

Lighting the way: Our impact

Impact Report 2023





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 ermha365'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.

Our CEO

I look back at the last 12 months with an enormous sense of pride. We have achieved some amazing things in this past year – and what a year it has been – reform, change, opportunity and challenge.

Through it all we have continued to collaborate with State and Federal Governments, funders, community organisations, stakeholders, our consumers, carers and allies across the mental health, disability, justice and community services sectors so we can build better opportunities for the people we support.

The Royal Commission into Victoria's Mental Health System recommended the establishment of up to 60 Local Adult and Older Adult Mental Health and Wellbeing Services across Victoria by the end of 2026. In partnership with Barwon Health, Wellways and Wathaurong Aboriginal Co-operative, we were thrilled to open one of Victoria's first six Adult Mental Health and Wellbeing Locals for Greater Geelong and Queenscliffe.



The Locals provide treatment, care and support for people experiencing mental health and substance use concerns. These new services provide people access to mental health support that is right for them. No referrals needed.

Innovation is part of the **ermha365** DNA. We established a new pilot in partnership with the Shepparton Drug Court, placing a mental health nurse on site to support the work of the court for people who were also presenting with mental health challenges. We also began work on a new assertive outreach pilot project with the Department of Families and Fairness and ACSO, where we will work to engage with some of Victoria's most complex clients. These pilots will help shape future services for complex, hard to engage consumers, families and carers.

As a member of a network of 2,450 organisations with Reconciliation Action Plans (RAPs), we launched our Reflect RAP outlining our unwavering support of a reconciled future for our nation. Our RAP working group is undertaking several initiatives as part of this plan. Along with Reconciliation Australia and its RAP organisations, **ermha365** publicly supported a Voice to Parliament and a Yes vote in the October 14 Referendum.

I would like to thank and acknowledge the work of all our staff at **ermha365**. I strongly believe our team delivers the best supports for the people who need us the most. They continue to be the heartbeat of this amazing organisation.

Finally, I would like to thank our Board for their vision, support and commitment to the organisation, providing strong governance and oversight of our programs and services in very challenging times.

Karenza Louis-Smith

Chair of the Board

This year our annual report of ermha365's activities and achievements in 2022-23 celebrates the impact that we have had in the communities where we work.

Established by a small group of volunteers whose lives had been touched by mental illness, together with staff from the Dandenong Hospital, the idea of **ermha365** was born in 1982. The original vision was to create support for families impacted by a loved one's mental illness as there was little support that could be found.

Over the past 41 years, **ermha365** has grown to become a sector leader specialising in working with people with complex mental health needs – something the Board is proud of.

To build on this legacy, the Board has developed a 10-year strategy for **ermha365**, with the support and buy-in of our workforce, consumers, carers and families, as well as stakeholders, partners, and funders. This strategy will enable us to continue to build a strong, sustainable, and viable organisation that continues to have a lasting community impact. You can read more about our 10 Year Strategic Vision on pages 6-7.

Today our vision is fuelled by a passion for supporting people so 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.

ermha365 continues to be at the cutting edge of service design and innovation. We are an organisation that embraces lived and living experience at all levels of governance, operations, and service design.

We've been instrumental in helping bring to life the vision of Victoria's Royal Commission into Mental Health with the opening of the Greater Geelong-Queenscliffe Adult Mental Health and Wellbeing Local. We look forward



to being part of the reform of mental health services across the state, and being part of more Adult Locals as they open.

Changes to NDIA funding continued to be a challenge that the Board grappled with as we focused on ensuring **ermha365**'s NDIS services remain viable, sustainable and COVID safe. Like many other providers, we share deep concerns about the long-term sustainability of the scheme. We remain committed to working with our partners to deliver NDIS services.

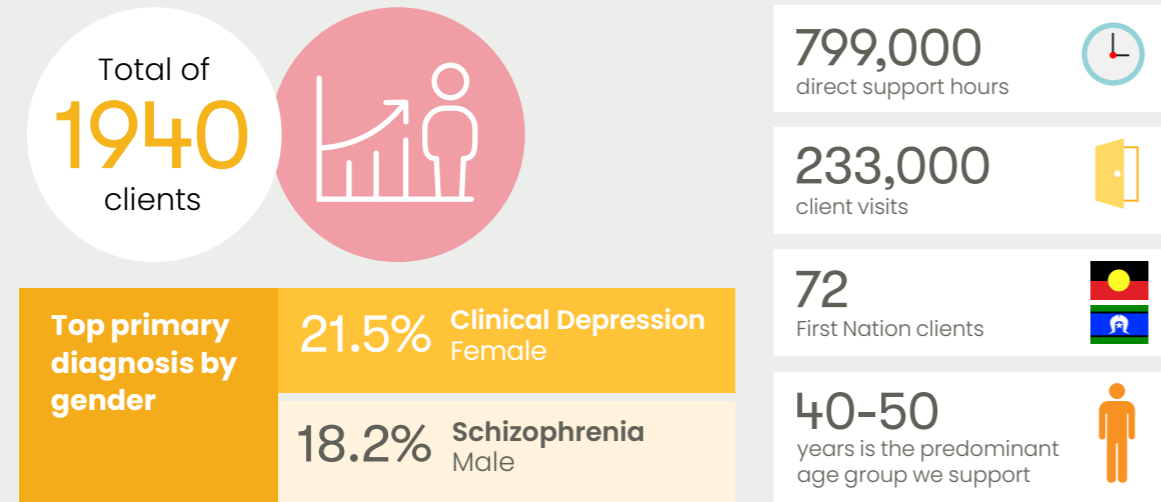
I would like to acknowledge and thank the wonderful contributions from our Directors Dr Scott Phillips, Adjunct Associate Professor Donna Markham OAM, Jenny King, Steve Taylor and Peter Langkamp OAM, who are as passionate as I am about the work that **ermha365** does.

I would also like to thank the incredible staff and the leadership team that make up **ermha365** and recognise their commitment to ensuring the services we offer remain open and effective. We are very proud of the impact **ermha365** has made in the communities in which we operate.

Agata Jarbin

Our Impact

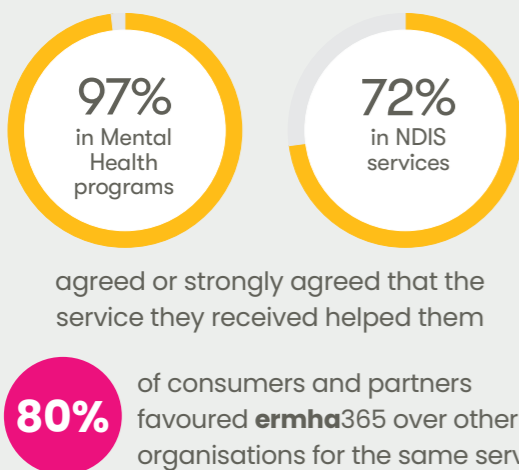
Community Impact



Highlights



Consumer Satisfaction



Advocacy Impact



GET REAL: Talking mental health and disability

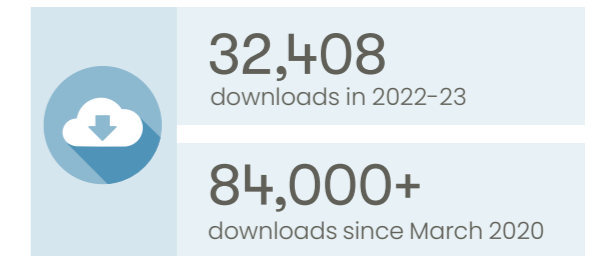
The *Get Real* podcast began on 18 March 2020 and is a powerful advocacy platform for frank and fearless conversations about mental health and disability, including people with lived experience, frontline workers in the industry, as well as policymakers and advocates.

Nominations



The podcast was a finalist in the Australian Podcast Awards Bullseye Category in 2021 and a finalist in the 2023 National Disability Awards Media category.

Downloads



Audience



Episodes in 2022-23

Most listened to episodes published between July 1, 2022 and June 30, 2023:



“ You are doing a wonderful job with your podcasts on mental health. ”
*Guest Dave Morgan
 Vietnam Veteran and author of
 The Invisible Trauma: Coping
 with PTSD*

“ We have had quite a few people calling the enquiry line to learn more about fostering, who have mentioned they listened to the podcasts we collaborated on with ermha365. ”
*Bronwen Maher
 Fostering Connections*

Our 10 Year Strategy

Our vision and 10-year strategy 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 will continue to 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 **ermha365**’s highly skilled people to offer high quality support, drawing on their own lived experience.

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



“ ermha365’s executives are very well connected to help develop capacity within the sector around working with people with mental illness and offending behaviours. That inter-jurisdictional experience, knowledge and assets that they bring is their real strength. Most other providers wouldn’t do that in the not-for-profit sector. ”

Stakeholder

“ It is a carefully thought-out strategy that we will engineer to be able to deliver a great deal more services to people who are not receiving them yet. ”

Michael Bowers – Chief Finance and Information Officer

Our 10 Year Strategic Goals

1 Build on our unique DNA to become a leading provider of mental health, social and community services across Australia.

Within 10 years **ermha365** will have a national footprint with programs and services in multiple states and territories and will be known as the go to provider supporting people with complexities across multiple contracts.

2 Known as the go-to provider for “complexity,” **ermha365**’s programs support our clients to reach their full potential.

Within 10 years **ermha365** will be known as the sector leader when it comes to “complexity” – delivering evidence-based educational, supervision and training programs. Our powerful advocacy voice will be heard on a national level.

3 Position **ermha365** for success through partnership and collaborations.

Within a decade **ermha365** will have built scale and capability through targeted mergers, amalgamations and strategic partnerships and are sought after by leading organisations in our sectors as their strategic partner.

“ We talked to stakeholders, funders, to the people that use our services and their families, carers, kin, allies. We talked to our workforce and asked ‘what does ermha365 do really well? What should we do more of? What could we do less of? What does ermha365 look like if we did everything that you wanted in 10 years’ time?’ ”

Karenza Louis-Smith, CEO



“ ermha’s grassroots history is really powerful – the deep connection with participants and carers in co-design of services in community mental health. Some of the other providers lose that sense of trust – the personal element. ”

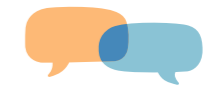
Stakeholder

“ ermha is an organisation with a significant degree of practice experience in complexity and would have a lot to offer community members in that space. ”

Stakeholder

Mental Health and Wellbeing

<p>Prevention And Recovery Care (PARC)</p>  <p>Short-stay facilities providing 24-hour support to people experiencing a mental illness, bridging the gap between home and hospital. Located in Geelong (in partnership with Barwon Health) and South Yarra (in partnership with Alfred Health).</p>	<p>Hive</p>  <p>Mental health support in the community with a focus on practical strategies for daily living. This includes coaching and group activities to help participants independently manage their daily living.</p>	<p>Early Intervention Psychosocial Support Recovery (EIPSR)</p>  <p>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.</p>
<p>Commonwealth Psychosocial Support (CPS)</p>  <p>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.</p>		<p>Carer Support</p>  <p>Carer Support enables carers to take a break from their carer responsibilities to meet their own needs. Our focus is on peer support and group work offering a range of activities developed for, and with our carers.</p>
<p>Lived Experience Peer Cadet Program</p>  <p>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.</p>	<p>EIPSR Forensic</p>  <p>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.</p>	<p>Shepparton Drug Court</p>  <p>A pilot program with Magistrates' Court Victoria providing in-reach services at Shepparton Drug Court to support people on Drug and Alcohol Treatment Orders with their mental health needs.</p>



mental health & wellbeing local

Greater Geelong-Queenscliffe Mental Health and Wellbeing Local

Following Victoria's Royal Commission into Mental Health, the Locals are a new service for Victorians, helping them obtain mental health and wellbeing support when they need it, where they need it and how they need it. No referrals, mental health plans or even a Medicare card are needed. **ermha365** is in partnership with Barwon Health, Wellways and Wathaurong Aboriginal Co-operative in operating the Local for Greater Geelong-Queenscliffe and the service opened in late 2022.

It's different and it's a new way of working and offering outstanding community based mental health supports.

Anne's Story – Depression, anxiety and ADHD

Anne* is a female in her 30s in rural victoria who lives with her partner, a social worker. She first presented to our Mental Health and Wellbeing team with a diagnosis of depression, anxiety and ADHD. Anne felt it was difficult to speak with her partner about her mental health concerns due to his job and his own mental health concerns.

Anne's fear of going outside stemmed from her anxiety about people looking at her. She also felt uncomfortable driving after a car accident and required flexible supports who were able to meet her close to home in the community. Her existing supports included a psychologist, dietitian, general practitioner and neurologist, mainly via telehealth.

Anne identified two goals: leaving the house for walks and to regain the confidence to drive again. The team provided her with strategies and steps that she could consider to reach these goals, such as walking to her letterbox, walking to the end of the street and back, reaching out to a driving instructor, sitting in her car in the driveway for a couple of minutes and working through each goal in increments to gradually increase her comfort levels.

Anne connected with her partner by doing mindfulness activities together, which proved helpful for both. She was provided with mindfulness and grounding techniques to assist her when anxious thoughts arise.

Anne also identified that she would like to get back into creating art. She was suggested to begin by creating a work that highlighted all the barriers she had overcome and steps she had taken so far.

On a practical level, Anne asked for assistance with applying for a disability support pension and was provided with details of a financial counsellor who could help.

Outcomes for Anne

Anne appreciated her support worker's ability to create a safe space and preparedness to meet her in the community. Today, Anne is confident leaving the house and has begun walking along the beach with her partner three times a week. As well as building a better connection with her partner, she has been highly motivated to practice mindfulness techniques and creative arts and crafts such as embroidery. Anne has been successful in her application for a disability support pension and has taken the step of getting her car repaired in preparation to begin driving again.

* Name changed for privacy.

SPOTLIGHT ON Carer Support

Cheryl's Story

I became a carer unexpectedly more than 12 years ago. Our son, who was 16 had his first experience of psychosis and he now lives with schizophrenia. Our lives changed a lot.

I talk a lot about heart and head knowledge. My husband and I worked in mental health, and both loved it but all we had was head knowledge. Then, suddenly not only was I working in it - but I was also living it. We were personally navigating these systems for our son, and it was like being on the other side of the fence and truly experiencing what that is like. It brought about many changes for our whole family.

So, navigating that has given me the expertise to see others going through the same and to be able to encourage them that it will get better, particularly around the time of a new diagnosis where we're so lost.

Anything that takes a lot of time and focus off yourself is going to impact your own health. We had long periods where our son's medications weren't helping. The stress and the exhaustion of that immediately impacts your own mental health and sleep patterns.

I'm so passionate about my job because I see the difference it makes. For someone else to be able to say, 'you've got this, it's going to be okay', is life changing.

Carer's Camp at Queenscliff

More than 50 adults and 30 children from both the Barwon and Dandenong Carer Support programs joined our first Carers Camp in Queenscliff on Victoria's Bellarine Peninsula. Friendships were made, which has paved the way for future "meet in the middle" activities on both sides of the bay.

Families enjoyed the use of the resort facilities and carers without young children enjoyed some self-care by visiting many of the wonderful sites around Queenscliff and spending much-needed time out.

“ Thank you so much, honestly this has been a real Godsend! Just what me and my family need to be able to bond and enjoy getting back to healing as a unit.

It was so good to spend time with my fellow carers. We laughed lots and talked and talked. And I made it to two yoga classes! We shared information and advice. It was invaluable time spent together. ”

“ We often hear people say the support we give is life changing. Several of our team, like me, have a lived experience of being carers so we bring a lot of empathy and understanding to the role. ”

Cheryl – Carer Support Facilitator



Complex NDIS services

For over 40 years **ermha365** has worked 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.

ermha365 is a provider of Supported Independent Living (SIL) across Victoria and Darwin. The people our teams support will often present with multiple, complex and challenging needs. They are often at significant disadvantage due to a combination of the nature and severity of their mental illnesses, disability status, offending behaviour, traumatic backgrounds and social isolation and will often require multi-agency support.

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NDIS clients with complex needs received intensive supports – often 24 hours a day, 7 days a week.

- 24/7 staffing, including active nights or sleepover support
- Flexible staffing models including 2:1, 1:1 and 1:2 to meet participants funding need
- Assistance with cleaning, food preparation, community participation, appointments
- Medication oversight
- Clinical advisors who oversee our programs and provide specialist training, advice and mentorship for our support workers
- Opportunities to connect families to Carer Support programs
- Regular care team meetings led by the clients' voice (participants, families, carers)
- Housing partnerships with Specialist Disability Accommodation providers for participants who have SDA in their plans and supporting the design of a participant's forever home.
- Comprehensive advocacy for participants and reviews of NDIS plans.

Support Coordination

The team at **ermha365** offers specialist Support Coordination for NDIS participants in Darwin, Melbourne and regional Victoria to get the most out of their support plans. This year 150 people were supported by our team.

Sally's Story – We strive to find ways to say yes, when others have said no.

Sally*, a woman in her late 30s, was diagnosed with pervasive developmental disorder and borderline intellectual function, with a history of previous diagnoses, including psychotic disorders and schizophrenia. Her behaviours included extreme distress – leading to screaming, property damage, and threats of violence, along with concerns about her vulnerability in the community.

After receiving mental health services for years, Sally became ineligible for these services due to her new diagnosis and was discharged. A few months later Sally was incarcerated in a Victorian prison for breaching an intervention order and resisting police. County Court juries found her unfit to stand trial, leading to her 18-month imprisonment due to mental impairment.

Accommodation options were unavailable, so Sally remained in prison as there were no suitable alternatives. This prolonged incarceration adversely affected her wellbeing.

At the time Victoria lacked secure therapeutic facilities for women with Sally's disability, causing concern over her release due to the absence of housing and services. Sally spent more time in prison than if she had been found guilty and sentenced, deteriorating her condition.

Sally's basic human rights were not met during her incarceration, with most days spent in solitary confinement.

The **ermha365** NDIS complex team accepted Sally into our services. Her care team included several professionals from other agencies and mental health services who worked closely with **ermha365** as we established a bespoke program of support. Wrapping supports and services around Sally was essential. It was important she received the right supports, at the right time.

Outcomes for Sally

Three years later, Sally is now living independently in the community, supported by **ermha365** staff. She has not been involved with justice agencies for the past two years, actively engages in community activities, has gained weight, developed strong relationships with her support workers, and she enjoys a significantly improved quality of life.

** Name changed for privacy.*

“ There are really few organisations that really do the complex stuff well. Developing those models of care that are successful, and getting them well documented is an opportunity to partner with ermha. ”

Stakeholder



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.



“ We’re seeing more people who are experiencing homelessness for the first time. As a society, we need more social, affordable housing and to address the issues that have led to people being homeless.

To feel connected, to feel that you belong, to feel safe is so important. ”

Rosemary Taylor – Practice Leader Operations

Abdul’s Story – Using ermha365’s deeply embedded partnerships to achieve positive outcomes

ermha365’s Mental Health Pathways assertive outreach team helps people experiencing mental health issues (inpatient) and homelessness.

Our team received a referral for Abdul*, a man in his early 50s who had a diagnosis of PTSD and a history of previous suicide attempts along with limited insight into his mental health. Abdul was exiting an acute inpatient unit but was currently homeless.

Our team engaged with Abdul and developed a plan with him. His goals were to secure somewhere safe to live, manage his mental health and build his social network.

Our team set about drawing on our extensive local networks to support his transition. Support was provided to attend a local Adult Community Mental Health service and GP on discharge to maintain positive mental health. Our team ensured these were warm referrals, taking Abdul to his first appointments.

Abdul was also supported to attend the local housing front door service and arrange for rent/bond, bedding and other household items to be provided. Abdul was supported to explore different housing options, and he decided on a rooming house as this most felt like home to him. His ermha365 worker helped him move.

Abdul’s worker also linked him with a local Community Legal Centre to help with his legal issues. As a result of ermha365 support and advocacy, which included attending court, communication with legal services and using interpreters, Abdul achieved the best possible outcome for his sentence of a Community Corrections Order.

Abdul was referred to the local NDIS Mental Health Access Project to test his eligibility for the NDIS. He was also supported by his ermha365 worker to attend Services Australia appointments and obtain evidence from health services, his GP and psychiatrist for his Disability Support Pension application, which was successful.

Outcomes for Abdul

Abdul continues to be supported by his ermha365 worker. While initially this was very intensive and time-consuming, they now meet just twice a week as Abdul’s complex situation is resolving.

* Name changed for privacy.

SPOTLIGHT ON TAC Support

Our TAC Team

The Transport Accident Commission (TAC) provides funding for **ermha365** to deliver psychosocial outreach and case management services to support the recovery of people who have been involved in a motor vehicle accident.

These services are provided to people with a pre-existing mental health issue that has been exacerbated by the accident, or who are experiencing a mental health issue as a result of the accident itself.

Working with the TAC support coordinator, and within a wider case management team, **ermha365**'s support facilitators play a critical role in supporting the client to maximise their independence, and to achieve their desired health, vocational and quality of life goals.

“ In our TAC program we work with people who might have physical injuries and, dealing with that level of recovery, they may have developed mental health issues like PTSD, anxiety, depression, or just an unwillingness to go out for fear of being involved in another accident. So, isolation can happen for people.

When people don't have support and things get out of control, we end up becoming involved to make life liveable for some of those people affected. ”

*Martin Szymanski
Practice Leader Operations*



TAC Team Story

There's a lot of change that goes on when people are injured physically in a vehicle or workplace accident, lose family members in an accident, and there's often a long journey to getting some sort of a life back. It's a challenging area and many of the people we work with also have a lot of other social disadvantages.

We help the people we support to develop a routine so that they've got some confidence in moving forward, because often people's routines are completely disrupted in the event of an accident.

The treatment element is a big part of our work - making sure that people get their treatments and get to appointments.

Some people get by well with the support from family, friends and their relationships but if these break down or they are non-existent - often people with pre-existing mental illness - there can be less than satisfactory natural supports around them.

Also, when income and function are affected by car and workplace accidents, sometimes relationships break down as a result of all of these things, and the changes become cumulative and devastating for some people.

We're a great team. I think we've developed a real culture of supporting one another. It's not easy work at times, and so we deal with the dark times as well as the bright times.

I put my hands on the wheel every time I get in the car and I think about the work that I do.

We're all at risk and we need to drive safely, so be courteous to one another.

Martin Szymanski



Clinical services

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.

James' Story: Living independently with 24/7 support

James, a man in his 30s was referred to **ermha365** for specialist behaviour support. He presented with co-morbidities including treatment-resistant paranoid schizophrenia, conduct disorder (CD), intellectual disability (ID) and borderline personality disorder (BPD).

Since the age of 12, James* has had a long history of alcohol and other substance abuse. He has spent a significant part of his life in various foster homes and inpatient units (including a forensic mental health hospital where he was supported 7:1).

To help James sustain his mental health and his housing, the **ermha365** care team carry out twice weekly MSTT visits – one for a wellbeing check, the other for medication. Fortnightly care team meetings and monthly reflective practice led by **ermha365**'s specialist behaviour clinicians ensure that James has the attention, planning and comprehensive behaviour support he needs. The team adopts a growth mindset to ensure that they continue to adapt with his changing needs.

Outcomes for James

Today, James is supported 2:1 in the community and 1:1 overnight. A bright and brave young man, he enjoys car rides to the

beach and training hard in his home gym. He has recently started training with some staff at the local footy oval, running a lap of the oval at a time and doing football drills. His next goal is to participate in boxing training in the community.

Outside sport, James is working hard on a routine that involves daily housework and chores, personal hygiene and making lists and grocery shopping with support. His communication skills have greatly improved and he now verbally communicates the symptoms he is experiencing, such as hearing voices or paranoia, to a trusted person. This enables staff to work proactively with him rather than reactively, and James is learning to walk away or go to his room if he becomes triggered. This self-awareness is a continual work in progress and the support for **ermha365**'s Specialist Behaviour Support clinicians has been critical for his NDIS support workers to be able to support James in the community.

* Name changed for privacy.

“ The collective objective of **ermha365** to support client's to achieve optimal quality of life is what makes this organisation, and the services we provide, purposeful.

And to do so, we embrace system reform, governance, inclusion and the prioritisation of human rights.

At the centre of every framework, practice and policy is the client; their wellbeing, quality of life and choice. ”

Belinda Ellis

Chief Operating Officer Quality, Safeguarding and Risk



Quality, Safeguarding and Risk at ermha365

In 2022-23 **ermha365** progressed and implemented projects and frameworks including:

- 1 Development and implementation of the **Governance and Accountability Framework**.
- 2 Redesign of intake, review and exit frameworks for NDIS direct services, including commencement of an outcome measurement framework.
- 3 Implementation of enhanced safety systems i.e. Duress App and Phoenix Card to allow staff to remotely check-in, send alerts and activate emergency response.
- 4 Redesign of **ermha365**'s **Quality Management System**, inclusive of practice frameworks and program manuals.
- 5 Development of practice auditing frameworks.
- 6 Development of the Work Health Safety Strategy, inclusive of an **Occupational Violence and Aggression Framework and Policy**.
- 7 Review and implementation progress of the Victorian State Government's **Multi Agency Risk**.
- 8 **Assessment & Management (MARAM) Framework** to ensure we are meeting our responsibilities to respond to family violence.



“ Quality is critical as it's about how we can consistently deliver high value services to our clients, ensuring we continually look for ways to improve the services we deliver. We're always focused on how we can mitigate risk, how we can keep participants and staff safe and how we can ensure that our processes are efficient. ”

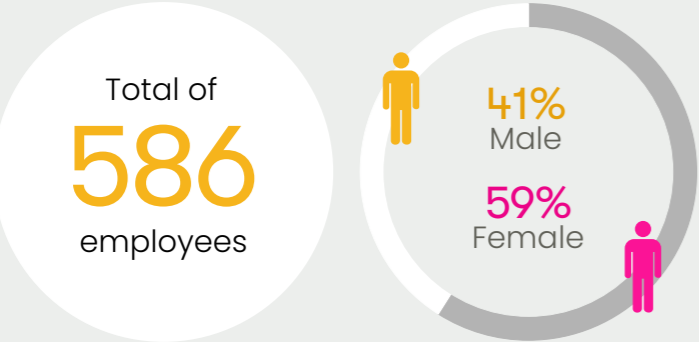
Angela O'Callaghan, National Quality Manager

Our Workforce

Lived Experience



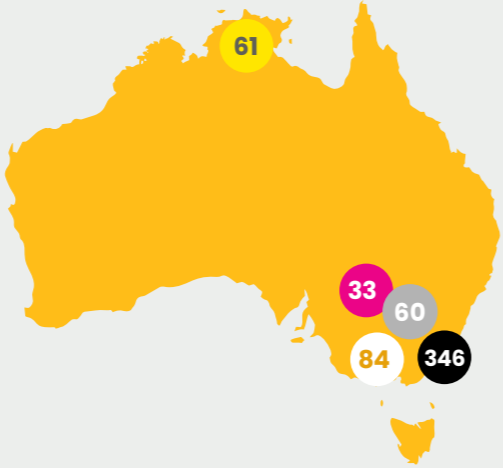
Diversity



Data compiled end of March 2023

Workforce by Location

- Darwin
- Bendigo
- Barwon
- VIC Metro North West
- VIC Metro South East



Top 4 highlights

- Peer Cadet Program launch
- Workforce Strategy launch
- Reconciliation Action Plan launch
- Hybrid Work Model launch

Reconciliation Action Plan

In September 2022 **ermha365's Reflect Reconciliation Action Plan** was accredited by Reconciliation Australia and recognises our commitment to exploring ways to support the national reconciliation movement through our work, networks and partnerships.

We have a Working Group that drives the governance of our RAP.



Why I work at ermha365

“...the drive and passion the people at ermha365 have – to pull out all the stops to give our clients, many with complex mental health needs, the absolute highest level of support.”

Leanne Wiebenger – Chief People & Culture Officer

2022 Staff Awards

Karslake Award 2022

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 Peter Black – Support Facilitator

“Peter provides a high quality professional service to all the clients he supports, and strongly and successfully advocates for the services these clients require.

He is resilient, innovative, empathic and his work is always of a high standard... his knowledge of services, especially Housing Providers, is exemplary.”



“I have watched this team come together, work through challenges and make leaps forward with the services they are providing the participants. Well done Team HIVE Newtown!”

Equity Award 2022

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 Meagan Ross Practice Leader, Complex Services
Highly Commended: Virginia Crespín Manager, SAVVI Partnerships



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 Nes Demir Manager, Workplace Relations
Highly Commended: Allison Sanderson Senior Manager, Complex Services



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 Hive Newtown Community Mental Health Support
Highly Commended: Hannah Napier Support Worker, MHFCS



Integrity Award

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

Awarded to Charanjeet Puar Support Worker, Complex Services
Highly Commended: Venijamin Gromilic Acting Practice Leader, EIPSR



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 Heidi Pretty Support Worker, Complex Services
Highly Commended: Trafford Smith Acting Practice Leader, Mental Health Hub



Humanity Award

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

Awarded to Niraj Karenjeet Specialist Support Coordinator
Highly Commended: Dane (Robbie) Cleal Support Worker, Complex Services



CEO Award

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

Awarded to Marnie Last Acting Senior Manager, MHFCS



Resilience Award (Individual)

In recognition of an individual who truly exemplifies the resilience and agility of our people during 2022.

Awarded to Corrine Gai Financial Accountant
Highly Commended: Jacinta Richards Support Facilitator, TAC



Resilience Award (Team)

In recognition of a team who demonstrates adaptability, innovation and collaboration in the way they work, as they problem-solve and continuously improve.

Awarded to the AB Team Bendigo Complex Services
Highly Commended: the People Services Team Corporate

40 years of leading with lived experience



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