

EveryMan

Overview of our programs
04 January 2019

Contents

- 1. COUNSELLING 1
- 2. INDIGENOUS SERVICES 2
- 3. MEN’S ACCOMMODATION AND SUPPORT SERVICES (MASS) 2
- 4. NDIS 4
- 5. VIOLENCE PREVENTION 4
- 6. COMPLEXITY CENTRE 7

Overview - EveryMan work areas

1. COUNSELLING

EveryMan's Counselling service supports men (and partners and families) in areas of their life that are concerning them. For some this may involve clarifying issues, getting new perspectives and working toward change, for others it's about getting help with addressing how they're impacting on others, or how they're dealing with what's impacting on them.

People contact our counselling services for themselves or people in their lives. Many clients are referred through other services or organisations. Although the service is primarily for men; women and family members can request assistance for help with a male in their lives.

Clients access counselling for as long as they identify the need to continue. There are no fees, but people are encouraged to make tax-deductible contributions, all of which go back into providing more service hours.

While the majority of counselling is provided in our offices, we also provide some outreach services to prisoners in the ACT's Alexander Maconochie Centre.

While there are no parameters on issues that can be brought to counselling, staff are responsible for determining where there is a requirement for specialist knowledge outside of their expertise. Counsellors will support the client to access that support or consult transparently and collaboratively with the appropriate professionals.

The Counselling Service has a great reputation with service providers across the community, government and professional sectors, particularly where men present with complex matters involving mental health, drug and alcohol, domestic and family violence, justice, disability, homelessness and other issues. The service is known for its willingness and success in engaging men who don't offer an easy fit with mainstream community service providers or private practitioners.

While other generalist counselling services exist for or are accessible to men, EveryMan counselling is the only community service counselling program dedicated to supporting men in any and all areas of life.

If counsellors have vacancies and there is no waiting list, clients will be given appointments with the next available counsellor. If vacancies are in short supply, referrals will be prioritised and allocated appointments through a triage process.

All of EveryMan's Counsellors participate in professional development - either EveryMan's internal training, or opportunities being offered by other organisations or institutions. Counsellors attend regular supervision and team meetings where their work is presented to assist with ensuring service quality, continuous improvement, knowledge and skills development and risk management.

Counsellors are recruited for professional qualifications and other training and previous experience suited to working with diverse presentations and which demonstrate commitment to social justice principles and aptitude for complex case matters.

2. INDIGENOUS SERVICES

The Indigenous Services program at EveryMan provides accommodation, outreach and support services to Indigenous families and individuals, and to Indigenous and non-Indigenous parents with Indigenous children. EveryMan is currently the only supported crisis accommodation in Canberra offering accommodation to Indigenous single fathers with their children.

The service offers three types of service:

1) Boarding Houses:

Shared accommodation for individuals and families who require temporary accommodation in order to improve their access to various services, including (but not limited to) health, education, legal matters and government services.

Winsome's Place is a boarding house reserved for use by individuals and families who require temporary accommodation in order to access medical services or provide support to family members receiving medical treatment. Winsome's Place may also be used to accommodate people visiting family members incarcerated at AMC, Bimberi or Dhulwa.

2) Supported Accommodation:

Stand-alone community housing for Indigenous families who are at risk of homelessness. EveryMan will provide support in obtaining permanent accommodation, assistance with Centrelink, support with legal matters, referrals to culturally appropriate services, and advocacy on behalf of clients.

3) Outreach:

Assistance to Indigenous individuals, couples or families who are at risk of homelessness or in need of support not available elsewhere in the ACT.

Once accepted into the program, whether accommodated with us or receiving outreach support, the Indigenous Services team works collaboratively with service user(s) to identify priorities, set goals and develop a case plan. This can include support around Housing, Centrelink, CYPS, Corrections and other statutory bodies. They can also assist clients with issues they identify as central to their own and their family's wellbeing. Each service user is unique, and support takes as many forms as there are requests and needs.

EveryMan's Indigenous Services program assists with the complexities and support needs so often present in the lives of the people who access their services. EveryMan strives to provide opportunities and consistently work towards closing the gap on Indigenous homelessness.

3. MEN'S ACCOMMODATION AND SUPPORT SERVICES (MASS)

1) Accommodation Support

EveryMan's MASS program provides support to build independence for men who are homeless or at risk of homelessness, who present with high and complex needs related to mental health, intellectual disability, drug and alcohol use, acquired brain injury and family history of child abuse an exposure to domestic and family violence, who are at risk of homelessness. Men referred typically present with complex and challenging behaviours which other services find difficult or overly resource-intensive to support.

Men are referred from ACT Corrective Services, Forensic Mental Health, Housing ACT, NDIA, government and community Mental Health services, migrant and refugee support services and other community service providers. Support is provided using a case management approach based on the Bower Place Complex

Needs Centre in Adelaide, developed to assist people presenting complex clinical and case management challenges to child protection and other government authorities and to individual, couple and family support services.

The MASS program has a team of professional Case Managers with diverse experience who work dynamically and creatively to achieve outcomes for our clients, building close connections with community service providers and developing strong internal structures and practices which allow us to respond quickly and effectively to our clients’ needs. The MASS program assists clients with building independence in the key areas of:

• Safety (perceived/actual)	• Community resources
• Stable and sustainable accommodation	• Support networks
• Health and wellbeing	• Mainstream services
• Managing future crises	• Specialist services
• Learning opportunities	• Life skills training

While working to build independence in these areas, clients reside under an Occupancy Agreement in a property head-leased by EveryMan. This allows EveryMan to assist the client in building an independent home and sustaining tenancy. After a suitable period of time maintaining this tenancy, EveryMan will communicate with Housing ACT that the client has reached a level of independence that allows them to move into mainstream housing.

EveryMan Case Managers work with clients to identify and then address the areas the client is most in need of support to build their independence. After identifying any issues in these areas, the Case Managers create a case plan that dictates the actions and final goals to address the concerns.

The time required by each client varies, as does the individual level of support. The expected time to remain in the program is approximately 6 - 18 months. There are five clients who are exceptions to this. Because of their particular needs, they require ongoing support to live in the community, and we expect to accommodate them indefinitely. After being a participant in the MASS program, a client can expect to have built independence and ability in the areas targeted with the Case Manager. The ultimate goal is to reduce the risk and occurrence of homelessness for men with high and complex needs.

2) Outreach

Men who have their own accommodation but are at risk of losing it, or are living in unsuitable and untenable conditions, are referred to the MASS program generally due to complex presentations similar to the MASS service user group. This service user group are provided with the same range of EveryMan support services as those involved in the MASS program.

3) Single dads

MASS can also provide its program supports to men with accompanying children where complex needs and risk of homelessness are presenting issues.

4) Partners

Because of our Service Funding Agreement and head-leasing arrangements with Housing ACT, men in the MASS program are required to be the Primary Occupant in any MASS property.

This means that anyone partnering a MASS client and living with them at any time during the man’s involvement with the program is not eligible for co-occupancy status. However, if the relationship breaks down, we will provide support to help them find other accommodation.

4. NDIS

EveryMan clients who enter our program with an NDIS plan are supported to identify and access service providers suitable to their needs. EveryMan provides support coordination, assisting clients with high and complex needs to access the services they require and to maintain those services throughout the duration of an NDIS plan. This can include managing crises that may occur and lead to withdrawal by service providers.

EveryMan will assist clients to rebuild relationships with service providers, or to identify new ones to be put in place. EveryMan can also offer Plan Management, which allows us to bring in supports which are not NDIS registered. This can assist our clients, as services required may not be registered under the NDIS.

If a client comes to EveryMan who is eligible for NDIS support, we will assist them to apply for their first plan and assist them throughout the process of initiating it.

5. VIOLENCE PREVENTION

1) Working With the Man

WWM is a specialist Behaviour Change Program for people who have used domestic and family violence (in all their forms), to effect long-term behavioural change and reduce reoffending. Eligibility for participation is based on initial assessment to ensure that services are offered to people who:

- Have expressed a genuine desire to change;
- want to stop hurting and frightening their partners and children, and
- would benefit from participation in the program to assist in that goal.

WWM is targeted primarily at men, but other people using violence with partners or family members are also eligible to use the service.

WWM aims to assist participants (and their partners and families) in developing and adopting individualised strategies to become and remain non-violent. These strategies, based on solid experience and research, support participants to change old patterns of thinking and acting, to take responsibility for their actions and build ongoing and sustainable capacity for respectful relationships with the people in their lives.

We work with our clients to help them better understand what a respectful violence-free family relationship looks like and learn different strategies that help diffuse situations. Ideas and patterns of gendered power and control are explored and ideas that restrict the possibility of change are challenged.

Whilst the majority of behaviour change programs in Australia are in a group education format, WWM uses case management, counselling and group programs within an individualised case plan. The case plan is developed collaboratively with the participant and if appropriate, the larger family and significant others. While each case plan is bespoke, the overall framework is responsive to wider themes of the gendered nature of violence, power and control.

The framework is recursive, accountable and supportive, designed to support participants towards more appropriate responses and address individual factors causal to inappropriate emotional reactivity and behaviour.

Clients can enter the program from multiple referral sources; however, the majority of clients in the ACT are referred by the Australian Federal Police who have a dedicated worker within the Victims of Crime team. Other referral sources are from ACT Child Youth and Protection Services, Corrections ACT, NSW police and importantly, self-referral.

Once a referral has been received, we will contact the man as soon as possible. When contact is made we give a brief program description explaining the need for the man to attend voluntarily. This is not a mandated program and permission to contact their partner/ex-partner around safety protocols is required for our program objectives. If the person agrees to these requirements, then an assessment appointment is made.

The safety of women and children is paramount and WWM actively pursues transparent consultation with key stakeholders in the ACT and regional women's services, to develop effective protocols around safety, confidentiality and appropriate process. Importantly we have dedicated partner contact staff who, following NSW and Victorian minimum standards, contact their partner/ex-partner offering support around safety concerns. We also have other agencies that we can refer to for other supports.

There is no absolute time period that we work with participants; however, we encourage men to engage for at least three months, the minimum period for change to occur. There are no fees and we do not request any donation.

Fortnightly meetings are held for caseworkers to discuss participant progress and issues, program improvements and safety concerns. Regular attendance at internal and external training assists case workers to keep abreast of industry best practice. In addition, there are separate fortnightly meetings with Partner Contact Workers to discuss safety concerns of partners, family members and clients.

2) Preventing Violence, Managing Anger (PVMA)

Group programs for men are recognised as an effective tool to extend genuine solidarity to men who have expressed an intent to take responsibility for their beliefs and actions. With effective facilitation, the group becomes a vehicle that encourages honesty, reflection and insight as to the nature of anger and abuse and its real consequences. This can be a solid support for participants to persist in the face of obstacles and adversities and sow the seeds for lasting behavioural change.

PVMA is a 10-week psycho-educational program for men who are struggling with the way they deal with anger. It is not simply an anger management program, as it allows men to identify their own feelings, attitudes and thought patterns which act as catalysts to violent, dangerous and disrespectful behaviours. The gendered nature of violence, power and control is explored in an individual context as well as formative experience in family, school and the workplace. Challenging these cognitive and behavioural pathways and becoming more integrated with individually stated goals of respect and integrity is created as a shared aspiration.

PVMA encourages men to sit with their complex and uncomfortable feelings and learn to express these as the real emotions, rather than expressing them as abusive behaviour. It encourages men to open up to other men, to learn how to talk about how they feel and to focus on what is really important in the lives, something that their current behaviour is jeopardising.

The group dynamics develop from within connection as they relate to each other's stories. The facilitator's principle function is to create a positive and safe group culture in which these therapeutic experiences can take place. Only then we believe therapy truly takes place, not from the wisdom of

the facilitator, but from the interpersonal learning among the participants. Consequently, individuals form relationships based on the implicit expectation of mutually beneficial exchanges based on trust and felt obligation.

It is paramount that we establish a dynamic safe group environment for these men to share their stories with other men. It can be easily damaged by an attendee who is not acknowledging their behaviour, blaming others for their actions or using disrespectful language. Therefore, there is a thorough intake and vetting process to ensure the man wanting to attend the program genuinely wants to change their behaviour. Men may be asked to supply contact details of their partner, so our Partner Contact unit can contact the partners to inform them the man is attending the program and discuss any safety concerns.

At the end of the 10-week program, men, who have attended sufficient sessions graduate and sometimes form their own support group. Cost of the course is currently \$200.00 and payment plans are arranged at the intake process, however, if a client is suffering financial hardship, we can be flexible around payment to the point of waiving the fee.

Effective feedback both positive and negative, is very helpful. It helps the PVMA facilitators keep on track and serves as a guide as to know how others perceive the program and if any changes are needed in the delivery process specific or course material.

Program Outline:

Module 1: Invitation to responsibility.

This session is principally about establishing the group and setting the tone for the program. It outlines the program for the next 10 weeks, introduces them to other group participants and establishes group rules. We also set some specific goals with each of the participants.

Module 2: Anger & abuse.

We identify anger as a healthy emotion and separate it from abuse. We look at thoughts and feelings and how they affect each other, and introduce skills in detecting early warning signs and rising anger.

Module 3: Tools for dealing with anger.

We introduce some skills for dealing with anger and defusing it. We build on the previous session's experiences of the early warning signs and develop a tension scale. Time out as a method of defusing the anger before it gets out of hand is explored.

Module 4: Emotions and choice points.

This module focusses on identification of the events that generate our particular emotional responses (triggers). We look at choice and how we can use it to overcome the emotional response.

Module 5: Dealing with conflict.

The way we look at conflict determines what response we have to it. We explore ways that we escalate conflict and how we can de-escalate it, paying particular attention to considering the bigger picture.

Module 6: Power.

In this module we explore power, what it is, what forms it takes and how we use it. We examine the use of power to control others and the costs and benefits of using abusive forms of power.

Module 7: Valuing self.

What does it mean to value myself? How do people learn to value themselves? We explore how our childhood experiences and messages we received about ourselves affect how we value ourselves. We look at ways of overcoming our 'programming' and improve our ability to value ourselves.

Module 8: Communication.

Learning better ways of listening and communicating helps us to contain our anger. We look at specific tools for improving our communication. Examples include using 'I statements', owning feelings, taking responsibility for our own feelings, resisting the temptation to blame and valuing the other person's point of view.

Module 9: What it means to be a man.

What have the traditional roles of men been? How have they changed, how have they stayed the same. What things do we value about being a male? What things about men cause us grief or shame? What messages did we get from our father?

Module 10: Where to from here?

We look at how to respond to the anger of others without getting caught by our own triggers and traps. We revise where we have been and how we are going on our personal goals. Clients graduate and complete the program evaluation.

* Program content is currently under review by EveryMan, with a view to developing into a 12 to 15-week program with content revised to meet NSW standards for Behaviour Change Programs.

6. COMPLEXITY CENTRE

EveryMan practitioners are skilled in working with complex presentations, that is, when an individual or family is struggling with a range of issues within a context of additional complexity, e.g. multi-agency involvement, conflict between agencies or professionals, complex intergenerational patterns, underlying mental health or neurological conditions, and often an extensive history of multiple service use with varying degrees of effectiveness.

The Complexity Centre is an EveryMan initiative drawing together a number of advanced practitioners drawn from across EveryMan programs. Advanced practitioners are trained and experienced in EveryMan's Integrated Practice Methodology (IPM), specifically developed for this client group, through many years of mentorship and training with the respected Bower Place Clinic in Adelaide.

It has been through the disciplined use of the Integrated Practice Methodology that EveryMan practitioners have often been able to assist clients who have had previously been unable to develop or sustain positive change in their situation.

EveryMan works to provide advanced level applied learning through training, practice and professional support to our staff and to staff of community sector and government agencies working with people living with complex needs. The Complexity Centre currently has a training and service delivery partnership with the ACT's Toora Women Inc, a not-for-profit organisation supporting women with complex issues who have experienced past or present traumas related to e.g. domestic and sexual violence, drug and alcohol use, mental health issues, homelessness or involvement with the ACT corrections system.

The Centre employs up to date communications technology to enable teaching opportunities and participation on and off site. The IPM is demonstrated in real time with advanced practitioners working with clients in real time. Confidentiality protocols are strict, and clients are made fully aware of the teaching nature of the process.

As this service is drawn from existing EveryMan resources, the capacity is limited, and Complexity Centre services are delivered on an as-needs basis.