services
- Carrington Health and Community Services
- Link Health and Community Services
- Manningham Health and Community Services

Service Pathway

Services under the Community Health Program can be accessed Monday to Friday. Some services may offer a limited number of afterhours appointments.

EACH have a centralised intake point for their Community Health funded services:

Phone: **1300 003 224** or info@each.com.au

Inspiro have a centralised intake point for their Community Health funded services Phone: 9738 8801. Inspiro also has a webpage with information for referrers that contains more detailed information on priority access, waiting lists and referral form including an outline on what minimum information is required to make a referral - <https://www.inspiro.org.au/for-referrers> or email hello@inspiro.org.au

Types of Support

- Aboriginal Health
- Counselling Services
- Dental
- Diabetes Services
- Dietetics
- Exercise Physiology
- Occupational Therapy – adult and children
- Physiotherapy
- Podiatry
- Refugee Health
- Sexual Health
- Quit Smoking Support -Inspiro
- Speech Pathology – adult and children
- Tobacco Free Clinic – EACH
- Youth Health Clinic – EACH

Urgent Help

Please call **000** – Victoria Police if you are in immediate danger.

Alcohol and Other Drug Services

Eligibility

Anyone with a substance use issue can access these support services as long as they are willing to engage. Families and others impacted by a person's substance use can also access supports.

If the client is ambivalent about treatment, you may ask them to contact DIRECTLINE to assist with motivation and problem identification on 1800 88 236.

Catchments/Locations

Inner-east: ECADS Intake **1800 778 278**.

Includes Boroondara, Whitehorse, Manningham and Monash council areas.

Outer-east: SURE Intake **1300 007 0873**

includes Maroondah, Knox and Yarra Ranges council areas.

Access

Alcohol and Other Drug Services

Accessing supports in the Inner- and Outer- Eastern Areas of Melbourne



Person or their friend/family member has AOD concerns, wants to access support in the Inner East

Inner East AOD Intake (ECADS)

for Boroondara, Whitehorse, Manningham and Monash

1800 778 278 **ecads.org.au**

Person or their friend/family member has alcohol and/or other drug concerns, wants to access support in the Outer East

Outer East AOD Intake (SURE)

for Maroondah, Knox and Yarra Ranges Shire

1300 007 873 **suraod.org.au**

Person or their friend/family member has misuse/dependence on medications, wants to access support in the East or North East

Medication Support & Recovery Service

1800 931 101 **msrs.org.au**

Reconnexion (Benzodiazepine, Anxiety & Depression Specialist Counselling)

1300 273 266 **reconnexion.org.au**

24 Hour Information, advice, referral or counselling regarding Alcohol and/or other Drug issues
via phone/web

Directline 1800 888 236 **directline.org.au**

Counselling Online **counsellingonline.org.au**

Advice and referral for **young people** and concerned others affected by alcohol and/or other drug use.

Anglicare **anglicarevic.org.au**

Access Health & Community **accesshc.org.au**

EACH SURE **suraod.org.au**

Headspace **headspace.org.au**

Link Health & Community **Monashlink.org.au**

YSAS **ysas.org.au**

24 hour **phone** support and advice for people concerned about the alcohol and/or drug use of a loved one:

~**Family Drug Helpline** - **1300 660 068**

~**Family Drug Support** - **1300 368 186**

~**First Stop online AOD guide for families**
thefirststop.org.au

If person may be an immediate risk to self or others: CALL 000

Figure 5 - Alcohol and Other Drug Services access details

Service Pathway

1. Your client calls the access number for their region (see figure a), with your client's consent, you can assist by making this call on their behalf. We will ask a few questions to see if our services are right for the person

or

2. We can organise a personal assessment*, If not, we will help make connections with other services.

Victorian AOD Intake tool:

<https://www2.health.vic.gov.au/about/publications/FormsAndTemplates/victorian-aod-intake-tool>

*The assessment helps us to plan the treatment options that are most suited to your client

Treatment & Support

- Together we will work towards your client's recovery goals.
- Your client's family can be involved if they wish.
- * Clients aged 16-20 can choose to be seen by either a youth or an adult service.
- With client consent, we will share client information with those who are involved in providing care. Client information is kept on one electronic shared record.
- Secondary consultation
- If you require a clinical consultation, contact the Drug and Clinical Advisory Service on 1800 812 804, a 24 hour, 7 days a week specialist telephone consultancy service available for health professionals in Victoria.

- Specialist services
- If your client is pregnant, the Women's Alcohol and Drug Service is the only statewide drug and alcohol service providing clinical services and professional support for pregnant women with complex substance use and alcohol dependency; ph **03 8345 3931**.
- If your client is ordered by the Court to attend treatment, they will be referred to services via the ACSO COATS program:
 - <http://coats.acso.org.au/>
 - The AOD Service has no exclusion for people facing legal processes.

Types of Support

- Intake
- Comprehensive Assessment
- Counselling
- Bridging Support
- Brief Intervention
- Non Residential Withdrawal
- Residential withdrawal - Detox facilities
- Family single sessions across withdrawal, assessment and intake
- Care and Recovery
- Therapeutic day rehabilitation
- Peer Support
- Pharmacotherapy
- Drug Diversion Appointment Line
- Choices (Brokerage/ACSO referral)
- Kickstart (Forensic brokerage/ACSO referral)
- Specialised Youth AOD counselling

Potential Challenges to Access

- People will need to be screened to assess their eligibility for state funded AOD services. If they do not meet the threshold for a substance use disorder, they will be referred to private support services.
- Waiting times for treatment, particularly residential rehabilitation, can be substantial (anywhere between 1-3 months). For clients requiring residential rehabilitation their residential withdrawal will commence immediately prior to their rehabilitation admission. This means that they need support to keep them engaged and well during their wait.

Tips for Access

- A warm referral, where another worker connected to the person supports them to make the call to AOD intake is recommended for people who may be anxious or experiencing other mental ill-health.
- As wait lists for rehabilitation facilities can be lengthy, there are pre-admission support groups to keep people engaged whilst they wait for admission.

Webpage Links

VAADA is Victoria's peak body for AOD services

www.vaada.org

Self Help Addiction Resource Centre (SHARC) promotes self-help approaches to recovery from severe alcohol and drug related issues

<https://www.sharc.org.au/>

Turning Point have a range of resources on their website

<https://www.turningpoint.org.au/>

Urgent Help

- Please contact **000** if you or someone you know is at immediate risk of harm.

This would include people with serious issues arising from their use of alcohol or other drugs and who are:

- at risk of long term harm or impairment, and
- not able to be assisted by primary health providers alone.
- Equitable access to services will be provided to groups of people who are particularly vulnerable or are experiencing high levels of disadvantage.

Mental Health Services

When a person requires help with their mental health, it is important to first consider who is already supporting them. They may have a private psychologist or psychiatrist along with family supports. Getting in contact with existing supports (with consent) will greatly assist in the planning of next steps.

A decision needs to be made about the type of support a person requires. Generally, people begin their Recovery journey by accessing treatment focused supports. This would normally begin with a visit to their G.P.

Please see Figure 6 to assist you in deciding which is the best pathway to Mental Health supports.

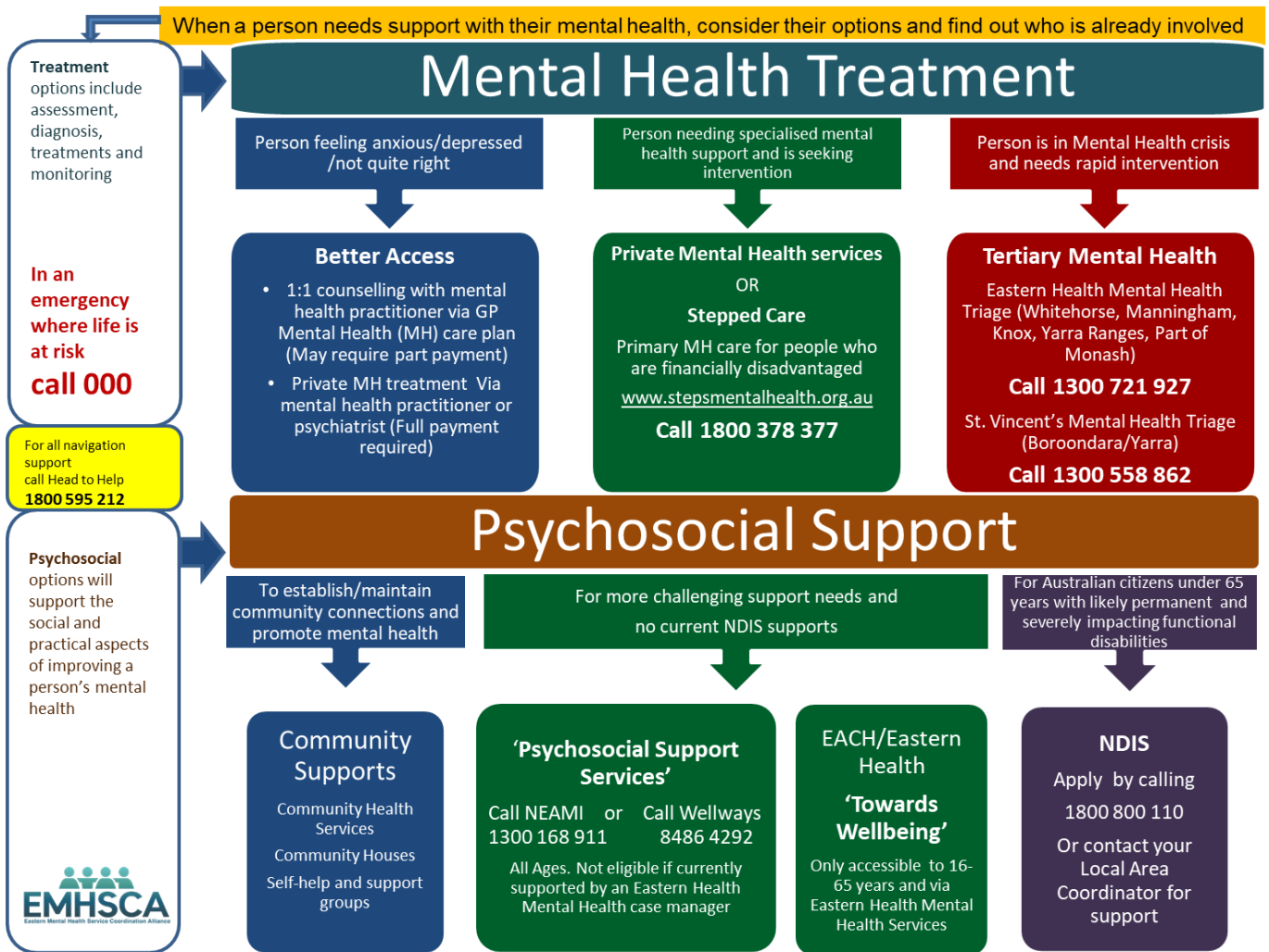


Figure 6 - Mental Health Support Pathways

Treatment Services for People who are Seeking Interventions

Better Access Initiative

This initiative gives Medicare rebates to eligible people so they can access primary mental health supports. Eligible people can receive support from a range of practitioners including eligible G.P's, other medical practitioners, Psychologists, Social Workers and Occupational Therapists. Up to 10 individual and up to 10 group mental health services can be accessed per year.

Eligibility

People with a diagnosed mental disorder, such as depression and anxiety, can receive the Better Access rebate.

Access

A G.P. can develop a Mental Health care plan with the person requiring support. Together the G.P and the patient can identify suitable supports. The G.P. will provide the care plan and refer the patient. The patient then seeks an appointment and engages with the support.

Mental Health Stepped Care

This is a model that focuses on linking individuals with the right level of support to meet their needs. A 'wrap-around' approach is taken to meet the whole of health needs of people. As support needs change over time, Stepped Care will be flexible to meet those needs.

Eligibility

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

You can access Steps Mental Health services if you are:

- Living or working in the Cities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges.
- Need support with mental health or emotional wellbeing from a community based service.
- Unable to access or afford private mental health services (such as a private psychologist).

You don't require a G.P. referral to access these services, however having your G.P. involved is helpful.

Access

Steps Mental Health is provided by Access Health and Community Services across Inner- and Outer- Eastern Melbourne.

Call **1800 378 377** or **9810 3070**

Web address: <http://www.stepsmentalhealth.org.au>

Treatment Services for People in Crisis

Eligibility

The tertiary mental health sector is a government run series of hospital beds and community supports that are available to people aged between 0-24 years (Child and youth services), 25-64 years (Adult services), and 65 years and over (Aged persons services). These services are designed to be accessed when a person is in mental health crisis, and ongoing care aims to reintegrate people back into the community upon discharge from hospital.

Catchments/Locations

The Eastern Health catchment area includes the following Local Government Areas: Boroondara (Camberwell); Knox (Northeast and Northwest); Manningham; Maroondah; Whitehorse (Box Hill and Nunawading); Yarra Ranges (including Dandenongs, Lilydale and Seville).

Access

Intake is centralised. Access needs are assessed via phone **1300 721 927**.

Referral requirements, when can people access these services?

- Triage is the point of entry to Eastern Health public mental health services
- All phone calls are answered by a senior mental health clinician
- Phone response is available 24 hours, 7 days per week
- Each call involves taking a history of the current issues, past history as appropriate, talking to the client to undertake a Mental State Examination and comprehensive risk assessment. The clinician then formulates the presenting issues and makes a plan for an appropriate outcome.

As part of the Recovery focus clinicians involve carers, significant others and children (when appropriate) as part of the assessment. Other service providers such as GP, private psychiatrists or community mental health workers are also contacted and involved in the assessment process.

Mental Health Triage also covers the 3 Emergency Departments across EH.

- Angliss
- Maroondah
- Box Hill

Service is provided 24/7

For urgent support

Call 000 for urgent help if the person is a significant and immediate risk of harm to themselves or others.

The person may also reach out to:

Lifeline 13 11 14

SuicideLine 1300 651 251

Potential Challenges to Access

People must be in crisis to access these supports initially. Is the person in immediate risk of suicide or are they experiencing severe mental health symptoms which put themselves or others at risk?

The person will be assessed over the phone which can be challenging for some people. They may also enter via emergency services (police and/or ambulance) and/or the emergency department of the hospital. This can be an anxious time for the person and their family/friends.

Information for contacting Mental Health Triage **1300 721 927**

- Provide detail regarding name, current address, Phone, D.O.B.
- Be clear about your observations of client and/or specific information gathered about the situation from careers.
- Use mental state assessment terminology when you can
- Why do you require the assistance of mental health services at this time? (Why now?)
- Describe the Safety Issues:

Remember the SLAP to describe risk of harm

- Specificity: How SPECIFIC is the plan? The more specific the details relate, the higher the degree of present risk.
- Lethality: How LETHAL is the proposed method? How quickly could the person die if the plan is implemented? The greater the level of lethality, the greater the risk.
- Availability: How AVAILABLE is the proposed method? If the tool to be used is readily available, the level of suicide risk is greater.
- Proximity: What is the PROXIMITY of helping resources? Generally, the greater the distance the person is from helping resources, –if the plan were implemented, the greater the degree of risk.

What are the person's current supports?

i.e. family, friends, services, networks.

Consider whether Emergency Services (Police, Ambulance) are a more appropriate point of contact

Be prepared to pursue support if the client is assessed as high-risk by your service's Risk Assessment method and does not have any other source of adequate support to maintain their safety or the safety of others. This may involve a call to 000.

Document your conversations and plans

Service Pathways

The person may require mental health treatment and/or psychosocial supports. Here is a guide to the 2 areas of need.

Mental Health treatment needs

Person is experiencing mental ill-health and requires:

- Assessment

- Diagnosis
- Treatment and monitoring to stabilise the symptoms, regain functioning and focus on wellbeing and resilience

Psychosocial Support needs

Person has ongoing challenges with:

- Managing daily tasks
- Making connections with others
- Improving community participation
- Finding housing
- Undertaking work or study
- Becoming physically more active

Types of Support:

Crisis and Assessment Teams and Prevention and Recovery Care (PARC) facilities are available to support people in the short term to avoid hospitalisation and also to support people in the early days of discharge from hospital, when their needs are still acute.

Continuing care teams (CCTs) provide case management and treatment support for people who are less acute and requiring less frequent clinical supports.

Mobile Support Teams are for people with ongoing and more intensive treatment and rehabilitation support needs who are living in the community.

Community care units are medium term rehabilitation focused accommodation facilities where a person requires support with living skills to enable them to live again successfully in the community.

A range of specialist supports are also available for Dual Diagnosis (Mental ill-health and substance use issues); Family Violence; Forensic; Personality Disorders; Suicide intervention; Aboriginal and Torres Strait Islander social and emotional wellbeing.

Urgent Help

Assessment takes place via the Mental Health Access teams. The level of risk to self and/or others will be made at this assessment, and the response will be decided by trained clinicians as part of a multidisciplinary team. Ultimate responsibility for assessment of safety rests with the Consultant psychiatrist.

Please contact **000** if you or someone you know is at immediate risk of harm.

Webpage Links

Head to Health

1800 595 212

Monday to Friday 8.30am–5pm (except public holidays)

<https://headtohealthvic.org.au/>

This free service will help people navigate to the best support for their mental health needs. Support is also available to families and support staff. Anyone can call Head to Health for support. Additionally, there are Head to Health hubs across Victoria.

Children, Young People & Mental Health

Eastern Health Mental Health program:

Child & Youth Mental Health Services: ages 0-12 & 12–25,

1300 721 927 (Press Option 2)

After hours/weekends urgent enquires: **1300 721 927**

<https://www.easternhealth.org.au/site/item/99-child-youth-mental-health-service-cymhs>

CYMHS has a range of services including the Child Team, Community Teams (4 across the region) The Intensive Mobile Treatment & the Early psychosis teams. They provide secondary consultation and assistance with navigating the mental health service system and community mental health supports for children and their families.

Families and Parents with Mental Illness (FaPMI)

Contact: <http://www.easternhealth.org.au/fapmi> or <http://www.cyh.com>

FaPMI provides secondary consultation to mental health services, integrated family services and to families where a parent has a mental illness. They provide programs for children and a range of resources for families and practitioners.

Head Space

Head space offers young people aged 12-25 a welcoming environment where they can access confidential and free mental health and substance use support, health advice, and general information.

Hawthorn Website: <https://headspace.org.au/headspace-centres/hawthorn/>

Ph: **9006 6500**

Knox Website: <https://headspace.org.au/headspace-centres/knox/>

Ph: **9801 6088**

Australian Childhood Foundation

<https://www.childhood.org.au/>

trauma counselling & support for children and families, resources, training for professionals.

Reachout:

<https://au.reachout.com/>

Australia's leading online mental health organisation for young people and their parents. Their practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information they offer parents makes it easier for them to help their teenagers, too.

Independent Mental Health Advocacy

IMHA provide independent support to people on compulsory treatment orders under the Victorian Mental Health Act

www.imha.vic.gov.au

MH VIC

Mental Health Victoria is the peak body for mental health services

www.mhvic.org.au

VMIAC

Victorian Mental Illness Awareness Council

www.vmiac.org

Tandem Carers

www.tandemcarers.org.au

After hours & weekends – For less urgent support

Beyond Blue 1800 512 348

MensLine 1300 789 978

KidsLine 1800 551 800

Accessing Psychosocial Supports for Adults in Eastern Melbourne

There are 3 main ways to access Psycho-social supports for people in Eastern Melbourne



Accessing Psychosocial Supports for adults in Eastern Melbourne

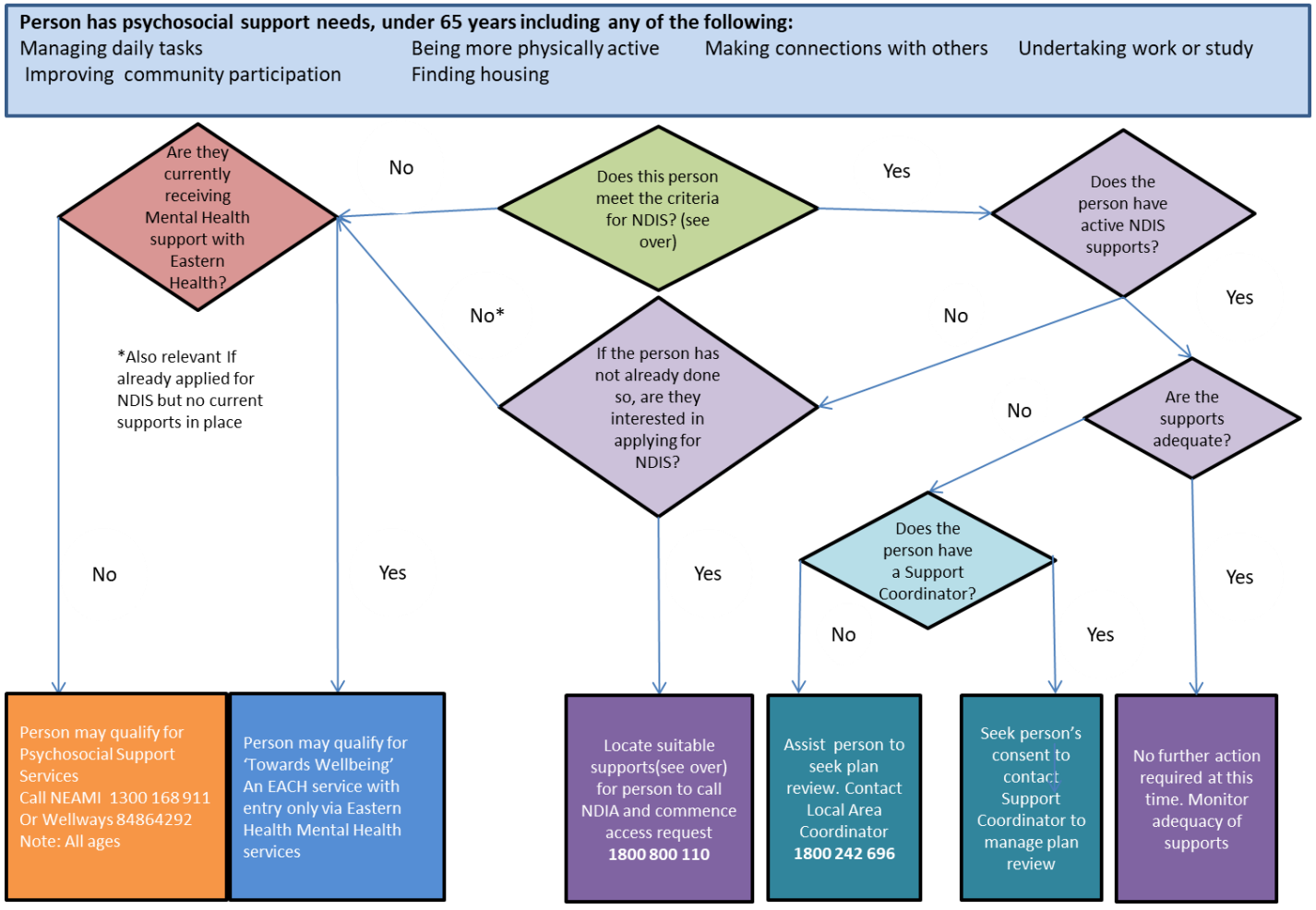


Figure 7 Accessing psychosocial supports for adults in Eastern Melbourne

Which Psychosocial Support is the right one?

The NDIS provides planned support for people with significant psychosocial disability. There is a process involved in testing eligibility and then setting up a plan of supports. This can take some time. Additionally, not everyone who applies for NDIS will be found eligible. For these reasons there are Commonwealth and State funded psychosocial supports to meet people's needs whilst they test eligibility and set up their plan; and also for people who do not yet qualify for the scheme.

There are 2 main types of alternative Psychosocial supports as follows:

For people who are not currently with Eastern Health MH Case management or NDIS

The Commonwealth government funded program called the National Psychosocial Support measure is provided by Neami National and auspiced by the Eastern Melbourne PHN. This provide up to 12 months of support for people of all ages who are not currently accessing NDIS supports. Please note that they may have met NDIS eligibility but do not yet have their funded supports in place. Testing NDIS eligibility is a key function of this support service.

For access Call NEAMI **1300 168 911**

Or email EastMelbournePSS@neaminational.org.au

For people who are with Eastern Health MH Case management

The Victorian government has funded the Early Intervention Psychosocial Support response (EIPSR) to enable people to access psychosocial supports when they are either found ineligible for NDIS, not yet ready to apply for NDIS, or have NDIS but have not yet activated their support package. This service is provided by EACH in the Eastern region. Application can only be made via the Eastern Health MH case manager. This provides up to 12 months of support to people who are between 16 years and 65 years of age. Testing NDIS eligibility is a key function of this support service.

National Disability Insurance Scheme

Eligibility

To join the NDIS people need to meet access requirements. This includes the Scheme being available in their area, their age, their residency status and the nature of their disability.

These can include:

- Aged between 7 and 65 years
- Live in Australia and have Australian residency
- Need support from a person because of a permanent and significant disability
- Use special equipment because of a permanent and significant disability
- Need some supports now to reduce future needs

Psychosocial disability is a term used to describe a disability that may arise from a mental health issue. Not everyone who has a mental health condition will have a psychosocial disability, but for people who do, it can be severe, longstanding and impact on their recovery. People with a disability as a result of their mental health condition may qualify for the NDIS.

<https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis>

Catchments/Locations

Inner-east: locations include Hawthorn, Glen Waverley, Box Hill, and Doncaster.

Outer-eastern: locations include Bayswater, Chirnside Park and Ringwood.

For location details please see <https://www.lchs.com.au/locations/>

Access

Local Area Coordination for the East Metro is [Latrobe Community Health](#). They employ Local Area Coordinators (LAC) who help people understand and access the NDIS. They also work with NDIS participants to develop and use their NDIS plan.

For most people aged seven years and older, an LAC will be their main point of contact for the NDIS.

A LAC will connect people with disability to supports, services, activities in their community and other government services. LACs also work in communities to help them become more accessible and inclusive for all people with disability.

Latrobe Community Health Service (LCHS)

<https://www.lchs.com.au/services/national-disability-insurance-scheme/local-area-coordination-lac/>

Phone: **1800 242 696**

Email: OUTER.EAST.MELBLAC@ndis.gov.au

Service Pathway

Local Area Coordinator (LAC)

If you are eligible for an NDIS support plan, your LAC will have a conversation with you to learn about your current situation, supports, and goals to help develop your plan. Your LAC can also provide assistance throughout your plan if you have any questions.

- Provides assistance to connect and build informal and natural supports
- Work with participants on the ground to help access, and make the most of the NDIS
- Work with participants, carers and families, to have a planning conversation and to develop a NDIS plan, provide assistance to ensure plans are implemented effectively, monitored and reviewed
- Work with people who are eligible or not eligible for the NDIS as part of the Information, Linkages and Capacity Building (ILC) framework to link to community and mainstream supports based on their needs and interests
- Support individuals with disabilities to build strong, inclusive relationships in their communities
- Work with children with disabilities aged 7 to adults aged less than 65, their families and carers
- Build community and mainstream capacity to be more inclusive of all people with a disability

Types of Support

There are around 4.3 million Australians who have a disability. Within the next five years, the National Disability Insurance Scheme (NDIS) will provide more than \$22 billion in funding a year to an estimated 500,000 Australians who have permanent and significant disability.

The NDIS can provide all people with disability with information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries, and schools, as well as information about what support is provided by each state and territory government.

The types of supports that the NDIS may fund for participants include:

- daily personal activities
- transport to enable participation in community, social, economic, and daily life activities
- workplaces help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support

- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and construction
- mobility equipment, and
- vehicle modifications.

Potential Challenges

- People with psychosocial disabilities may not see themselves as disabled. They may also object to the idea of their condition being deemed permanent. Along with mistrust of the scheme, many people are declining to apply for the NDIS who would otherwise be eligible due to psychosocial disability, because they don't resonate with the language of the NDIS.
- As a support person, your role can be to assist people with psychosocial disabilities to weigh up their support options and consider testing their eligibility for the NDIS. You can outline the benefits of this individualised approach to support and have a Recovery focused conversation about what they would need in order to live a more meaningful life.

Webpage Links

National Disability Insurance Agency (NDIA) <https://www.ndis.gov.au/about-us>

NDIS <https://www.ndis.gov.au/>

Phone: **1800 800 110**

Email: enquiries@ndis.gov.au

For further information regarding this resource please contact Bronwyn Williams - EMHSCA Coordinator E: Bronwyn.williams@easternhealth.org.au

Urgent Help

- Please call **000** – Victoria Police if you are in immediate danger.

Appendix A Glossary

Acronym	Service	Sector
AA	Alcoholics Anonymous	Alcohol and other drug services
ABI	Acquired Brain Injury	Alcohol and other drug services
ACCO	Aboriginal Controlled Community Organisation	Integrated family and community services
ACT	Acceptance and Commitment Therapy	Alcohol and other drug services
ADCA	Alcohol and other Drugs Council of Australia	Alcohol and other drug services
ADF	Australian Drug Foundation	Alcohol and other drug services
ADLs	Activities of daily living (e.g. dressing, showering, eating, cooking etc.)	Mental health
ALW	Aboriginal Liaison Worker	Integrated family and community services
AOD	Alcohol and Other Drugs	Alcohol and other drug services, Mental Health
ARC	Action for Recovery	Alcohol and other drug services
AVITH	Adolescent violence in the home	Family Violence
Ax	Assessment	Mental health
BPAD	Bipolar affective disorder	Mental health
BPD	Borderline Personality Disorder	Alcohol and other drug services, Mental Health
BTC	Breaking the cycle group program	Family Violence
BWAHS	Boorndawan Willam Aboriginal Healing Service	Integrated family and community services
C/O	Complained of	Mental health
CAT team/CATT	Crisis Assessment and Treatment team	Mental health
CBT	Cognitive Behavioural Therapy	Alcohol and other drug services

CCI	Community care unit – supported accommodation for people with mental illness, with onsite mental health clinical services	Mental health
CCO	Community Corrections Officer	Alcohol and other drug services
CDM	Chronic disease management	Alcohol and other drug services
CF	Child FIRST	Integrated family and community services, Family Violence
CHHS	Department of Families Fairness and Housing	All
CHIA	Community Housing Industry Association	Homelessness
CHP	Council to Homeless Persons	Homelessness
CISS	Child Information Sharing Scheme	Family Violence
CLZ	Clozapine an (anti-psychotic medication)	Mental health
CPR	Cardiopulmonary Resuscitation	Alcohol and other drug services
CRAF	Common Risk Assessment Framework (old term for new MARAM)	Family Violence
D&A	Drugs and alcohol	Mental health
D/C	Discharge (from hospital, compulsory order)	Mental health
DACAS	Drug and Alcohol Clinical Advisory Service	Alcohol and other drug services
Depot	Long lasting medication given by deep intramuscular injection	Mental health
DFFH	Department of Families Fairness and Housing	Homelessness
DOH	Department of Health	Alcohol and other drug services
DSP	Disability Support Pension	Family Violence
DVIC	Domestic Violence Victoria	Homelessness
Dynamic factor	Factors that can change	Mental health
EACH	Eastern Access Community Health	Integrated family and community services
ECASA	Eastern Centre Against Sexual Assault	Family Violence
ECLC	Eastern Community Legal Centre	Family Violence / All
EDAS	Eastern Drug and Alcohol Service	Alcohol and other drug services

EDVOS	Eastern Domestic Violence Service	Family Violence
EHN	Eastern Homelessness Network	Homelessness
EHSSA	Eastern Homelessness Service System Alliance	Homelessness
ELSA	Engaging & Living Safely & Autonomously (A Health Justice Partnership between Eastern Community Legal Centre and Eastern Health and early intervention legal and financial counselling elder abuse service)	Family Violence
EMI	Enhanced men's intake	Family Violence
EPOA	Enduring Power of Attorney	Family Violence
EPSE	(Extra-pyramidal) side effects	Mental health
ETOH	Alcohol	Mental health
FDH	Family Drug Help	Alcohol and other drug services
FRMP	Family Reconciliation & Mediation Program	Homelessness
FSP	Flexible Support Packages	Family Violence
FSV	Family Safe Victoria	Family Violence
FTD	Formal Thought Disorder	Mental health
FV	Family Violence	Family Violence
FV	Family Violence	Homelessness
FVIO	Family Violence Intervention Order	Family Violence
FVISS	Family Violence Information Sharing Scheme	Family Violence
FVLO	Family Violence Liaison Officer (Victoria Police)	Family Violence
HEART	Homelessness Emergency Accommodation Response Team (During COVID)	Homelessness
HEF	Housing Establishment Fund	Homelessness
HMO	Hospital medical officer (who may be the person's treating doctor, under supervision of the authorised psychiatrist)	Mental health
Hx	History	Mental health
IAP	Initial Assessment and Planning (Worker)	Homelessness
IEIFS	Inner East Integrated Family Services	Family Violence
IFS	Integrated Family Services	Integrated family and community services
IMI	Intra-muscular injection (also known as 'depot')	Mental health

L17	The L17 form is the Victorian Police Risk Assessment and Management report that Victorian Police are required to complete after attending a family incident. The report is completed when family violence incidents, interfamilial-related sexual offences and child abuse are reported to the police.	Family Violence
LASN	Local Area Service Network	Homelessness
LGBTIQA+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual +	All
LSD	Lysergic acid diethylamide	Alcohol and other drug services
MAP	Media Awareness Project	Alcohol and other drug services
MARAM	Multi-Agency Risk Assessment and Management	Family Violence
MBCP	Men's Behaviour Change Program	Family Violence
MDE	Major depressive episode	Mental health
MDMA	3,4-methylenedioxy-N-methylamphetamine	Alcohol and other drug services
Meridian Team	A multi-funding, specialist adolescent and family therapy team, that also specialises in adolescent violence in the home	Family Violence
MI	Motivational Interviewing	Alcohol and other drug services
MSE	Mental state examination (including assessment of appearance, mood, thought content, behaviour, insight and judgement, and overall demeanour)	Alcohol and other drug services, Mental health
Mx	Medication	Mental health
NAD	No abnormality detected / No acute distress	Mental health
Negative symptom	refers to Schizophrenia and includes blunting of affect, poverty of speech and thought, apathy, anhedonia, reduced social drive, loss of motivation, lack of social interest, and inattention to social or cognitive input.	Mental health
NDIS	National Disability Insurance Scheme	Disability / All
NIDS	National Illicit Drug Strategy	Alcohol and other drug services
NSP	Needle Syringe Programs	Alcohol and other drug services
OPA	Office of the Public Advocate	Family Violence
PARC	Prevention and recovery centre – residential unit in the community for short-term treatment – often a step-	Mental health

	down from hospital	
POA	Power of Attorney	Family Violence
Positive symptoms –	refers to Schizophrenia and includes hallucinations, delusions and repetitive movements that are hard to control.	Mental health
PRAP & PRAB	Private Rental Assistance Program and Brokerage	Homelessness
PRN	PRN - ‘as needed’ (as distinct from a regular dose of medication)	Mental health
PRN	Registered psychiatric nurse	Mental health
Protective factors -	Things which can reduce the likelihood of a negative outcome, e.g. by reducing risk	Mental health
RAMP	A Risk Assessment and Management Panel. RAMP is a regional group comprised of key members from specialist family violence organisations and agencies who meet monthly to share information and take action to keep identified women and children at the highest risk from family violence safe.	Family Violence
RCFV	The Royal Commission into Family Violence	Family Violence
ROSE	Rights of Seniors in the East (ECLC’s integrated, intensive legal, social and financial counselling elder abuse response service)	Family Violence
RTA	Residential Tenancy Act	Homelessness
SAD/SCZaff	Schizoaffective disorder	Mental health
SCPP-CB	Senior Child Protection Practitioner -Community Based	Integrated family and community services
SCRP	State-wide Children’s Resource Program	Homelessness
SDT	Mobile support team	Mental health
SECU	Secure extended care unit – locked mental health inpatient unit which provides rehabilitation and treatment, often long-term, where community and/or personal safety is an issue.	Mental health
SHARC	Self Help Addiction Resource Centre	Alcohol and other drug services
SHIP	Specialist Homelessness Information Platform	Homelessness
SHS	Specialist Homelessness Service	Homelessness
SI/SH	Suicidal ideation/suicidal harm	Mental health
SRS	Supported residential service	Mental health
SRV	Seniors Rights Victoria	Family Violence

THC	Cannabis/marijuana	Mental health
THM	Transitional Housing Management	Homelessness
TUV	Tenants Union of Victoria	Homelessness
Tx Rx	Treatment	Mental health
UDS	Urine drug screen	Mental health
VACCA	Victorian Aboriginal Child Care Agency	Integrated family and community services
VCAT	Victorian Civil & Administrative Tribunal	Family Violence
VCAT	Victorian Civil & Administrative Tribunal	Homelessness
VCOSS	Victorian Council of Social Services	Homelessness
VicPol	Victoria Police	Family Violence
VLA	Victorian Legal Aid	Family Violence
YSAS	Youth Substance Abuse Service	Alcohol and other drug services
Ψ	Psychiatrist/psychiatric	Mental health