


24/7 Supported Independent Living in the community

ermha365 NDIS services: Complex Support Needs



**ermha365 is a
provider of Supported
Independent Living
across Victoria and
Darwin for young
people and adults
with complex needs.**

📞 **1300 376 421**

✉ **enquiry@ermha.org**

You're in capable and expert hands with us.

Established in 1981 by a small group of volunteers whose lives had been touched by mental ill-health, we've grown into a sector leader specialising in complex mental health and disability support.

We offer:

- ✓ Dedicated and specialised support workers with qualifications and experience matched to your needs
- ✓ Tailored support structures that recognise YOU and your potential
- ✓ Culturally safe NDIS support programs

We provide specialised support for NDIS participants living with a disability and additional complex needs.

These can include:

- ✓ Mental ill-health
- ✓ Exiting prison
- ✓ Dependence on drugs and/or alcohol
- ✓ Acquired Brain Injuries
- ✓ Homelessness
- ✓ Complex behaviours (self-injury, aggression, impulsivity)
- ✓ Intellectual disabilities.

What we provide:

- ✓ 24/7 staffing, including active nights or sleepover support
- ✓ Flexible staffing models including 2:1, 1:1 and 1:2 to meet your needs
- ✓ Where needed: light cleaning, food preparation, and personal care
- ✓ Community participation, appointments and medication oversight
- ✓ Connections with Carer Support
- ✓ Regular care team meetings led by you
- ✓ Housing partnerships with Specialist Disability Accommodation providers if you have SDA in your plan; our support with the design of your forever home
- ✓ Comprehensive advocacy and reviews of NDIS plans
- ✓ Headleases and rent assistance (case-by-case assessment and/or need).



Success stories

Names and visual identities are changed to protect privacy



Michael is a 15-year-old boy diagnosed with autism spectrum disorder (ASD) and sensory processing disorder (SPD). He experiences difficulties in social interactions and communication, often becoming overwhelmed by sensory stimuli.

Michael can no longer live at home and is supported 24/7 by his **ermha365** care team. The team provides a highly structured environment and personalised therapies for Michael and works closely with his family.



Kai requires intensive support for his diagnosed intellectual disability and social and emotional wellbeing. Kai's tailored NDIS complex care plan with **ermha365** encompasses culturally sensitive supports, individualised skill-building programs, and specialised therapies to enhance his cognitive abilities and daily living skills.

Additionally, the plan prioritises access to mental health services, Indigenous community resources, and family involvement to create a supportive environment. The goal is to empower Kai to embrace his cultural heritage, develop independence, and thrive in all aspects of his life.



Jasmine is in her early 30s. She has dual diagnosis of schizophrenia and intellectual disability. Experiencing hallucinations, delusions, and difficulty in understanding and processing information, Jasmine requires support to live independently and participate in social opportunities and activities.

ermha365 provides accommodation 24/7, tailored supports for Jasmine's mental health and skills training.



Jess is a young woman with an intellectual disability and briefly spent time in prison. Jess has a tailored NDIS complex care plan including specialised support and social skills development.

ermha365 supports Jess to cope with the impact of her incarceration, improve her cognitive abilities, and successfully reintegrate into her community in the ways she wants to.

Locations

We have a strong established presence in:

- Greater metropolitan Melbourne
- Geelong and Barwon regions
- Bendigo
- Northern Territory (Darwin)

Locations for our SIL homes/support are expanding and we welcome enquiries about providing SIL in other areas.

“(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**



ermha365 is committed
to inclusive communities

