

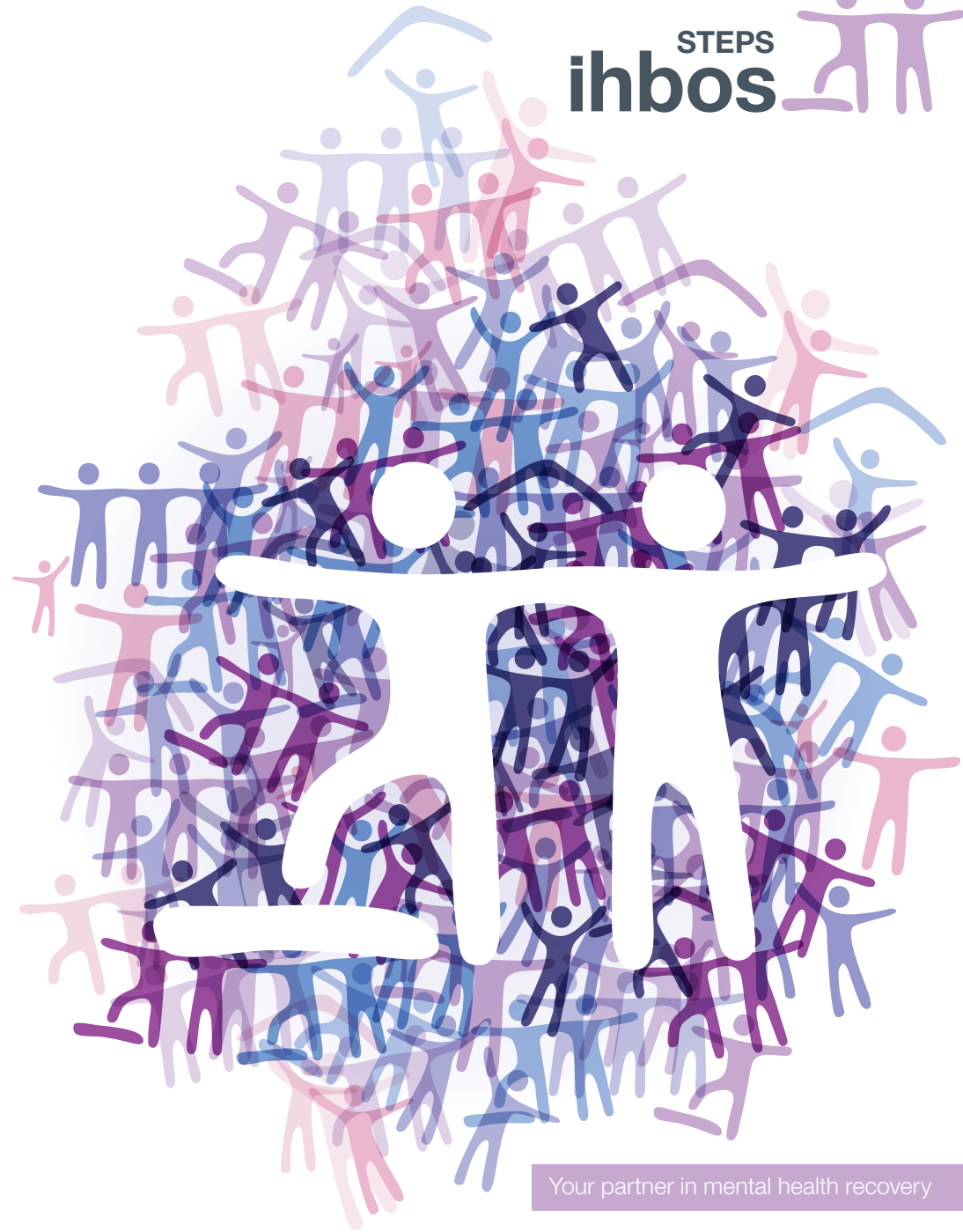
# Who is STEPS for?

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 IHBOS or other Ermha programs call 1300 ermha1, email [reception@ermha.org](mailto:reception@ermha.org) or visit [www.ermha.org](http://www.ermha.org)



Your partner in mental health recovery

# STEPS Intensive Home Based Outreach Support (IHBOS) is designed to provide comprehensive, wrap around packages of support to clients with high and complex needs, and to create partnerships between clinical and community services to improve client outcomes.

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 Care Unit Diversion Packages.

STEPS IHBOS has been developed to create and implement individual, flexible packages of support for clients with a severe and enduring mental illness together with high and complex needs.

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

Any combination of these factors together with a severe and enduring mental illness can create multiple barriers to recovery. As a result of containment and treatment in acute or secure psychiatric wards, clients frequently experience repeated breakdowns in housing arrangements and this contributes to the turmoil that characterises clients' lives.

## Nature of Support

IHBOS staff work to support clients in a variety of ways:

- Everyday support to develop and improve practical skills such as assisting with grocery shopping and meal planning
- Support to access specialist intervention
- Assistance to maintain and retain accommodation and independence in the community
- Support to increase clients' understanding of their illness and treatment options

STEPS IHBOS packages are also designed to support bed-flow management between Secure Units (SECU), Community Care Units (CCU), and the community, enabling clients to move more seamlessly through the mental health service system.

## 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 IHBOS benefits clients who live in the Dandenong Mental Health Service Area which includes the City of Greater Dandenong, the City of Casey 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 Services 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 IHBOS is funded through the Victorian Government Department of Health