

Who is eligible:

- At risk of presenting to the emergency department or have had a recent hospital admission
- Require support to address complex medical or psychosocial issues impacting on their capacity to manage health, engage with mainstream services and / or their risk of hospital re-presentation
- Live in the council areas of Moonee Valley, Melbourne, Moreland and those in surrounding areas who receive all their care from RMH
- Consent to receive service from HARP

Who is not eligible:

- Those eligible for community or specialist services (i.e. housing, mental health, drug and alcohol, case management providers) and who are able to engage in these services independently
 - Those with urgent medical requirements or 24 hour support needs
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HARP Service Facilitation

Operates from cohealth and is made up of Registered Nurses, with support available from an Occupational Therapist, Physiotherapist and Allied Health Assistant.

SFT services include:

- Intensive care coordination, assessment, advocacy
- Support during periods of diagnostic investigations, diagnosis confirmation, future health planning
- Education and monitoring of general health and engagement of planned discharge services
- Facilitating engagement with housing, employment, mental health, other specialist health services

Client characteristics may include:

- Poor engagement with hospital and primary care service systems
 - Mental health issues (where the client is not eligible for specialist mental health services)
 - Poor health literacy, decreased functional ability or impaired cognition
 - Fragile support systems i.e. carer stress / socially isolated / lives alone / not coping
 - Family disputes / domestic violence issues / family and community breakdown
 - Financial disadvantage / insecurity, risk of homelessness, or living in insecure housing
 - Drug and Alcohol problems, hoarding issues
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Accessing the service

Wait times: Clients are contacted within 3 days of referral receipt, first appointment is within 10 working days

Cost: Nil

Referral: Fax your referral to the **Direct Access Unit** on **(03) 8387 2217**.

Referrals to include: medical history, medications, current management plan and reason for referral. Refer to the [HARP SFT Referral guide](#) for details. Call HARP Liaison **(03) 9342 4530** with any queries.

Website: <https://www.thermh.org.au/health-professionals/clinical-services/community-services/harp-complex-care>

Contact

HARP Service Facilitation Team Leader **(03) 9448 6671** or **0425 854 442**

MH-HARPreferrals@mh.org.au