

Eastern Regional Coordinators

Professionals Navigating the East: Change and Integration

Thursday 26th May 2022
Box Hill Town Hall

Event Guide



This guide may be accessed electronically [here](#)

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.



BOX HILL TOWN HALLMAP

Register attendance at main entry

Morning tea locations

Between rooms 1 and 3

Room 4

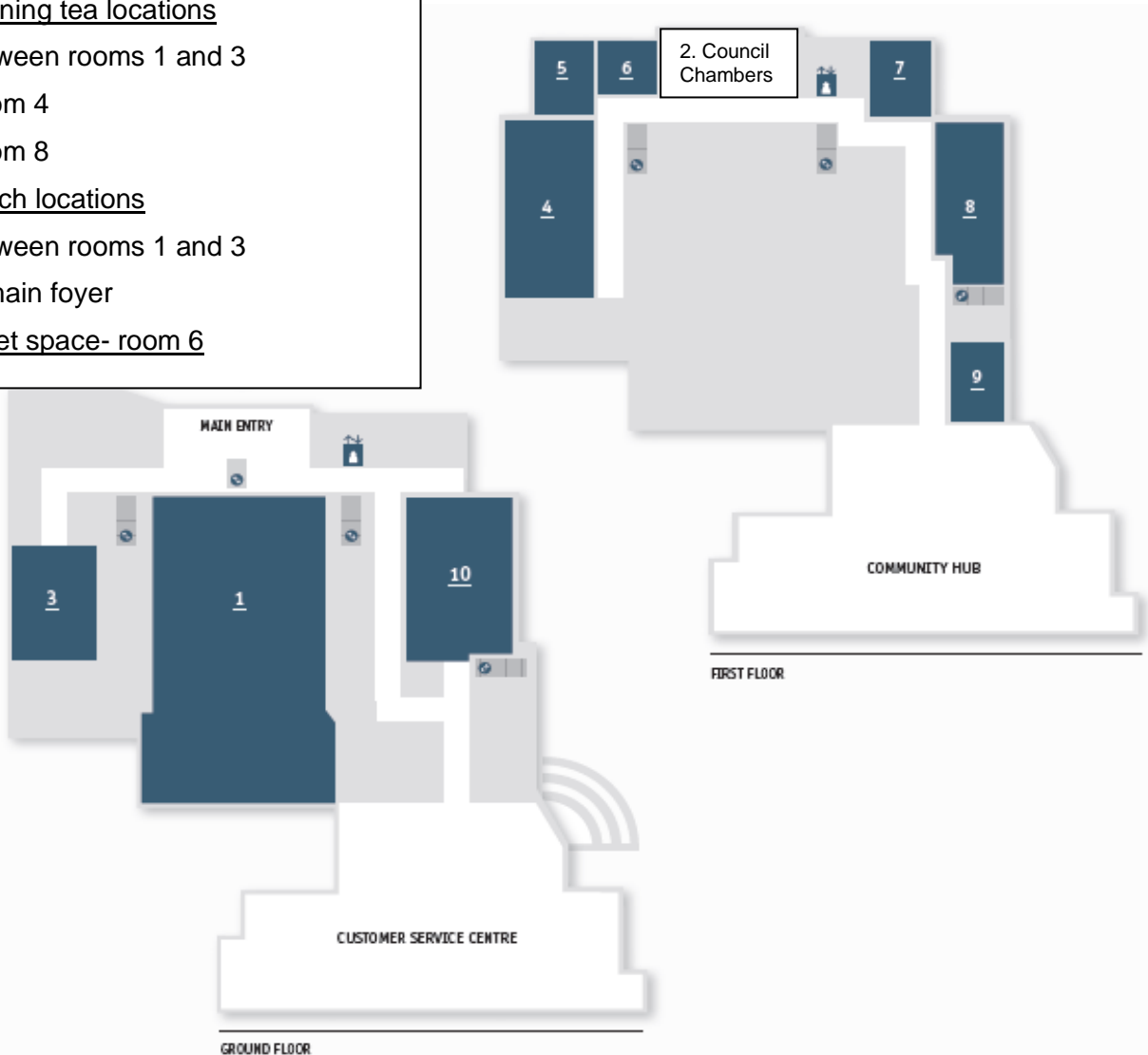
Room 8

Lunch locations

Between rooms 1 and 3

In main foyer

Quiet space- room 6



THE BOX HILL TOWN HALL ROOM MAP

1	MAIN HALL	6	ARUNDEL WRIGHTE ROOM
2	COUNCIL CHAMBERS	7	PADGHAM ROOM
3	WHITEHORSE ROOM	8	BOYLAND ROOM
4	MATSUDO ROOM	9	VISUAL ARTS ROOM
5	GAWLER ROOM	10	WHITEHORSE ARTSPACE

Focus of room

1. Plenary sessions/Family Violence	6. Quiet zone
2. Financial, Legal, Forensic	7. Primary and community health
3. Families and Children	8. Homelessness
4. Mental Health & Wellbeing	9. Disability Employment and Ed
5. Substance use & addiction	

WELCOME TO THE FORUM

The Eastern Regional Coordinators welcome you to the Professionals Navigating the East forum and hope you find plenty of opportunities to connect with other service providers, as you learn some more about the various health and community supports provided across the Inner- and Outer- East of Melbourne.

Your MCs today are Susie Lukis from the Statewide Children's Resource Program, Inner & Outer Eastern Melbourne, and Bronwyn Williams who is the coordinator of the Eastern Mental Health Service Coordination Alliance.

This event is provided with the support of the EMHSCA Implementation committee, and members of various partner organisations associated with the Eastern Regional Coordinators group.

We recognise those individuals and their supporters who have a lived and living experience of a variety of challenges, and the important contribution that they make to the development and delivery of health and community services.

POLLS AND SURVEYS

We will be using the Slido application for polls and feedback surveys. Please find the application



here <https://app.sli.do/>. Meeting code #PNTE

Alternatively, you may simply use the camera on your device to scan this QR code

ACRONYM BINGO

When you hear or see an acronym as part of any of the Plenary presentations, mark it on your card. You do not need to know what it means to do this. When you fill a row (diagonal included) call out BINGO and stand up to receive your prize.

ACCO	AOD	ECLC	MARAM	PSS
IFS	CALD	ABI	OPA	DES
PHN	IPU	LAC	PRAP	MBC
NDIS	DFFH	CYMHS	DSP	TOD
VCAT	ACAS	PARC	SRS	VMIAAC

THE PROGRAM

8.30am	Registrations	
9.00am	Welcome to Country	Julie Coombes
9.10am	Intro to day and house keeping Overview and challenges to navigation	Susie Lukis
9.20am	Ask someone who knows	Belle Groves & Grahame Mitchell
9.35am	Breakout sessions	8 rooms
9.40am	Session 1	
10.00am	Move time	
10.05am	Session 2	
10.25am	Morning Tea Break	Networking & Market Place
10.50am	Yen Gali Mullum Singers	Merilyn Duff
11.00am	Homelessness Sector overview	Maidie Graham
11.20am	Children & Family supports overview	Angela Morris Rebecca Rhodes
11.40am	Alcohol & Other Drug and Community Health supports overview	Dr Tamsin Short
12 MD	Family Violence sector overview	Christine Robinson
12.20pm	Lunch Break	Networking & Market Place
1 pm	Mental health supports overview	Bronwyn Williams Dr Euan Donley
1.20pm	NDIS Disability supports overview including Early Childhood	Catherine Bolzonello Gayatri Nair Rachel Rewbridge Natalie Thomas
1.40pm	Break-out sessions	8 rooms
1.45pm	Session 3	

2.05pm	Move time
2.10pm	Session 4
2.30pm	Move time
2.35pm	Session 5
2.55pm	Final words and Slido feedback
3pm	Event Close

Our sponsors



Breakout sessions

Today you will have the opportunity to attend 5 breakout sessions. The following information should assist you in choosing the sessions that would most benefit you in your work. The Eastern Regional Coordinators invite you to consider visiting sessions from support sectors that you are less familiar with.

Room	Ballroom	Whitehorse Room	Boyland Room	Visual Arts room	Padgham Room	Gawler Room	Council Chambers	Matsudo Room
Sector	Family Violence	Families and children	Homelessness	Disability Employment and Education	Primary and Community Health	Substance use and Addiction support	Financial, Legal, Forensic	Mental Health
Facilitators	Christine Robinson Pauline Kelly	Genna Hatcher Kim McCombe	Jo McDonald Susie Lukis Jenny Parbery	Kathryn Scott	Lisa Paulin	Fay Edebohls Rob Campbell	Anna Makris Di Mc Conchi	Tom Larkey Jay Magini
9.00-9.35am	Plenary sessions – Main Ballroom							
9.35am	Moving time							
9.40am	The Orange Door part 1	Safe Care	Homelessness support programs	Jobs Victoria Employment Services	Support Connect launch	AOD Catchment Plan and CCISC	Applying for Disability Support Pension	Mental Health and Wellbeing reform
	Brendan Wilson Angie Dimech	Sinead Quinn, Leanne Waite	Jenny Smith	Anita Peters Kristy Lily	Lisa Paulin Rachel Pritchard	Cathy Keenan	Amanda Waters	Lisa Shaw-Stuart
10.00am	Moving Time							
10.05am	The Orange Door part 2	Boorndawan Willam Aboriginal Healing Service	Children and Homelessness	Create your possible - Disability Employment	Initial Assessment and Referral	A window into AOD treatment options	Community Transitions in Vic Mental Health System	Stepped Care & Head to Health
	Brendan Wilson Angie Dimech	Kellie Sajo, Rachel Foster Kymbal McGrath	Susie Lukis	Alex You Mark Angelo-Adriano Kathryn Scott	Rachel Pritchard	Tiffany Alston	Grant Burkitt Stefan Swadzba	Dr Tamsin Short

10.25am Morning tea - Market place Service stalls in Ball room and Whitehorse room								
10.50am-12.20pm Plenary sessions - Main ballroom								
12.20-1.00pm Lunch- Market place Service stalls in Ball room and Whitehorse room								
1.00-1.40pm Plenary sessions – Main ballroom								
1.40pm Moving time								
1.45pm	Migrant Information Centre: CALD and Family Violence Marijo Pozega	Victorian Aboriginal Child Care Agency Saphira Nachizya Emma Dunmore	Rough Sleeper Assertive Outreach Rosie Frankish & Stephen Miliken	Jobco Disability employment services Kevin Dent David Hoppner Nina D'Angelo	Digital Health Kirsty MacDoughall	Perspectives of Lived experience Tim Friedman	Eastern Community Legal Centre & HeaL program Deborah Miller Hester Chee	Psychosocial Support Services Tom Larkey and Jay Magini Elf Moncrief
2.05pm	Moving time							
2.10pm	Men's Behaviour Change programs Gennene Mitchell Ying Li	Family Services Disability Programs Meggie Watson, Renee Bender, Tori Tilley	Perspectives of Lived Experience Amanda Bingham	Finding the right employer for you - Wise Employment- Keeli McNamara	HealthPathways Melbourne Roxanne Adams	Supporting Families affected by addiction Jan Coffey David Purcell	Migrant Information Centre Services & eligibility Sally Brooks	Towards Wellbeing Sam Beard Craig Croft
2.30pm	Moving time							
2.35pm	Therapeutic Recovery Services Jess Innes-Irons Jim McAlinden	A peer perspective on Families where a parent has a mental illness Hannah Zinnack Elizabeth Fraser	Tenancy Support Programs Maidie Graham	Partnering to reach and empower Sandi Ingham	Aged Care supports Andrea Lockwood	Understanding Gambling Judy Avisar Melanie Marsh	Services Australia Online Services Geoff De Young	NDIS and psychosocial disability Enock Zimunya
2.55pm	Final words and feedback							
3.00pm	Event concludes							

9.00am Welcome to Country

PRESENTER:

Julie Coombes

Julie is a proud Wurundjeri woman who is a passionate and diligent advocate for Aboriginal and non-Aboriginal women and children's rights and welfare. Throughout her work in family violence, Julie continues to inspire women and children, opening up new horizons through her expertise and knowledge. Julie is empowered by the strength of her family, Country and culture within her, giving her the strength and capacity for leadership through community health and well-being.

CONTACT: juliek@edvos.org.au

9.20 am Ask someone who knows

PRESENTERS:

Belle Groves (She/her) & Grahame Mitchell (He/His)

Belle is a Carer for her youngest daughter who has Dual Diagnosis. Belle holds a Certificate IV in Alcohol and Drugs, a Diploma in Counselling, as well as a Diploma of Mentoring, Coaching and Interpersonal Facilitation. Belle has been a team member of the Eastern Health Dual Diagnosis Consumer and Carer Advisory Council for over 10 years and is currently holding the position of Chairperson. Belle is now working for Eastern Health, as a Carer Peer Support Worker for the Mental Health Post Discharge Initiative working at Upton House, Box Hill (Adult) and Peter James Centre, East Burwood (Aged) In-Patient Units.

Grahame Mitchell is a Mental Health Peer Worker who identifies as a carer by Lived experience. Grahame is a member of the Dual Diagnosis Consumer and Carer Advisory Council. Grahame has a special interest in the Mental Health reform and is a passionate advocate for systemic change.

CONTACTS: belle.groves@easternhealth.org.au & grahame_mitchell@hotmail.com

11.00 am Homelessness supports

PRESENTER:

Maidie Graham – Senior manager Uniting Homelessness services Intake and prevention.

Maidie Graham is Senior Manager at Uniting Homelessness Services in Ringwood. Services managed include the Homelessness Entry Point, Tenancy Advocacy programs, Family violence programs, Emergency Relief and the Uniting Youth Refuge.

Maidie is trained as a social worker, has worked for Uniting Vic Tas (Previously Wesley Mission) for 26 years and previously worked for Disability services for 9 years.

CONTACT: maidie.graham@vt.uniting.org

11.20am Children & Family supports

PRESENTERS:

Angela Morris is the Program Manager for the Orange Door Inner East, and Acting Program Manager for Family Services in the Outer East at Anglicare Victoria who oversees Integrated Family Services, Family Preservation and Reunification Response (FPR), Safe Care.

Rebecca Rhodes is the Manager for Child and Family Services Inner East at Uniting, overseeing the Child Wellbeing component of the Inner East Orange Door and Family Services across Uniting's Blackburn and East Burwood sites

CONTACTS: angela.morris@anglicarevic.org.au & rebecca.rhodes@vt.uniting.org

11.40am Alcohol and Other Drugs and Community Health supports

PRESENTER:

Dr. Tamsin Short, Senior Manager Mental Health and AOD Services, Access Health and Community

Tamsin is the Senior Manager of Mental Health and AOD Services at Access Health and Community, a community health service who provide a range of alcohol and other drug services for adults, young people and families in the East. She is an experienced service manager and dual diagnosis clinician who has worked in AOD, mental health, forensic mental health and community health services throughout her career. Tamsin is currently the President of the Victorian Alcohol and Drug Association (VAADA) and the Co-Chair of EMHSCA. Tamsin is passionate about ensuring access equity for people who are using alcohol, medication or other drugs, and ensuring that all services are welcoming, hopeful and adopt evidence-based, harm minimisation approaches to supporting consumers.

CONTACT: Tamsin.short@accesshc.org.au

12MD Family Violence supports

PRESENTER: Christine Robinson – Principal Strategic Advisor, Eastern Metropolitan Regional Family Violence Partnership (RFVP)

The RFVP is the Family Violence Regional Integration Committee (FVRIC) for the Eastern Metropolitan Region. FVRICs bring together agencies and sectors that respond to family violence - the major players in the family violence reform agenda of *Ending Family Violence: Victoria's Plan for Change*. They are the only local governance structures that exist across the State with a focus on local systems, a family violence lens and capacity building across all workforces.

Christine is the Principal Strategic Advisors for the region, providing expertise, leadership and oversight of the work of the RFVP, providing advice to - and acting as a conduit between - Committees, government and local services; coordinating capacity building initiatives and maintaining strategic relationships with key stakeholders.

CONTACT: Christine.robinson.rfvp@edvos.org.au

1.00 pm Mental Health supports

PRESENTERS:

Bronwyn Williams – EMHSCA Coordinator/MH NDIS Program Lead – Eastern Health

Bronwyn has held the role of Eastern Mental Health Service Coordination Alliance (EMHSCA) Project officer for the past decade. Additionally, she is the Mental Health NDIS Program Lead for the Eastern Health Mental Health Program. Bronwyn brings with her 36 years' experience working as a Mental Health Nurse across a variety of settings, including 10 years in Dual Diagnosis, and has completed the Master of Public Health, researching what makes collaborative and coordinated care work.

Dr. Euan Donley – Clinical lead Mental Health Access/ Senior educator Mental Health Learning and Teaching – Eastern Health

Dr Euan Donley is the clinical lead for Mental Health Access (CATT, EDs, Phone triage and Police response) and a senior educator with the mental health learning and teaching team. He completed his PhD in 2018 exploring risk assessment of mental health patients in emergency departments and has been published in multiple peer reviewed journals. He has worked in mental health and emergency for 20 years bar one year off in 2019 to do research at SVHM, mostly in family violence.

CONTACTS: Bronwyn.williams@easternhealth.org.au & euan.donley@easternhealth.org.au

1.20 – 1.30 pm: Children and Family disability supports

PRESENTERS:

Catherine Bolzonello –Early Childhood Early Intervention (ECEI) Team Leader (Outer East Melbourne), Link Health & Community

Gayatri Nair –Senior Early Childhood Early Intervention (ECEI) Coordinator (Inner East Melbourne), Link Health & Community

Link Health & Community (owned by Latrobe Community Health) is an NDIS Partner organisation in the community, providing support for families with children between 0-6 years. This presentation will provide a brief overview of the various available mainstream, health and community supports, within the early childhood space, across the inner and outer east Melbourne. It will also highlight the processes followed once a family and/or provider makes a referral and the discussion of appropriate pathways with families, which includes exploring options such as early supports (delivered by Early Childhood Early Intervention coordinators), supporting families with linking in with local allied health providers that meet the child's and family's needs and assisting with NDIS access.

CONTACTS: Catherine.Bolzonello@ndis.gov.au and gayatri.nair@ndis.gov.au

1.30pm – 1.40pm: Adult disability supports

PRESENTERS:

Rachel Rewbridge –LAC Team Leader (Outer East Melbourne)

Natalie Thomas – LAC (Outer East Melbourne)

PRESENTATION:

Latrobe Community Health Service (LCHS) is an NDIS Partner organisation in the community that provides supports to participants and individuals not eligible for the NDIS aged 7+-65. This presentation will provide a brief overview of the various available mainstream, health and community supports available across outer east Melbourne. It will also highlight the LAC Service process to link with community and mainstream supports.

CONTACTS: Rachel.Rewbridge@ndis.gov.au and Natalie.Thomas@ndis.gov.au

Main Ballroom – Family Violence sector

9.40am – 10.25am (Session 1 & 2 combined)

The Orange Door- Integrated Intake and Assessment for Family Violence and Child Wellbeing Supports

PRESENTERS:

Brendan Wilson -Orange Door Service System Navigator, Inner Eastern Melbourne

Angie Dimech – Orange Door Service System Navigator, Outer Eastern Melbourne

PRESENTATION:

The Orange Door is the new area based entry point to services which support victim survivors of family violence, perpetrators of family violence and families who need assistance with the care and wellbeing of children and young people. The Orange Door is now operational across both Inner and Outer Eastern Melbourne areas, with primary sites based in Box Hill (Inner) and Croydon (Outer).

Angie and Brendan are employed by DFFH sitting within Family Safety Victoria and have a focus in The Orange Door network on how it interacts with the broader service system, ensuring easy access and smooth referral pathways for people impacted by family violence or child wellbeing concerns. They will be joined by Orange Door Practice Leaders from partner agencies, to provide an overview of the role of The Orange Door, how integrated intake and assessment occurs through its unique multi agency model, and the types of support and connections clients and professionals can expect interacting with The Orange Door.

CONTACT brendan.wilson@orangedoor.vic.gov.au and Angie.Dimech@familysafety.vic.gov.au

1.45pm Migrant Information Centre (MIC): CALD & Family Violence

PRESENTER:

Marijo Pozega – Settlement Worker (Family Support Specialist) – Migrant Information Centre

PRESENTATION:

The Migrant Information Centre (Eastern) assists individuals, families and communities from diverse backgrounds residing in the Eastern Metropolitan Region of Melbourne with needs related to settlement, integration and connection to services and support.

Marijo will discuss the work that MIC is doing in the Family Violence area. This will include outlining the services that MIC offers, the intersection of family violence and settlement needs, systemic barriers impacting CALD communities and opportunities for collaboration.

Sally Brooks has been the Strategic Engagement Coordinator at the Migrant Information Centre (Eastern Melbourne) (MIC) for four years. Sally has a Masters in International and Community Development and over 10 years' experience working with refugees and asylum seekers including professional roles at the Australian Red Cross and ASRC. Her role at MIC works closely with services and communities to strengthen settlement outcomes for newly arrived migrants and refugees.

CONTACT: mpozega@miceastmelb.com.au and sbrooks@miceastmelb.com.au

2.10pm Men's Behaviour Change Programs

PRESENTERS:

Gennene Mitchell – Team Leader, Family Violence – Anglicare

Ying Li- Family Violence Practitioner, Anglicare

Gennene has been a Team Leader for almost three years and group facilitator for four years in the Men's Behaviour Change program and she has worked in family violence as a Family Safety Advocate, women's counsellor and facilitator of women's art therapy and parenting groups. Prior to joining Anglicare Gennene worked for fifteen years as a counsellor with a particular focus on working with women responding to family violence.

Gennene has a Bachelor's degree in counselling, a Grad Cert in Family Violence work (women's studies) and a Grad Cert in Client Assessment and Case Management (men's family violence).

Ying has a Bachelor degree in Psychology, a Masters in Social Work and is currently completing a Grad Cert in Client Assessment and Case Management (men's family violence). Prior to joining Anglicare, Ying has worked in Community Services and Child Protection sectors supporting both children and adults. She currently works in the Anglicare Family Violence team as a Family Violence Practitioner. Her role involves intake and assessment, case management and individual delivery of the Men's Behaviour Change program. Ying has also worked as a Men's Behaviour Change program group facilitator in both Mandarin and English speaking groups.

PRESENTATION:

Anglicare Victoria provides Men' Behaviour Change Programs in the Eastern region including a Mandarin-speaking group and groups run specifically for men who have Corrections orders. Individual service delivery and case management is also available where required.

Gennene and Ying will present an overview of the Anglicare Men's Behaviour Change Program including the Mandarin-speaking program.

CONTACT: Gennene.Mitchell@anglicarevic.org.au

2.35pm Therapeutic Recovery Services

PRESENTERS:

Jess Innes-Irons (she/her) – LGBTIQ Specialist Youth Worker, Family Access Network (FAN)

Jess Innes-Irons is a LGBTIQ+ Specialist Youth Worker at Family Access Network in Box Hill. As part of this role Jess provides case management support to LGBTIQ young people aged 15-25 who are experiencing or are at risk of homelessness. Jess also facilitates Talking with Pride, an arts based therapeutic group for LGBTIQ+ young people who have experienced family violence. Prior to joining FAN, Jess has worked in community engagement and has experience working with children from culturally and linguistically diverse communities, LGBTIQ+ people and young people with disabilities. Jess completed an honours degree in LGBTIQ+ community grief responses and is currently finishing her Masters of Therapeutic Arts Practice.

Jim McAlinden (he/him) – Is a specialist Family violence therapeutic Recovery Key Worker in the Anglicare Victoria Inner East TRAK Forward program, based out of Box Hill.

Jim has BSW degree in Social Work and has 40 years' experience working in both Northern Ireland (UK) and Victoria working across several community sectors such as Children Homes, residential care, Adolescent community placement (foster care) and high risk adolescent placements. Jim also worked as the first State Coordinator for the Vic Association of Young People in Care (VAYPIC) now known as CREATE, and continues to hold a strong social justice and child rights perspective. Jim has been working with Anglicare Victoria for the last 23 years across ChildFIRST, Family Services programs, and adolescent violence parents support groups.

PRESENTATION: As part of the TRAK Forward and Pathways to Resilience Outer East partnerships, Jess and Jim will give a presentation on therapeutic supports available in the inner and outer eastern regions. The presentation will address how to identify suitable referrals, including when a person may be ready to access therapeutic support services and how to refer clients and what is needed for the referral.

CONTACT: jinnes-irons@fan.org.au or fan@fan.org.au; or trakeast@anglicarevic.org.au

Whitehorse Room Ground floor – Children and Families

9.40am Safecare

PRESENTERS:

Sinead Quinn – SafeCare and Family Services Team Leader, Anglicare
Leanne Waite – SafeCare Practice Leader, Anglicare

PRESENTATION: SafeCare is an evidenced based parenting program for parents and caregivers of children aged 0 – 5 years. The SafeCare program works with families to increase the positive interactions they have with their child, keep their child healthy and make their home safe.

CONTACT: sinead.quinn@anglicarevic.org.au

10.05 am Boorndawan Willam Aboriginal Healing Centre (BWAHS)

PRESENTER:

Rachel Foster – Manager Family Violence Services, Boorndawan Willam Aboriginal Healing Centre

Kellie Sajo – Team Leader Family Violence Intensive Case Management and Family Services

Kymbal Mcgrath – Proud Wiradjuri man from Albury NSW; Men’s Therapeutic Program Coordinator

PRESENTATION: Rachel, Kellie and Kymbal will lead a facilitated discussion on how Boorndawan Willam Aboriginal Healing Services (BWAHS) works holistically to journey with Community.

Ensuring culturally informed flexibility of services, hearing, highlighting & advocating to remove the systemic barriers faced by Aboriginal and Torres Straits Islander peoples.

CONTACTS: kymbal.mcgrath@bwahs.com.au; rachel.foster@bwahs.com.au; Kellie.Sajo@bwahs.com.au

1.45pm Victorian Aboriginal Child Care Agency (VACCA)

PRESENTERS:

Saphira Nachizya-Johnson & Emma Dunmore

Saphira Nachizya-Johnson- Senior Manager of Child and Family Services which includes IFS, Intensive IFS, Disability, Aboriginal Family Preservation & Reunification (AFPR), Education Navigator and Family Violence programs including both Eastern Metro Orange Door sites.

Emma Dunmore is the Team Leader overseeing Integrated Family Services, Specialist Disability, Emergency Relief and Early Years programs at VACCA Eastern Region. Emma has been with VACCA for 2 years, and during this time has been a part of the implementation of new programs; prior to VACCA has worked within ACCO’s supporting community for the last 5 years.

Emma is passionate about supporting Aboriginal & Torres Strait Islander families & working alongside community to support self-determination and capacity building.

PRESENTATION: Saphira is presenting on VACCA services in the East. VACCA have been protecting and promoting the rights of Aboriginal children and families for over 40 years.

Together with the Aboriginal community, they design, develop and deliver programs that build on peoples’ strengths. VACCA understands intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country.

CONTACT: saphiran@VACCA.org

2.10pm Family Services Disability Programs

PRESENTERS:

Roseanna Hughes – Complex Needs Specialist Practitioner, Family Services Uniting

Meggie Watson – Family Services Disability Practitioner, Anglicare, Outer East

Renee Bender - Family Services Disability Practitioner, Anglicare, Inner East

PRESENTATION: Presented to you by Family Services Specialist Disability and the Complex Needs Specialist Practitioners. In this presentation they will outline what FSSDP and Complex Disability is, how to refer to both programs and provide a case example of how they work to support families.

CONTACTS: roseanna.hughes@vt.uniting.org ; meggie.watson@anglicarevic.org.au
renee.bender@anglicarevic.org.au

2.35pm Creating Connections: Mental Health and Wellbeing

A Peer perspective on Families where a Parent has a Mental Illness: FaPMI

PRESENTERS: Hannah Zinnack & Elizabeth Fraser

PRESENTATION: One of the ways the Eastern health FaPMI program works is to reduce the impact of mental illness on families by providing a range of programs for children.

Through activities and peer facilitation both children and parents are provided with a safe place to create a shared understanding of mental health and wellbeing.

In this session you will hear about FaPMI and Hannah will share her experiences as a peer leader in the FaPMI programs.

CONTACT: Fapmi@easternhealth.org.au ; elizabeth.fraser@easternhealth.org.au

Boyland Room Level 1 – Homelessness & Housing

9.40am Homelessness Support Program Overview

PRESENTER:

Jenny Smith-Senior Manager at Uniting Homelessness Services, Mt Waverley

Jenny has been working in the homelessness service sector for the past 11 years and is a current member of the Eastern Homelessness Service system Alliance and an active member of several committees with local councils and multiple and complex needs initiative panel in both the inner and outer east.

PRESENTATION: Jenny will be talking to us today about the homelessness support programs available in the Inner and Outer east, including Private Rental Assistance Program (PRAP) and PRAP Plus, Creating Connections, A Place to Call Home, Transitional Support, Family and Youth Support, Intensive Case Management and more.

CONTACT: jenny.smith@vt.uniting.org

10.05am Children and Homelessness

PRESENTER:

Susie Lukis-Inner & Outer Eastern Statewide Children's Resource Program

Susie & the Statewide Children's Resource Program are committed to improving children's access to cross sector services and passionate about building the capacity of practitioners to understand the experiences and needs of children.

She also loves a face-to-face meeting with coffee and will bring biscuits.

PRESENTATION: Susie will discuss the imperative to understand and respond to the experience of children within homelessness and family violence services, supports available for practitioners and the challenges and opportunities within homelessness and family violence services.

CONTACT: susie.lukis@vt.uniting.org

1.45pm Rough Sleeper Assertive Outreach Programs

PRESENTER:

Rosie Frankish-Housing Programs Coordinator at Wellways Australia.

Stephen Milliken-Homelessness Regional Homelessness Manager (Victoria East) covering Inner / Outer Eastern Metro, Peninsula and Gippsland Homelessness Services

Rosie - is the Housing Programs Coordinator at Wellways Australia, managing specialist mental health, disability and homelessness support programs across Victoria. Rosie is a passionate leader in the pursuit to end homelessness and improving sector collaboration to support those most in need.

Stephen - is the Regional Homelessness Manager (Victoria East) covering Inner / Outer Eastern Metro, Peninsula and Gippsland Homelessness Services. The Salvation Army's services within Victoria East include intake & crisis services, multiple case management programs across all regions as well as crisis accommodation services (Gateways).

PRESENTATION: Rosie and Stephen will be speaking about how their outreach programs support those who are sleeping rough in the inner and outer east.

CONTACTS: rfrankish@wellways.org ; stephen.milliken@salvationarmy.org.au

2.10pm Perspectives of a Lived Experience

PRESENTERS:

Amanda Bingham-Council to Homeless Persons (CHP) Peer Education Support Program (PESP),

Amanda was recruited to the Peer Education Support Program (PESP) in 2019.

The PESP team draw on their lived experience of being without a home to deliver a range of services to improve the government and service response for people without a home or at risk of losing it.

Amanda is particularly passionate about ensuring that single Mothers and their children have an affordable, appropriate home and are supported to keep it.

She also volunteers for the Council to Single Mothers and their Children and works for Launch Housing.

PRESENTATION:

Amanda will be sharing her story in the hopes that it will help you better respond to others you may be working with.

CONTACT: Peer Education Support Program (PESP)

Council to Homeless Persons

2 Stanley Street Collingwood Victoria 3066

HAS enquiries 1800 066 256

2.35pm Tenancy Support Programs

PRESENTERS:

Maidie Graham-Senior Manager at Uniting Homelessness Services, Ringwood

Maidie Graham is Senior Manager at Uniting Homelessness Services in Ringwood. Services managed include the Homelessness Entry Point, Tenancy Advocacy programs, Family violence programs, and the Uniting Youth Refuge. Maidie trained as a social worker, has worked for Uniting Vic Tas (formerly Wesley Mission) for 26 years and previously worked for Disability services for 9 years

PRESENTATION:

Maidie will be speaking about the Tenancy Support Programs including Tenancy Plus and the Tenancy Assistance Program & Advocacy (TAAP) available across the region. These programs are designed to prevent homelessness and support renters to maintain their existing tenancies.

CONTACT: maidie.graham@vt.uniting.org

Gawler Room Level 1 - Substance Use and Addiction Support

9.40am AOD Catchment Plan, and Comprehensive, Continuous, Integrated System of Care (CCISC) Model

PRESENTER:

Cathy Keenan, Catchment Planner, EACH

PRESENTATION:

Addiction and mental health often co-occur and people can find themselves falling through the cracks seeking treatment and support. This has been highlighted in the recent Royal Commission into Victoria's Mental Health System.

Cathy will present on the Alcohol and Other Drug Catchment Plan in the Eastern Region, and present on a model that seeks to engage holistically with a person's needs taking into account their substance use and mental health.

CONTACT: cathy.keenan@each.com.au

10.05 am AOD Treatment Options in the Eastern Region

PRESENTER:

Tiffany Alston, AOD Clinician, Turning Point Eastern Treatment Services

PRESENTATION:

With so many acronyms and treatment pathways, navigating a service system can be daunting. Tiffany will give an overview of the different supports available in the Eastern Region and how to best navigate the AOD sector.

CONTACT: ecadsintake@easternhealth.org.au

1.45pm What helped me - a perspective from lived experience

PRESENTER:

Tim Friedman - Advocate

PRESENTATION:

Tim shares his recovery journey, and reflects on his experiences accessing support services in the Eastern Region and the key things that made a difference for him.

CONTACT: info@sharc.org.au

2.10pm Supporting Families affected by AOD and Gambling

PRESENTERS:

Jan Coffey – Volunteer at Family Drug and Gambling Help, Self Help Addiction Resource Centre

David Purcell - Volunteer at Family Drug and Gambling Help, Self Help Addiction Resource Centre

PRESENTATION:

Families can find themselves feeling isolated, confused and unsure of how to understand their family member's addiction, causing stress and strain. This is made more challenging by the shame and stigma about addiction. Families have unique needs of their own, and when well supported, are better able to cope, and understand the needs of their loved ones. This presentation will explore support options for families, and the role of peer support to deepen a sense of connection.

CONTACT: fdgh@sharc.org.au

2.35pm Power of Lived Experience in Understanding Gambling Addiction

PRESENTER:

Judy Avisar: Coordinator Three Sides of the Coin, Self Help Addiction Resource Centre

Melanie Marsh: Financial Counsellor Gambler's Help Eastern and Financial Counselling Program

PRESENTATION:

Three Sides of the Coin places people with lived experience of gambling harm as advocates for social change. Theatrical storytelling cuts through to the heart of the matter, igniting conversations to more deeply understand gambling addiction captured in a **5 min gambling recovery video story**.

Our work breaks through the artificial siloed thinking of sectors, highlighting the links between gambling, mental health, alcohol, drugs, family violence and crime, impacting professional practice and de-stigmatizing gambling addiction, re-framing it as a public health issue.

Melanie will give an overview of her role as financial counsellor with EACH and Gambler's Help providing support to a range of people including affected others.

CONTACT: javisar@sharc.org.au & Melanie.Marsh@each.com.au

Padgham Room 1 – Primary Health (Level 1)

9.40am SupportConnect

PRESENTERS:

Rachel Pritchard – Program Manager

Lisa Paulin – Program Manager

Rachel Pritchard is a Credentialed Mental Health Nurse by background with over 25years clinical experience in the private, public and not for profit sectors. Rachel's current role is Mental Health and AOD Manager at Eastern Melbourne PHN, with the portfolio of overseeing the intake of clinical services commissioned by the PHN.

Lisa Paulin has almost 20 years' experience as a project manager in the health industry, from Divisions of General Practice and now working at the Eastern Melbourne PHN. Currently working as the Program Manager for psychosocial support, suicide prevention and the Doctors in Secondary Schools program, Lisa and her team are responsible for redesign and commissioning of mental health programs. Lisa also has experience in general practice business development, digital health and education.

PRESENTATION:

Emphn is proudly presenting supportconnect which is a mental health navigation platform for the eastern region in addition to the supportconnect team who are a phone based support to help navigate people to appropriate services including emphn services and mh & aod services.

CONTACT: rachel.pritchard@emphn.org.au & lisa.paulin@emphn.org.au

10:05am IAR – Initial Assessment & Referral

PRESENTER:

Rachel Pritchard – Manager

Rachel Pritchard is a Credentialed Mental Health Nurse by background with over 25years clinical experience in the private, public and not for profit sectors. Rachel's current role is Mental Health and AOD Manager at Eastern Melbourne PHN, with the portfolio of overseeing the intake of clinical services commissioned by the PHN.

PRESENTATION:

In the 2021-22 budget, the Australian government announced a \$2.3 billion investment in mental health through the national mental health and suicide prevention plan to lead landmark reform. The plan includes \$34.25 million to expand and implement the IAR in primary care settings. Primary health networks (PHN's) are receiving funding to support general practices, clinicians and other workers within the Emphn catchment area to learn, use and embed the IAR within their practice.

CONTACT: rachel.pritchard@emphn.org.au

1:45pm Digital Health

PRESENTERS:

Kirsty MacDougall – Program Manager – Digital Health, Integration & Digital Health

Kirsty MacDougall is the Program Manager –Digital Health at Eastern Melbourne PHN leading the Digital Health team in primary health care in digital programs such as My Health Record, e-Referral, Electronic Prescribing, Telehealth and using tools (Polar) for Quality Improvement.

She has successfully led change management in general practice by influencing and supporting their adoption of statewide referral criteria (eReferrals) to Victorian Health Service specialist clinics.

PRESENTATION:

EMPHN's Digital Health Team work closely with primary healthcare providers to register and implement digital health initiatives for improved referral pathways and integrated health services.

CONTACT: kirsty.macdougall@emphn.org.au

2:10pm HealthPathways Melbourne

PRESENTERS:

Roxanne Adams

Roxanne Adams is the Manager of HealthPathways Melbourne, a joint initiative by Eastern Melbourne and North West Melbourne Primary Health Network aimed at enhancing GP capability and improving care coordination. Roxanne comes from a clinical background, having enjoyed a decade long career as a physiotherapist specialising in spinal cord rehabilitation and seating, before starting at the primary health networks in 2017.

PRESENTATION:

HealthPathways Melbourne is an online resource used by GPs to access evidence-based clinical and referral guidance. This session will focus on:

- HealthPathways Melbourne's role in the health care community,
- the importance of this platform to service providers
- how service providers can engage with HealthPathways Melbourne (updating service information or requesting your service to be added)

CONTACT: roxanne.adams@emphn.org.au

2:35pm Aged Care Supports

PRESENTERS:

Andrea Lockwood – Program Manager – Aged and Palliative Care, Integrated Care

Andrea Lockwood is an Occupational Therapist by background, with 10 years' experience working on service improvement projects across the disability and aged care sectors. Andrea's current role is Program Manager – Aged and Palliative Care at Eastern Melbourne PHN.

PRESENTATION:

East Melbourne PHN's presentation on Aged Care outlines the work we've been doing to support aged care facilities in their Covid response, as well as what we'll be doing in relation to Commonwealth funding for aged care reforms and improved access to specialist palliative care services.

CONTACT: andrea.lockwood@emphn.org.au

Visual Arts Room Level 1 – Disability employment and education

9.40am - Introduction to Jobs Victoria Employment Services

PRESENTERS:

Anita Peters – Employment Programs Manager with Skillinvest

Kristy Lilly - Jobs Victoria Advocate with JobCo Employment Services

PRESENTATION:

Looking for work? Jobs Victoria offer a suite of free services to support you on your employment journey.

If you've been looking for work for a while or you're facing challenges that make it harder to find a job, a Mentor can assist. Wherever you are on your job search journey, an Advocate can help. If you are looking for work, need more work or thinking of a career change, a free session with a Career Counsellor can help.

CONTACTS: anita.peters@skillinvest.com.au & kristy.lilly@jobco.com.au & stefhan.punt@ecodev.vic.gov.au

10.05 am 'Create Your Possible'- an overview of Campbell Page's DES program

PRESENTERS:

Alex You- Employment Consultant- Campbell Page.

Mark Angelo-Adriano- In-Work Support Consultant- Campbell Page.

Kathryn Scott- Health Support Service Manager- Campbell Page.

PRESENTATION: An overview of the unique way Campbell Page support their customers through their individual journey from unemployment to suitable and sustainable employment. The presentation will highlight the different types of support a customer could expect when working with Campbell Page from the highly skilled team with diverse functions.

An Employment Consultant's role is to support the customer at the start of their journey with assistance around job related skills, knowledge, and preparation. Preparation can include, assistance finding roles, interview preparation, developing quality resumes and cover letters and negotiation with possible employers to discuss wage subsidies and workplace modifications. As well as explore suitable education opportunities for customers who are eligible.

An In-Work Support Consultant's role is to assist a customer after they have secure employment to ensure the role stays sustainable and suitable for the customer and to provide support if other matters arise in the workplace.

A Health Support Specialist's role is to assist a customer with non-vocational barriers to employment and address these if it is suitable or support in assessing other suitable employment that take into consideration customer's barriers.

CONTACTS: alex.you@campbellpage.org.au & mark.angelo-adriano@campbellpage.org.au & kathryn.scott@campbellpage.org.au

1.45pm - Disability Employment services – JobCo. employment services

PRESENTERS:

Kevin Dent - Community Liaison- JobCo. Employment service

David Hoppner - Employment Consultant- JobCo. Employment service

Nina D Angelo- Education Business Manager- JobCo. Employment service

PRESENTATION: The presentation will cover a range of topics around Disability Employment Services offered at JobCo, these include eligibility and registration process; the support offered pre- and post-employment, education criteria and any further questions the audience may have.

CONTACT: kevin.dent@jobco.com.au

2.10pm ‘Finding the right employer for you!’- Wise Employment

PRESENTER:

Keeli McNamara- Industry Employment Partner- Wise Employment

PRESENTATION: A presentation that will answer the audience's questions around:

- How our employers Manage diversity
- Getting a foot in the door of the industry you want to get into
- Job carving
- Disclosure for longevity in employment.

CONTACT: Karen.walker@wiseemployment.com.au

2.35pm Partnering to reach and empower

PRESENTER:

Sandii Ingham - Partnerships & Projects Coordinator at Alamein Neighbourhood & Learning

PRESENTATION: Learn Locals are hidden gems in Victoria and Alamein is one of those gems! It runs funded courses that can be tailored to the needs of people, supporting them to gain confidence and skills to move into further study or work. Over the last few years, Alamein has partnered with Campbell Page, consulting on recognised needs and designing courses that meet Campbell Page clients at the point they are at in life. This presentation looks at courses that empower and skill up, the benefits of the partnership, some strategies used to engage the clients and possibilities for other organisations.

CONTACT: projects@alameinnlc.com.au

Council Chambers Room Level 1

9.40am Applying for the Disability Support Pension

PRESENTERS:

Amanda Waters

PRESENTATION:

Amanda Waters is a Psychologist employed by Services Australia (Centrelink). She manages a team of allied health staff who undertake employment services assessments and job capacity assessments for the Disability Support Pension.

This presentation will include a discussion on the eligibility criteria for Disability Support Pension (DSP) and what you need to know about the DSP assessment process.

CONTACT: Amanda.Waters@servicesaustralia.gov.au

10.05 am Community Transitions in the Victorian Forensic Mental Health System

PRESENTERS: Stefan Swadzba and Grant Burkitt

Stefan Swadzba, Senior Social Worker, currently works at the Thomas Embling Hospital, part of the Victorian Institute for Forensic Mental Health (Forensicare), with 7 years experience in the field. His practice settings include Melbourne Assessment Prison, Barwon Prison, Acute and Sub-Acute Units at the Hospital, and Forensicare's community team.

Grant Burkitt is the Lead Social Worker (Inpatients), also at Thomas Embling Hospital, and has practiced in the Forensic Mental Health field for over 15 years. He is also the NDIS Coordinator and has worked in court, community, prison, and inpatient settings.

PRESENTATION: Presenters will provide a brief over Forensicare and pathways from custodial care to community supervision. Of particular focus will be the interface with community-based service and the importance of collaborative practices.

CONTACTS: stefan.swadzba@forensicare.vic.gov.au / 0466 384 486 & grant.burkitt@forensicare.vic.gov.au / 0466 527 493

1.45pm Eastern Community Legal Centre and HeaL program

PRESENTERS:

Deborah Miller & Hester Chee

Deborah is the Managing Lawyer (Local Communities Lead) in the Community Law team at Eastern Community Legal Centre (ECLC). She joined ECLC in 2016 and has 20 years experience working as lawyer in private practice, at Victoria Legal Aid, and as an advocate at a Union.

Hester is a client advocate from the Holistic, Empowerment, Advocacy & Legal (HeaL) program in ECLC. Hester joined ECLC in August 2020. She works collaboratively with the community lawyers to provide legal and social support services to clients with complex needs through an integrated practice service model. Hester brings with her counselling and care coordination skills over 11 years of experience working in the community mental health sector.

PRESENTATION: Presenters will provide information on the ECLC & the HeaL Program. Eastern Community Legal Centre is a multi-disciplinary legal service. The HeaL Program is an integrated practice program focusing on clients experiencing issues with mental health, drug and alcohol use, and homelessness, who have difficulties engaging with the legal process.

CONTACT: deborahm@eclc.org.au; hesterc@eclc.org.au

2.10pm Migrant Information Centre Services and Eligibility

PRESENTER:

Sally Brooks

Sally Brooks has been the Strategic Engagement Coordinator at the Migrant Information Centre (Eastern Melbourne) (MIC) for four years. Sally has a Master in International and Community Development and over 10 years' experience working with refugees and asylum seekers including professional roles at the Australian Red Cross and ASRC. Her role at MIC works closely with services and communities to strengthen settlement outcomes for newly arrived migrants and refugees.

PRESENTATION: This presentation will include information on the range of services provided by the Migrant Information Centre for asylum seekers and the settlement engagement program

CONTACT: sbrooks@miceastmelb.com.au

Website: www.miceastmelb.com.au

2.35pm Services Australia Online Services

PRESENTERS:

Geoff De Young - Services Australia Multicultural Services Officer

Geoff De Young assists customers from a cultural and linguistically diverse background and the community agencies that support them with information on payments and services delivered by Services Australia.

PRESENTATION:

This presentation will provide information on how to quickly and easily find information to assist customers and workers with information on payments and services delivered available by Services Australia and self-servicing digital options.

CONTACT: Geoff.deyoung@servicesaustralia.gov.au

Matsudo Room Level 1 – Mental Health

9.40am Mental Health and Wellbeing reform

PRESENTER:

Lisa Shaw-Stuart – Mental Health Program Director, Eastern Health

Lisa commenced as the Program Director, Mental Health in 2017. Since then, she has overseen significant expansion of the tertiary community-based services and led the management of the COVID-19 pandemic in the mental health program. She is committed to implementing the reforms as recommended by the Royal Commission into Victoria's mental health system to ensure that consumers with mental ill-health and families receive the services that they need.

PRESENTATION:

Lisa will present the progress towards the reforms as recommended by the Royal Commission into Victoria's mental health system at Eastern Health.

CONTACT: lisa.shaw-stuart@easternhealth.org.au

10.05 am Stepped Care and Head to Health

Dr Tamsin Short

Tamsin is the Senior Manager of Mental Health and AOD Services at Access Health and Community, the lead agency for Steps Mental Health and Head to Health services across the Eastern Region. Tamsin is an experienced service manager and dual diagnosis clinician who has worked in the Eastern Region for the last ten years, and led the establishment of the Stepped Care program in the Inner East in 2019. Tamsin is passionate about providing accessible, quality services for people presenting with mental health and co-occurring conditions.

PRESENTATION:

Stepped Care (Steps Mental Health) and Head to Health are the federally funded mental health services in the Eastern Region, providing no-cost, multidisciplinary mental health services to support people who cannot afford or access services elsewhere. The services are delivered across the Inner and Outer East by AccessHC (lead agency), in partnership with healthAbility, Inspiro Community Health and Oonah Belonging Place, funded by the Eastern Melbourne PHN.

This presentation will provide all the information about Steps and Head to Health - what it's about, how it works, and how to refer. We will cover the 'step up and step down' multidisciplinary care team approach, outline referral pathways and present data about the service and the consumers who access it, as well as sharing a case study from a consumer who has accessed the service.

CONTACT: Tamsin.short@accesshc.org.au or Kim.spencer@accesshc.org.au

1.45pm Psychosocial Support Services

PRESENTERS:

- Tom Larkey – Clinical Lead, Neami PSS
- Jay Magini – Team Leader, Wellways PSS
- Elf – Service user and Consumer Participant

PRESENTATION:

The Psychosocial Support Service (PSS) offers one-to-one coaching and group activities that support recovery for people with enduring mental illness. There are two PSS providers in eastern Melbourne, (Neami and Wellways) and this presentation will provide information on the type of support offered, eligibility requirements, and referral processes. Elf (service user) will also speak on her experience of consumer participation within the program.

CONTACT: tom.larkey@neaminational.org.au and jmagini@wellways.org

2.10pm Towards Wellbeing

PRESENTERS:

Sam Beard – EACH MH Program Lead Outer East

Having worked with EACH now for 17 years, Sam has worked across programs in the organisation starting with Disability Support before moving across to our Mental Health Programs including PHaMs and MHCSS, PSP, EIPSR, SHADES, SAVVI and the new Mental Health & Wellbeing Hubs.

One of the most exciting things about the Programs I support is the opportunity to work collaboratively in partnership with other agencies, providing a holistic approach, ensuring better outcomes for our participants.

Craig Croft – EACH Senior Peer Worker MH

Craig recently joined EACH, working as a Senior Peer in our Towards Wellbeing/EIPSR program.

Given Craig's extensive experience in Consumer Workforce roles, EACH are very pleased to have him join our organisation and share his expertise, not only with our consumers but also our other lived experience and non-lived experience workforce.

PRESENTATION:

Towards Wellbeing is a Psychosocial Support Service funded by the Victorian Government to provide support to people who are not yet accessing NDIS supports in relation to their psychosocial support needs. This service is specifically for people who are already in receipt of Eastern Health Mental Health services.

CONTACT: sbeard@each.com.au

2.35pm NDIS and psychosocial supports

PRESENTER:

Enock Zimunya - Manager - EJ Care Support Services Pty Ltd

I am a Registered Nurse & specialised in Mental Health and I have worked in various settings within the mental health sector including Forensic Mental Health, Crisis Assessment, Community Mental Health and the Inpatient Units. My work is now within the National Disability Insurance Scheme (NDIS) managing disability supports.

PRESENTATION:

Psychosocial Disability is a term used to describe disabilities that may arise from mental health issues. 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. The National Disability Insurance Agency(NDIA) is committed to improving the lives of people living with psychosocial disability.

CONTACT: enock.zimunya@ejcare.com.au

EASTEN REGIONAL COORDINATORS RESOURCES

The following resources are available electronically at <https://www.emphn.org.au/what-we-do/mental-health/erc>

- Eastern Navigation Resource
- Complex Support Needs Persona Suite

Emergency help Service finder Feedback Privacy Contact us SEARCH LOGIN

phn EASTERN MELBOURNE About us What we do News and events Protecting your data For health professionals

Home > What we do >

Eastern Regional Coordinators

The Eastern Regional Coordinators group was founded by the Department of Health and Human Services (now known as 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

Navigation menu

- ERC Resources
- ERC Events

Developed by the Eastern Regional Coordinators group

Creative Commons



You are free to share and adapt the content as per the creative commons license provided the Eastern Regional Coordinators group is acknowledged, under the following conditions:

Attribution - You must attribute the work to the Eastern Regional Coordinators group but not in any way that suggests that the Eastern Regional Coordinators group endorses you or your use of this work

Non-commercial - You may not use this work for commercial purposes.

Share Alike - If you alter, transform, or build upon this work, you may distribute the resulting work only under the same or similar license to this one.

See <http://creativecommons.org/licenses/by-nc-sa/3.0/>