

**Referral Pathways for HEART agencies to refer clients to
Mental Health and Alcohol and Other Drugs support services
in the Eastern Region**

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Introduction

This guide details referral pathways for Homelessness Emergency Accommodation Response Team (HEART) clients to localised Mental Health and Alcohol & Other Drugs support services in the Eastern Region. Please note that HEART clients will be prioritised through these referral channels. Please also note that the HEART agency that referred the client will remain engaged as a support for the client whilst they remain in HEART.

The information contained in this guide is current as of October 2020 and is likely to change. Please check relevant service websites for the most current access information as required.

HEART

This HEART Working Group of the Eastern Homelessness Service System Alliance (EHSSA) was established to provide a local response to people experiencing homelessness and who have been placed in purchased crisis accommodation during the COVID 19 pandemic. Agencies in the Eastern HEART are required to have oversight of whom they place in purchased accommodation, and link them to support services where required.

EMHSCA

The Eastern Mental Health Service Coordination Alliance (EMHSCA) brings together health and community service organisations across inner- and outer- Eastern Melbourne with opportunities to: provide joined up consultations on key region-wide projects; forge service relationships; consider solutions to shared safety and quality concerns; and support capacity building of staff. A key piece of work has been the service navigation pictorials that are provided in this resource. These pictorials are also located in the EMHSCA shared repository at the following link

<https://www.emphn.org.au/what-we-do/mental-health/eastern-mental-health-service-coordination-alliance-emhsca>

Coordinating Supports

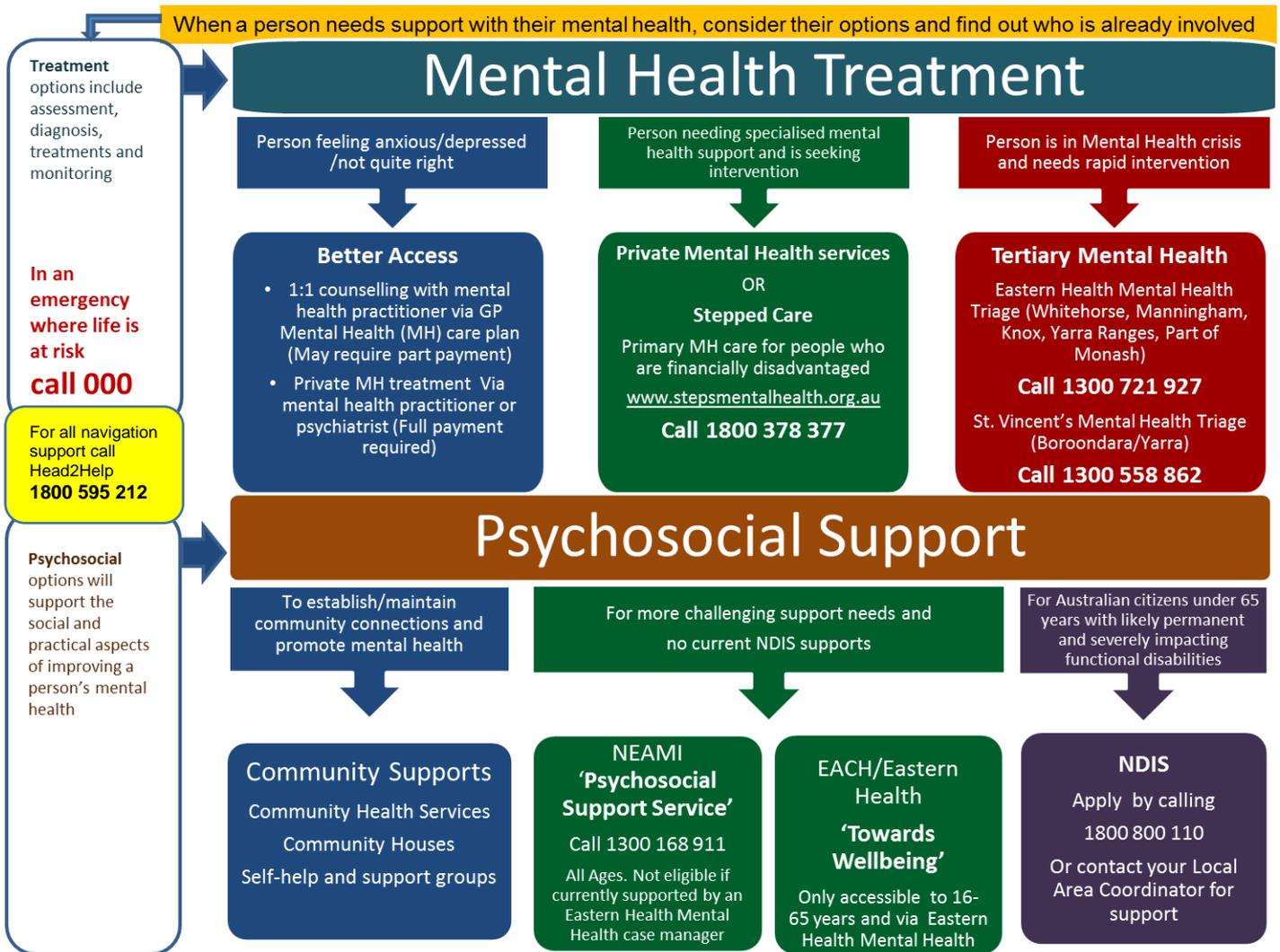
When working across sectors, EMHSCA recommends staff consider the [practices](#) outlined in the EMHSCA Shared Care protocol located here

<https://www.emphn.org.au/images/uploads/files/EMHSCA-Shared-Care-Protocol-2020.pdf>

Accessing Mental Health Supports

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. In a crisis, the first contact may occur via a hospital.

Mental Health treatment needs	Psychosocial Support needs
<p>Person is experiencing mental ill-health and requires:</p> <ul style="list-style-type: none"> • Assessment • Diagnosis • Treatment and monitoring to stabilise the symptoms, regain functioning and focus on wellbeing and resilience. 	<p>Person has ongoing challenges with:</p> <ul style="list-style-type: none"> • Managing daily tasks • Making connections with others • Improving community participation • Finding housing • Undertaking work or study • Becoming physically more active.



Steps Mental Health

Central intake: 1800 378 377 or 9810 3070

Alternatively, call Eastern Melbourne PHN Referral and Access team on 9800 1071

Online referral form: <https://stepsmentalhealth.org.au/referring/refer-client/> A list of all types of Steps mental health services: as per <https://stepsmentalhealth.org.au/what-we-do/services-available/>

Accessing Psychosocial Supports Flow chart

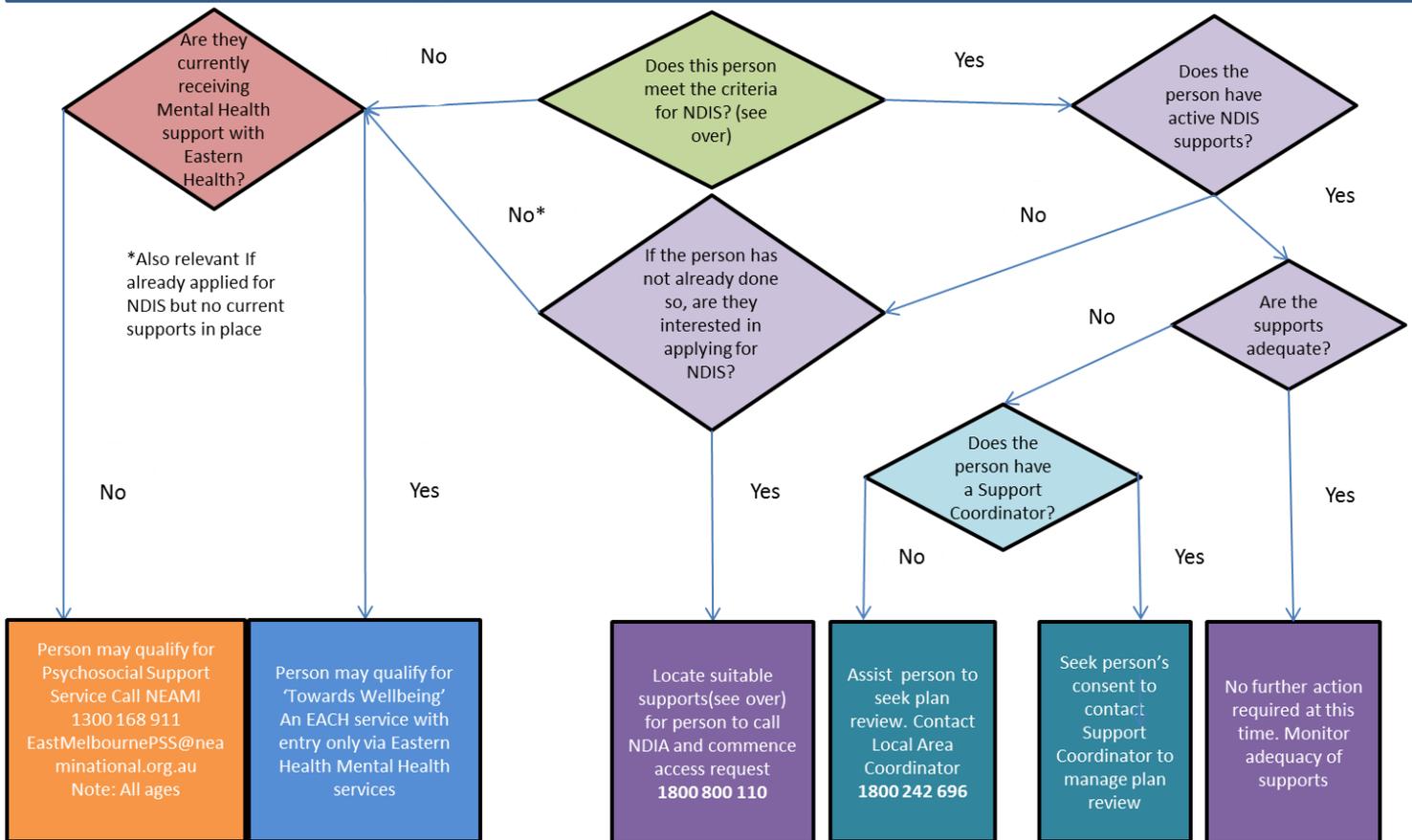


Accessing Psychosocial Supports for adults in Eastern Melbourne



Person has psychosocial support needs, under 65 years including any of the following:

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



NDIS access criteria

To be eligible for the NDIS your client must meet the NDIS access criteria for:

- age (*under 65 years*),
- residency (*is an Australian resident/citizen*), and
- disability requirements (*i.e. have a disability that is attributable to an impairment /s that is permanent or likely to be permanent and that substantially impacts their functional ability to take part in everyday activities*).

It is important to note that:

- not everyone living with a severe mental illness will be eligible for the NDIS
- to meet the NDIS disability requirement the person's mental illness must significantly affect their ability to undertake everyday activities and/or cause barriers to their participation in life and the community i.e. they have a psychosocial disability
- in addition, they must experience psychosocial disability that is likely to be enduring and lifelong
- while the person's mental health condition may be lifelong, if their functional capacity is not significantly impacted by their condition they will not be eligible for the NDIS.

Supports to test eligibility for NDIS

There are a number of services providing this kind of support. Latrobe Community Health Services can support people along the NDIS pathway. Call **1800 242 696** to be directed to your nearest service location. Alternatively people can attend their local centre in person.

If the person has a Clinical Mental Health case manager, they can help them test their eligibility for the NDIS and offer support along the NDIS pathway. If they do not have this type of support and they experience severe mental illness and substantial, enduring psychosocial disability then they may be supported by the Mental Health NDIS Access project.

Mental Health NDIS Access Project providers:		
EACH 1300 003 224 NDISAccess@each.com.au Inner East and Outer Eastern Melbourne, South Eastern and North Melbourne catchments	Neami National 1300 379 462 intake@neaminational.org.au Bayside, Frankston-Mornington Peninsula, Inner North Melbourne, North Western Melbourne and South Western catchments	ACSO 1300 022 760 NDISAccess@acso.org.au Regional and rural areas across Victoria

Additionally, the various psychosocial support services listed previously offer support to access NDIS, when appropriate.

Early Childhood Early Intervention

Early Childhood Early Intervention (ECEI) is funded by the National Disability Insurance Scheme (NDIS) and can offer a range of supports for children aged 0 to 6 years with developmental delay or disability and their families. Further information regarding ECEI can be found at the following website: [NDIS Website ECEI Page](#), or email ecei@linkhc.org.au or phone **1800 546 532**.

Eastern Health Homelessness Outreach Psychiatric Service (EHOPS)

The Eastern Health Homeless Outreach Psychiatric Service (EHOPS) will be commencing clinical operations in the week commencing Monday the 9th of November 2020. The EHOPS aims to support people, in collaborative partnership with them, their family and homelessness services, to create and maintain access to mainstream healthcare and local homelessness services while ensuring their mental health needs are met. This will be achieved through use of a pro-active assertive outreach, strength based and harm minimisation model of care.

The EHOPS will offer services to people within the Outer and Central East region and will be based in Ringwood East. Hours of operation will be between 08:30-17:00, seven days a week including public holidays.

EHOPS criteria will prioritise people who are:

- Adults between the ages of 18-64 and
- Person experiencing mental illness or mental disorder, with significant psychosocial functional impairment requiring psychiatric input
- Person is considered to be homeless or at risk of becoming homeless; has disengaged from family or other support networks and is at risk of further decline in social functioning and increased vulnerability to abuse and exploitation by others
- Person is either unable to, avoids or finds difficulty with maintaining engagement with traditional/ generic health and social services including other Eastern Health Mental Health services
- May be subject to a Psychiatric Treatment Order under the Mental Health Act 2014 or is voluntary referral

The EHOPS will not operate as a *de facto* housing service. Any referrals solely relating to housing concerns or queries should be directed to appropriate services. In addition, should a consumer be engaged with a CCT or private psychiatrist, referrals with a primary purpose of obtaining housing will be deemed unsuitable.

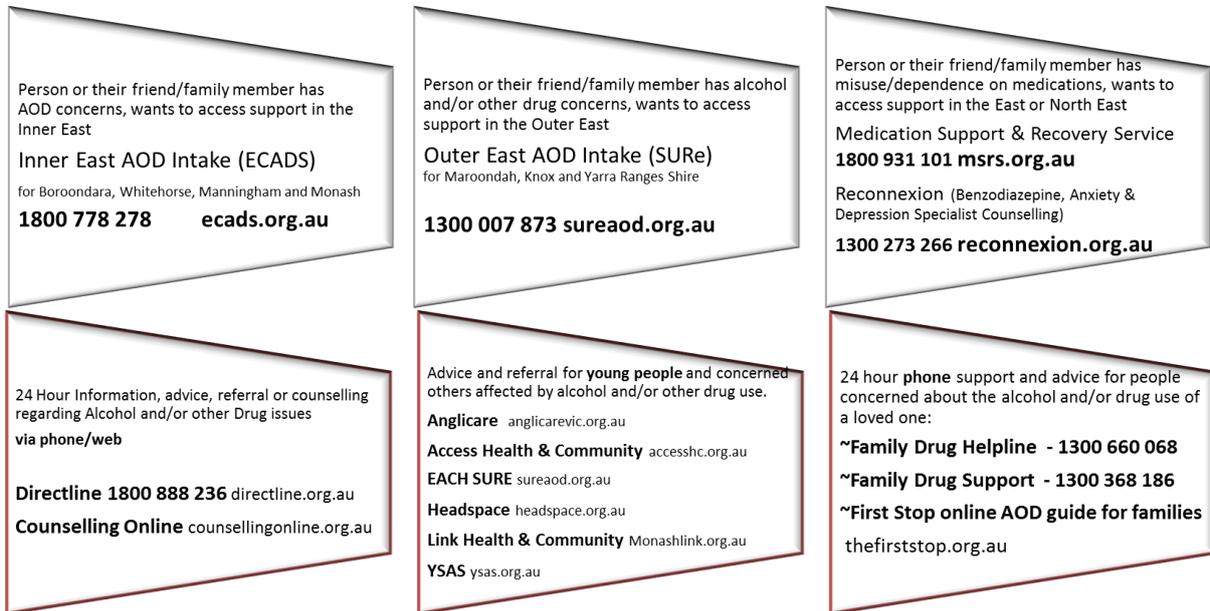
- Referrals are encouraged to be made through the Eastern Health Mental Health Triage & Emergency Department Response Team on 1300 721 927.
- Enquiries can be forwarded to the EHOPS Duty number on 0435 208 174 or via the EHOPS dedicated email inbox: EHOPS@easternhealth.org.au.

Referrals are accepted from all parts of EH AMHS and other Area Mental Health Services. GP's, private providers, psychiatric disability support services, homelessness service providers and friends or family members can refer people to the triage service.

Alcohol and Other Drug Services

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

Access to AOD services is centralised by region



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

AOD service access details

ECADS (for Boroondara, Whitehorse, Manningham and Monash)

Central intake: 1800 778 278 (24x7)

Intake Email: ecadsintake@easternhealth.org.au

A list of all types of ECADS AOD services: as per <http://www.ecads.org.au/our-services>

As long as people contact intake, ECADS can guide them from there as to what services will be appropriate.

SURe (for Knox, Maroondah, Yarra Ranges)

Central intake: 1300 007 873 (9am – 5pm Monday to Friday)

Intake Email: intake.sure@each.com.au

A list of all types of SURe AOD services: as per <http://www.sureaod.org.au/getting-assistance/>

As long as people contact intake, SURe can guide them from there as to what services will be appropriate.

HYDDI - Homeless Youth Dual Diagnosis Initiative

The Eastern HYDDI is a Department of Health and Human Services (DHHS) Youth Homelessness initiative implemented through a partnership between Family Access Network (FAN) and the Eastern Health Mental Health Program.

The HYDDI Practitioner is employed by the Eastern Dual Diagnosis Service at Eastern Health, and is co-located at FAN part-time.

How can young people enter this program?

Young people must be:

- 16 - 25 years of age and have an emerging and/or impacting mental health and/or substance use issue (no formal diagnosis required)
- Assigned to and supported by a primary youth housing case manager
- linked via connections/supports (family, friends, school, training, employment, medical, etc.) to the Eastern Metropolitan region of Melbourne
- not already linked into a government mental health service (E.g. Eastern Health, Headspace etc.)

Referrals can be made by the referral form located on the FAN website, or directly to Jaime Jenkinson, Senior Clinician, M: 0481 916 643, E: jaime.jenkinson@easternhealth.org.au.

The direct clinical work (primary consultation) is only available for homelessness services specifically, however the other components of Jaime's role are available to all areas of Mental Health and AOD within the Eastern Region.

The initiative fosters ongoing partnerships between mental health, drug and alcohol and youth homelessness services and provides:

- primary consultation: offering a confidential specialist mental health and substance use assessment, with the case manager present to promote capacity building (up to 3 months)
- secondary consultation: advising case managers on brief interventions and strategies, information on referral for specialist treatment, services coordination and clinical problem solving
- individual and group support for case managers on working with clients with a dual diagnosis
- short term co-case management of clients with an emerging or current complex needs or dual diagnosis
- education, training and development

EACH – Ngarrang Gulinj-al Boordup Aboriginal Health

Provides clinical AOD and Mental Health support through their Aboriginal Health team in the Eastern Region. Have the EACH community health services available as well (such as dental, allied health).

The general Intake number is 1300 003 224 and they ask that ATSI community state that they would like Aboriginal specific support when they call.

Ngwala Willumbong Corporation

Provides AOD support to ATSI community members in the Eastern Region. Ngwala Eastern AOD has 2 ATSI workers (male and female) who provide assessments for Detox and Rehabilitation. Ngwala has 3 ATSI specific rehabilitation centres. 2 are in St Kilda, one each for males and females, and another in Shepparton for males.

For Intake please email ngwaaods@ngwala.org.au or call 9876 9642

Appendices

Appendix A Glossary

Better Access: The Better Access initiative is increasing community access to mental health professionals and team-based mental health care, with general practitioners encouraged to work more closely and collaboratively with psychiatrists, clinical psychologists, registered psychologists and appropriately trained social workers and occupational therapists (taken from Dept of Health website).

Carer: family members or friends of a consumer who provide care to the consumer within their relationship as defined by the Carers Recognition Act 2012. Carers may not necessarily live with the consumer for whom they care. Children can be carers too.

Clinical Case Manager/Clinician: a clinician employed by a public Mental Health service who provides direct clinical services to a consumer.

Consent Consumer agreement based on an understanding of the implications of a particular activity or decision and the likely consequences for the consumer.

Consumer: a consumer, who has been diagnosed with a mental health illness, has direct experience of Mental Health Services or identifies as a consumer [VMIAC's definition]. The term "consumer" refers to people who directly or indirectly make use of mental health services.

LAC : Local Area Coordinator - local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS.

Mental Ill-Health: Refers to a wide range of mental health related conditions that affect a person's mood, thinking and behaviour. Examples of mental ill-health include depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviours.

NDIA: The National Disability Insurance Agency (NDIA) is an independent statutory agency, whose role is to implement the National Disability Insurance Scheme (NDIS).

NDIS: The National Disability Insurance Scheme provides community linking and individualised support for people with permanent and significant disability, their families and carers.

Psychosocial disability: This is the disability that may arise from having experienced Mental Ill-Health. People affected by psychosocial disability may find it difficult to set goals and make plans, and engage in education, training and employment and other social and cultural activities. They may also experience challenges in communicating needs, finding suitable housing, maintaining a tenancy, keeping appointments and maintaining their physical health (Hammond in Masters & Shelby-James 2017, p.2).

Stepped care: Stepped care is defined as an evidence-based, staged system comprising a hierarchy of interventions, from the least to the most intensive, matched to the individual's needs. Within a stepped care approach, an individual will be supported to transition up to higher intensity services or transition down to lower intensity services as their needs change (taken from PHN Primary Mental Health Care Flexible Funding Pool Implementation Guidance).

Support Coordination: An NDIS specific role – Support coordination is a capacity building support to implement all supports in an NDIS participant's plan, including informal, mainstream, community and funded supports. This is best provided independent of other supports to avoid bias in service selection.

Support Worker: an employee of services providing direct non-clinical support to a consumer. E.g. Homelessness outreach

Tertiary Mental Health Services: Victoria provides acute inpatient and community intervention services to support people with a mental illness who experience the sudden onset of significant and distressing symptoms that need immediate treatment. The choice of service depends on the severity of the symptoms, the level of distress for the person involved, and the risk of harm to self or others. These services are aligned to support the Mental Health Act 2014 (taken from www.health.vic.gov.au).

Appendix B Consent script

The following Consent script as per HEART Operational Guide can be expanded with an optional additional statement:

“During the COVID19 crisis, all regional homelessness services are working together to support people who are experiencing homelessness when placed in crisis accommodation. To ensure you receive support that is appropriate to your needs, your information will be shared with local specialist homelessness services including, but not limited to, Anchor, Uniting Mount Waverley, Uniting Ringwood, Family Access Network, Mind Australia, The Salvation Army, Community Housing Limited, and Wellways Australia. Do you consent to your information being shared Yes/No.

You may also add:

Additionally, your information may be shared with local specialist mental health and alcohol and other drugs services, including, but not limited to: Turning Point, Eastern Health, Latrobe Health and Community, The Salvation Army, Self Help Addiction Resource Centre (SHARC), EACH, Anglicare, Access Health & Community, Carrington Health, Inspiro Community Health and Oonah Belonging Place”. Do you consent to your information being shared Yes/No.”

NOTE: Please refer to the latest version of this consent script at all times.

Appendix C Service Navigation Tools

Head to Help

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

Call **1800 595 212** and you will be assisted to navigate the various mental health and wellbeing supports available in Victoria. This service is for all Victorians. A holistic approach will provide appropriate referral for people and may include identification of the most appropriate Head to Help hub.

Head to Health

<https://headtohealth.gov.au/>

If you're trying to improve your own mental health, or support somebody else with mental health issues, Head to Health provides links to trusted Australian online and phone supports, resources and treatment options. The focus is on high prevalence issues such as anxiety and depression.

Health Pathways

<https://melbourne.healthpathways.org.au>

Health Pathways empowers clinicians with locally agreed information to make the best decisions, together with patients, at the point of care. Health Pathways is designed and written for use during a consultation. Each pathway provides clear and concise guidance for assessing and managing a patient with a particular symptom or condition.

Pathways include information about making referrals to services in the local health system. Each pathway is evidence-informed, reflects local reality, and aims to preserve clinical autonomy and patient choice. Health Pathways serves to reduce unwarranted variation, and accelerate evidence into practice to ensure better and safer care. Health Pathways programs are developed by PHNs across every state and territory in Australia.

NOTE: This is NOT only for doctors. Once you have registered it is easy to access this resource.

The First Stop – guide for families affected by alcohol and other drugs

www.thefirststop.org.au

The First Stop is a website for people affected by a friend or family member's alcohol or other drug use. It includes information on where to find quality support and treatment services which are funded by the Victorian and Australian governments.

The First Stop provides contact details for services Victoria-wide, so that anybody can get help, no matter where they are in Victoria. Click on the buttons below to find more information.

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