



Central Highlands Mental Health Network Services Manual

Contents:

ACSO

Ballarat Community Health – Counselling

Ballarat Community Health – School Focus Youth – **Children Specific**

Ballarat Health Services – ABI Clinic

Ballarat Health Services – Carer Respite

Ballarat Mental Health Services – Adult Services

Ballarat Psychological Services

BDNH Group

CAFS

CASA

DHHS

Grampians Partners in Recovery

Grampians Uniting Care

Headspace

MIND Australia

Salvation Army – Doorways Program

St John of God – Mental Health Services Ballarat

Wellways – formerly MI Fellowship

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
AUSTRALIAN COMMUNITY SUPPORT ORGANISATION- ACSO CONNECT	Eligibility Assessment- MHCSS	<ul style="list-style-type: none"> aged 25-64 years have a mental health concern that is significantly impacting your ability to take part in daily activities willingness to participate living in (old) Grampians Medicare Local catchment 	<ul style="list-style-type: none"> referrals accepted from self, friend, family, carer and service providers (including GPs) Phone- 1300 022 760 (1300 0 ACSO 0) Face to Face at local regional hub: 305A Dana Street, Ballarat Website: www.acso.org.au -Follow the prompts for "Get More Information" Email-mhcss@acso.org.au Fax: 9413 7189
	Waitlist support	<ul style="list-style-type: none"> Eligibility is the same as MHCSS referral. Clients assessed and waiting as Priority 1 will receive weekly follow-up. Priority 2-fortnightly. Priority 3-monthly. 	<ul style="list-style-type: none"> Referral for waitlist support (needs register) is done at the completion of an eligibility assessment and is based on priority determined through the assessment
	Intake and Comprehensive Assessment-Alcohol and Other Drugs	<ul style="list-style-type: none"> You or someone you know need to demonstrate serious issues arising from your use of alcohol or other drugs, which places you at risk of long term harm or impairment 	<ul style="list-style-type: none"> referrals accepted from self, friend, family, carer and service providers Phone- 1300 022 760 (1300 0 ACSO 0) Face to Face at local regional hub: 305A Dana Street, Ballarat Website: www.acso.org.au -Follow the prompts for "Get More Information" Email-aod@acso.org.au Fax: 9413 7189 GP Direct Line (for GPs ONLY): 9413 7193; gpreferral@acso.org.au; Fax: 9413 7189

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
BALLARAT COMMUNITY HEALTH COUNSELLING SERVICE	Counselling	<p>Ballarat Community Health offers quality and affordable counselling for individuals, couples and families.</p> <p>In addition to general counselling we provide free counselling for those whose lives are impacted by family violence and for new arrivals and refugees</p>	<ul style="list-style-type: none"> • Referral are accepted from self or health providers • Please call BCH 5338 4500 to arrange an intake telephone appointment • There is generally a waiting time before a counselling appointment is offered

BALLARAT COMMUNITY HEALTH SCHOOL FOCUSED YOUTH SERVICE CHILDREN SPECIFIC	School Focused Youth Service	<ul style="list-style-type: none"> • Targets 10-18 year olds who are at school but vulnerable to or showing signs of disengagement • Creates pathways between schools and community organisations to support young people who have been identified as at risk of disengagement • Assists in the targeted interventions to address identified gaps in support service • Assists in staff capacity building through the provision of professional development 	<ul style="list-style-type: none"> • Contact SFYS Facilitators Rosie Mullany rosiem@bchc.org.au 5338 9115 Joanne Smith joannes@bchc.org.au 5338 4555
------------------------------------------------------------------------------------	-------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**BALLARAT HEALTH SERVICES
ACQUIRED BRAIN INJURY
(ABI) SERVICE**

**Needs Identification,
Treatment and Case
Management**

1. People with diagnosed moderate or severe ABI

- Aged 6-65 years
- Who can benefit from and who wish to participate in a timely rehabilitation program that may include return to work or study
- Who may need access to therapy or specialist medical services such as Rehabilitation Medicine, Neuropsychiatry or Addictions Medicine
- Who may need assistance to link up with relevant community-based agencies
- Who may need assistance or short-term brokerage to engage in community-based activities
- Living in the Grampians region

2. People with a mild traumatic brain injury/concussion or mild stroke

- Who can benefit from an education and treatment

- Referrals received via Central Intake on 53 206 690 or
- centralintake@bhc.org.au
- Calls directly to the ABI Service to discuss a referral are welcomed – 53 203 728 / 53 203 612
- Once referral received, it is prioritised and contact will subsequently be made with the patient by a case worker

**BALLARAT HEALTH SERVICES
ACQUIRED BRAIN INJURY
(ABI) SERVICE CONT...**

**Information, Training and
secondary consultation
program (IT&SC)**

- program, typically short-term, to assist them over their recovery period and their return to everyday activities, work, study, sport
- Service providers or agencies from within the Grampians region
- Sessions for people with ABI and/or family members are considered on a case by case basis
- Information resources are produced and disseminated eg general information and ABI, specific impairments associated with ABI, DVDs related to mild TBI/concussion
- Training sessions are provided free of charge to agency staff or with an open invitation in regional areas – to arrange call 53 203 612
- Secondary consultation is available via phone 53 203 612/53 203 728; collaborative sessions can be arranged

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
BALLARAT HEALTH SERVICES CARER RESPITE AND SUPPORT SERVICES	<p>Carer Support:</p> <ul style="list-style-type: none"> • Planning, linkages and support for carers • Short term and emergency respite • Short term case management • Education 	<ul style="list-style-type: none"> • Identified carer who lives in Ballarat, Golden Plains, Moorabool and Hepburn LGAs • A carer may be a family member, other relative or friend, an adult or a minor • The carer provides regular and sustained support to someone who is aged over 6 years who has an intellectual, physical or 	<ul style="list-style-type: none"> • Referrals accepted from self and service providers via completion of referral form and/or contact with intake and response worker who will determine eligibility and initial support needs • Ph: 5333 7104 Freecall 1800 059 059 • Email: carers@bhs.org.au • Fax 5333 7141

BALLARAT HEALTH SERVICES CARER RESPITE AND SUPPORT SERVICES CONT...	<ul style="list-style-type: none"> • Carer activities and opportunities for peer support • Carer counselling 	<p>sensory disability; ABI; Chronic condition; Mental Illness; is frail aged or has dementia; has a terminal illness requiring palliative care or is a child aged under 6 years with severe and profound disabilities</p> <ul style="list-style-type: none"> • The caring role will be ongoing for at least 6 months • The person requiring care lives in the community and not a facility 	<ul style="list-style-type: none"> • In Person: 106 Market St Ballarat
------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------

AGENCY	Service	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
BALLARAT MENTAL HEALTH SERVICES – ADULT	Clinical treatment	<ul style="list-style-type: none"> • Age 25-65 years • Symptoms of mental illness including psychosis, mania, mod-severe depression, mod-severe anxiety, mod-severe eating disorders with significant functional impairment 	<ul style="list-style-type: none"> • Referrals accepted from GPs and other healthcare providers, police, community support services, self, friends, family and the wider Ballarat community • 24/7 triage service with central number of 53204100 • Referrals are categorised in line with the state wide triage rating scale (DOHHS) • Intake assessment includes comprehensive bio-psycho-social assessment that is presented to multidisciplinary team (MDT), including psychiatrist.

BALLARAT MENTAL HEALTH SERVICES – ADULT CONT...

- If person does not meet criteria for ongoing treatment, recommendations about onward referrals will be made to client, family and GP.

AGENCY	Service	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
BALLARAT PSYCHOLOGICAL SERVICES	Clinical Psychology – Psychodynamic Psychotherapy – Family Therapy	Children, Adolescents, Adults	705 Mair Street Ballarat PO Box 218W Ballarat West 3350 Telephone: 03 5332 1622 Fax: 03 5331 5079 Email: bpsych@netconnect.com.au
	Introducing of the team of experienced Therapists and Psychologists at Ballarat Psychological service:		
	Jan Schlunke	Is a Clinical Psychologist with over 30 years’ experience. Jan uses a wide range of treatment approaches within an open minded psychodynamic framework. Jan now specialises in treating women across life experiences; identity, body image, sexuality, fertility, mid-life crisis, retirement and old-age. Jan also provides clinical supervision (including for Clinical Psychology Masters’ Program)	
	Malcolm Garnett	Is a Counselling Psychologist with over 30 years’ experience. Malcolm’s principal therapeutic orientations are Mindfulness and Somatic Therapy. Malcolm now specialises in trauma, anxiety, depression and chronic pain. Malcolm also provides clinical supervision.	

**BALLARAT PSYCHOLOGICAL
SERVICE
CONT...**

Sue Fraser	Is a Mental health OT and qualified Child & Adolescent Psychotherapist with over 25 years' experience in Child, Adolescent & Adult Mental Health. Sue works with children, adolescents & adults using a psychodynamic framework (including play therapy with children) but incorporates a range of therapeutic approaches and psychological strategies into her practice. Sue has a special interest in in-depth longer-term work with people with more complex presentations, often with a background of trauma, loss and trust/attachment difficulties. Sue also provides clinical supervision (including for VCPA training program)
Marie Carter	Is a Mental Health Social Worker and qualified Family Therapist with over 20 years' experience in Infant, Child, Adolescent & Adult Mental Health. Marie uses a range of therapeutic approaches, combining family therapy, Psychodynamic thinking, CBT and ACT into her work with children, adolescent, adults and families. Marie sees people with a broad range of difficulties but has a special interest in infant-parent work including eating, sleep and attachment difficulties, family relationship work, eating disorders and trauma, including sexual abuse. Marie also provides clinical supervision.
Dr Monica Maud	Is a Clinical Psychologist with over 30 years' experience. Monica sees adults and is a qualified Eye Movement Desensitization Reprocessing (EMDR) Therapist but uses a broad range of treatment approaches in her practice. Monica has a special interest in trauma. Bulkbill available
Janelle Johnson	Is a Clinical Psychologist who has worked with children, adolescents and adults in various capacities for over 20 years'. Janelle utilizes a range of psychological interventions and treatment approaches, largely within CBT and DBT frameworks, and sees people of all ages but has a special interest in working children and adolescents, behavioural, social and emotional concerns, eating disorders and sleeping difficulties. Janelle also provides social skills training and support to children and adults with ASD and can complete a range of assessments for intellectual and learning disability, ASD and giftedness. Bulkbill available
Dr Marita Scealy	Is a Clinical & Health Psychologist with experience in both the public and private sectors. Marita uses a range of psychological strategies and treatment approaches, largely within a

BALLARAT PSYCHOLOGICAL SERVICE
CONT...

CBT and behavioural framework. She sees people of all ages, including children, and has a particular interest in working with anxiety disorders and phobias, depression, health related distress, behaviour management, grief & loss, and attachment difficulties. Rebecca also provides clinical supervision.

Rebecca Norris

Is a Mental Health Social Worker and qualified Art Therapist with 13 years' experience working with children, adolescents & adults, largely in the area of trauma and sexual abuse. Rebecca sees children, adolescents & adults with a range of Mental health difficulties and uses various therapeutic approaches, including, psychodynamic art therapy and narrative therapy, in her practice she has a special interest in trauma, including sexual abuse and family violence, grief & loss and attachment difficulties. Rebecca also provides clinical supervision.

Mary Darcy

Is a counselling Psychologist with over 30 years' experience. Mary continues to work at the practice part-time as a Clinical Supervisor.

Michelle O'Bree

Is a Psychologist currently working at the practice but who will be leaving later in 2016 to pursue other interests.

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
BDNH GROUP	Community Care/District Nursing	<ul style="list-style-type: none"> • Provide medication administration/ medication support/ medication supervision • Provide monitoring of mental health when attending to medication • Provide feedback support to Case management • Liaise with Service providers. 	<ul style="list-style-type: none"> • Referrals accepted from individuals/ friends/ family/ carers and service providers • Referral can be made via SCTT tool. • Direct Fax to 5334 1945 • Phoning: 5334 1500 • Through www.connectingcare.com.au • Referrals assessed daily.

BDNH GROUP CONT...

- Secondary service support to family/ carers.
- Coordinate referral to appropriate services related to client needs.
- Once assess and deemed appropriate First visit will be organised with RN for Nursing Assessment, and/or for Assessment officer and a Living At Home Assessment will be attended with individual and appropriate support people.
Webpage: www.bdnh.com.au

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE & SERVICE INTAKE PROCESS
<p>CHILD AND FAMILY SERVICES (CAFS) BALLARAT INC. GAMBLERS HELP SERVICE</p>	<p>Therapeutic Counselling</p>	<ul style="list-style-type: none"> • CAFS Gamblers Help Therapeutic Counselling service offers a free, confidential counselling service to anyone who is affected by gambling. This maybe your own gambling or that of someone else, such as a family member or friend. • Willingness to engage and participate • Office based appointments with after-hours appointments, by arrangement 	<ul style="list-style-type: none"> • Referrals accepted from self and service providers • Referrals via 5337 3333, email to intake@cafs.org.au or attend 115 Lydiard Street Nth, Ballarat • Web page www.gamblershelpwestvic.org.au
<p>CASA BALLARAT CENTRE AGAINST SEXUAL ASSAULT FREE SERVICE</p>	<ul style="list-style-type: none"> • Specialist sexual assault trauma counselling, advocacy and case management for people who have experienced 	<ul style="list-style-type: none"> • Adults (male & female) Children and young people • Non offending family members and friends LGBTIQ 	<ul style="list-style-type: none"> • Referrals accepted from self, friend, family, carer, medical practitioners, schools and service providers including Police & DHHS • For referrals phone Intake Worker

CASA CONT...

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> recent and or past sexual assault • Group work for men, women and children • Outreach service to Ararat, Daylesford, Bacchus Marsh | <ul style="list-style-type: none"> 53 203 933, 9.00am-5.00pm Monday to Friday, fax 53 203 817 or email casa@bhs.org.au • An urgent duty appointment can be offered by the Intake Worker • CASA prioritises recent assault, children and clients with other complicating factors |
| <ul style="list-style-type: none"> • After hours crisis care support for people who have experienced recent sexual assault (within 72 hours). A CASA counsellor will meet with client at the hospital crisis care unit to provide information and support as well as support with forensic medication examination | <ul style="list-style-type: none"> • Recent sexual assault • Referrals by Police through sexual assault crisis line (1800 806 292) |
| <ul style="list-style-type: none"> • Specialist Assessments | <ul style="list-style-type: none"> • Children aged 3-12 years where there is no verbal disclosure but there are concerns that sexual assault may have occurred • DHHS (CPU), SOCIT |
| <ul style="list-style-type: none"> • Therapeutic treatment services for children aged 3-10 years with problem sexual behaviours, and aged 10 up to 15 years with sexually abusive behaviours | <ul style="list-style-type: none"> • Referrals from family, carers, Police, DHHS, schools |

CASA CONT...

- | | | |
|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Therapeutic Treatment Order (TTO) | <ul style="list-style-type: none">• Young people aged 10 up to 15 years who have been ordered through the children’s court to attend | <ul style="list-style-type: none">• Police and DHHS |
| <ul style="list-style-type: none">• Royal Commission support services | <ul style="list-style-type: none">• Counselling, group work, case management and support for people who have experienced child sexual assault in an Institutional setting, including referral to Royal Commission and support during private sessions and hearings | <ul style="list-style-type: none">• Self, community members |
| <ul style="list-style-type: none">• Community education and training | <ul style="list-style-type: none">• CASA offers training and education about sexual assault by request and through yearly training calendar, on CASA website | <ul style="list-style-type: none">• Request through Intake Worker or by email. Specific training can be tailored for agencies, including consent, cyber safety and respectful relationships for secondary school students, working with children for carers, support staff and school teachers, trauma informed practice for service providers |

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
DEPARTMENT OF HEALTH & HUMAN SERVICES	Support for High Risk Tenancy (SHRT)	<ul style="list-style-type: none"> • High-risk Tenancies in Public Housing • Tenant with complex needs • Central Highlands & Western Area • Willingness to participate • Individuals or household with high and complex needs, with tenancies that are currently not sustainable 	<ul style="list-style-type: none"> • referrals accepted from carers and service providers • Undertaking preliminary client eligibility assessment including an examination of current service responses • Once referral is deemed eligible the SHRT Co-ordinator will meet with the referrer to discuss the tenant's issues. • The SHRT Coordinator will link the Tenant to appropriate services and work with engaged services to coordinate a service approach • Provide secondary consultation
GRAMPIANS PARTNERS IN RECOVERY	Care coordination	<ul style="list-style-type: none"> • aged 25-64 years • persistent, enduring serious mental illness • complex needs requiring support from multiple services • willingness to participate • living in (old) Grampians Medicare Local catchment 	<ul style="list-style-type: none"> • referrals accepted from self, friend, family, carer and service providers • referrals via 1800 056 400 (intake and enquiry line), email to info@grampianspir.org.au or post to 60 High Street Ararat • Once referral is deemed eligible a Facilitator will meet with the client to discuss their needs and conduct an assessment (over a number of visits) using the Recovery Star • Facilitator will link the client to appropriate services and work with engaged services to coordinate client care • web page www.grampianspir.org.au

GRAMPIANS PARTNERS IN
RECOVERY CONT...

Service System Support

- Provide support to mental health clients and/or their carers in the GPIR catchment
- Have identified an issue which is a barrier to service or best outcome for target group

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE & SERVICE INTAKE PROCESS
GRAMPIANS UNITING CARE (WIMMERA UNITINGCARE AND BALLARAT UNITINGCARE)	<p>Mental Health Community Support Services</p> <p>Mental Health Community Support Services (MHCSS) are funded by the Victorian Government to support people with a severe mental illness and psychosocial disability.</p> <p>With a focus on recovery, Community Mental Health Support Workers provide holistic support for each participant in response to their individual needs.</p> <p>Grampians Uniting Care are a funded MHCSS provider across the entire Grampians catchment.</p>	<p>People seeking this service must:</p> <ul style="list-style-type: none"> • Be aged between 16 and 65 years • Have a mental health diagnosis that has significant impact on their life • Have impairments that are permanent and may reduce functioning in life areas including communication, social interaction, learning self-care, and/or self-management, and • The illness affects their ability to work or interact socially 	<p>Referrals can be made in two ways</p> <ul style="list-style-type: none"> • By contacting the agencies directly for a supported referral OR By contacting ACSO <p>ACSO (direct referral)</p> <ul style="list-style-type: none"> • Call the consumer intake and assessment line on 1300 022 760 Or • Email connect@acso.org.au Or • Visit the ACSO Ballarat Hub, 356a Dana Street Ballarat Or • Complete the ACSO Online Webform (on behalf of the person) Or • The person can complete an Online Self-referral <p>When the person makes contact with ACSO an Initial Assessment will be completed:</p>

GRAMPIANS UNTINGCARE (WIMMERA UNTINGCARE AND BALLARAT UNTINGCARE) CONT...	<p>Community Mental Health Support Workers provide support for each participant as they learn more about the effects of their mental illness. The support is planned and provided using a personalised and consultative approach with each individual and other relevant people such as family members, carers, close friends, care coordinators and other support services.</p>	<ul style="list-style-type: none"> • An ACSO worker speaks with the person and completes an initial screening assessment (approx. 30 mins) • The person's eligibility for the service and their priority is determined • If the person is eligible they are allocated to the waiting list
----------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
HEADSPACE BALLARAT	<p>General health; mental health and wellbeing; work, school and study; alcohol and other drug services</p>	<ul style="list-style-type: none"> • 12-25 year olds • Mild to moderate presentations • No geographical boundary restrictions • MBS services via AHPs with or without MHCP 	<ul style="list-style-type: none"> • Walk-in phone, online, self, family/care giver, schools, professionals, GP via MHCP • Walk in at 28 Camp Street Ballarat • info@headspaceballarat.org.au • Webpage www.headspace.org.au/ballarat • Ph: 5304 4777

MIND AUSTRALIA	<p>General PHaMs (Personal Helpers & Mentors Service)</p>	<ul style="list-style-type: none"> • A formal clinical diagnosis of a severe mental illness is not required • PHaMs assist people aged 16 years and over whose ability to manage 	<ul style="list-style-type: none"> • Referrals accepted from self, friend, family, carer and service providers
-----------------------	----------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------

	<p>their daily activities and to live independently in the community is impacted because of a severe mental illness.</p> <ul style="list-style-type: none"> • Participants are required to reside in specific postcodes to LGAs • Be in receipt of the Disability Support Pension or other government income support payment 	<ul style="list-style-type: none"> • Referral via Mind Connect 1300 286 463 (intake and enquiry line). • Referral will be placed on a waiting list and then followed up with a call from the service regarding waiting times
Employment PHaMs	<ul style="list-style-type: none"> • All of the above • Be engaged, or willing to engage with an employment service • Be willing to include goals relating to employment in his/her Individual Recovery Plan 	<ul style="list-style-type: none"> • As above
Fee for Service	<ul style="list-style-type: none"> • Mind provides support to people who have their own funds allocated to them through disability support/TAC or work cover etc. 	<ul style="list-style-type: none"> • As above
Service System Support	<ul style="list-style-type: none"> • PHaMs is a Commonwealth funded outreach service that provides a 1:1 practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks • Fee for Service funds may be used to buy a range of services that provide 	

MIND AUSTRALIA CONT...

supports chosen by the person to assist them to achieve their goals. The funding may complement existing informal support arrangements from family and friends and/or generally available community services.

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
<p>SALVATION ARMY DOORWAYS PROGRAM SALVATION ARMY DOORWAYS PROGRAM</p>	<p>Community Support Services Emergency Relief ER Case Management Counselling Financial Counselling Positive Lifestyle Program Meals Program</p>	<ul style="list-style-type: none"> • Services available for all Families & Individuals 	<ul style="list-style-type: none"> • referrals accepted from self, friend, family, carer and service providers • on presentation at BCC 102 Eureka Street Ballarat • Operating hours 9:30am -2:30pm Mon - Fri
	<p>Service Systems Support</p>	<ul style="list-style-type: none"> • Provision of food, material aid and financial assistance for utilities (documentation required) • Budgeting • Referral to ER Case Management • Referral to Financial Counselling • Referral to Counselling 	<ul style="list-style-type: none"> • Via local service networks • email to salvationarmy.org.au/ballarat

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE AND SERVICE INTAKE PROCESS
ST JOHN OF GOD SOCIAL OUTREACH MENTAL HEALTH SERVICES BALLARAT	Pomegranate House	<ul style="list-style-type: none"> • Eligible to All Ages • Mental Health Concerns. • Appointments office based. 	<ul style="list-style-type: none"> • Anyone can refer. • Phone: 5320 2260 Fax: 5331 8455 • Client will be asked to contact to initiate intake process. • All clients require a Mental Health Care Plan. • Low cost to the client, means adjusted. • Clients provided with up to 12 sessions. • Additional sessions maybe available to the client at low cost, this may include time limited short term or time limited longer term therapy
	Raphael Service	<ul style="list-style-type: none"> • Families experiencing mental health concerns or parent child relationship difficulties from the period of conception till the Index child is four years of age. 	<ul style="list-style-type: none"> • Medical referral required. • Phone: 5320 2016 Fax: 5320 2018 • Mental Health Care Plan required.
	<p>Further updates for SJOGH Ballarat include:</p> <p><i>Bloomsbury House will not be reopening in the foreseeable future.</i></p> <ul style="list-style-type: none"> • <i>St John of God Healthcare will be opening a Horizon House in Ballarat. Information can be found at</i> • http://www.sjog.org.au/social_outreach/horizon_house.aspx <p><i>Horizon House provides accommodation, care and support to young people aged 16 to 22 years who are currently experiencing, or are at serious risk of, homelessness. Horizon Houses welcome young people from all backgrounds, providing long-term support for education, training, employment and life-skills development. Horizon Houses give young people the opportunity to live in a caring, home-like environment that encourages respect and responsibility. A three-tiered program provides a supported, step-down approach towards independent living that helps provide young people with the best chance of success so they can realise a brighter future for themselves and fulfil their potential.</i></p>		

AGENCY	SERVICE	ELIGIBILITY	REFERRAL SOURCE & SERVICE INTAKE PROCESS
<p>WELLWAYS AUSTRALIA – BALLARAT FORMERLY MI FELLOWSHIP WELLWAYS AUSTRALIA – BALLARAT FORMERLY MI FELLOWSHIP</p>	<p>MHCSS Community Mental Health Support in a 1:1 or group capacity</p>	<ul style="list-style-type: none"> • Aged 16-64 years • People who are experiencing difficulties with their mental health • Willing to engage/participate • Living in Ballarat, Golden Plains, Moorabool and Hepburn LGAs 	<ul style="list-style-type: none"> • Referrals received via ACSO Connect 1300 022 760 • Can support an individual to make a referral either by phoning or presenting at the office • ACSO holds this referral until we have a vacancy, then sends it through • Once referral received, it is allocated to a Community Mental Health Support Worker to commence support • Collaborative focus
	<p>RTO</p>	<ul style="list-style-type: none"> • Aged 16 and above • Anyone within the community • Willing to engage/participate 	<ul style="list-style-type: none"> • Term calendar produced and available during last week of school term • To be placed on the mail out list, phone or email • To register for courses, phone or email
			<ul style="list-style-type: none"> • Other group support programs also open to people experiencing difficulties with their mental health and their carer/support person/s <p>Phone: 03 4333 0251 Address: 53 Humffray St Nth Ballarat 3350 Email: nfornal@mifellowship.org or grampians@mifellowship.org Web page www.mifellowship.org</p>

