

































## The National Psychosocial support program (PSS)

The PSS team at **ermha365** provided support to 407 people with mental health challenges in the 2019–2020 year to help them increase their voice and choice and make improvements in their quality of life. Our team support people to improve their:

- Daily living support
- Connecting with community
- Emotional support
- Improving mental wellbeing and physical health
- Improving family relationships
- Managing money
- Support with drugs, alcohol, and smoking issues
- Housing services
- Developing work goals and accessing employment services
- Access to education and vocational training.

In addition, **ermha365** launched a new Psychosocial Support Service across the Southern Metro Region of Melbourne in partnership with SEMPHN and Launch Housing.

Our team provided mental health support services to people living with a mental illness – assisting people with practical help and strategies for daily living at home, work or study, and in the community. These supports are intended to address the needs of those not currently eligible for the NDIS.



Be Like Mike poster campaign promoting the PSS program

## Early Intervention Psychosocial Support Response (EIPSR)

In July 2019, the EIPSR program in partnership with Barwon Health was launched. Providing assistance to 175 clients across the Barwon (Geelong) region in Victoria, EIPSR is a new support model for individuals receiving Adult Mental Health Services who do not qualify for the National Disability Insurance Scheme (NDIS) or who have experienced a delay or difficulty in accessing the NDIS.

EIPSR provides short–medium term assistance, focussing on improving psychosocial functioning, developing connections within the community, building practical daily living skills, managing mental health and transitioning to the NDIS.

## Thriving through resilience

### Mental health and community services

#### Prevention and Recovery Care Services (PARCS)

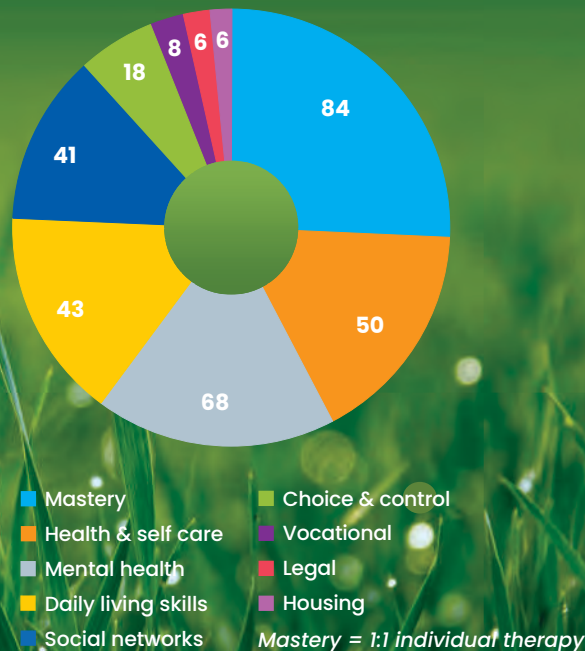
ermha365 manages three Prevention and Recovery Care Services (PARCS) in Springvale, Clayton and Barwon (near Geelong), and will be adding a new PARC under Alfred Health in late 2020. ermha365 has been managing PARCS for over 15 years and led the first women's only PARC in Springvale in 2014.

PARCS are short-term, residential treatment services located in the community, which have a recovery focus. PARC services provide early intervention for consumers who are becoming unwell and for those in the early stages of recovery from an acute psychiatric episode, to strengthen and consolidate gains from the inpatient setting.

PARCS offers a unique setting for consumers to start their recovery journey and resume their role in the community by providing coordinated, recovery-oriented treatment and support. Through working in partnership with clinical mental health services PARCS enable consumers with severe mental illness to receive both clinical intervention and treatment and active support for their recovery in a safe and supportive setting. The PARCS setting encourages links to consumers' natural supports and their participation in community life.

**In the past 12 months ermha365 has provided over 16,000 hours of support to people in PARC settings.**

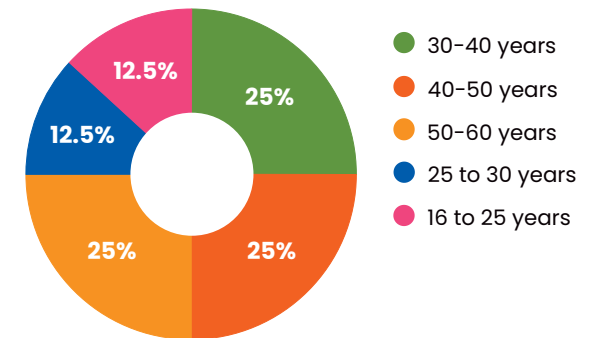
Total combined average hours per week per life domain/activity for Barwon, Springvale, Clayton PARCS:



#### Transport Accident Commission (TAC)

ermha365 supported 94 TAC clients (63% male, 28% female, 9% other), all of whom presented with complex needs and diagnoses – including ABI, bipolar, borderline personality disorder, depression, PTSD and schizophrenia.

#### TAC clients by age group



<b>94</b> clients	<b>9,000</b> visits
<b>16,000</b> direct support hours	<b>2</b> hours average visit time

## Our impact

### Charlie and our TAC program

Charlie (40) has received support from **ermha365** through our TAC program. He has an acquired brain injury, drug induced psychosis and Borderline Personality Disorder. On referral to **ermha365** he presented with regular hospital admissions, drug use and criminal activity, and required a high level of support.

Charlie moved several times and had periods of homelessness. **ermha365** secured housing for him. He is still vulnerable to exploitation, but has better control of his emotions. As a result of **ermha365**'s services, he has improved insight into his limitations and readily accepts assistance.

Charlie's support needs have reduced significantly, demonstrating **ermha365**'s ability to successfully transition a complex client to alternative means of support.



### Anna and our EIPSR program

Anna was supported through **ermha365**'s EIPSR program. Here is her experience.

"(I am) well on my way to achieving goals that I had been previously been battling and had few results. Together we break down the goals into achievable SMART goals as well as talking them through to flesh out all the possibilities.

The whole process ... motivates and inspires me to live a full and happy life that is of my choosing. Alongside the goal setting work we have started creating a mental health management plan which would be a cold and grizzly task alone but with **ermha**'s support is actually really fun, full of laughs and definitely beneficial for my wellbeing.

The mental health plans that we write together for me give me a guide for when I am well, becoming unwell, and in need of help as well as what to do along the way and drawing from this, goals towards a thriving plan.

The goal setting, mental health care plan and discussions are directed by me. My EIPSR support worker is completely non-judgemental, doesn't over-ride my recovery journey but instead supports and inspires me, as well as supplying great jokes.

Whatever my EIPSR worker gets paid isn't enough because my experience here is invaluable. Thank you and I look forward to working with **ermha** and eventually being so awesome that I can fire you!"



## Celebrating 12 years supporting Carers

### The invisible army

2.65 million Australians (12% of the population) are unpaid carers for people in need. Most of those (55%) are women; are over the age of 55 (for Aboriginal carers the average age is 37) and are often unable to be in paid employment due to their Carer responsibilities.

736,600 (1 in 8) Victorians are unpaid Carers. These people are spouses, parents, grandparents and even children and young people (young carers under 25 years old). 1 in 10 carers in Victoria are under 25; 13% of child carers (aged 5-14) do not attend school. Over 162,000 carers in Victoria are over 65. Older people may be caring for parents, spouses, children and grandchildren, as well as juggling their own health needs as they age.

This “invisible army” of Carers is providing a service that would otherwise fall on the mental health system, providing a \$15 billion contribution to the Victorian economy via the contribution they make – essentially a \$15 billion savings to Government. However, they carry a cost of \$50-60,000 in lost super, and, if they can work in paid employment, have an average weekly income of around \$520 (42% less than a non-carer).

### Carers at ermha365

Recognising the need for psychosocial supports for their loved ones with mental health and disability challenges, a group of Carers started the organisation that became **ermha365**. Throughout **ermha365**'s 35 year history, Carers remained an integral component of the profile of **ermha365**.

This year, the Government launched its new *Carers Gateway* program – officially recognising the invaluable service Carers provide to the community at large. This is a significant milestone in mental health and disability, and a positive step forward. Sadly, however, this also means that **ermha365** needed to transition its Carer program to the new service system.

### Carer program history at ermha365

Carers started **ermha365** many years ago, and while support was provided from the beginning, the first program started in 2008 with a *Carer Respite* program. The program was funded to provide Carers with a much needed respite from their challenging responsibilities, and peer support from others sharing similar experiences. Art groups, boating adventures, tennis, ten-pin bowling were offered as group activities, and a Carers' peer support evening and a Carers' coffee and chat morning operated once a month.

In 2014 **ermha365** received funding for the *Carers Vocational* program, which enabled Carers to receive individual support. This funding assisted Carers to pursue their vocational goals and aspirations, including study, work or volunteering within their community. These pursuits were often sacrificed by Carers in their own lives, as they prioritised the needs of their loved ones.

**ermha365** later linked our Carers to the Certificate IV in Mental Health Peer Work course, along with the opportunity to intern within **ermha365** throughout their studies. Many of these participants are now working within the field: some working within **ermha365** – where it all started!

**ermha365** has provided 12 years of services to Carers and their families – 1416 Carers participated in the *Respite* program, and 228 Carers received support through the *Vocational* program. In the last financial year, 152 carers were supported by the Carers program.

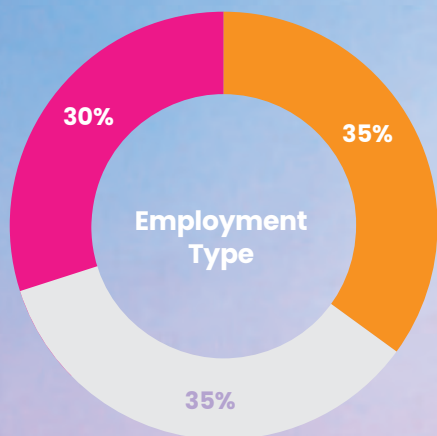
“The opportunity to relax and spend time with other families with similar experiences, has been incredibly appreciated – thanks to you all, for your hard work in making this happen.”

Over the years, there have been friendships made, tears shed, hugs shared and journeys travelled, along with connections linking families, children, services, supports and possibilities. There are many collective memories held dear by Carers, family members and workers alike and many grateful for their experiences within **ermha365**'s Carer Support services.

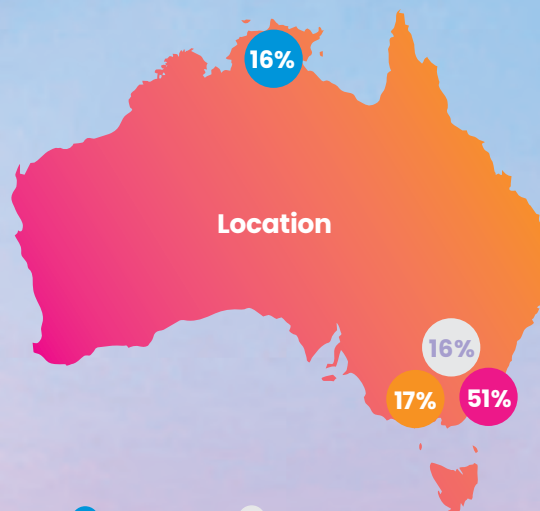
Today, Carers are linked with *Carer Gateway*, which offers a national one-point entry for all Carers and their respite needs. This is for anyone who is looking after someone with a disability, mental illness, dementia, a long-term health condition or alcohol/drug problem, someone who is frail due to age or someone who has an illness that will cause his or her death.

[www.carergateway.gov.au](http://www.carergateway.gov.au)

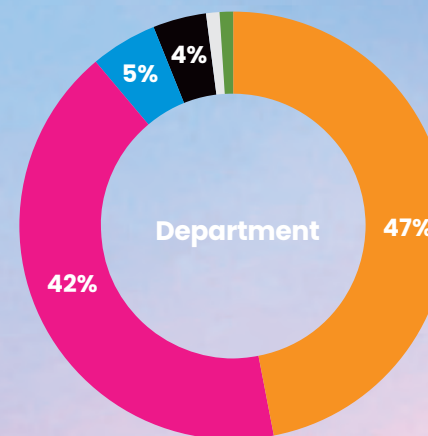
## Our staff



- Full time
- Part time
- Casual

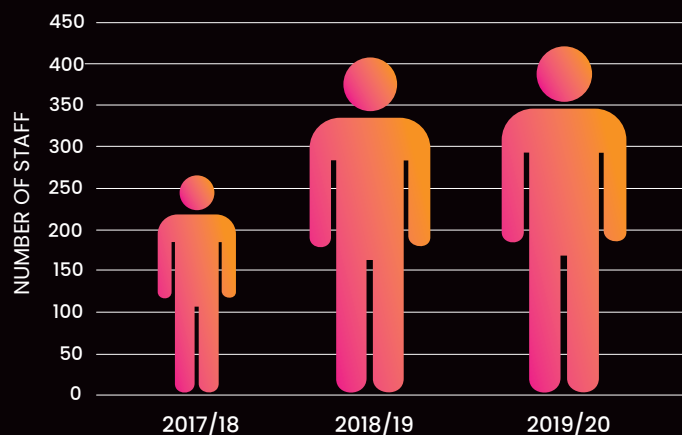


- Darwin
- VIC North
- VIC West
- VIC South East



- Intensive Services
- Community Services
- People and Culture
- Finance, Property, IT, and Intake
- Business Development and Marketing
- Office of the CEO

### Staffing



### Gender



### Staff Agreed

- 84% I know how my work contributes to the goals of **ermha365**
- 84% I am able to arrange time out from work when I need to
- 83% I know what I need to be successful in my role
- 82% I am proud to work for **ermha365**
- 80% I feel I am part of a team
- 79% My manager genuinely cares about my wellbeing



Melbourne Town Hall 2019

## 2019 staff awards

### **Quality Award 2019**

In recognition of those who consistently work towards continuously improving what **ermha365** does and increasing **ermha365**'s positive impact on the lives of people we support.

*Awarded to Michelle Cottam*

### **Equity Award 2019**

In recognition of those who empower and raise voices through co-design that ensures voices are raised, and choice and control over the future is increased.

*Awarded to Jessica Olivo*

### **Safety Award 2019**

In recognition of those who demonstrate commitment to and actioning of a safe environment for staff, people we support, and the community.

*Awarded to The L S Team (North)*

### **Integrity Award 2019**

In recognition of those who demonstrate authenticity and courage in their relationships and dealing with others.

*Awarded to Dale Brice*



Darwin staff awards 2019



### **Innovation Award 2019**

In recognition of an individual who is always brave in exploring and developing new and innovative ways that can positively impact the lives of our clients.

*Awarded to Marshal Wilson*

### **Change Champion Award 2019**

In recognition of an individual who supports change and supports others to change as **ermha365** is transitioning to new ways of working.

*Awarded to Casey Hynes*

### **Agile Working Team Award 2019**

In recognition of a team who demonstrates adaptability, innovation and collaboration in the way they work, as they problem solve and continuously improve.

*Awarded to Prevention and Recovery Care Springvale*

### **CEO Award 2019**

In recognition of emerging leadership.

*Awarded to Estella Huppatz*

## Financial report

<b>Funding source</b>	<b>\$</b>
Government Grants/Initiatives	7,211,350
NDIA	24,364,129
Other	8,514,131
<b>TOTAL</b>	<b>40,089,610</b>

### **Expenses**

Employment	31,801,435
Building & vehicles	2,494,968
Other	3,845,518
<b>TOTAL</b>	<b>38,141,921</b>

### **Balance Sheet**

Total assets	13,804,379
Total liabilities	9,591,732
Net assets	4,212,647





For telephone enquiries please call **ermha365's** head office on **1300 376 421**

**ermha365** Head Office  
1st Floor, Building G  
45 Assembly Drive  
Dandenong South  
VIC 3175

[www.ermha.org](http://www.ermha.org)

