

# The PIR Journey

Difficulties finding and coordinating the needed services

Contact PIR and check eligibility

Program acceptance, meet support facilitator

Goals set, priorities identified, plan in place

Positive life changes

Eastern Melbourne PHN is the lead agency for the Partners in Recovery program in the north and east of Melbourne.

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

# Partners in Recovery

Information for service providers

*"Everybody is working together and knows where we are all up to in my recovery journey which makes my goals more achievable." - Debbie (PIR participant)*



**wellways**

mental health | disability | rehabilitation



**phn**  
EASTERN MELBOURNE

An Australian Government Initiative

**Partners in Recovery (PIR) is a program that supports people with long term mental illness and who have complex needs requiring multiple supports and service coordination.**

#### **Partners in Recovery eligibility criteria**

- severe and long term mental health issues;
- complex needs requiring the involvement of multiple services and supports; and
- difficulty getting the help they need to make positive life changes.

#### **How does Partners in Recovery work?**

The participant will be allocated a Support Facilitator who will work within a person centred model and recovery framework. The role of the Support Facilitator is to establish an understanding of the person's needs and goals then collaborate with current providers, as well as seeking the services and practitioners needed, to form an active care team. The Support Facilitator will work with the PIR participant towards shared priorities and goals.

As the NDIS (National Disability Insurance Scheme) rolls out in each area, Support Facilitators will assist the participants and care teams to understand and access the NDIS or alternative ongoing supports.

**NDIS website:** [www.ndis.gov.au](http://www.ndis.gov.au) **P:** 1800 800 110

#### **For more information or to check eligibility for Partners in Recovery in Melbourne's north and east**

All it takes is a conversation to check eligibility and the program is free. Please call the number for the local government area where the participant lives.

1. PIR Inner East covers the council areas of Boroondara, Manningham, Monash and Whitehorse  
**Contact and referrals:** 1800 731 222  
**Support providers:** Neami National, Wellways, Victorian Aboriginal Health Service (VAHS)
2. PIR Outer East covers the council areas of Knox, Maroondah and Yarra Ranges  
**Contact and referrals:** (03) 9800 1071  
**Secure fax:** (03) 8677 9510  
**Support providers:** Neami National, Mind Australia, Victorian Aboriginal Health Service (VAHS)
3. PIR North covers the council areas of Banyule, Nillumbik, Whittlesea, Hume and Darebin  
**Contact and referrals:** 1300 747 247 or [pirintake@mindaustralia.org.au](mailto:pirintake@mindaustralia.org.au)  
**Support providers:** Neami National, Mind Australia, Victorian Aboriginal Health Service (VAHS)

