



Mental Health
Disability
Complex Services

PROSPECTUS:

TAC and WorkCover specialist outreach and case management services

Providing mental health support for people impacted by transport or workplace incidents

A close-up photograph of a man with dark hair and a beard, looking slightly to the right with a neutral expression. The image is partially obscured by a large, semi-transparent circular graphic that transitions from pink at the bottom to orange at the top.

**Supporting you
to regain your
independence
and achieve your
personal and
professional
goals.**

www.ermha.org

You're in capable and expert hands with us.

We provide specialised outreach and case management services funded by the Transport Accident Commission (TAC) and WorkSafe Victoria (WorkCover).

Our goal is to support individuals whose mental health has been impacted by transport or workplace incidents, assisting them in regaining independence and achieving their personal and professional goals.

Who we support

We work with individuals who have:

- ✓ **Experienced a transport accident**, leading to new or worsened mental health or psychosocial concerns
- ✓ **Sustained a work-related injury or illness** and are experiencing primary or secondary mental health impacts.

How we can help

Outreach support

We come to you – offering support in the home or community that is personalised, flexible, and based on your goals.

Our outreach support includes:

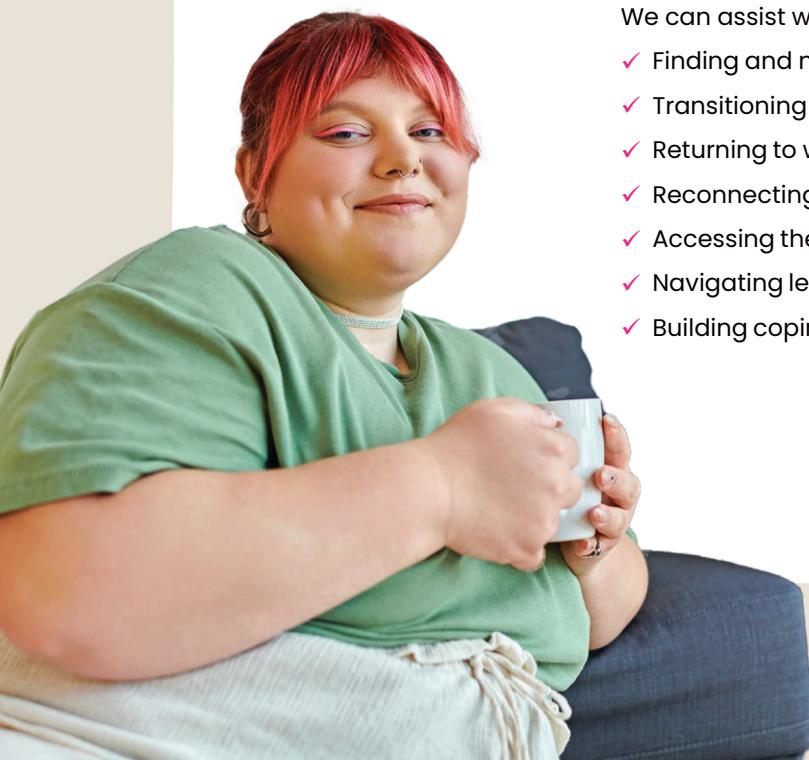
- ✓ Managing daily living activities
- ✓ Enhancing independence and routine
- ✓ Connecting with mental health, housing, and community services
- ✓ Rebuilding social and community participation
- ✓ Supporting choice, control, and informed decision-making
- ✓ Developing risk and crisis plans
- ✓ Reducing isolation and increasing confidence.

Case management

Our case management is time-limited and strengths-based, designed to support recovery and personal outcomes.

We can assist with:

- ✓ Finding and maintaining safe accommodation
- ✓ Transitioning between services or housing
- ✓ Returning to work, study or meaningful activity
- ✓ Reconnecting with family and friends
- ✓ Accessing therapeutic or clinical supports
- ✓ Navigating legal, service and recovery systems
- ✓ Building coping strategies and self-advocacy.



How to be referred

TAC referrals

- Referrals are made directly by the TAC, often based on recommendations from your GP, treating team, or Support Coordinator.
- If you're a TAC client and think you'd benefit from psychosocial support, ask your Support Coordinator or TAC contact about being referred to **ermha365**.

WorkCover referrals

- Referrals are made by your WorkSafe Agent (e.g. Gallagher Bassett, EML, Allianz), often after consultation with your GP, psychologist, or case manager.
- Outreach services must be approved by the agent and are usually time-limited (e.g. 120 hours across 3 months).
- If you or your treating provider believe outreach support would assist with your recovery, speak to your agent about referring you to **ermha365**.

Our approach

Our services are:

- ✓ **Person-centred:** driven by your goals and preferences
- ✓ **Recovery-focused:** aimed at increasing independence and wellbeing
- ✓ **Assertive and proactive:** we take the lead in engaging and supporting you
- ✓ **Evidence-based:** using trauma-informed care, positive behaviour support, and more
- ✓ **Collaborative:** working closely with your existing treatment and support team.

We don't provide:

- ✗ Personal care services (e.g. showering or dressing assistance)
- ✗ Formal therapy or clinical treatment (e.g. psychology sessions)

However, we will work with you to connect to these supports where needed.

Where we work

We currently support clients living in:

- ✓ **Greater Melbourne** and surrounding areas
- ✓ **South Eastern Melbourne** and surrounding areas
- ✓ **Geelong** and surrounding areas
- ✓ **Bendigo** and surrounding areas.

If you're navigating recovery from a transport or workplace injury and think these supports could help you, speak with your TAC or WorkCover contact about a referral to **ermha365**.

Success stories

Names and visual identities are changed to protect privacy



Brad

Brad, a WorkCover client, was referred to **ermha365** following a serious mental health injury in his workplace. He developed severe PTSD, which led to agoraphobia, depression, and anxiety. At his lowest, Brad was often unable to leave his house or even get out of bed, experiencing frequent suicidal thoughts.

With the support of an **ermha365** facilitator, small steps of exposure therapy were introduced, guided by his psychologist and healthcare team. Together, they gradually worked towards achievable goals, starting with leaving the house and eventually building up to using public transport independently.

Today, Brad is able to confidently leave his home, access his community and engage in local groups, such as volunteering at an art museum in the city where he lives. He is now living a more stable and fulfilling life.



Makayla

Makayla, a TAC client, sustained a spinal cord injury and paraplegia as a child following a motor vehicle accident. She has been supported by **ermha365** for many years, with case management services helping to coordinate all aspects of her care team.

This consistent support has eased the burden on Makayla's mother, allowing her to spend valuable quality time with her family. Now aged 23, Makayla is thriving, living independently and preparing to obtain her driver's licence.



Jane

Jane, a TAC client, sustained a serious acquired brain injury (ABI) in a motor vehicle accident. As a result, she faced significant challenges with decision-making and struggled to maintain stable accommodation, which in turn impacted her physical health.

When Jane was referred to **ermha365**, facilitators supported her to connect with stable housing and an attendant care program. For the first time since her accident, Jane has secure accommodation and ongoing support. With this stability, her physical health has improved and her overall wellbeing continues to strengthen.



ermha365 is committed to inclusive communities