

Stronger Together

Impact Report 2024





Acknowledgement of Country

ermha365 acknowledges that our work in the community takes place on the Traditional Lands of many Aboriginal and Torres Strait Islander Peoples and therefore respectfully recognise their Elders, past and present, and the ongoing Custodianship of the Land and Water by all Members of these Communities.

Acknowledgement of Lived Experience

We recognise people with lived experience and those who love, support and care for them. We recognise their strength, courage and unique perspective as a vital contribution so that we can learn, grow and achieve better outcomes together.

Who we are and what we do

Our vision is fuelled by a passion for supporting people where no one is left to face life's challenges alone.

We offer purpose, hope, support, and connection to those who need it most, because we believe that everyone deserves the chance to reach their full potential.

We empower the people we support through the provision of compassionate, trauma-informed wraparound services as they work their way through life challenges. These can often include aspects of mental health, psychosocial disability, homelessness, transitioning through the justice or healthcare systems, alcohol and drugs, trauma, and social isolation. The people we work with trust **ermha**365's highly skilled people to offer high quality support, drawing on their own lived experience.

We partner with others to provide a safe and inclusive community that promotes healing, growth, and resilience. Our passion for positive impact drives us to innovate and break down barriers, creating lasting change towards a more just, equitable, and inclusive country.

Our Purpose

Our purpose is to empower individuals and communities facing life's toughest challenges to overcome adversity and thrive.

We support people to live their best lives, find their purpose, a sense of belonging and a safe place in their community.

Our Vision

Everyone deserves the chance to reach their full potential with no one left to face life's challenges alone.

Our Mission

We provide purpose, hope, support, and connection to unlock everyone's full potential.

Dr Peter
Langkamp OAM
(Chair)



Agata
Jarbin



Stephen
Balch



Donna
Markham OAM



Carol
Heijo



Margaret
Bowen



Our Board

This past year has been one of the most transformative in **ermha365's** history. In 2023/24, we marked a significant milestone with our merger with **The Disability Trust (TDT)**, a strategic decision that has positioned us for long-term growth, resilience, and impact.

This merger is far more than a partnership; it represents an alignment of values, strengths, and aspirations for a future where mental health and disability support services are more accessible, comprehensive, and inclusive.

Our Board's decision to merge with TDT was grounded in a shared mission – to deliver high-quality, client-centered care to people experiencing mental health challenges and complex disabilities. TDT brings a depth of expertise, particularly in specialised areas that complement **ermha365's** established strengths. By uniting our organisations, we have created a stronger, more diverse team, with enhanced resources and capabilities to drive innovative, community-centered support programs.

Our merger with TDT signifies a new era for **ermha365**. Together, we have the opportunity to shape the future of mental health and disability support in ways we

could not have achieved alone. We are excited and optimistic about what lies ahead as we build on our shared vision for a stronger, more inclusive community that empowers individuals to thrive.

We are deeply grateful to and thank Board members Scott Phillips, Jenny King and Steve Taylor for their immense contribution to **ermha365** during their tenure.. Agata Jarbin, Peter Langkamp and Donna Markham will continue as valued members of our new Board Governance Structure.

A heartfelt thank you goes out to our CEO, executive team, and dedicated staff, whose unwavering commitment and passion have been the backbone of our success. Together, as one united team, we will drive meaningful change and create lasting impact in the lives of those we serve. Here's to a bright future for **ermha365** and TDT as we embark on this exciting journey together.

– Dr Peter Langkamp OAM



“ As a much larger, more influential organisation, we are positioned to work closely with policymakers to advocate for sustainable pricing and workforce practices and bring our clients’ voices to the forefront. ”

Our CEO

It is with immense pride and optimism that I present the 2023/24 Impact Report for **ermha365**. This year has marked a pivotal chapter in our history, as we joined forces with **The Disability Trust**.

This merger represents not only a formal partnership but also a shared commitment to transforming lives by enhancing the accessibility and quality of mental health and disability services for individuals with complex needs.

Our merger with The Disability Trust (TDT) has strengthened our foundation and expanded our capacity to make a lasting impact. By combining resources, expertise, and our teams’ dedication, we have laid the groundwork for a future that can achieve significant, sustainable national growth while staying true to our mission.

Looking forward, our unified organisation has set a bold strategy that reflects our combined vision. With TDT’s strengths complementing **ermha365**’s established programs, we are building a future where our expanded capacity translates into real outcomes for those we serve.

The merger between **ermha365** and TDT provides us with the necessary resources and capabilities to significantly invest in and grow our mental health services. With our increased scale, we are now better positioned to advocate for transformative changes so people in Australia have equitable access to high-quality mental health services and supports.

Our merger also amplifies our ability to advocate for necessary changes within the NDIS and broader support systems. As a much larger, more influential organisation, we are positioned to work closely with

policymakers to advocate for sustainable pricing and workforce practices and bring our clients’ voices to the forefront. We are committed to using our influence to create a system that works for all, especially for people who have been historically underserved.

As we embark on this exciting new journey, I want to extend my gratitude to our Board and every member of team **ermha**, every service partner, funder and supporter who has made this possible. Your dedication to our mission has been the driving force behind our successes this year, and it will continue to fuel our impact in the years to come.

Together, **ermha365** and TDT represent a powerful force for positive change in mental health and disability services. I am incredibly excited for what the future holds as we work to build a more inclusive, resilient and effective support system for all who rely on us.

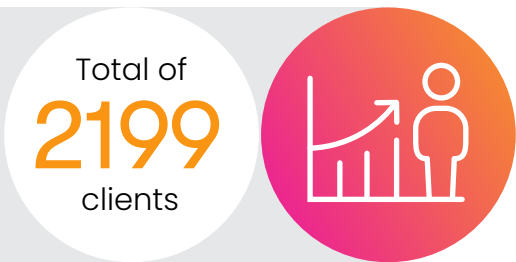
– Karenza Louis-Smith

“ We are committed to using our influence to create a system that works for all, especially for people who have been historically underserved. ”

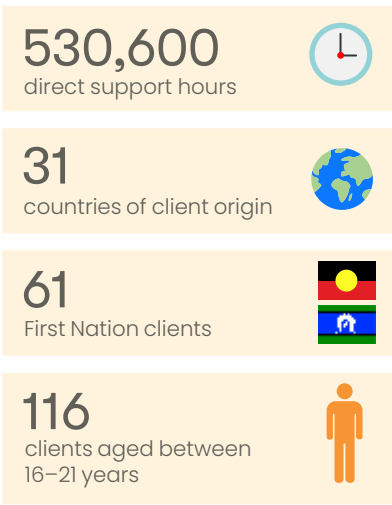
Image (L-R):
Karenza Louis-Smith, CEO **ermha365**
Carol Berry, CEO The Disability Trust

Our Impact

Community Impact



Predominant primary diagnosis of our clients	Autism
	Intellectual Disability
	Schizophrenia



Highlights



Image: Student Sarah and her Field Educator Caitlyn Koschitzki (Support Facilitator EIPSR)



Mental Health and Wellbeing

Prevention And Recovery Care (PARC)



Community-based, residential mental health service with a prevention and recovery focus. Located in Geelong (partnering with Barwon Health), South Yarra (partnering with Alfred Health) and Warrnambool (partnering with South West Healthcare).

Hospital Outreach Post Suicidal Engagement



HOPE is an aftercare service for people who attend a hospital emergency department following a suicide attempt. We provide peer and psychosocial support to individuals and their personal support networks.

Early Intervention Psychosocial Support Recovery (EIPSR)



Psychosocial support for people living with a mental health condition who don't qualify for NDIS. We support participants in partnership with Barwon Health to develop individual goals tailored to support recovery.

Commonwealth Psychosocial Support (CPS)



In partnership with SEMPHN, a short-term service for people with severe episodic mental illness who aren't eligible for the NDIS. We aim to improve recovery outcomes, build client capacity and independence.

Lived Experience Peer Cadet Program



An employment opportunity for people with lived experience undertaking the Cert IV in Mental Health Peer Work, to enter paid employment across participating community mental health services.

EIPSR Forensic



In partnership with Forensicare, a specialised forensic mental health support program for people exiting Thomas Embling Hospital, assisting them to live safe and meaningful lives in the community.

GGQ* Mental Health and Wellbeing Local



In partnership with Barwon Health, Wellways and Wathaurong Aboriginal Co-operative, this service provides free treatment, care and support for people aged 26 years+ experiencing mental health or wellbeing concerns.

*Greater Geelong and Queenscliffe

Program Impact

Peer Cadet's 'life-changing' opportunity

“ Five years ago, my life looked a lot different to what it does today. I was unemployable and homeless.

I had addiction issues and suffered from mental illness. I set out to make changes in my life. The struggle was ongoing. Easier some days, but mostly hard. The real break came when I applied for the Lived Experience Peer Cadet program... and was successful!

This was nothing short of amazing. This was an opportunity to use what I had learnt though my darkest days, when I felt the most alone. The CPS team at **ermha365** helped me learn and grow though my time as a Peer Cadet and this life changing role has transitioned into a full-time position at **ermha365**. It all makes sense now. I was meant to survive so I could have this job, allowing me to offer hope to others! ”

- Lived Experience Peer Cadet participant

Hospital Outreach Post Suicidal Engagement (HOPE)

“ I found the entire program very helpful, and I would honestly attribute my quick recovery from my decline in mental health to the HOPE program. It was my HOPE team case worker's humanity and the structured approach of the program that really made it very effective. ”

- HOPE program participant

SPOTLIGHT ON Prevention and Recovery Care (PARC)

Our Victorian locations:
South Yarra (Alfred Health)
Geelong (Barwon Health)
Warrnambool (South West Healthcare)

PARC is a residential service providing 24-hour support in a home-like environment to people experiencing mental ill health and whose recovery can be supported without hospital admission.

The PARC also supports people discharged from hospital who are not quite ready to return home.

ermha365 partners with South West Healthcare at Ngootyoong PARC

In May 2024 **ermha365** began its partnership with South West Healthcare to manage and deliver the mental health service at Ngootyoong Prevention and Recovery Centre (PARC) in Warrnambool, Victoria.

“Our vision for Ngootyoong PARC aligns closely with Ngootyoong’s meaning of new, fresh, healthy, and strong – this is our goal for PARC participants.”

Tara Laursen – Chief Operations Officer

PARC participants say:

I really enjoyed seeing all the staff have a positive attitude

Achieved returning to work, getting my meds right, finding the right headspace

Group work and conversations really helped me

Every small step I achieved was a big deal to me

Thank you for the peaceful environment

248

Clients received 288,000
direct support hours

117

People were supported by
our specialist support
co-ordination team

NDIS services

ermha365 works with people with complex disabilities and mental health needs, providing 24/7 support for people who have multiple systems interfaces including forensic, justice, and acute clinical, homelessness and emergency services across Victoria and Darwin.

Robbie's story: skilled, stable and consistent support gets results

Robbie, a man in his late 20s, was referred to **ermha365** in 2020 for 24/7 NDIS support following a long history of service and placement breakdowns.

He was under a supervised treatment order, requiring constant line of sight. Behaviours of concern included aggression, use of alcohol and drugs, absconding (Robbie has limited concept of road or personal safety) and lighting fires.

At first, there would be up to five health and safety incidents daily relating to his behaviour toward staff of aggression, property damage and risk of harm to himself.

With stable, consistent support from **ermha365's** Complex Services NDIS team, Robbie has formed strong connections, increasing his trust and self-esteem. He feels understood and valued, so consequently, his behaviours of concern have decreased significantly. In 2024 the team successfully advocated for reassessment and revocation of his supervised treatment order.

“Robbie came from such a truly difficult, traumatic background and to now see him in a safe environment, to be able to express freely who he is, to be understood ...this is success. He is thriving.”

– Antonietta Messina
Practice Leader

Helen's story: safe, secure and thriving

Helen is a young woman with an intellectual disability who is supported by our NDIS team in the south east. She has lived experience of homelessness and couch surfed for many years.

Prior to being supported by **ermha365**, Helen, a vulnerable adult, would move around frequently and choose to disengage with her support services and workers. Consequently, she was at risk of harm and exploitation and would be reported to the police as missing.

Now, Helen is living in stable accommodation secured for her by **ermha365**. The stability of her support team, who provide intensive behaviour support, means Helen feels safe. She now sleeps in her own home every night.



Helen enjoys buying and caring for houseplants, has rescued a cat (who now lives with her) and loves equine therapy. We are proud to support Helen and to see her thriving and enjoying life.

– Nicole Timmins
Senior Manager, Complex NDIS Services

*Information shared with permission from clients

Escorting JM home: a final return to country

Aboriginal and Torres Strait Islander readers are advised that this article is about a person who has died. This is shared with the permission of their family.

We want to honour the memory of our client JM, a proud Anindilyakwa man who passed away earlier this year.

JM was in his early 40s and lived with chronic obstructive pulmonary disease (COPD) and psychosocial disability. **ermha365** provided 24/7 1:1 SDA/SIL support for JM since 2019.

We enjoyed helping JM to get out and about and he would sit next to the staff on the computer as they searched for places to visit.

When JM saw something that caught his eye, he would point in approval. He went on holidays around the Northern Territory, including visits to back to country. JM loved visiting the beach every day to walk barefoot on the sand.

JM relied heavily on his support workers, especially with his communication when he wasn't feeling well. This included us coming

to learn and understand some of JM's traditional language.

We received exceptionally positive feedback from JM's family and extended care team about how we tailored our support to meet his needs.

JM's mother was in Darwin alongside our **ermha365** team supporting him at home when he passed away.

I had the privilege of being asked by JM's family to accompany him on his final trip back to country on Groote Eylandt.

– Lloyd Muzuva
Northern Territory NDIS and Territory Families
Program/s Team Leader

Community services

TAC and WorkCover



Funded by TAC and Workcover to provide the delivery of psychosocial outreach and case management services to support the recovery of people who have been involved in a motor vehicle or workplace accident.

Community Connections



Supports people who are in low-cost accommodation or who are homeless. Actively connects people to health, housing and community services that will improve health and wellbeing and support social and recreational activities.

Housing Support for the Aged Program (HSAP)



Support provided to people aged over 50 with complex needs and a history of homelessness to access public or community housing, and to make linkages to services which will improve health and wellbeing.

Supporting Connections



Works with people residing in Supporting Accommodation for Vulnerable Victorians Initiative (SAVVI) funded Supported Residential Services (SRS) to identify unmet client health needs and provide short term supports to individuals to access local community and health services.

Mental Health Pathways



In partnership with Wayss and Monash Health, this service supports acute mental health patients with a history of homelessness, who have no suitable accommodation when discharged from hospital, to access appropriate accommodation and housing.

Assertive Outreach and Support



A program for people with complex needs who pose an unacceptable risk of harm to others and are experiencing significant service barriers. The two key components of the AOS program are the delivery of assertive outreach and case management support.

SPOTLIGHT ON Assertive Outreach and Support (AOS)

ermha365 is one of just two providers in Victoria of the specialist Assertive Outreach and Support (AOS) program.

Funded by the Victorian Government's Department of Families, Fairness and Housing (DFFH), AOS is for people with complex needs experiencing significant service gaps and who pose an unacceptable risk to others.

AOS is a short to medium term service response based on a person's needs. It aims to link the person to other needed supports as soon as possible after referral. The two key components of the AOS pilot program are delivery of assertive outreach and case management support.

In 2024 **ermha365** supported 28 clients in this program. Referrals come from DFFH's Multiple and Complex Needs Initiative (MACNI).

The pilot program has been extended for 12 months to continue to support people in Melbourne's north and west and also expanded to Bendigo, one of Victoria's fastest growing regional cities.

“ AOS staff act as a bridge, addressing risk and addressing barriers, between the service system and the client. I am so proud of the team and the incredible outcomes they have achieved, the professional relationships they have worked so hard to develop and truly meaningful engagement with the people we support. ”

- Cassandra Turnbull, Practice Leader

Clinical services

Behaviour Support

Our Behaviour Support Practitioners create personalised strategies to help people with disabilities to build their skills to improve the quality of their life and the environment in which they live.

Specialist Behaviour Support

Our specialist Behaviour Support Practitioners support people with complex needs and high-risk presentations because of their disabilities and/or mental health conditions.

Psychology Services

Available for children and adults (NDIS-funded or private). Delivered by skilled and trained registered psychologists, this service includes assessments, counselling and treatment for an array of psychological and wellbeing concerns.

SPOTLIGHT Reflective Practice

Some Reflective Practice sessions for our complex NDIS support workers in 2023-24 delved into the topic of working with people who engage in self-harming behaviours.

These sessions, delivered by **ermha365** Clinical Advisor Sharna Clump, explored the reasons why people self-harm, types of self-harm and prevention and response strategies.

A key theme discussed was that witnessing someone deliberately hurting themselves could be extremely distressing.

Our support workers are essentially front-line responders when this behaviour occurs, and these reflective practice sessions reinforced the importance of supporting and developing the skills of our complex NDIS Services team.

These sessions resulted in our support workers sharing self-care practices that promote and develop their resilience and psychological safety.

- Debrief and reflect with others (co-workers, managers, employee assistance programs)
- Really get to know the person you are supporting to build rapport, trust and safety

- Read their behaviour support plan, understand why they self-harm
- Provide a good handover so your colleague is well prepared for their shift
- Spend time outside work doing enjoyable activities to re-fill your cup.



Quality, Safeguarding and Risk at ermha365

In 2023-24 **ermha365** progressed and implemented projects and frameworks including:

- 1 NDIS Practice Standards and National Standards for Mental Health Services audits – zero (0) non-conformities
- 2 100% of SIL & commercial properties have evacuation diagrams which meet Australian Standards
- 3 100 % of SIL properties with Fire & Emergency Response Procedures (FERP)
- 4 Establishment of framework and committee for preventing and managing **Occupational Violence and Aggression**
- 5 Finalists in the Facility Management Association’s 2024 **Industry Awards for Excellence** (Leadership in Safety & Wellbeing category) for our **OVA Awareness project**
- 6 **104** reflective practice sessions delivered by our Clinical Advisor were attended by **337** staff
- 7 Updated the *Getting Started* welcome booklet for new **ermha365** clients.



The *Getting Started* welcome booklet provides clients with an overview of the way we approach our work and important information regarding their rights and responsibilities.

SPOTLIGHT Occupational Violence and Aggression (OVA) prevention

OVA is prevalent across many industries and we understand that the behaviours of some of our participants are responses to the complex barriers to daily living that exist for them.

These behaviours can sometimes be unpredictable and can pose a risk to workers.

A survey conducted in January 2024 to gauge employee’s understanding and experiences of occupational violence and aggression attracted **217** responses.

This was the starting point to inform prevention strategies to help keep all workers safe, with the establishment of the OVA Committee, and the implementation of a new framework, policy and procedure for preventing and managing Occupational Violence and Aggression.

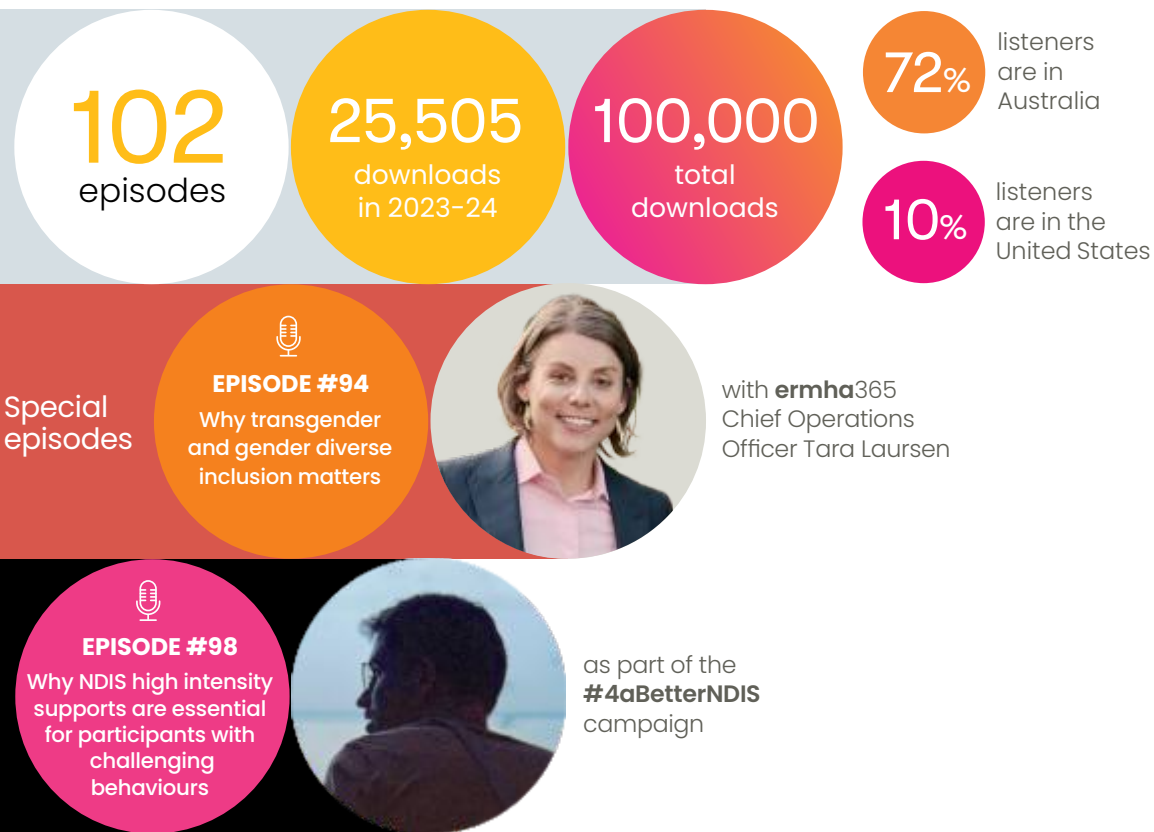
Resources produced and activities undertaken in 2024 include internal marketing resources designed in-house, an online OVA training package which is now available for all ermha365 staff, internal newsletters and “Lunch’n’Learn” online events.



Advocacy

In 2024 our advocacy for people who experience complex barriers to participation in their communities included:

Get Real podcast



Nominations



Submissions



#4aBetter NDIS

The **#4aBetterNDIS** campaign came together quickly in July 2024, prompted by the annual pricing review by the NDIA, which left providers, including **ermha365**, reeling from the changes.

The NDIA's recategorisation of challenging behaviours from High Intensity to Standard support category seriously threatened our ability to continue to deliver quality, sustainable disability services.

The organisations leading the campaign were **National Disability Services, CEO Collab, Disability Intermediaries Australia** and **Allied Health Professions Australia**.

On behalf of **CEO Collab** (a collective of 120 NDIS medium and small providers), **ermha365's** designer Josie Ryan created a single visual identity to enable advocacy as a united voice, and social media image tiles to cover the main campaign issues – Higher Intensity Supports pricing, Support Coordination, Allied Health and NDIS Therapies.

The media tag **#4aBetterNDIS** was also developed by the campaign group and applied to the social media collateral, with the CEO Collab logo.

- Advocacy activities included:
- design of 37 social media tiles
 - campaign messaging updated weekly
 - newsletter articles

- dedicated campaign website
 - special campaign episode of *Get Real Talking Mental Health and Disability*
 - Joint media statement on behalf of **#4aBetterNDIS** peak organisations
- We shared the materials on our social media accounts, using the campaign tags **#4abetterndis** and **#securethefuture**. LinkedIn proved the most effective engagement platform for reposts, reactions and comments.

LinkedIn campaign metrics for ermha365 July–Aug 2024:

- **12,055** impressions (how many people saw the posts)
- **6,326** members reached (the number of times our posts appeared on a newsfeed)
- Comments on **ermha365's** account increased **200%**
- Reposts for **ermha365's** content increased **567%**

Outcomes

On 1 October 2024 the NDIA reinstated high intensity supports, with immediate effect, for participants with challenging behaviours: a huge advocacy win for participants, their families and providers who support them.

While this is was a significant step forward, there is still a long way to go in the sector's calls for fair pricing for support coordination and allied health supports, a 1% loading for registered providers, and independent pricing.

ermha365 and its sector colleagues will continue to engage with the NDIA and Government to build a **better NDIS for everyone**.



Our Workforce

Lived Experience

153
employees

Identify as having lived experience of disability, mental ill-health or as an unpaid carer

Diversity

42%
born overseas



35%
speak a language other than English as first language



5%
identify as First Nations people



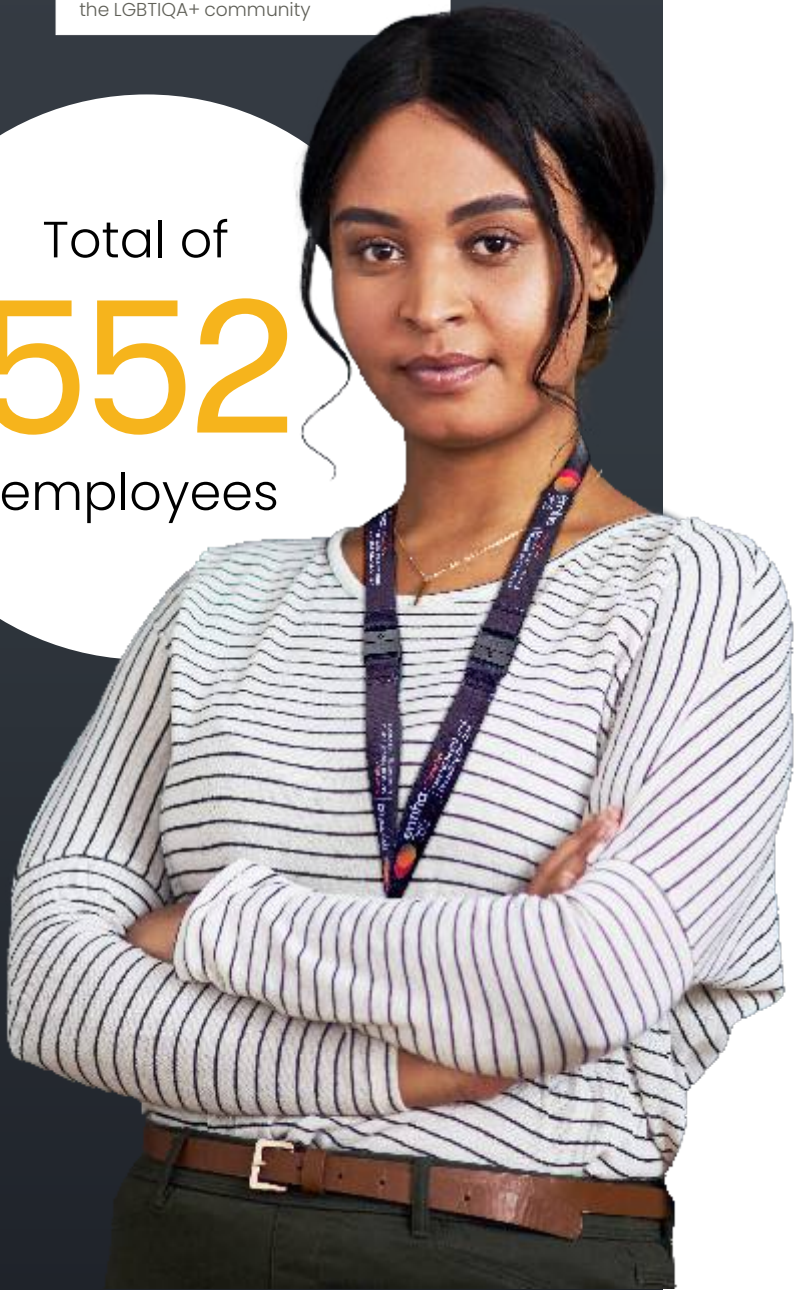
10%
identify as a member of the LGBTQIA+ community



Workforce by Service Location



Total of
552
employees



SPOTLIGHT ON Student placements

Our student placement program provides valuable opportunities for the next generation of the mental health workforce. Placements at **ermha365** equip students with the skills necessary to successfully transition from study to employment.

We are also enriched by students who bring new ideas, enthusiasm and additional support to our teams, which is always welcomed.

In the 2023–24 financial year we supported:

18* student placements	4	Peer Cadets completing Cert IV in Mental Health Peer Work
	4	Bachelor of Social Work
	5	Master of Social Work
	1	Bachelor of Community and Human Services
	1	Certificate in Mental Health
	3	Employees completing Diploma of Mental Health

*10 students were existing employees or have converted to ongoing roles.

In 2024 we revitalized the Social Work placement program, which enables Social Workers from across the organisation to formally supervise students in a Field Education capacity. This is a great opportunity for social workers to stay relevant with the AASW, add variety to their substantial role, share their valuable knowledge with new social workers and develop leadership skills. Field educators also co-facilitate fortnightly group supervision sessions.

“The Social Work placement program would not be possible without the dedication and commitment from these field educators who bring enthusiasm and invaluable professional experience to the table. The program has also allowed relationships with partnering Universities to flourish and encourages a culture of continual learning and critical reflection for the whole organisation.”

– Emma Noske
Student & Peer Cadet Programs Coordinator

Emily, a University of Melbourne Social Work student, completed a placement with **ermha365**’s Pathways team. Pathways supports people with complex needs living in low-cost housing, who are homeless, or at risk of homelessness.



Image: Working with Parks Victoria to visit clients sleeping rough in state parks and provide essential items and support.

“I was lucky enough to join the Pathways team part time. My experience with Pathways has challenged my existing stereotypes and broadened my knowledge base. I was able to explore the intersectionality between homelessness, AOD, and complex mental health in a safe and protected space. You won’t find a place to experience and learn about this elsewhere... only in Pathways!”

2023 Staff Awards

Karslake Award 2023

The Karslake award is named after two of **ermha365**'s founders – Harry and Betty Karslake. The award recognises people who embody the values of the organisation when it was first founded.

It is awarded in recognition of those who embody the values of **ermha365**: integrity, excellence, dedication, teamwork, professionalism, advocacy and a commitment to recovery, independence and inclusion for clients, families and carers.

*Awarded to **Peppe Prestia**
Systems Application Manager*

“Peppe is a go-getter in terms of his practice work, and strives to find and build the best systems, reports and programs to ensure we can do business better, and well. He is honest and realistic in his decision making, and has an definite skill in bringing out the best in people. Peppe’s knowledge of practice, funding bodies, systems and processes, as well as **ermha365** itself is second to none. He absolutely meets every value **ermha365** has.”

Workforce Values Awards

- 

Safety Award

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

Awarded to Transport Accident Commission Team
Highly Commended: Casey Hamblin Engagement Coordination Officer
- 

Quality Award

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

Awarded to Nicole Timmins Senior Manager, Complex Services
Highly Commended: Mitchell Manevski Support Coordinator
- 

Equity Award

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 Meg Maples Support Coordinator
Highly Commended: Sanjay Sikotra Administration Officer
- 

Integrity Award

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

Awarded to Commonwealth Psychosocial Support Team (CPS)
Highly Commended: Lawrence Harvey Senior Manager, MHFCS
- 

Innovation Award

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 and the community.

Awarded to Casey Hynes Project Officer, Procura
Highly Commended: Kele Kapondoro Casual Workforce Team Leader
- 

Humanity Award

In recognition of an individual who consistently demonstrates that people are at the centre of everything we do.

Awarded to Erica Thompson Team Leader Wellbeing and Peer Support Services
Highly Commended: Mim Loogman Wellbeing Mentor LLE
- 

CEO Award

In recognition of an individual who is taking a leadership role in their work.

Awarded to Angela O'Callaghan National Quality Manager
Highly Commended: Nicole Timmins Senior Manager, Complex Services
- 

LLE Leader Award

In recognition of an individual who openly shares their own lived experiences, fostering a culture of acceptance and understanding and helps develop and build our lived experience workforce.

Awarded to Susan D'Arcy Practice Leader (CPS)
Highly Commended: Emily Webb Advocacy & External Communications Advisor
- 

LLE Worker Award

In recognition of those who draw on their own life-changing experience and journey of recovery to support and inspire the people we support.

Awarded to the Chloe Simpson Practice Leader (CPS)
Highly Commended: Alison Watson Support Facilitator

Looking ahead

Distress Brief Support

A new program to be co-designed and delivered in the City of Darebin in 2025, with partners **Impact Co.**, **Switchboard Victoria** and **Victorian Aboriginal Health Service**.

This is a pilot program for adults who could benefit from non-clinical support as an alternative to presenting for emergency hospital-based care.

Disability Employment

Working with our merger partner **The Disability Trust** (TDT), we will look to create direct economic benefits across Melbourne, Sydney, Hunter (NSW), and Southern NSW.

The aim is to enhance employment pathways for people with disability and to help employers to create inclusive workplaces that embrace this work-ready and motivated workforce. TDT is one of the only disability employment service providers in Australia that also delivers the full suite of NDIS services.

Complex Needs Conference 2025

The Complex Needs Conference 2025 will take place in Melbourne on 26–27 March.

ermha365 and **Australian Community Support Organisation** (ACSO) are hosting the conference, funded by the **Department of Families, Fairness and Housing** (DFFH) to build on the work of the DFFH's Complex Needs Project, introduced in 2023 by the Victorian Government.



Complex Needs Conference 2025

26–27 MARCH 2025 • GRAND HYATT MELBOURNE

Making it work | Overcoming barriers and simplifying support for people with complex needs



We're excited we've been appointed to deliver the Distress Brief Support Trial in the City of Darebin, Victoria.

In collaboration with **Impact Co.**, **Switchboard Victoria** and the **Victorian Aboriginal Health Service**, we will work closely with key stakeholders, including people with lived and living experience of distress and people from diverse backgrounds, to design a program for adults who could benefit from non-clinical support as an alternative to presenting for emergency hospital-based care.

The Victorian trial is a jointly funded initiative between the Australian and Victorian Governments, and is anticipated to commence operation by mid-2025.



Over 40 years of leading with lived experience



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