

Building stronger alliances with job services for those with a mental illness

Arthur Papakotsias
Chief Executive Officer



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Neami National

- Community managed mental health provider – outreach, homeless, sub-acute
- CRM, Flourish, OHP
- Operates in NSW, VIC, SA, WA and QLD
- 3500+ consumers
- 700 employees
- 84.3% Vic. consumers pension recipients (67% DSP)

Consumer support

- Consumer sometimes quite unwell on intake
- Individual goals identified in consumer Individual Service Plan (ISP)
- ISP changes over time to include employment
- A lot of coordination required between recovery support, job training and job placements agencies

Neami Experience to date

- Neami State manager consulted to inform experience
- Anecdotal highlights, lowlights and challenges...

Lowlights

- Level of disability renders Neami clients not 'job ready' – employment placement difficult
- Difficult to navigate the employment system – lack of effective coordination between all components of the system
- Specialist criteria can prevent access to job provider (age restrictions, housing status)

Lowlights

- Do funding arrangements adversely affect partnerships?
- Hard to see a co-ordinated, holistic approach between employment and support

Highlights

- Partnerships do work with ongoing local consultation and communication
- Some agencies have provided unskilled and semi skilled part time work which led to further participation (jobs and voluntary)
- Wages most welcome amongst those on DSP
- Neami workers with previous JSA experience offer more successful outcomes navigating the system

Workfast

- UWS pilot project
- Assists people out of homelessness by emphasising housing, employment and other supports – similar to housing first
- Neami, job providers, housing providers and community health centre partnerships

Highlights - Workfast

- Job provider participants reported much improved outcomes with clients supported by caseworkers – esp. addressing non-vocational barriers
- Clients are more engaged and long term outcomes better when meeting providers on a weekly or bi-weekly basis

Highlights - Workfast

- Supported traineeships provide pathway to stable employment
- Vocational training more effective when accompanied by individual service plan
- Support providers registered as key contacts to address homelessness

Building alliances

- A more individually tailored approach would benefit consumer and create better outcomes
- Combined advocacy voice carries influence to persuade govt. of benefits for disadvantaged
- Anecdotally, consumers see job providers as not caring enough

Building alliances (cont.)

- Less restrictive funding criteria for job providers could enable positive, rewarding partnerships to develop around individuals
- True 'job-ready' status could be achieved with volunteering work, community work, supported traineeships and sector capacity building



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

Arthur Papakotsias
Building stronger alliances
arthur.papakotsias@neaminational.org.au
0416 019 185
03 9481 3277