

# Family Recovery Program

Case management support for families impacted by COVID-19

## Do you know a family that needs support?

Some culturally and linguistically diverse communities were disproportionately affected by COVID-19. To help these families, the Victorian Government created the Family Recovery Program. The program is delivered by cohealth for the Department of Families, Fairness and Housing.

The program is for culturally and linguistically diverse families who have experienced disruption or been adversely impacted by COVID-19, since the pandemic began in February 2020. This may be reflected by:

- had a positive COVID-19 diagnosis
- been close contacts (primary or secondary)
- had to isolate or quarantine.

Through the program, families will receive support to overcome COVID-related interruptions to employment, education, and mental health.

## What support is available?

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. Together, the family and case manager develop a recovery (case) plan.

This plan is 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 needs support beyond employment, education and mental health, the case manager makes referrals to services that can help. The case manager uses flexible funding to provide services, obtain items or activities 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 families get support flexibly, creatively, and quickly, so they can achieve their goals. For example, if a parent attends employment related learning, funding could be used for the course fee or childcare.

## How to refer

Anyone can refer families to this program. There are two ways to make a referral:

- click this link to complete an electronic referral form <https://forms.office.com/r/veNjR4YnCP>
- send an email with the information below to <frp@cohealth.org.au>

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, 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

For information call **9448 6845**, Mon to Fri, 9 to 5pm.

If you need an interpreter call 13 14 50 and ask them to call 9448 6845.

Factsheets for families will be available in multiple languages.

For updates contact: <frp@cohealth.org.au>