

## REFERRAL PROCESS

Phone ACSO (03 9413 7000), or log on to [www.acso.org.au](http://www.acso.org.au), follow prompts to programs, then follow the link to the intake form.

Referrals should be made at least 6 weeks prior to release/discharge in order to establish rapport, identify individual needs, and develop a client service plan.

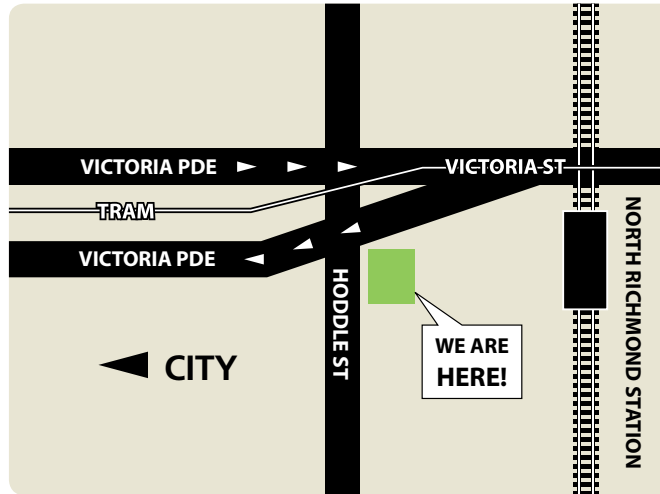
However, referrals not made within this timeframe can be considered.

**ACSO on-call line - 9413 7018** provides phone support and is available between 8am & 10pm seven days a week.

Staff will provide over the phone emotional support, or will arrange other supports as appropriate.

### 24 hour Crisis Services:

- Crisis counselling Life Line on 13 111 4
- Addiction related calls: Direct Line on 1800 888 236
- Nurse On Call on 1300 60 60 24
- Emergency Services 000



### HOW TO FIND US

**Train:** North Richmond Station (Epping Line)

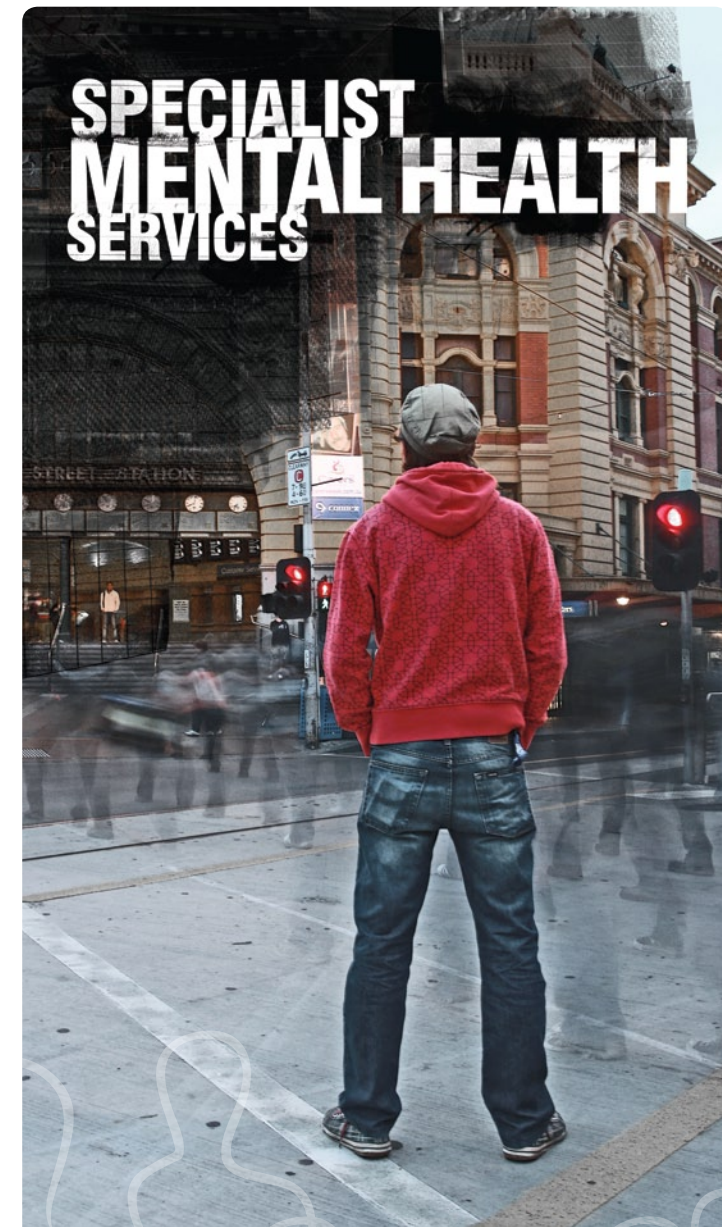
**Tram:** No. 22, 24, 34, 42, 109

**Bus:** We recommend finding bus routes via [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)



Every effort has been made to ensure the information contained in this brochure is correct. We would encourage you to visit our website for the most up to date information on all of our services.

ACSO Australian Community Support Organisation  
1 Hoddle Street Richmond VIC 3121 T 9413 7000 F 9413 7185  
E [acso@acso.org.au](mailto:acso@acso.org.au) [www.acso.org.au](http://www.acso.org.au)



## ABOUT ACSO

ACSO is one of Victoria's leading community support organisations, and offers a diverse range of programs in the metropolitan area and regional Victoria.

ACSO aims to contribute to individual and community wellbeing by increasing opportunities for disenfranchised people to positively engage with their communities, and by reducing the impact of social disadvantage.

Our programmes provide residential, outreach, case management, assessment and therapeutic support for people experiencing significant disadvantage associated with Intellectual Disability, mental illness, alcohol and other drug use, unemployment, homelessness and experience within the criminal justice system.

ACSO's service model ensures support is planned on an individual basis and in collaboration with each client, to ensure that their needs are met.

## SPECIALIST SERVICES

Specialist Services is a suite of ACSO programs that support highly disadvantaged people who have mental health, emotional and advocacy needs.

Typically many clients are referred from institutions such as Correctional and Mental Health Services. Therefore much of the support involves assistance with drug & alcohol, housing and criminal justice issues.

## SUPPORT

Each client is allocated a worker to provide assertive outreach support as appropriate. Support is focused around promotion of the quality of life outside institutional settings, by assisting clients to make informed decisions relating to their well-being and personal development.

## SPECIALIST MEN'S OUTREACH PROGRAM

Is a voluntary program targeting men 18 to 64 who are diagnosed with an Axis 1 mental illness and who have been in contact with the criminal justice system.

Typically clients experience homelessness, social isolation, substance abuse and unstable mental health, which together negatively influence behaviour, and bring them to the attention of the criminal justice system.

This program provides intensive home-based outreach. However, it has access to some accommodation including McCormack House.

McCormack House provides six semi-supported beds for short-term accommodation for men with an Axis 1 Mental Health diagnosis who have had criminal justice involvement and are clients of the Specialist Men's Outreach program. Residents are generally in transition from institutions and correctional facilities.

The program provides a safe and supportive environment.

It is flexible, and allows residents time to reflect and plan, with the assistance of the residential support staff.

Residents are given opportunities to develop basic living skills however this is not mandatory. The McCormack House experience does however teach residents how to live communally and is based on a code of mutual respect.

The support model consists of day and evening staff support, and outreach follow-up that continues for as long as appropriate after residents leave McCormack House.

McCormack House has strong links with Area Mental Health and Forensic Health Services.

Typical stays are three to six months. Exit options are negotiated through Specialist Services Outreach who assist residents to attain stable long term housing.

## Eligibility Criteria

- Receiving treatment for an Axis 1 mental illness
- Had contact with the criminal justice system
- Homeless or at risk of becoming homeless
- No more than 20 kms from Melbourne CBD
- Client demonstrates a willingness to receive support

## SPECIALIST WOMEN'S PROGRAM

This is a voluntary program which supports at risk women exiting the criminal justice system.

Homelessness, access to services, and family reunification are major factors for this group, and resolution of these issues are keys to a successful outcome.

The program provides intensive home-based outreach, assisting in establishment and maintenance of personal and professional relationships, and addressing breakdowns in housing, family and other services.

The Specialist Women's Program provides advocacy for clients with correctional, clinical and housing services.

Advocacy also occurs in family court matters, and with child protection services.

## Eligibility Criteria

- A diagnosed borderline personality disorder
- Exiting the forensic and /or prison system
- Homeless or at risk of becoming homeless
- No more than 20 kms from Melbourne CBD
- Client demonstrates a willingness to receive support