

# Multiple and Complex Needs Support

Vista Community Support provides a wide range of quality support services to people who have multiple conditions and complex needs.

These conditions can include physical, neurological and intellectual disabilities, along with a range of diagnosed mental illnesses and mental health concerns.

## INDIVIDUALISED SUPPORT

In consultation with allied health professionals, we develop and implement detailed support plans, which are tailored to meet the needs of the people we support.

Staff are also matched to each person based on their experience and skills. Where required, extra training is provided to ensure the best quality support is delivered.



Our attentive staff are matched to suit the individual needs of each person we support.

## HOW CAN WE HELP?

The focus of our support services is around maintaining and improving people's daily living skills, along with the development of coping capabilities and adaptive behaviour.

Our services include:

- Supporting people in their own home
- Assistance with daily activities
- Assistance to attend appointments
- Community access

We also operate an after hours phone support service that case managers, staff, people we support and their families can access when needed for emergency staffing issues and incident support.

## OUR NETWORKS

To achieve the highest quality service, we work closely with Psychiatric Services, Disability Services, General Practitioners, Behaviour Specialists, ABI Clinics and the Multiple and Complex Needs Team.

## HOW DO I ACCESS THIS SERVICE?

This service is available anywhere in Victoria. It can be privately funded or accessed through an Individual Support Package (ISP), such as Department of Human Services funding.

Referrals are through agencies or health professionals, or call us directly on the numbers below.

## FURTHER INFORMATION

Phone us to find out more.

Barwon South West:  
03 5228 0100

Gippsland: 03 5135 4300

Grampians: 03 5320 0300

Hume:  
02 6056 5698 (Wodonga)  
03 5821 4964 (Shepparton)

Loddon Mallee: 03 5442 8441

North West Metro:  
03 9487 8100

Metro: 03 9564 1030

or email:  
[info@vistasupport.org.au](mailto:info@vistasupport.org.au)

*By working closely with allied health professionals and individuals, we provide the highest quality services for people with complex needs.*

[www.vistasupport.org.au](http://www.vistasupport.org.au)

Statewide Coordination Centre  
1036 Dandenong Road, Carnegie, Vic. 3163  
t: 03 9564 1030 f: 03 9564 1004  
e: [info@vistasupport.org.au](mailto:info@vistasupport.org.au)

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