

# Our approach

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

We work in a positive way that assists you to build confidence, skills and a greater sense of meaning and purpose in life based on your values. We work in over 40 diverse communities, from the inner-city suburbs to regional and remote areas.

We provide outreach support, group programs, homelessness services, arts programs and a range of opportunities for people to get involved.

## 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 Partners in Recovery

Central intake number: freecall 1300 467 265

## Contact Neami Darra

8.30am–5pm

Monday to Friday

Phone: 3375 7333

Fax: 3375 7588

darra@neaminational.org.au

## About Neami National

Neami National is a community mental health service supporting people living with mental illness 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

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

We acknowledge the Turrbal and Jagera/Yuggera people as the traditional owners of the land we work on.

Photo: Moreton Bay Fig, Carolyn King



## Partners in Recovery (PIR) Greater Metro South Brisbane Area

Supporting you to navigate the services you need for your mental health recovery and lasting wellbeing

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



Greater Metro South Brisbane Medicare Local is the lead agency for the Partners in Recovery program supported by the Australian Government.

## What is Partners in Recovery?

Partners in Recovery (PIR) is a new coordination program helping people living with serious and long-lasting mental health issues to navigate and manage services and care providers.

We support you, your family and/or carers to navigate services and reduce the stress and work involved in getting them to talk to each other and work together. We will support you to get the best possible services for all your needs, whatever they are.

We also create better links between clinical and community services while improving referral pathways and promoting recovery, wellbeing and good health.

We work in a holistic and person centred way to support you towards achieving recovery from mental illness.

Partners in Recovery is a free service coordination program funded by the Australian Government.

## What does Medicare Local do?

Greater Metro South Brisbane Medicare Local is the lead agency in Partners in Recovery in South Brisbane.

They manage the program and coordinate ten partner services, including Neami National, who directly work with people, families, carers and the different services and service systems.

## What does Neami do?

First we sit down with you and discuss your needs and work out what support you are getting now and what else would be helpful.

We plan the actions required to access new services and make it clear what you need from current services in order to improve your health and meet your goals.

Your Neami Support Facilitator will then work with you and your support services to achieve these goals.

## What kind of services can we help coordinate?

These are some examples of services we can help with:

- Public, community and private mental health
- Private psychiatrists and psychologists
- Primary health inc. GPs, community health
- Alcohol and other drug (AOD) treatment
- Disability, housing and family violence
- Centrelink and income support
- Training, education and employment
- Parenting support and child protection

## What other services do we provide?

Neami Darra is Neami National's local service in the south of Brisbane and already offers community based outreach support to people living with mental illness.

Neami also provides other services in South Brisbane, including the Personal Helpers and Mentors Program (PHaMS), the Housing and Support Program (HASP) and the Youth After Care Service (YACS).

## Eligibility

To be eligible for Partners in Recovery you must be:

- Aged in your mid twenties or older
- Living with a diagnosed, serious and long-lasting mental health issue
- In need of assistance to coordinate services and/or care providers
- Wanting to make positive changes in your life

## Referrals

Referrals can be made directly to Neami or via the central intake number.

- > **Central intake: freecall 1300 467 265**
- > **Neami Darra: 3375 7333**

You can refer yourself directly or family members, carers, GPs or other professionals can also make referrals if they have your permission to do so.

Assessment for entry into the service is conducted by Neami National staff. You will be contacted within 72 hours of us receiving your referral.

## Your privacy

Medicare Local and Neami National both follow the Privacy Act (1988) and our own privacy policies. Information is not shared without your permission.

## Feedback and complaints

Feedback and complaints are welcome. We will respond in a fair and timely way. Call Neami Darra on 3375 7333, Head Office on (03) 9481 3277 or visit [neaminational.org.au/feedback](http://neaminational.org.au/feedback)