

How can referrals be made?

The simplest way of making a referral to the service is to complete an Intensive Program referral form, obtainable on the Ruah website www.ruah.com.au or by phoning Ruah administration on **08 9227 7012**.

Following receipt of a referral, a thorough assessment process is undertaken, which usually requires feedback from the referral source, other available background information sources and several meetings with the prospective client themselves.

Where services cannot be offered, the Intensive Program will provide referrers with information to find other potential assistance.

Does the program work alongside other services?

The Intensive Program has strong links with many different agencies and is always open to meaningful partnerships with service providers for the benefit of the client.

Feel free to contact us for more information

Inquiries can be made through Ruah administration on **08 9227 7012**.



Ruah Community Services **vision** is a socially just, compassionate, participative and sustainable community. Its **mission** is to redress disadvantage and enhance the human spirit.

The Intensive Program operates during usual business hours. Workers are contactable via the Ruah paging service on 9480 5500. Given the nature of the work, the program's Community Case Managers operate using first names only.

Ruah Administration and Executive Management personnel

Phone (08) 9227 7012
Fax (08) 9227 7879
Email administration@ruah.com.au
Address 27 Cleaver Street West Perth 6005
Web www.ruah.com.au

Privacy Statement


Ruah Community Services is committed to protecting the privacy of clients and staff in accordance with the National Privacy Principles. We ensure that individuals are fully informed of the ways in which information is collected, stored and used.



Ruah Intensive Program

A professional case management service for people with complex health needs and chaotic social circumstances





Ruah—an ancient Hebrew word meaning Wind, Breath, Spirit of Life

Whom can the program help?

The Intensive Program works with adults who are experiencing a chaotic lifestyle that impacts negatively on their health, safety or wellbeing.

Either or both of the following must be present:

- **Serious and persistent mental illness**
- **HIV/AIDS**

Reasons for referral may include:

- Homelessness or risk to accommodation
- Problematic substance use
- Alienation from services — may include tenuous, lapsed or no previous links
- Domestic, family or social violence
- Significant social marginalisation
- Complex family and relationship issues
- Barriers to treatment adherence
- Symptoms which may be undiagnosed or untreated
- Various challenging behaviours.

How does the program work?

The Intensive Program's Community Case Managers provide bio-psychosocial support, based upon an Assertive Case Management model which has been specifically designed for holistic work with individuals presenting with complex needs.

This model takes the position of Community Case Manager as primary service provider, working in partnership with the client according to their own unique needs and life circumstances. The model also ensures that the work is undertaken in a way that is both developmental and strategic, so that work can occur as efficiently and effectively as possible.

Depending on the level of chaos experienced by clients of the program, the work occurs through:

- **Crisis Management** – where a Community Case Manager links with key services to identify and address issues which threaten the safety or wellbeing of the client as well as the community.
- **Care Coordination** – where a Community Case Manager links with key services and community supports with a view towards the client independently meeting their own needs.

The Intensive Program is a mobile service, operating within the metropolitan area, working with people in their own community settings – for example: at home, in a hostel, in hospital, at a friend's place, in a drop-in centre, on the street...

What does it cost?

The Intensive Program is a free service.

For how long can the program provide support?

Depending upon the nature and direction of the work, as long as may be necessary. Some individuals have had positive outcomes in the space of months, whilst work continues with other people over several years. Community Case Managers aim to proceed according to the client's own pace and capacity for change.

Who can refer to the program?

The Intensive Program is able to receive referrals from any source, including self referrals. Typically, referrals come from:

- Mental Health Services
- Hospital Departments
- Community Services
- Statutory Agencies
- Specialist Services
- General Practitioners.

