

How do I contact PIR to find out more or make a referral?

Call us at

Intake 1300 747 724

Check out our website for more information.

www.partnersinrecoveryscg.org

What regions do you cover and where are you located?

**Caloundra
Hinterland
Maroochydore
Nambour
Noosa
Gympie**

Support Facilitators are hosted within seven partner organisations:

Lead agency

The PIR Contact Centre is based at Central Queensland, Wide Bay, Sunshine Coast PHN, in the corporate office, located in Maroochydore. Level 3 Mayfield House, 29 The Esplanade Maroochydore

North Coast Aboriginal Corporation for Community Health (NCACCH)

15/27 Evans Street
Maroochydore
Phone: 07 5443 3599

Community Focus Association

Caloundra Region
Phone: 07 5479 3110

Graceville Centre

Lutheran Community Care
5 Sydney Street
Nambour
Phone: 07 5441 4682

Suncare Community Services Inc.

228 George Street
Maroochydore
Phone: 07 5443 8927

STEPS Group Aust

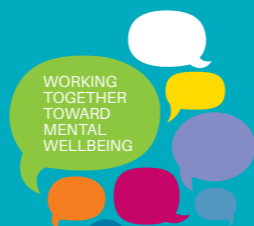
Shop 2/107 Mary Street
Gympie
Phone: 07 5482 6770

STEPS Group Aust

Suite 2 / 3 Lanyana Way
Noosa Fair Shopping Centre
Noosa
Phone: 07 5458 3088

Mental Illness Fellowship Queensland (MIFQ)

9 Mary River Road
Cooroy
Phone: 07 5472 0529



partners in recovery

SUNSHINE COAST AND GYMPIE REGION

AN AUSTRALIAN GOVERNMENT INITIATIVE

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Partners in Recovery

Sunshine Coast and Gympie

1300 747 724

About Partners in Recovery

“PIR makes finding local services and support easier.”

PIR is an Australian Government initiative for people with severe and persistent mental illness with complex needs.

What does Partners in Recovery do?

Partners in Recovery (PIR) provides care coordination support to people with severe and persistent mental illness and complex multiagency needs.

How does Partners in Recovery work?

Easier system navigation

PIR assists its participants to navigate the service system and link them in with a support network.

Cultural awareness and safety

Our team is culturally aware and can work with individuals and their services to provide information support.

Holistic long term recovery planning

We work with people with a lived experience to develop holistic long term recovery plans.

Less red tape

We try to cut through red tape and remove barriers that prevent people from having their needs met.

Community development

We collaborate with the whole community to co-design sustainable options for individuals to participate in the life of the community.

Improved access and integration

We work with people and systems to improve accessibility, integration and quality.



AN AUSTRALIAN GOVERNMENT INITIATIVE

Sunshine Coast and Gympie Partners in Recovery Referral Guide

Our role

PIR provides assistance to people who:

- Have severe and persistent mental illness
- Are generally between 18 and 64 years of age
- Require support from many different agencies
- Have a long term mental illness
- Rely on multiple health and community services for assistance to maintain their lives outside institutional care
- May be disconnected from family and social supports
- May have drug and alcohol and physical health issues
- Are likely to experience unstable housing or homelessness
- Experience daily living difficulties

PIR aims to better support such people, their families and carers by helping them:

- Find the support and services they need
- Navigate the system
- Ensure the services work better collaboratively in the interests of recovery

PIR strives to work sensitively with all cultural groups, including those from a non-English speaking background and lesbian, gay, bisexual, transgender and intersex communities. PIR acknowledges the Aboriginal and Torres Strait Islander community and strives to deliver a culturally safe and sensitive service. We are happy to take direction or support from Central Queensland, Wide Bay, Sunshine Coast PHN Aboriginal and Torres Strait Islander staff or those nominated by them.

Note

Our support facilitators are **not** caseworkers providing direct support.

Eligibility Criteria

PIR has specific inclusion criteria, which are that the person:

- has a diagnosed mental illness that is severe and persistent, and is willing to engage in ongoing clinical treatment; and
- has complex needs that require a high level of services and supports from multiple agencies; and
- requires substantial support and assistance to engage with the various services to meet their needs; and
- has no existing coordination arrangements in place for services and supports or is not getting their needs met by the arrangements that are in place; and
- is willing to participate in PIR and consents to being involved.

PIR will prioritise people who also experience multiple hospitalisations resulting from their mental illness, are involved with or at risk of becoming involved with the justice system or are homeless or at risk of homelessness.

Note

While not essential, it is very useful if the person has an up-to-date physical and mental health assessment and diagnosis at the time of referral. This will make the referral process easier. If this is not possible, PIR may be able to organise an assessment where appropriate.

Referral Process

If you are unsure whether someone is eligible for Partners in Recovery, please take the time to read through this short summary.

As a referrer:

- **Obtain** the person's consent to speak with PIR (otherwise we will not be able to discuss the referral)
- **Call** our Intake Referral Line on **1300 747 724**
- **Leave** a message if no-one answers
- For people with a hearing and/or speech impediment, **call** via the National Relay Service on **1800 555 660** (24 / 7), TTY/Voice on **133 677**, speak and listen on **1300 555 727** or SMS Relay on **0423 677 767**
- People with language difficulties (don't speak English), PIR can use the Translating and Interpreting Service (TIS) - go to www.tisnational.gov.au for more information.
- **Provide** some personal information, such as:
 - The person's name
 - Whether they identify as Aboriginal / Torres Strait Islander
 - Age or date of birth
 - Phone number
 - Geographical location (City/ Town/ Suburb)
 - Diagnosis
 - Outline of their current circumstances
 - Carer / family circumstances
 - Housing
 - Physical health
 - Daily living skills
 - Employment or income support
 - Treatment or hospitalisations
 - Doctor or others working with them

During the phone call the Intake Referral Officer will:

- Collect sufficient information
- Decide whether or not the person is provisionally eligible
- Advise you of this decision. If so:
 - Arrange an appointment to assess needs more fully and determine eligibility. (Referrers are encouraged to be at this meeting).

If PIR is not a suitable program for the referral, we will do our best to identify services and supports that may immediately meet their needs and provide referral to them.

PIR IS NOT A CRISIS SERVICE

In a mental health emergency, please call the Mental Health Acute Care Team on 1300 642 255, or if there is an imminent risk of property damage or harm to the person or others, call 000.

The journey ahead is yours to own.
Be empowered.