



## MENTIS ASSIST CHANGES TO SERVICE DELIVERY (COVID -19)

Website: [www.mentisassist.org.au](http://www.mentisassist.org.au) Email: [info@mentisassist.org.au](mailto:info@mentisassist.org.au) Phone: 1300 636 847

PROGRAM	CHANGED SERVICE DELIVERY	SERVICE AREA	ELIGIBILITY	INTAKE PROCESS
NDIS Core Supports	<b>Regular appointments</b> with clients continue to be delivered by phone or virtually by video-conference, with limited face to face appointments for clients.	Frankston, Mornington Peninsula, Cranbourne	Approved budget in NDIS Plan	Call 1300-636-847 Intake Coordinator – Lyn Love
NDIS Support Coordination & Specialist Support Coordination & Recovery Coach	<b>Support Co-ordination &amp; Specialist Support Coordination &amp; Recovery Coach</b> appointments with clients are being delivered through limited face to face contact, email, by phone or by video-conference. Plan reviews conducted by phone.	Frankston, Mornington Peninsula, Cranbourne, Ringwood.	Approved budget in NDIS Plan	Call 1300-636-847 Intake Coordinator – Lyn Love
Early Intervention Psychosocial Support Response	<b>Regular appointments</b> with clients are being delivered through limited face to face contact, by phone or virtually by video-conference.	Frankston, Mornington Peninsula	Must be linked with Peninsula Health for Case Management	Call 1300-636-847 Intake Coordinator – Brenda Gilchrist
Covid-19 Support Program	<b>FREE support</b> , referrals and connections for anyone feeling overwhelmed via phone or videoconference.	Frankston, Mornington Peninsula	Accepting new referrals	Call 1300-636-847 Intake Coordinator – Brenda Gilchrist
Social Support Program	<b>Regular appointments</b> with clients are being delivered by phone or virtually by video-conference. HACC Access & Support providing limited face to face care coordination. No group sessions at this time.	Frankston, Mornington Peninsula	Accepting new referrals, but no groups running.	Call 1300-636-847 Intake Coordinator – Brenda Gilchrist
Linkages Packages Program	<b>Regular appointments</b> with clients being delivered through limited face to face contact, by phone or virtually by video-conference.	Frankston, Mornington Peninsula	Accepting new referrals Please see <a href="http://www.mentisassist.org.au">www.mentisassist.org.au</a>	Call 1300-636-847 Intake Coordinator – Brenda Gilchrist
Mental Health Integrated Complex Care	<b>A limited number</b> of regular face to face appointments and new assessments are available with additional interventions by telephone and/or video consultation.	Frankston, Mornington, Casey, Cardinia	No change	Referrals taken via SEMPHN Access and Referral Team 1800 862 363
Accessible Psychological Support	<b>A limited number</b> of regular face to face appointments and new assessments are available with additional interventions by telephone and/or video consultation.	Mornington Peninsula	No change	Referrals taken via SEMPHN Access and Referral Team 1800 862 363