

# Who is STEPS for?

STEPS coordinates support for clients with high and complex needs.



Ermha is a community based organisation that supports recovery and instils hope for people who are experiencing the effects of a severe mental illness. Ermha clients may also have complex needs associated with a disability, substance abuse or housing instability. We recognise that each client has their own strengths, needs, desires and aspirations, and our range of programs are designed accordingly.

For more information about STEPS Care Coordination or any other Ermha program call 1300 ermha1, email [reception@ermha.org](mailto:reception@ermha.org) or visit [www.ermha.org](http://www.ermha.org)



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## STEPS care coordination



Your partner in mental health recovery

# STEPS (System-wide Tailored & Enhanced Packages) is a non-crisis model of service that allows Dandenong Area Mental Health clients to benefit from coordinated packages of support.

The Packages are governed by the Southern Health Alliance. There are 3 separate programs under the name of STEPS and they operate independently of each other. They are: Care Coordination, Intensive Home Based Outreach Packages (IHBOs) and Secure Extended Unit Diversion Packages.

STEPS Care Coordinators do not provide direct care but instead assist to establish and monitor Care Teams that support clients with a severe mental illness and high and complex needs. Care Coordinators assist in the functioning of Care Teams by providing motivation, support and oversight to their members.

Many STEPS clients have a history of, or are currently experiencing poverty, homelessness, substance misuse, poor physical health, challenging behaviours, abuse, or involvement with the justice system.

Any combination of these factors together with a severe and enduring mental illness can create multiple barriers to recovery. Often having periods of containment and treatment in acute or secure psychiatric wards, clients frequently experience repeated breakdowns in housing arrangements and recurring unplanned hospital admissions. They have often had little or no stability in their lives and many have experienced prolonged periods of turmoil.

## Nature of Support

The Care Coordinator

- Leads the development and monitoring of the Individual Support Plan (ISP) in collaboration with the care team, client and carer(s)
- Actively engages local service providers in the development and delivery of relevant elements of the individual's support plan
- Facilitates case conferencing with relevant service providers
- Supports and actively participates in service coordination across programs to resolve systemic issues and identifies more effective ways of meeting client needs
- Advocates on behalf of the client if required

## Client Selection and Monitoring Panel (CS&MP)

The Client Selection and Monitoring Panel members represent the Southern Alliance Committee, Southern Health, Ermha and the Department of Human Services. The CS&MP oversees the selection of appropriate clients and monitors the delivery of service to these clients over time. The CS&MP meets each month to discuss new referrals, make recommendations and to monitor clients' progress.

## Catchment

STEPS Care Coordination benefits clients who live in the Dandenong Mental Health Service Area which includes the City of Greater Dandenong, the City of Casey and the Shire of Cardinia.

## Eligibility

Eligibility is determined by the Victorian Government's Department of Health. Clients must be registered with the Dandenong Area Mental Health Service.

## Referrals

Clients are referred to the service by Dandenong Area Mental Health Service clinicians or by staff of the organisations that make up the Southern Alliance Committee.

## Contact

For more information please call Ermha reception on 1300 ermha1 (1300 376 421) or email [reception@ermha.org](mailto:reception@ermha.org)

The STEPS initiative is governed by an alliance whose members include the following clinical and community based services

- Ermha
- Impact
- Mind
- Lantern
- Southern Health

STEPS Care Coordination is funded through the Victorian Government Department of Health

