

## How is support provided to the client by Albany Outreach Support?

The Albany Outreach Support program offers one-on-one support, encouragement and assistance to individuals with the aim of helping those individuals to participate actively in day to day living within the wider community. The service provided is flexible and responsive to individual needs and the activities undertaken are in accordance with the individual's recovery plan in mind. Albany Outreach Support also offers an extensive social inclusion program where individuals are invited to participate in group activities with other consumers of the agency. All participation by individuals is voluntary.

## The areas of skills we encourage development of are;

- **Practical application of everyday life skills:** e.g. shopping, cooking, budgeting, paying bills, household maintenance and cleaning, accessing services, filling out forms, use of public transport, etc.
- **Social and Community Integration:** Developing positive and supportive social networks that foster a sense of belonging and value in the community we live in. (This could mean assisting individuals to participate in leisure, recreational, social, educational, and/or vocational activities, depending upon the individual's interests and abilities, doing voluntary or paid work) etc.

- **Understanding mental illness:** This involves learning about and understanding mental illness, (e.g. causes, how the illness presents, triggers and signs of becoming unwell, medication etc.) The organisation also attempts to develop community awareness of mental illness.

- **Developing Positive Coping Skills:** this involves learning and developing supportive life skills that assist individuals to live positively with the illness (e.g. exercise, attitudinal skills, goal setting, art therapy and other therapies, community involvement and activities, counselling etc.).

## CONTACT NUMBERS

### Local Mental Health Services:

Great Southern Community Mental Health Service:  
(08) 9892 2440

Albany Regional Hospital: .....(08) 9892 2222

Richmond Wellbeing;  
Fellowship House, Albany: .....(08) 9842 9221

Other:

Lower Great Southern (Rural Link) Community  
Mental Health: .....1800 552 002

SANE Mental Illness Helpline: ..... 1800 187 263

Samaritans Crisis Line: ..... 1800 198 313

Lifeline: .....131114

Mental Health Advocacy Service: (08) 6234 6300

or Freecall: .....1800 999 057

Website: [www.mhas.wa.gov.au](http://www.mhas.wa.gov.au)

ARAMFI WA: (Freecall) .....1800 811 747

Carers WA: .....1300 227 377

Counselling Line: (Freecall) .....1800 007 332

Albany Migrant Resource Centre:...(08) 9841 1190

Translating & Interpreting Service: .....131 450



# Albany Outreach Support

A COMMUNITY OUTREACH  
SUPPORT SERVICE FOR PEOPLE LIVING  
WITH MENTAL ILLNESS

Lotteries House 211-217 North Road, Albany 6330  
Phone: (08) 9841 3113 Fax: (08) 9842 2667  
Email: [outreach@albanyhalfwayhouse.org.au](mailto:outreach@albanyhalfwayhouse.org.au)

# ALBANY HALFWAY HOUSE ASSOCIATION INC.

## MISSION STATEMENT

To provide a community based and managed service to adults diagnosed with mental illness by working cooperatively with service users, and other agencies, to encourage self empowerment and determination in the development of skills that will enhance the lives of individuals.

## VALUES: We believe that;

- Our organisation is here to encourage self empowerment, determination and responsibility in our clients.
- All individuals should have the opportunity to develop in the community to their full potential.
- All individuals have the right to be treated with dignity and respect for their autonomy.
- Our clients have the right to a well managed, professional and accountable service that also provides appropriate advocacy and referral information.

## This is your recovery journey

Experiencing and being diagnosed with a mental illness does not have to mean that you are unable to live a full and meaningful life. Recovery is about learning to create or rebuild a meaningful life, discovering and using your own resources and resourcefulness, finding a new sense of self, meaning and purpose. It is about growing within and beyond what has happened to you, and not letting it define you as a person.

The road to recovery is as individual as you are. For your journey to be successful, it must be your plan, not ours and tailored to suit your needs.

Albany Outreach Support provides psychosocial support to adults over 18 years of age experiencing a severe and persistent mental health diagnosis who require varying types, levels and durations of support to individuals living in the community to develop skills which will enable those individuals to take ownership, responsibility and control over many aspects of their lives. We aim to work alongside you to enable you to become self-empowered, building your strength and determination to pursue the life you want. Individuals will be assisted in developing and maintaining skills required for daily living, improving personal and social interactions and increasing participation in community life and activities.

## How can a person be supported by Albany Outreach Support?

Referrals for the Albany Outreach Support program can be made by health professionals and services using the referral form found on the Albany Halfway House Association website. The referral will include information about the individual's psychiatric assessment, independent living and social skills, goals and needs for support.

The referral will be submitted to Albany Halfway House Association and will be subject to assessment by the Case Manager and Coordinator for suitability and eligibility according to criteria set out by funding. The Coordinator may contact the individual to arrange an initial meeting to assist with this process before acceptance into the program. Once accepted into the service, individuals will be assigned a Support Worker to assist them with their recovery goals.

