

Inner and outer eastern Non-NDIS services guide

For people who experience mental ill-health and co-occurring issues



10/18/2018

Eastern Mental Health Service Coordination Alliance

“Creating opportunities to work strategically across the region with Multi- Sectoral partners”

Contents

| | |
|--|----|
| Background | 1 |
| Service descriptions | 2 |
| Alcohol and other Drug services | 2 |
| Child, Youth & Family services | 5 |
| Employment services | 7 |
| Community services | 9 |
| Consumer Advocacy | 10 |
| Mental Health services | 10 |
| Primary Mental Health | 12 |
| Homelessness/Housing | 14 |
| Eastern Metropolitan Region PHAMS services June 2018 | 16 |

Background

The National Disability Insurance Scheme has been rolling out across the inner and outer eastern regions of Melbourne since July 2017. People who experience mental ill-health have been testing their eligibility for the scheme, often with the support of health and community service providers. Many people will be found ineligible for the NDIS and will require a range of supports along their recovery journey.

Community Mental Health service provision is changing. MHCSS (Mental Health Community Support Services) are no longer block funded and are considered a defined program under the NDIS Act 2013. As such these services will no longer be available to people and are in the process of being phased out. A person who has been found eligible for NDIS and has psychosocial supports in their plan will be accessing NDIS providers.

This resource provides EMHSCA partners with information to support people who are found ineligible for NDIS or who choose not to test their eligibility. As the health and community service landscape is in a constant state of change it is likely that the details contained in this guide will have a short period of accuracy. Please refer to service websites for updates.

PLEASE NOTE: Some of these services are available to NDIS participants outside of their NDIS plan also.

Service descriptions

Alcohol and other Drug services

| ORGANISATION | Contact | Scope of service provision | Additional Information |
|------------------------------------|--|---|---|
| Access Health and Community | 03 9810 3000 | Provides AOD services to young people, adults, families and forensic clients (not part of NDIS). | <p>New AOD program: Medication Support and Recovery Service to provide specialist addiction treatment for misuse of prescription and over-the-counter medications across EMPHN catchment</p> <p>New sensory group for mental health/AOD clients co-facilitated by Access HC and Neami National.</p> |
| Anglicare Victoria: | AOD contact: SURe 1300 00 7873 | <p>AOD counselling AOD counselling services for over 16 years of age. No cost. Mon-Fri 9-5pm and some evenings on request.</p> | <p>Drug and alcohol counselling Mental health services Centralised Intake and Assessment. Care and Recovery: For those individuals who are assessed by the centralised Intake and Assessment as having additional complex needs, they will be offered coordinated and integrated pathways to their recovery. The assessment and referral process can include: referral and linkages into AOD counselling, withdrawal and rehabilitation services, financial services, gambling counselling, legal services, accommodation, health services (e.g. community dental scheme)</p> |
| | Family Alcohol and Drug Service (FADS) | <p>AOD counselling AOD counselling services for family members of people with substance misuse issues. No cost.</p> | <p>The FADS program also offers a Parent Support Group which links parents of children (and adult children) to others with similar experiences in a facilitated forum.</p> |

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| | Linking Youth and Families Together (LYFT) | <p>Mon-Fri 9-5pm and some evenings on request.</p> <p>AOD counselling and case management service for adolescents. No cost. Mon-Fri 9-5pm and some evenings on request.</p> | |
| EACH SURE | 1300 00 7873 | <p>AOD counselling services for over 16 years of age. No cost.</p> <p>Mon-Fri 9-5pm and some evenings on request.</p> | <p>Drug and alcohol counselling</p> <p>Mental health services</p> <p>Centralised Intake and Assessment.</p> <p>Care and Recovery: For those individuals who are assessed by the centralised Intake and Assessment as having additional complex needs, they will be offered coordinated and integrated pathways to their recovery.</p> <p>The assessment and referral process can include: referral and linkages into AOD counselling, withdrawal and rehabilitation services, financial services, gambling counselling, legal services, accommodation, health services (e.g. community dental scheme)</p> |
| Eastern Health/Turning Point | <p>Head Office: 8413 8413</p> <p>DirectLine: 1800 88 236</p> <p>Gambler's helpline: 1800 858 858</p> <p>Drug & Alcohol Clinical Advisory Service (DACAS):</p> | <ul style="list-style-type: none"> • Provide Addiction/AOD treatment – residential withdrawal/non-resi withdrawal • Specialist Addiction Services • DirectLine and Other Telephone & Online Services • Drug & Alcohol Clinical Advisory Service (DACAS) for professionals seeking AOD guidance | |

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| | 1800 812 804 | | |
| Eastern Health/Turning Point- Eastern Consortium of Alcohol and Drug Services (ECADS) | Centralised AOD Intake- Inner East: 1800 778 278 | <ul style="list-style-type: none"> AOD Intake, Assessment, Counselling, Care & Recovery Coordination (Complex Clients) & Non Residential Withdrawal | |
| Carrington Health | (03) 9890 2220 | New Hep C Clinic 'Clear' providing free treatment for Hep C in Box Hill (partners with Eastern Health) | <p>New AOD program: Medication Support and Recovery Service to provide specialist addiction treatment for misuse of prescription and over-the-counter medications across EMPHN catchment</p> <p>New Post-Natal Depression program: SMS4Parents (delivered by Carrington Health) for early intervention for new parents at risk of PND</p> |
| Inspiro Community Health Service | 9738 8801 | <p>AOD Counselling</p> <p>Family Violence counselling</p> <p>General Counselling</p> <p>Youth & Family Counselling</p> <p>NDIS provider for adult allied health and mental health services</p> | <p>New AOD program: Medication Support and Recovery Service to provide specialist addiction treatment for misuse of prescription and over-the-counter medications across EMPHN catchment</p> <p>SharC family support group is held at the Inspiro office at Lilydale at 6pm on the third Tuesday of each month</p> |
| Link Health and Community | 1300 552 509 | New AOD program: Medication Support and Recovery Service to provide specialist addiction treatment for misuse of prescription and over-the-counter medications across EMPHN catchment | |

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| SalvoCare Eastern Support and Recovery Service, The Bridge Programme | Care and Recovery Coordination Service - the contact is Kew: 9853 5680 and Box Hill: 9890 7144 Bridge Programme (at The Basin): 9760 9200 | AOD Care and Recovery response AOD residential rehabilitation services for adults | The Care and Recovery Service works across the EMR and is attached to our Homelessness Services with capacity to outreach to clients. We do take referrals from anywhere, although we encourage services to go through Central Intake for each consortium (ECADS and SuRE) as the primary intake point (as they can refer from Intake to our program) |
| YSAS Eastern | 9890 7855 14 Ellingworth Parade, Box Hill VIC 3128 http://ysas.org.au/boxhill | YSAS provides a range of programs and services for young people aged 12 to 21 years who are experiencing significant problems related to their alcohol or drug use. These programs are free, confidential and voluntary. | YSAS Youth Outreach YSAS Youth Support Service YSAS Home Based Withdrawal YSAS Primary Health Service YSAS Reconnect Family Support Currently implementing SHERPA which is a dynamic (community based/outreach) day program for young people experiencing AOD related issues in the EMR. Contact YSAS eastern for more info. |

Child, Youth & Family services

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| Anglicare Victoria: | Child FIRST 1300 369 146 | Outer-East Child FIRST - Family support Child FIRST is a voluntary community based intake for vulnerable families and referrals to Family Services programs. The aim of Child FIRST-Family Services is to prevent families from entering the Child Protection system. Referral criteria: | |

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| | | <ul style="list-style-type: none"> - Families who have children pre-birth to 18 years. - Live in the outer-east catchment (Knox, Maroondah and Yarra Ranges). - Have vulnerabilities that impact on the safety and wellbeing of children and young people. | |
| Anchor | <p>Child and Family Services Waterman Building, 44 Lakeview Drive Scoresby, Victoria 3179</p> <p>T: 03 8761 9040 E: anchor.admin@anchor.org.au</p> | <p>Our Child and Family Services teams provide support to those caring for children and young people that are unable to live at home.</p> <p>We offer training and peer support groups for carers, along with sourcing financial assistance.</p> <p>Anchor works with the Department of Health and Human Services to coordinate placements as required.</p> <p>Foster care Every day, our foster care service places a minimum of 30 children that are unable to live at home in safe, secure, caring environments.</p> <p>Kinship care For children who can't live with their own immediate family, the preferred option is sometimes to live with someone they know, such as an extended family member. This need is often urgent and unforeseen – and Anchor can provide help ranging from initial assistance to ongoing support.</p> | |

Employment services

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| <p>Campbell Page</p> | <p>Speak to us 1300 139 920 or Register at campbellpage.org.au</p> | <p>Disability Employment Services – providing holistic and customer focussed support to people with a wide range of disabilities (i.e. Mental Health, Intellectual/Learning & Physical Disabilities) into sustainable open employment.</p> <p>Eligibility Criteria – Customers need to be:</p> <ul style="list-style-type: none"> • Aged 14 (of legal working age) to 65 • Have a disability* • Australian Citizen or Permanent Resident <p>*Disability does not need to be diagnosed – our Community Engagement Coordinator will meet with the customer and discuss their needs and challenges in finding work. We can then support them to obtain the relevant medical verification and assist them through the assessment process with Centrelink to ensure the customer is linked with the right support service.</p> | <p>Campbell Page is not an NDIS registered provider and supports a range of customers who are receiving Parenting Payment Single, Disability Support Pension or Newstart Allowance.</p> <p>Some customers may be linked with Jobactive providers, however due to their condition are best suited to Disability Employment – we can discuss and assist them in transferring services.</p> <p>We can work with customers on NDIS packages or those that are not in receipt of NDIS but meet the eligibility criteria above.</p> |

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| <p>JobCo.</p> | <p>Kevin Dent Community Liaison Officer 0410 024 384 03 9356 8600 Email: enquiries@jobco.com.au Website: www.jobco.com.au</p> | <p>Disability Employment Service (DES): JobCo provides a strength based employment program to build participant’s resilience and employability in order to obtain long term, sustainable employment. Our At Work Support team will happily go to work with participants to assist in smooth transition into employment, as well as meet participants after hours and in convenient locations to best support participants maintain employment.</p> <p>Jobs Victoria Employment Network (JVEN): Our East@Work recruitment specialists are out in the community assisting Victorians into Victorian based Jobs. Focus on Victorian jobseekers that require assistance to gain employment.</p> <p>Job Bank: JobCo works with highly disadvantaged participants exiting incarceration and/or in-house psychiatric care, to enter or re-enter the workforce.</p> <p>National Panel of Assessor (NPA) Our team of NPA specialists provide Ongoing Support Assessment, Supported Wage Assessments and Workplace Modifications.</p> | <p>Our staff will liaise with allied health services, doctors, Centrelink, and other services as required to create a supportive and secure network, giving out participants the best shot at succeeding.</p> <p>To discuss eligibility please call Kevin Dent on 0410 024 384.</p> <p>The Victorian Government's Jobs Victoria initiative provides additional resources to engage with employers and disadvantaged jobseekers to get more Victorians into long-term work.</p> |
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Community services

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| Eastern Community Legal Centre | <p>Box Hill Phone: (03) 9285 4822 Email: eclc@eclc.org.au</p> <p>Boronia Phone: (03) 9762 6235 Email: outereast@eclc.org.au</p> <p>Healesville Phone: (Metro): (03) 5962 1665 (Regional): 1300 79 70 88 Email: yarraranges@eclc.org.au</p> | <p>Eastern Community Legal Centre (ECLC) offers free legal assistance from offices in Box Hill, Boronia and Healesville during the day, at night and at outreach locations across Melbourne's east.</p> <p>ECLC serves the local government areas of Boroondara, Knox, Manningham, Maroondah, Whitehorse and the Yarra Ranges.</p> <p>ECLC raises awareness of legal issues and provides education through projects and partnerships, workshops, media, events and publications</p> | <ul style="list-style-type: none"> • Legal services <p>Eastern Community Legal Centre(ECLC) provides free legal advice and assistance for a range of matters, including: Family law, Family Violence and Intervention Orders, Criminal law, Motor vehicle accidents, Debt and civil matters.<i>(These areas are subject to our Legal Advice and Casework Guidelines)</i></p> <ul style="list-style-type: none"> • <i>Community legal education</i> <p>ECLC Provides culturally sensitive and non-judgmental legal education sessions for community groups and organisations on a range of topics.</p> <ul style="list-style-type: none"> • <i>Partnerships & projects</i> <p>ECLC creates many projects through dynamic partnerships with volunteers, law firms, community agencies and government bodies. These projects focus on Family Violence and elder abuse community legal service development and issues affecting young people and culturally and linguistically diverse communities.</p> |

Consumer Advocacy

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| Independent Mental Health Advocacy | 1300 947 820 | (State Wide) Advocacy for Consumers on Compulsory Treatment Orders | Representational advocacy service for Consumers receiving compulsory treatment on Treatment Orders (advocacy matters relating to mental health assessment, treatment and recovery) |

Mental Health services

| ORGANISATION | Contact | Scope of service provision | Additional Information |
|--|----------------|---|---|
| Access Health and Community | 03 9810 3000 | Headspace Hawthorn providing mental health services to 12-25 year olds (not part of NDIS). | <p>New Post-Natal Depression program: SMS4Parents (delivered by Carrington Health) for early intervention for new parents at risk of PND</p> <p>New youth early psychosis service at headspace Hawthorn for 12-25 year olds who are ultra-high risk of psychosis (delivered by Eastern Health)</p> <p>New sensory group for mental health/AOD clients co-facilitated by Access HC and Neami National.</p> |
| Delmont Private Hospital | (03) 9805 7333 | Private, independent 88 inpatient bed facility, focussing on general adult mental health, substance abuse and addiction and aged mental health. ECT, TMS, extensive day program , community outreach – mobile support. | Private health insurance is recommended due to the out of pocket cost of these services. |
| EACH Community Health Counselling | 1300 00 3224 | Community Health Counsellors are able to assist adults and families experiencing mild to moderate mental health issues for 12 sessions at no/low cost. | Therapeutic counselling is available with highly experienced counsellors available for a broad range of issues including depression, anxiety, trauma, family violence, grief and loss, stress management and other life difficulties. This program is offered at various EACH sites. |

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| EACH Therapy Hub | 1300 00 3224 | Individuals eligible for a Mental Health Treatment Plan (MHTP) who have a mild to moderate mental health issue that could benefit from short term therapy Free or low cost (with a Medicare care and MHTP) | Various sites across the east including, Knox, Box Hill, Ringwood and Glen Waverley |
| Eastern Health Mental Health Program | 1300 721 927 | Adult, aged and child and youth in-patient and community Clinical Mental Health services. | Access is via the centralised triage number. All staff of this tertiary mental health service are trained in the Collaborative Recovery Model (CRM). A bio-psycho-social treatment model is applied by the multidisciplinary teams of Psychiatrists, Psychologists, Nurses, Occupational Therapists and Social workers. A structured and growing peer (lived experience) workforce operates throughout the program. |
| Carrington Health | (03) 9890 2220 | New Post-Natal Depression program: SMS4Parents (delivered by Carrington Health) for early intervention for new parents at risk of PND | |
| Inspiro Community Health Service | 9738 8801 | AOD Counselling Family Violence counselling General Counselling Youth & Family Counselling NDIS provider for adult allied health and mental health services | SharC family support group is held at the Inspiro office at Lilydale at 6pm on the third Tuesday of each month |
| Link Health and Community | 1300 552 509 | Headspace Knox providing mental health services to 12-25 year olds (not part of NDIS). Link HC is not an NDIS provider, however, allied health and mental health services will be provided to clients who have a 'self-managed' NDIS package only. | New Post-Natal Depression program: SMS4Parents (delivered by Carrington Health) for early intervention for new parents at risk of PND |

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| Wellways | (03) 8873 2500 | Peer and Community Education | Peer Education programs for consumers and carers of people with mental health issues, including My Recovery, Building a Future and Snapshot. Community Education programs for community members and groups, including Well Together and Well Said. |
| Wellways / St Vincent's Hospital | (03) 8481 3800 | Prevention and Recovery Care (PARC) | Available for people case managed by St Vincent's Hospital Melbourne. Referral via St Vincent's Case Manager. Also available for some participants managed by a private psychiatrist. Contact PARC for eligibility. |
| Wise Ways to Work | 0409 188 972 Located North Melbourne | Assists people with mental illness to improve their cognitive functioning (using cognitive remediation therapy) towards social & economic participation. | The program is self-funded (by WISE with some ILC & philanthropic funding). This means it is not reliant on NDIS plans and eligibility, in fact, it can be considered a kind of Continuity of Supports for PHaMs & PIR clients. |

Primary Mental Health

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| Eastern Melbourne Primary Health Network | Referral and Access team PH: 03 9800 1071 F: 8677 9510 | Support to G.P's, other service providers, and the community to understand, navigate and access MH services, particularly those in the Primary Care Sector. This team includes MH clinicians who can assess clinical risk and triage as required to assist people to access the best supports to meet their individual needs. This team is also currently supporting the transition from the commissioned services of Psychological Strategies (formerly known as ATAPS) and MHNIP to MH Stepped | EMPHN are developing the National Psychosocial Support Measure which will be in operation early in 2019 and provide support to people who are found ineligible or who do not wish to test their eligibility for NDIS. For people who are engaged with PHAMS, Day 2 Day Living and Partners In Recovery (PIR) the EMPHN will facilitate Continuity of Supports (COS) past June 2019. |

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| | | Care, which is being rolled out across the catchment in 3 tranches. Referral forms are located on the EMPHN website, or call the team directly to discuss referral pathways. | |
| Mentis Assist | Intake: 1300 636 847 or 9800 1071. Email: info@mentisassist.org.au Website: mentisassist.org.au . | Stepped Care is an evidence-based, staged system of care that includes a range of mental health interventions, from the least to the most intensive. The service is available to people of all ages who live or work in the Outer Eastern catchment (Knox, Maroondah, Yarra Ranges) and are not able to afford or access similar services. Consumers can self-refer or be referred by a healthcare professional. | The model also addresses other needs including physical health, education and employment, alcohol and other drug harm reduction, family and social functioning, and suicide and self-harm reduction. There are a range of service interventions including eHealth solutions such as online support groups and apps, to group therapy, individual therapy and care coordination. |
| Steps To Wellbeing | Intake: 8691 5450 or https://www.stepstowellbeing.org.au/referral Manager: Ed Marrinan 0428663109 Email: stepstowellbeing@neaminational.org.au | Neami Steps to Wellbeing is a FREE short term program funded by the EMPHN delivering 6 x 1hr sessions of individual wellbeing coaching program for people: 16 years old and over, Who are experiencing an increase in life stress or life challenges or emerging signs of anxiety or depression (e.g. feeling stuck, unmotivated, flat, low, experiencing difficulty making changes), Who live/work/study/or access a GP in the Eastern Melbourne PHN catchment area (Fully cover LGAs of Banyule, Boroondara, Knox, Manningham, Maroondah, Monash, Nillumbik, Whitehorse, Whittlesea; Most/part of Murrindindi, Mitchell, and Yarra Ranges) | Wellbeing coaching can be offered as face to face appointments at our Heidelberg, Thomastown, Blackburn and Croydon offices, or via phone coaching or video coaching and are available from 9am -8pm Monday to Friday. Our team consists of coaches from social work and occupational therapy backgrounds, and those working from a lived experience perspective (trained in the purposeful use of their own experiences with challenges to wellbeing and mental health). We also offer groups including Optimal Health Program and Flourish. |

Homelessness/Housing

| ORGANISATION | Contact | Scope of service provision | Additional Information |
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| Anchor | Housing Support Services Box Hill Institute Lakeside Campus Building LA, Level 2, 1 Jarlo Drive Lilydale, Victoria 3140 (Above the new Lilydale Library) T: 03 9760 6400 E: anchor.admin@anchor.org.au | At Anchor, we work with people to find the right pathways to suit them and get the housing support they need. Our assistance ranges from finding emergency housing to helping people transition to long-term, sustainable housing. We work with people wherever they are on their housing journey, including rough sleepers, people needing food assistance, and those seeking permanent accommodation. | Our services are available to people from all ages and stages of life. We also offer extra support to help people get back on track, such as additional service referrals and our Building Brighter Beginnings playgroup. |
| Opening Doors | 1800 825955 central number | The 5 opening Doors in the Eastern region are: <ul style="list-style-type: none"> • Anchor in Lilydale • Uniting Harrison in Mount Waverley • Community Housing Limited (CHL) in Box Hill • Salvocare Eastern in Kew • Uniting Wesley in Ringwood Access to funding for rent in advance or rent arrears is from CHL and Salvocare Eastern. | <ul style="list-style-type: none"> • providers of housing information for people, i.e.: information about how to find private rental or sustain the current tenancy, information about other housing options. • the referral point to the funded homelessness support services in the region • Providers of resources specific for people experiencing homelessness • Contact can be made via phone or in person • Clients can be seen on the day or by appointment on a later date, depending on levels of demand and urgency |

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| Community Housing Limited (CHL) | 1300 245 468 26-28 Prospect St Box Hill 3128 | CHL is a not for profit housing organisation that delivers affordable housing to those in need. We provided rental housing at subsidised market rent to the most vulnerable in the community. We provide a range of services in different regions. Our key areas of service include: Specialised tenancy management services Homelessness and transitional housing services Asset management and property maintenance Affordable housing suitable for those with a disability Aboriginal housing Training and employment Community development | |
| Uniting Harrison | 1800 825 955 | At UnitingCare Harrison we help young people, adults, families and couples who are homeless or at risk of homelessness, to access, establish and maintain long term housing. | |
| Uniting Wesley | (03) 8870 4020 291A Maroondah Highway RINGWOOD 3134 9am-5pm M-F Wesley.homelessness@vt.uniting.org | Crisis and Homelessness Support Services for all ages. | Uniting Wesley Homelessness and Support Service provides support to singles, couples, families and Youth who are homeless or at risk of homelessness in the Eastern Region. Showers, Material Aid, Client Computers and Clothes Washing facilities. |

Eastern Metropolitan Region PHAMS services June 2018

Uniting Prahran

While PHaMs is still operating in the city of Monash as a recovery focus mental health service for people with a lived experience of mental health, a large focus of the work has been centred on supporting participants to transition to the NDIS. As PHaMs is not a defined program, we are supporting people to gather evidence for Access and to then assisting them with the Planning process. We are aiming to support people through Continuity of Service (CoS) should they be found ineligible for the NDIS. For those who opt out of NDIS transition (or do not have a mental health diagnosis), we are supporting them to link in with wrap around services i.e. counselling, mental health nurses, psychology, psychiatry, aged services etc., to ensure that their support needs are met elsewhere.

The criteria for accessing PHaMs has changed, whereby, people now need to have a diagnosed mental illness to access the program. We have seen an increase in the amount of referrals and inquiries to the PHaMs program, especially for people requesting assistance to transition to the NDIS. We currently have a closed waitlist due to this, with a lengthy wait-time for those on the waitlist to access service. We have been diverting those who call to refer to PHaMs and have a mental health diagnosis, onto the MHCSS waitlist (while it is still open) and providing information about accessing the NDIS.

Given our commitment to supporting people who experience mental health, we have some capacity to provide presentations about the NDIS to services who are interested in learning about the referral (access/planning) pathways, and in educating the sector as to the evidence required to support someone in their NDIS application. We are willing to provide this, whether or not services have participants linked with our PHaMs or MHCSS programs.

EACH

EACH Deliver PHAMS only in Outer East Melbourne. To check if referrals are still being taken please email: PHaMs@each.com.au. The major focus of PHAMS now is to prepare participants for NDIS and support their transition.

NEAMI

Neami continues to provide PHAMS services in the inner East at this time. Increasingly, responsibilities have shifted to preparation for NDIS. Intake is still open at this point, though we anticipate that this would close at some point over the next 9 months. There is some current recruitment to fill vacant positions in OE both in PHaMs and MHCSS.

MIND

Mind continues to provide support through the PHaMs program in Central East but with an increasing focus on supporting clients to explore eligibility for NDIS and/or alternative support options. Continuity of support will be provided in line with DSS guidelines but also within the context of reduced funding. Access pathways remain the same. PHAMS programs can now take on additional or new clients if they have the capacity (at least in Area east) after 1 November 2017. It is still scheduled to close as a Program by end of June 2019.

October 2018

Wellways

We are indeed still a provider of PHaMs, just in South East Melbourne however where we have a service based from Frankston and Rosebud. Similar to some other providers we have integrated our services into a matrix structure in that area so we tend not to market the support by the program name.

It is also time limited due to the NDIS, we have funding up until 30 June 2019 but the amount of funding was reduced in FY17-18 (now) and will reduce much further in FY18-19 before it goes to zero.

Of note is that the Commonwealth has also changed the guidelines to emphasise that these programs (PHaMs, PIR, Day to Day Living, Mental Health Respite: Carer Support) are all very clearly tasked with transitioning potentially eligible participants into the NDIS, and that the original program remains largely as a continuity of support.