



**ermha**  
365

Mental Health  
Disability  
Complex Services

**PROSPECTUS:**

Specialist Behaviour Support for Complex/High Risk Individuals

## Working side-by-side to help you make your choices, raise your voice, and thrive

At **ermha365** we believe in the potential of everyone. Our service was originally established by a group of passionate carers in Melbourne's south east who were concerned about the lack of support services for their loved ones who were experiencing mental illness. **ermha365** has since expanded its services to include providing support to people with complex mental health and/or disability diagnosis, particularly those who present with a range of complex and challenging behaviours.

At **ermha365** our Specialist Behaviour Support Practitioners are highly skilled professionals who have expertise in supporting people with complex needs across a range of complex service systems. We offer a range of clinical behaviour support services that reduce harmful, unwanted or concerning behaviours and result in a range of positive outcomes for people, their families and their support providers.



☎ 1300 376 421

✉ [enquiry@ermha.org](mailto:enquiry@ermha.org)

## We work with some of the most complex clients in Victoria and Darwin.


We provide client-centred, evidence-based specialist behaviour support for people who experience a range of complex and high-risk presentations as a result of their disability and/or mental health condition.

- We are committed to providing the highest quality of service
- Our practice methods, are built upon respect for multidisciplinary input and evidence-based decision making
- We are responsive to the unique needs of the person
- We deeply understand that behaviours are functional and adaptive in meeting a need
- We undergo rigorous review and evaluation to ensure we remain a provider of the highest quality, evidence-based service delivery.

### Our Team

Our support is delivered by highly skilled and trained practitioners with expertise working with:

- Intellectual disabilities/Cognitive impairments
- Mental health
- Personality disorders
- Developmental conditions
- Dual disability: co-occurring mental health and disability
- People with substance use histories
- Forensic histories such as fire lighting, sexual and violent behaviours
- Issues of self-harm and risk of death by misadventure.



**“I see ermha’s willingness to work with complex clients and have been able to observe some fantastic outcomes as a result of that intensive work.”**

Senior stakeholder, DHHS

**“Thank God for ermha!”**

Senior stakeholder, DHHS

**“(ermha is) one of the few organisations that will actually take our clients... if we took ermha completely out of the equation... There’d be a massive void in the service sector.”**

Psychologist working with complex clients



## Our team can provide:

### Functional Behaviour Assessments (FBA)

A Functional Behaviour Assessment (FBA) is the process for determining and understanding the purpose, or function, of challenging behaviour. The assessment process involves the collection of data, observations and interviews with the individual and their key support people. Once the function of the behaviour has been identified, appropriate strategies are recommended to assist in improving the individual's quality of life and minimising the behaviours of concern.

### Behaviour Support Plan (BSP) development

Depending on the needs of the individual, we can develop an interim or comprehensive Behaviour Support Plan (BSP) when there is a need for immediate intervention to minimise the risk to the individual and others.

A Comprehensive BSP is developed following completion of a Functional Behaviour Assessment (FBA). It is informed by the FBA and identifies a range of individualised strategies to address the behaviours of concern and assist the client to achieve an improved quality of life.

### Behaviour Support Plan (BSP) implementation training / reflective practice

We understand that for BSPs to be effective, a continuity of care approach is required. This allows for the detailed understanding of an individual, their needs and their goals.

To achieve this, we can deliver extensive, targeted and high-quality training to ensure all facets of the BSP are understood. We can also facilitate reflective practice to ensure our commitment to continuous professional improvement for the best outcomes is achieved.

### Practice supervision

Supervision is priority in providing evidence-based services that are both ethical and effective, regardless of the Practitioner's experience level. Practice Supervision ensures Practitioners regularly reflect upon their practice within a safe space to support their professional growth, and to maintain best practice service delivery to clients.



**“(ermha is) one of a small number of providers who will not walk away from people, and will not shy away from the very, very real challenges of providing support to the people coming to the complex support pathway. (There is) value in a willingness not to give up on people.”**

– Senior stakeholder, NDIS



## **Do you know someone who needs us?**

For referrals, call **1300 376 421** or email **[enquiry@ermha.org](mailto:enquiry@ermha.org)**  
**[www.ermha.org/behaviour-support](http://www.ermha.org/behaviour-support)**



**ermha365** is committed  
to inclusive communities