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| Family Recovery Program |
| Case management support for families impacted by COVID-19 |

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## Background

There is evidence that some culturally and linguistically diverse communities are disproportionately affected by COVID-19. In response, the Victorian Government introduced the Family Recovery Program. The program is delivered by cohealth for the Department of Families, Fairness and Housing.

The aim of the program is to provide statewide support to culturally and linguistically diverse families who have experienced negative impact and disruption associated with COVID-19.

Eligible families have experienced a positive COVID-19 diagnosis, been close or secondary contacts, and/or were required to self-isolate or quarantine since the beginning of the pandemic in February 2020. Through the program, families receive support to overcome COVID- related interruptions to employment, education, and mental health.

## Family support

cohealth provides coordinated, culturally responsive case management support for an initial 3-month period.

A case manager works with the whole family to understand the needs of all family members, develop goals, and supports.

A recovery (case) plan is developed, monitored, and reviewed with the family to ensure their support needs are met and goals are achieved. The case manager works with the family’s existing workers and introduces new services where needed.

When a family has support needs beyond employment, education and mental health, the case manager makes referrals to services that can assist.

The case manager uses flexible funding to provide services that support recovery goals and plans, where these cannot otherwise be accessed through existing pathways.

## Flexible funding

A limited pool of funding is available to help achieve the family’s goals by enabling support to be flexibly, creatively, and quickly obtained. For example, while a parent attends employment related learning, support may be needed with the course fee or childcare.

Flexible Funding Guidelines will be made available, setting out inclusions and exclusions.

## Referral

Anyone can refer. Referrals are received through an email inbox which is checked from 8am – 10pm daily.

There are currently two ways to make a referral:

* request a referral form from <frp@dffh.vic.gov.au>
* send an email with the information below

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| Client name |
| Client address |
| Client contact details |
| Eligibility (Covid-19 positive, close or secondary contact, public health order to self-isolate or quarantine) – YES/NO |
| Eligibility (culturally and linguistically diverse background) – YES/NO |
| Interpreter required and language |
| Type of support required (education/training, employment, mental health) |
| Name of person completing referral |
| Organisation of person completing referral |
| Contact detail of person completing referral |
| Verbal consent to share contact details – YES/NO |

A factsheet in multiple languages will be made available.

For updates contact: <frp@dffh.vic.gov.au>

Publication date: 6 April 2021