

# Our approach

Neami National is a community mental health service that provides rehabilitation and recovery support services across Australia.

We work in a positive framework and assist you to build your confidence and skills to achieve a greater sense of meaning and purpose based on your own values.

## Mental health recovery

We believe that recovery is an individual process and that with the right kind of support each person can move towards a life that matches their own values and goals for the future.

Recovery goals often include physical and mental health, self-confidence, social and community connection, education and skills development, and employment.

## Collaborative Recovery Model (CRM)

We use the Collaborative Recovery Model to support people through our services.

The CRM aims to identify your personal values and goals, and then helps you make progress towards achieving them. Each person chooses their own goals.

Our staff support you along the way and help connect you with other services in your local community.

# More information

## Contact Neami Seven Hills

Monday to Friday, 9:00 am - 5:00 pm  
Phone 02 8416 1100  
Fax 02 8416 1101  
sevenhills@neaminational.org.au

## About Neami National

Neami National is a community mental health service supporting people to improve their health, live independently and pursue a life based on their own strengths, values and goals.

## Our vision

Full citizenship for all people living with a mental illness in Australian society

## Our mission

Improving mental health and wellbeing in local communities

[www.neaminational.org.au](http://www.neaminational.org.au)

Cover image: Amy Piesse

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# Neami Seven Hills

Support for mental health  
recovery, wellbeing and  
independence

[www.neaminational.org.au](http://www.neaminational.org.au)



# Our services

Neami Seven Hills provides individual recovery support to people experiencing mental illness in the Western Sydney Local Health District (WSLHD).

We support you in your recovery while also strengthening your connections to your community and support networks. We work with you to identify your own strengths, values, and goals to help you to move towards the life you want.

## The Enhanced Adult Community Living Supports Program (CLS)

The CLS program provides you with flexible, community-based support so you can:

- Better engage with your own recovery journey;
- Enhance your physical health and wellbeing, and;
- Participate in your community of choice.

## Outreach support for greater independence

Together with WSLHD, we support you if you're being admitted to or leaving hospital or a care unit. We help you to put together a plan to successfully transition back into your community and avoid a relapse.

## Bridging and transition support

We work with you when you're first admitted to the hospital or care unit to establish what services and supports you need to lead a fulfilling life when you get back to your community.

If it's required, we can also provide support for Acute Care Pathways.

## Group programs

Our group programs support you to develop knowledge, skills and resources that are consistent with your personal goals and values.

### The Optimal Health Program

This group program helps you to improve your wellbeing. OHP considers the balance of social, emotional, mental, physical and spiritual needs. It provides tools to help set your own priorities and work towards progress in your chosen areas.

### Flourish

Flourish is a recovery focused, self-development group that is fun, interactive and helps you to explore your values and strengths. The program is run by Peer Support Workers who have a lived experience of mental health issues and recovery.



# Referrals and eligibility

## Eligibility

To be eligible for Community Living Supports (CLS) Program, you must be:

- Aged 16 years and older;
- Diagnosed with having a mental illness or engaged with the WSLHD Mental Health Service;
- Currently residing in stable accommodation (or have a current pathway to achieve this);
- Have a willingness to engage in a flexible support program;
- Live in the local Western Sydney area.

## Referrals

Referrals can be made via our central intake system by emailing:

[clsintake@neaminational.org.au](mailto:clsintake@neaminational.org.au)

or by speaking with any of our staff at the Merrylands or Seven Hills offices.

Once a referral is received, you will be notified by email of receipt within 24 hours during the business week.

## Feedback and complaints

Feedback and complaints are welcome in all our services and other organisational areas.

We will respond to your complaint in a fair, timely, and unbiased way.

For more information on the feedback process, including downloading the feedback and complaints form, visit [www.neaminational.org.au/feedback](http://www.neaminational.org.au/feedback)