



## What you need to know about the Intensive Support Program



For over 70 years State Trustees has been caring for the personal and financial well-being of many Victorians.

The Intensive Support Program has been introduced to assist clients identified as being financially, physically or socially vulnerable despite the appointment of an administrator. This primarily involves linking clients into appropriate services through a thorough assessment and referral process.

State Trustees' clients, although protected with a Victorian Civil and Administrative Tribunal (VCAT) Administration Order, may still experience or be at risk of homelessness, financial or other forms of exploitation, abuse, physical harm, or isolation from the community. Under the program, a specialist Client Relations Consultant, who has specific skills and experience, is assigned to work alongside the client's existing State Trustees consultant to deal with urgent issues and lessen the client's immediate exposure to harm or potential harm.

Clients are referred to the Program from both internal sources (e.g. State Trustees' Personal Financial Consultants) and external sources (e.g. Welfare Organisations, Government agencies such as the Department of Human Services, Health Services).

Clients may be considered for the program in any number of circumstances, of which the following examples are a guide:

### **Lack of effective social and professional support:**

- No professional case management.

### **Accommodation:**

- Homelessness or at risk of being homeless.

### **Financial exploitation:**

- There is the potential for, or a history of, other forms of financial exploitation or abuse.

### **Risks of abuse and/or physical harm:**

- This may be perpetrated by family members, acquaintances or unknown parties.

### **Inability to utilise regular banking facilities:**

- Clients may not be able to access regular financial institutions for numerous reasons.

## What will State Trustees do for clients on the program?

- Conduct a thorough assessment with the client and/or support workers, as well as family to identify current issues, discuss options and the desired outcomes.
- Make necessary referrals and utilise the services of specialist organisations to assist the client. For example, Case Management, Aged Care Placements, Accommodation Services, Guardianship, Welfare and Advocacy.
- Provide more intensive and frequent personal contact with the client to manage their immediate needs when required.
- Work closely with other agencies involved with the client.
- Update the VCAT on program outcomes.

## Examples of Intensive Support Program outcomes

### Clients have obtained secure accommodation

e.g. emergency accommodation, rehabilitation facilities, long-term accommodation

### Clients have been linked into appropriate case management services

e.g. mental health, drug and alcohol services, social support services

### Advocacy on behalf of clients to enable access to regular banking facilities

## I know someone who would benefit from this program. What is the referral process?

The person you are considering must be under an Administration Order with State Trustees. Contact State Trustees even if you are unsure whether the person fits the criteria.

## Questions?

If you have any queries in relation to the Intensive Support Program or wish to refer someone to the program, please call State Trustees on

**03 9667 6788**

Residents outside the Melbourne metropolitan area can call

**1300 138 672**

or email

[pfs@statetrustees.com.au](mailto:pfs@statetrustees.com.au)

or visit

[www.statetrustees.com.au](http://www.statetrustees.com.au)

