NOVEMBER 2025 ISSUE 03 VERSION 05

PERMALINK SUPPORT SERVICES

STUDENT PLACEMENT

CERTIFICATE IV IN MENTAL HEALTH PEER WORK HANDBOOK

REG ID: 4-433C-2898

GROUP & COMMUNITY PROGRAMS

PERMALINK JOB ACTIVE PROGRAM

PERMALINK HOUSING SERVICES

Permalink Support Services offer Students on Placement the following opportunities:

- ✓ National Disability Insurance Scheme
- ✓ Case Management
- ✓ Case Notes / File Notes
- ✓ Homecare & Community Care
- ✓ Personal Care
- ✓ Support Coordination
- ✓ Housing
- ✓ Diversity & Relationships
- ✓ Drug & Alcohol Programs
- ✓ Fitness & Wellbeing
- ✓ Health & Safety
- ✓ Programs & Advocacy
- ✓ Communication
- ✓ Culture & Diversity
- ✓ Support & Wellness
- ✓ Much more...

Permalink Support Services 1300 737 625 placement@permalink.com.au www.permalink.com.au

REGISTERED NDIS PROVIDER

164 ROSEBANK AVENUE, **CLAYTON SOUTH**, VIC 3169 | 1 QUEENS ROAD, **MELBOURNE**, VIC 3004
210/12 CORPORATE DRIVE, **HEATHERTON** VIC 3202 |435 NEPEAN HIGHWAY, **FRANKSTON** , VIC 3199
402/89 OVERTON ROAD **WILLIAMS LANDING,** VIC 3027
84 HOTHAM STREET, **PRESTON**, VIC 3072

PERMALINK
SUPPORT SERVICES

REGISTERED NDIS PROVIDER

Permalink Support Services is a registered National Disability Insurance Scheme (NDIS) Provider, that offers Homecare & Community Care services to people with a disability.

Servicing all regions of Metropolitan Melbourne, Permalink is rapidly growing and expanding its care services in all suburbs of Northern, Western, Southern and Eastern regions of Melbourne, with more than 500 Support Workers & Clients to date.

WHY CHOOSE PERMALINK?

We strive to be #1 in providing NDIS care solutions all across Victoria. We plan for your current care needs and assist you to achieve your future goals! Our services help to identify your outcomes so you can keep track and meet your milestones.

We are hassle free. we work with you to ensure our services are flexible and are tailored to your needs.

We offer a wide range of care, case management, and social support services, with competitively low fees.

All of our staff are professional, trained and will always provide the highest standard of care. Our experience working in the disability sector sets us apart from the rest - we provide great care services that are responsive.

You have direct access to our Case Managers, who work alongside our clients and their families to build your capacities and capabilities to manage your support more independently into the future.

PERMALINK CAN ASSIST WITH THE FOLLOWING NDIS SUPPORT CATEGORIES:

CORE SUPPORTS

- Household tasks
- Daily tasks and assistance
- Community Care
- Group/Centred Activities
- Accommodation/Tenancy
- Assist in travel or transport
- Community Nursing Care

CAPACITY BUILDING

- Increased Social and Community Participation
- Assisting life stages and transitions
- Development of life skills
- Improved Daily Living
- Behaviour Support
- Therapeutic Supports
- Occupational Therapy
- Job Active Program & Group Activities (Open Employment)
- Drug & Alcohol Services

HOUSING SERVICES

Our team of professional Housing Experts help you find accommodation needs.

We offer:

- Private Rental Assistance
- Community Housing Applications
- Public Housing Applications
- Short Term Accommodation
- Medium Term Accommodation
- Support Independent Living

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REGISTERED NDIS PROVIDER

PERMALINK JOB ACTIVE PROGRAM

PERMALINK HOUSING SERVICES

PRIMELINK WORLDWIDE

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PERMALINK
SUPPORT SERVICES
ABN 39 795 347 559 | REG ID 4-433C-2898

Dear Placement Student,

Welcome to **Permalink Support Services!**

Congratulations!

Permalink Support Services is pleased to welcome you into our growing community and family, as we endeavour to provide care services to those with a disability.

As a registered National Disability Insurance Scheme (NDIS) Provider, Permalink is rapidly growing and expanding, servicing all regions of Metropolitan Melbourne, to provide Homecare & Community Care services.

Our flexible and adaptable approach, tailors to the many unique aspects of Permalink. Being part of the support team, encourages you to share your thoughts, ideas and opinions in honing a harmonious working environment for all.

Your commitment and contribution to the team, is the key to our success. We are determined to see your progress within the company; as you grow, learn and understand the different aspects of providing quality care.

As you journey into your role, take pride in your routine and cherish the rewarding career ahead.

Warm regards,

Shawn Panjwani
Managing Director

Justinn Macapagal
Operations Manager

REGISTERED NDIS PROVIDER

REG ID: 4-433C-2898

PERMALINK
SUPPORT SERVICES

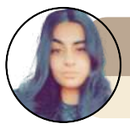
ORGANISATIONAL CHART

Management Department

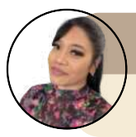
Shawn Panjwani
Managing Director

Justinn Macapagal
General Manager

Housing Department



Joanne Cosentino
Housing Team Leader



Katina Halalova
Housing Assistant
Team Leader

Carissa Moretta
Senior Housing Specialist

Cindy Nguyen
Housing Specialist

Jessica Hall
Housing Specialist

Nathan Jansen
Housing Specialist

Igor Miglez
Housing Specialist

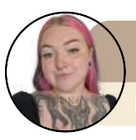
Danielle Neskoska
Housing Specialist

Zuhre Catal
Housing Specialist

Nader Youssef
Housing Specialist

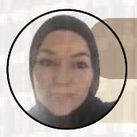
Shawnee Ricardo-Bryon
Housing Specialist

Cidiana Tesfaye
Housing Specialist



Brittany Morris
Housing Specialist

Jamal Belkadi
Housing Specialist-NSW



Rebecca Alameddine
Housing Specialist-NSW

Human Resources Department

Shefali Nagesh
HR Manager

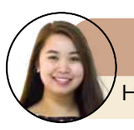
Sharmaine Andrade
Compliance Coordinator

Abigail Cunanan
Recruitment Coordinator

Vannah Carlos
HR Coordinator

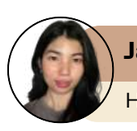
Housing Department Continued

Ichiro Muramatsu
Housing Assistant TL

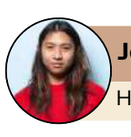


Claudine Enriquez
Housing Assistant TL

Marylee Cadurnigara
Housing Quality Assurance



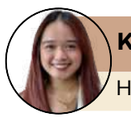
Jan Limsingian
Housing Quality Assurance



Josef Mendoza
Housing Assistant

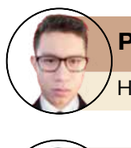
Kaira Balladares
Housing Assistant

Hanna Garcia
Housing Assistant



Katrina Dillera
Housing Assistant

Leonard Billena
Housing Assistant NSW



Paul Samiado
Housing Listings Assistant

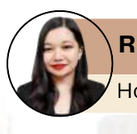
Angel Balingit
Housing Listings Assistant

Bheanne Bondoc
Housing Listings Assistant

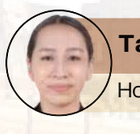
John Calderon
Housing Listings Assistant

Jolo Calubayan
Housing Listings Assistant

Loyd Camporedondo
Housing Listings Assistant



Raniella Enriquez
Housing Listings Assistant



Tamara Billena
Housing Listings Assistant

Accounts Department

Michelle Saunders
Plan Manager

Yamini Allu
Payroll & Accounts Manager

Lou Janea
Accounts Administrator

Venice Antig
Accounts Administrator

Sobhana Kesamsetty
Accounts Administrator

Job Active, Group Activities & Placement Departments

Wendy Nalupta
Group & Community Program Coordinator

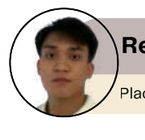
Ramneek Kaur
Job Active Coordinator

Virinchi Vaddepalli
JA/GA Admin Assiant

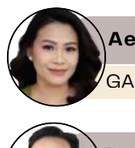
Ariane Bergonia
GA Roster Admin

Charles Almirante
JA Roster Admin

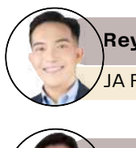
Jericho Aguinalde
GA Roster Admin



Reymond Regidor
Placement Coordinator Assistant



Aera Macaballug
GA Facilitator



Reynaldo Gutierrez
JA Facilitator

Gabrielle Dela Cuesta
JA Facilitator

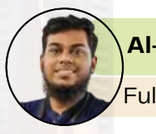
Psychology Department

Lucas Silva-Myles
Clinical Psychologist

Physiology & Domestic Services

Sylvester Isaacs
Accredited Exercise Physiologist

Development Department



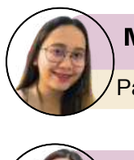
Al-Farabi Akash
Full Stack Developer

Ehtesham Haque
Front End Developer

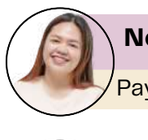
MD. Abullah Al Murad
Back End Developer

Payroll Department

Hameed Punjwani
Payroll Administrator



Mary Rose Banta
Payroll Administrator

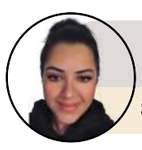


Nerissa Escalona
Payroll Administrator

Anitha Vemulakonda
Payroll Administrator

Service Specialists Department

Jo Slocombe
Service Specialist



Rozana Najjar
Service Specialist

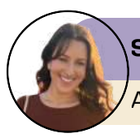
Joanthan Theodore
Service Specialist

Prince Macuja
Service Specialist

Ralph Pangilinan
Engagement Officer

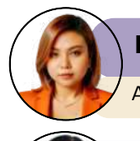
April Quinto
Engagement Officer

Allocations Department



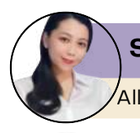
Stephanie Brankovic
Allocations Manager

Denise Garma
Allocations Coordinator

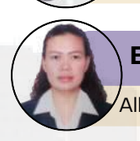


Pink Santos
Allocations Coordinator

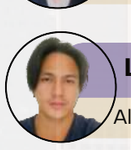
Izzy Solon
Allocations Coordinator



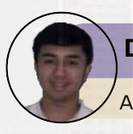
Shai De Guzman
Allocations Coordinator



Ellen Sol
Allocations Coordinator



Louie Llemit
Allocations Coordinator



Dreymhark Anongos
Allocations Coordinator

REG ID: 4-433C-2898

PERMALINK
SUPPORT SERVICES

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Name	April Quinto
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Name	Louie Llemit
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Physiology, & Domestic Services

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Name	MD Abdullah Al Murad
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REG ID: 4-433C-2898

PERMALINK
SUPPORT SERVICES

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Name	Nader Youssef
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Contact	0480 852 320
Email	nader.youssef@permalink.com.au

Name	Igor Miglez
Position	Housing Specialist
Contact	0485 989 671
Email	igor.miglez@permalink.com.au

Name	Brittany Morris
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Contact	0480 855 984
Email	brittany.morris@permalink.com.au

Name	Zuhre Catal
Position	Housing Specialist
Contact	0488 838 820
Email	zara.catal@permalink.com.au

Name	Jeniffer Adams
Position	Housing Specialist – QLD
Contact	0480 034 094
Email	shawnee.bryon@permalink.com.au

Name	Cidiana Tesfaye
Position	Housing Specialist
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Name	Danielle Neskoska
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Name	Jamal Belkadi
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Name	Claudine Enriquez
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Name	Marylee Cadurnigara
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Email	housing@permalink.com.au

Name	Jan Limsingian
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Name	Katrina Dillera
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Name	Kaira Balladares
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Name	Hanna Garcia
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Name	Josef Mendoza
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Name	Leonard Billena
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Name	Angel Balingit
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Name	Bheanne Bondoc
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Name	Loyd Camporedondo
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Email	housing@permalink.com.au

Name	Raniella Enriquez
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Email	housing@permalink.com.au

Name	Tamara Billena
Position	Housing Listings Assistant
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Email	housing@permalink.com.au

Clayton Parking Map

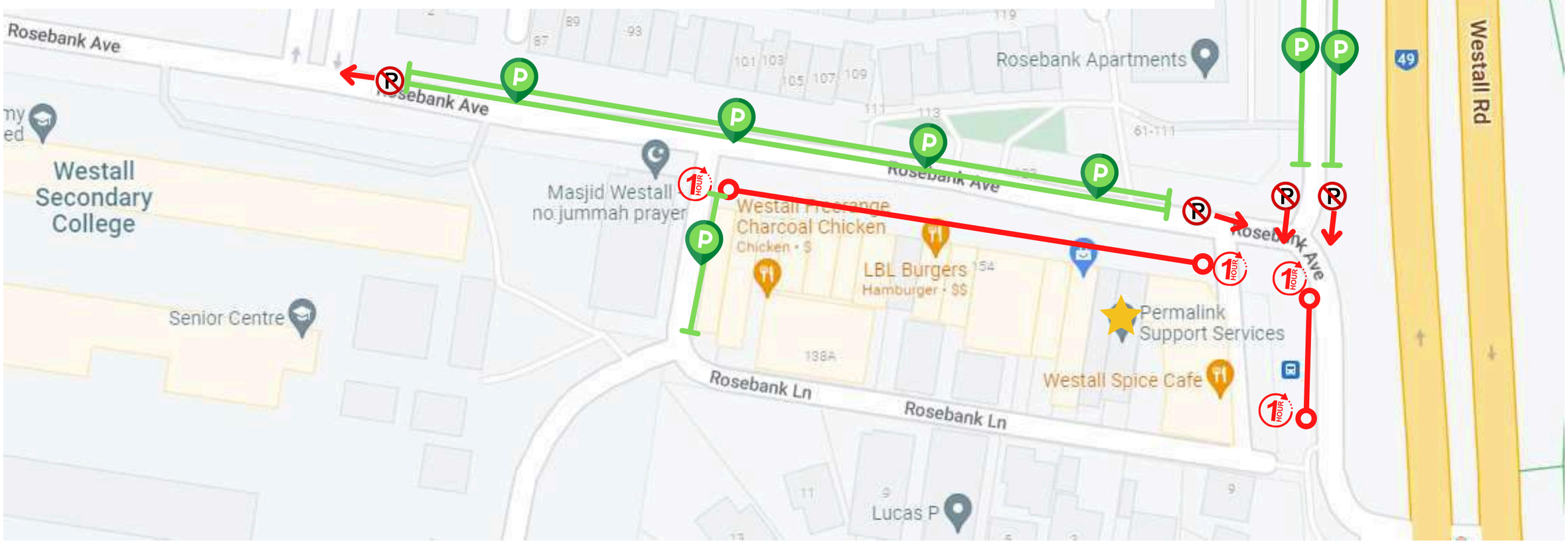
KEY:

NO PARKING:

ONE HOUR PARKING ONLY
FINES APPLY

PARKING:

Disclaimer:
Please note, Permalink Support Services will not be liable should you park in a 1-hour zone and receive an infringement. Please be guided accordingly!



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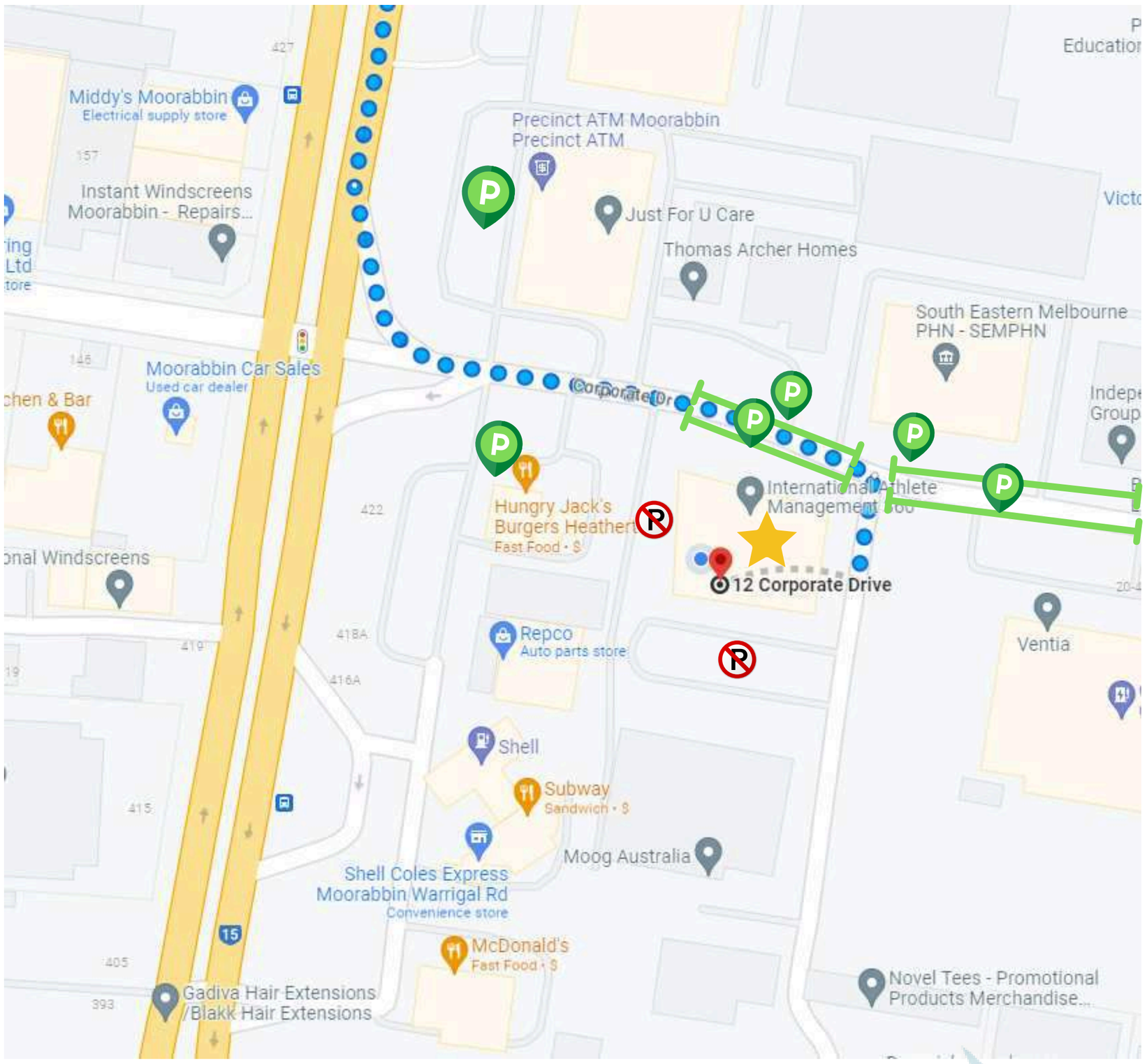
Heatherton Parking Map



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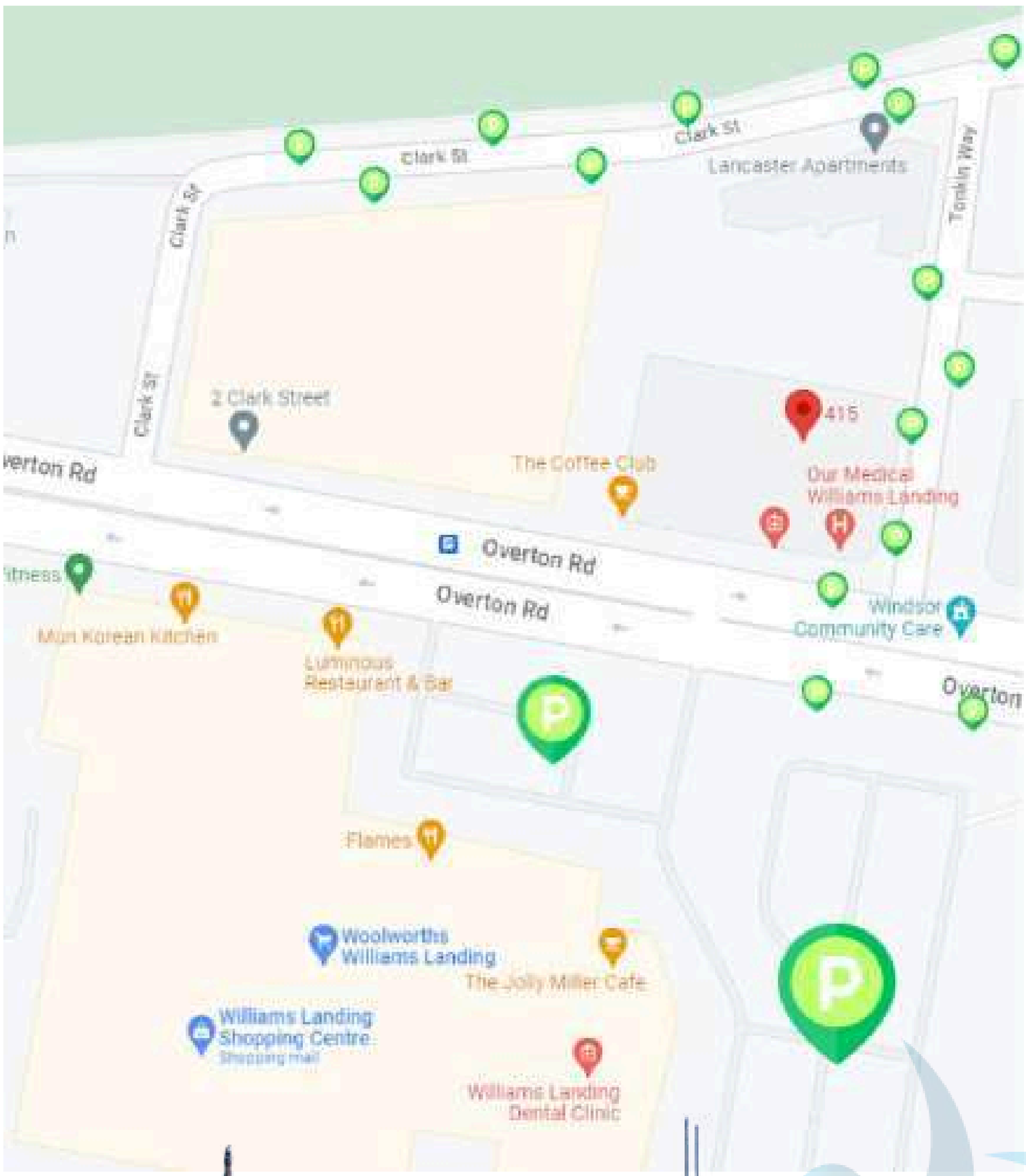
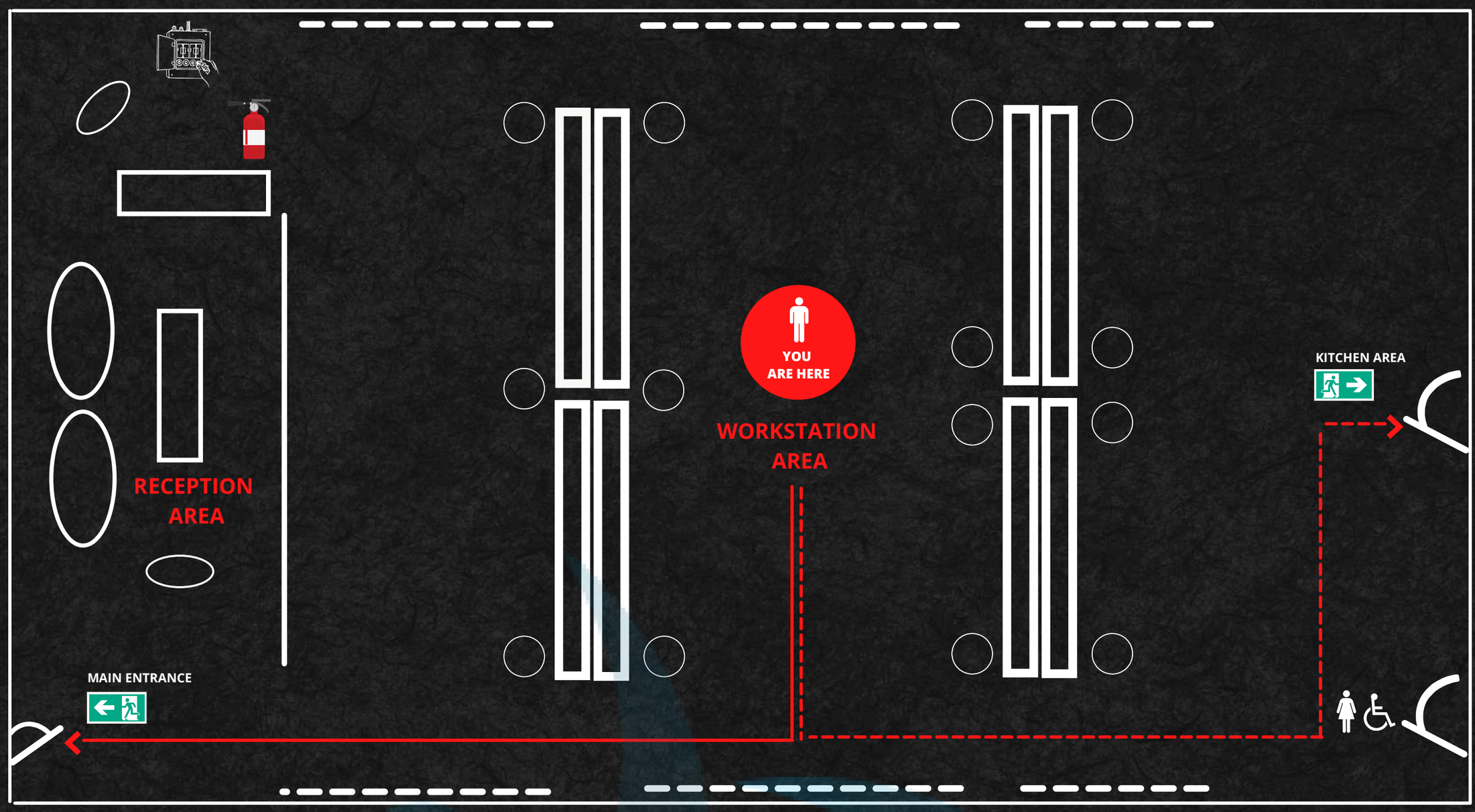
Williams Landing Parking Map



EVACUATION PLAN

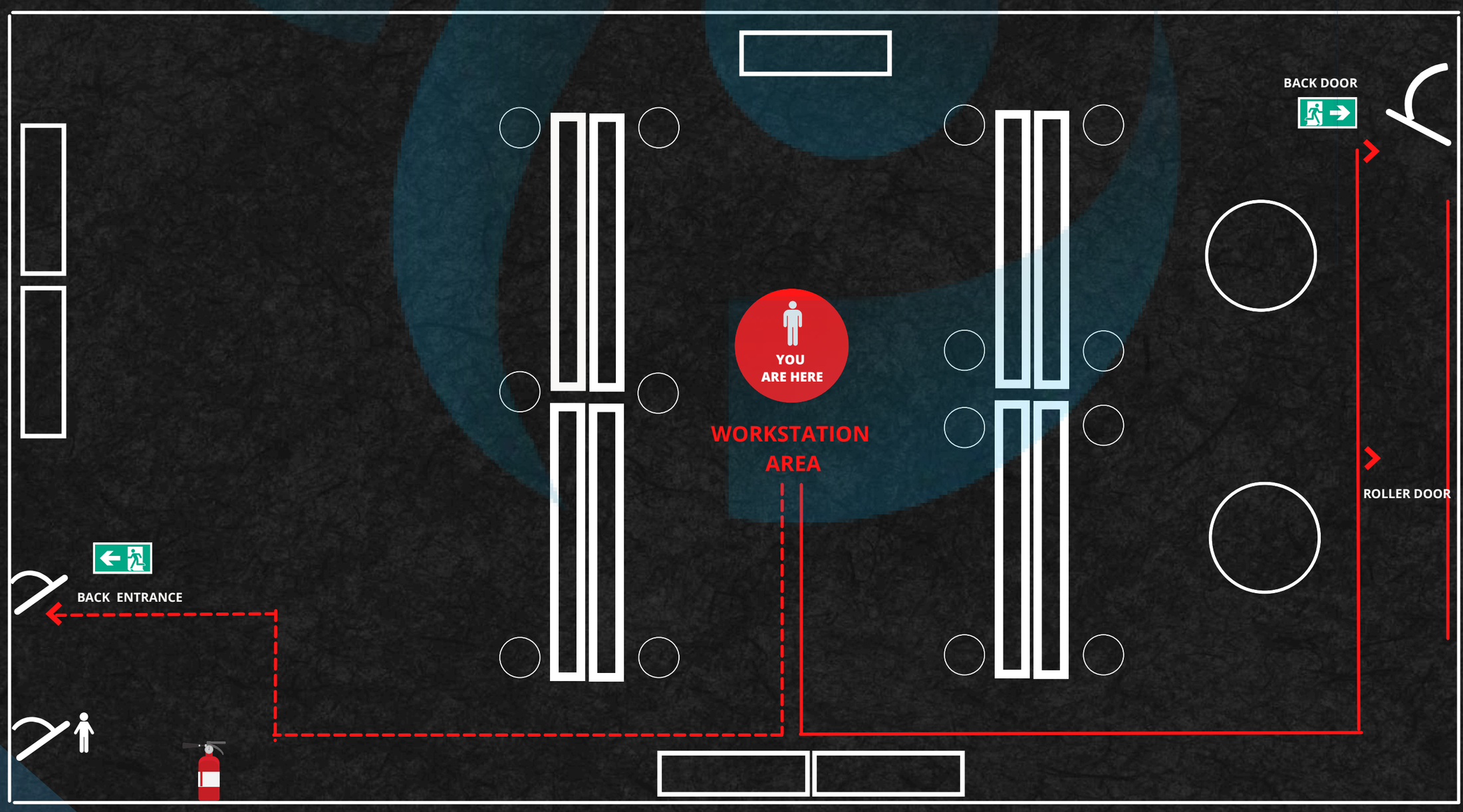
PERMALINK
SUPPORT SERVICES

FRONT OFFICE



EVACUATION PLAN

BACK OFFICE



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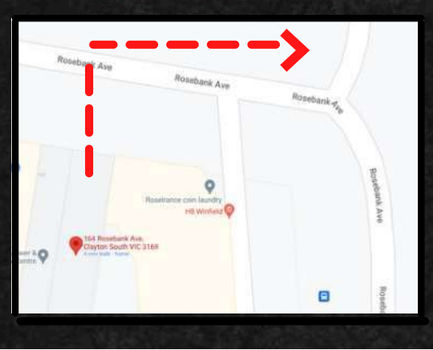
PERMALINK
SUPPORT SERVICES

164 ROSEBANK AVENUE,CLAYTON SOUTH 3169

FIRE EMERGENCY

- **R** REMOVE PEOPLE FROM IMMEDIATE DANGER AREA
- **A** ALERT ALL OCCUPANTS AND RAISE AN ALARM
- **C** CONFINE THE SMOKE/FIRE CLOSE DOORS & WINDOWS
- **E** EVACUATE TO A SAFE AREA AND WAIT FOR ASSISTANCE

ASSEMBLY AREA



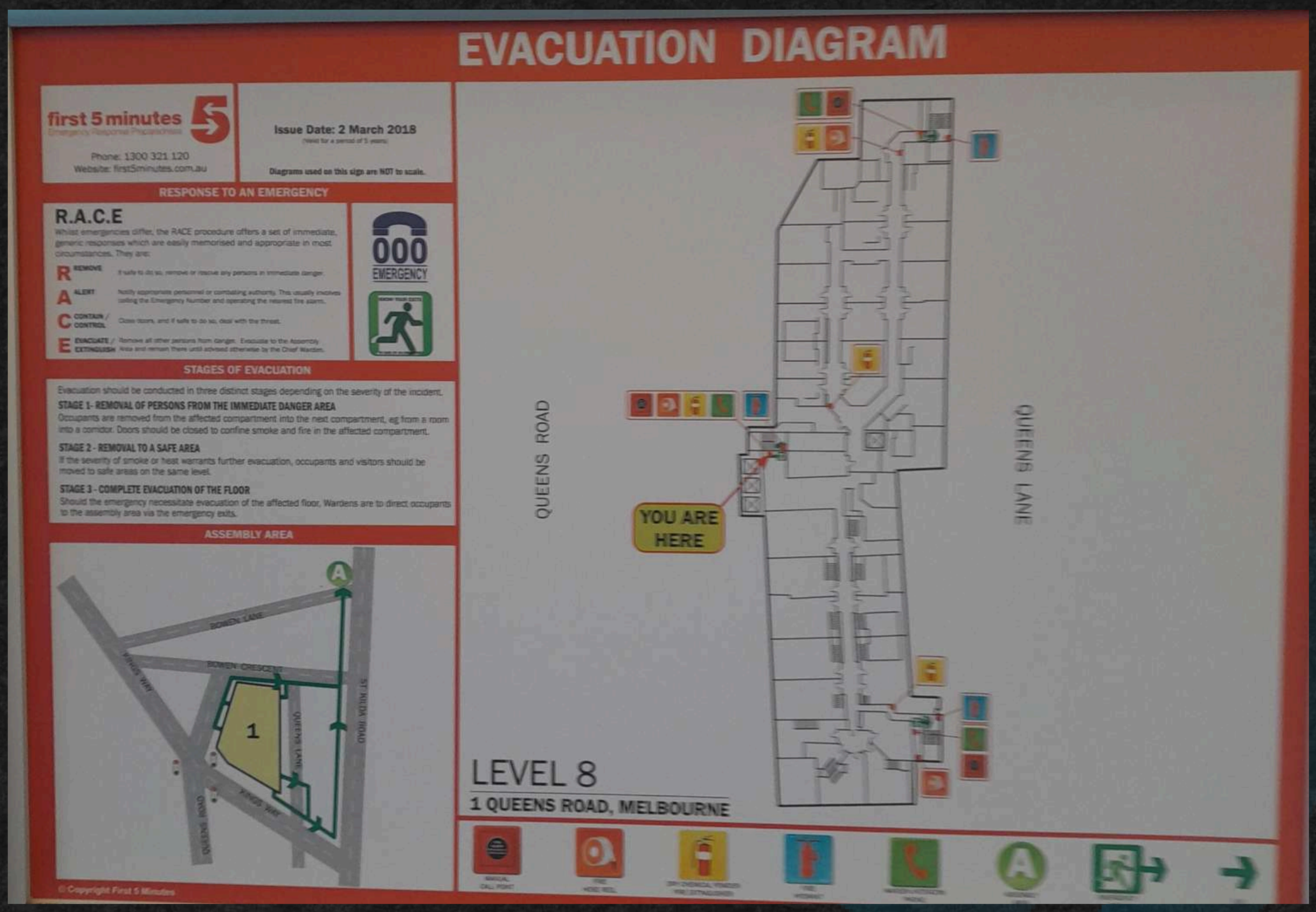
LEGEND

- EMERGENCY EXIT
- FIRE EXTINGUISHER
- PRIMARY ROUTE
- SECONDARY ROUTE

FIRE ESCAPE PLAN

PERMALINK
SUPPORT SERVICES

EVACUATION PLAN
MELBOURNE OFFICE



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PERMALINK
SUPPORT SERVICES

1 QUEENS ROAD, MELBOURNE, VIC 3004

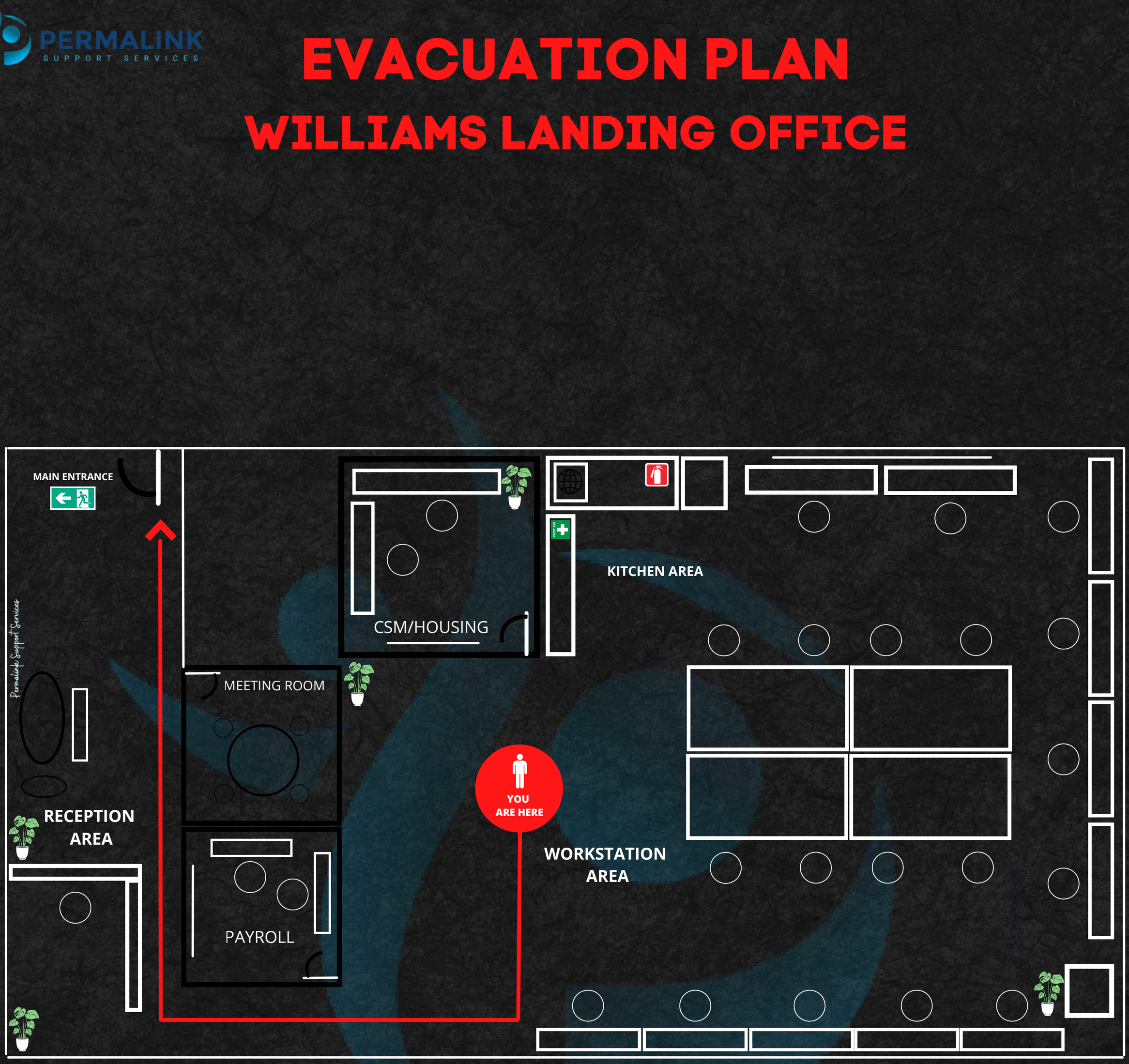
FIRE EMERGENCY

- **R** REMOVE PEOPLE FROM IMMEDIATE DANGER AREA
- **A** ALERT ALL OCCUPANTS AND RAISE AN ALARM
- **C** CONFINE THE SMOKE/FIRE CLOSE DOORS & WINDOWS
- **E** EVACUATE TO A SAFE AREA AND WAIT FOR ASSISTANCE

FIRE ESCAPE PLAN

PERMALINK
SUPPORT SERVICES

EVACUATION PLAN
WILLIAMS LANDING OFFICE



PERMALINK
SUPPORT SERVICES

1 QUEENS ROAD, MELBOURNE, VIC 3004

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FIRE EMERGENCY

- **R** REMOVE PEOPLE FROM IMMEDIATE DANGER AREA
- **A** ALERT ALL OCCUPANTS AND RAISE AN ALARM
- **C** CONFINE THE SMOKE/FIRE CLOSE DOORS & WINDOWS
- **E** EVACUATE TO A SAFE AREA AND WAIT FOR ASSISTANCE

FIRE ESCAPE PLAN

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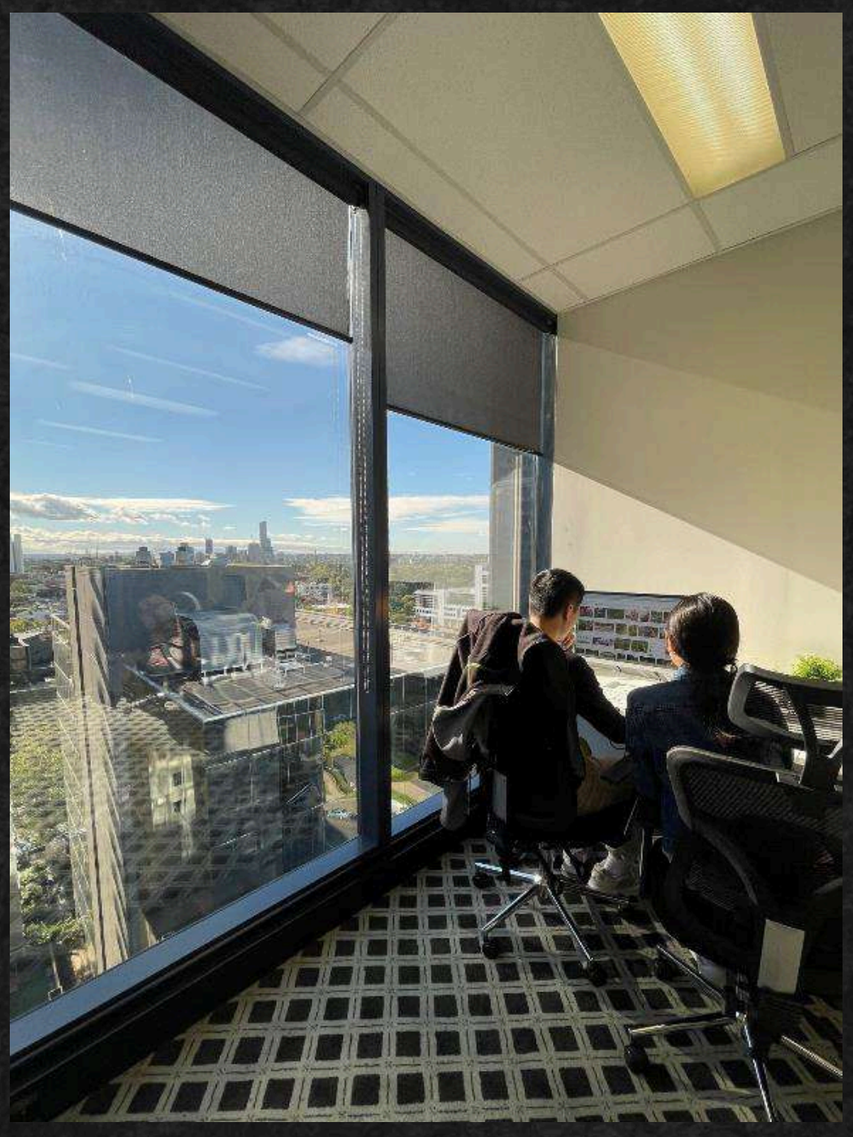
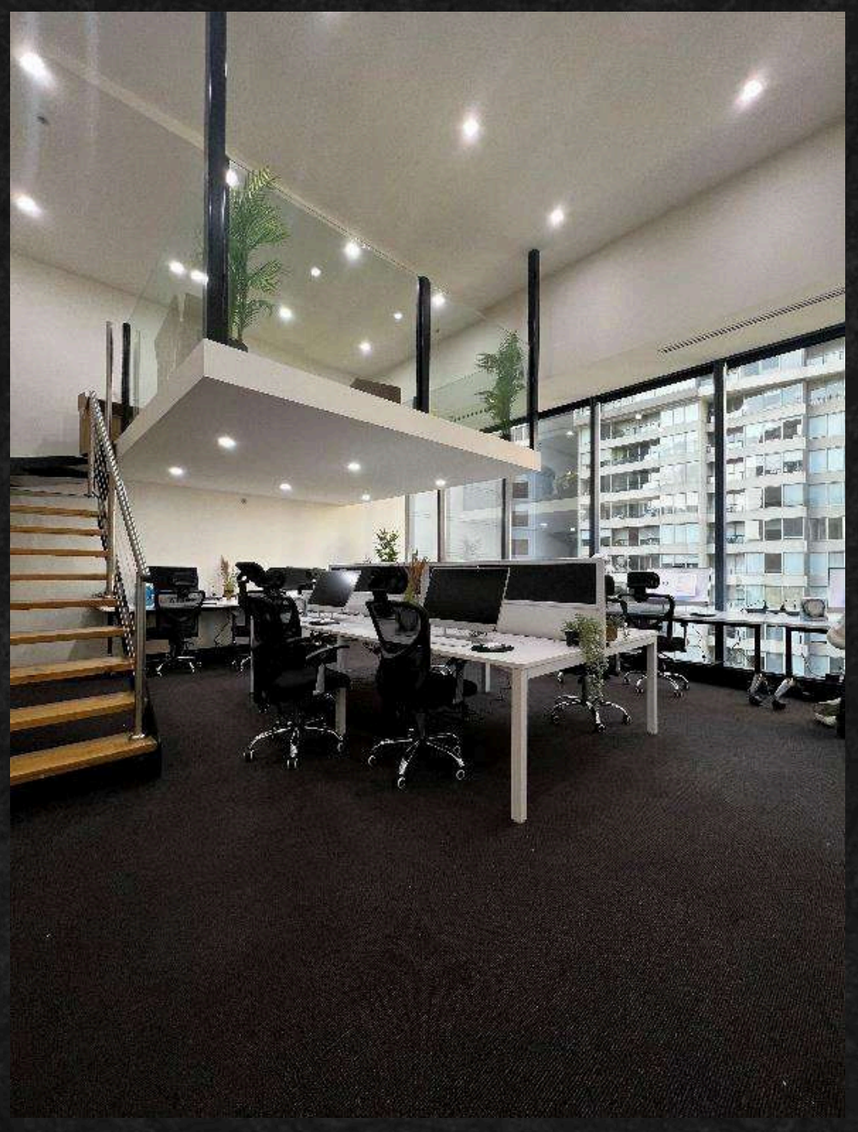
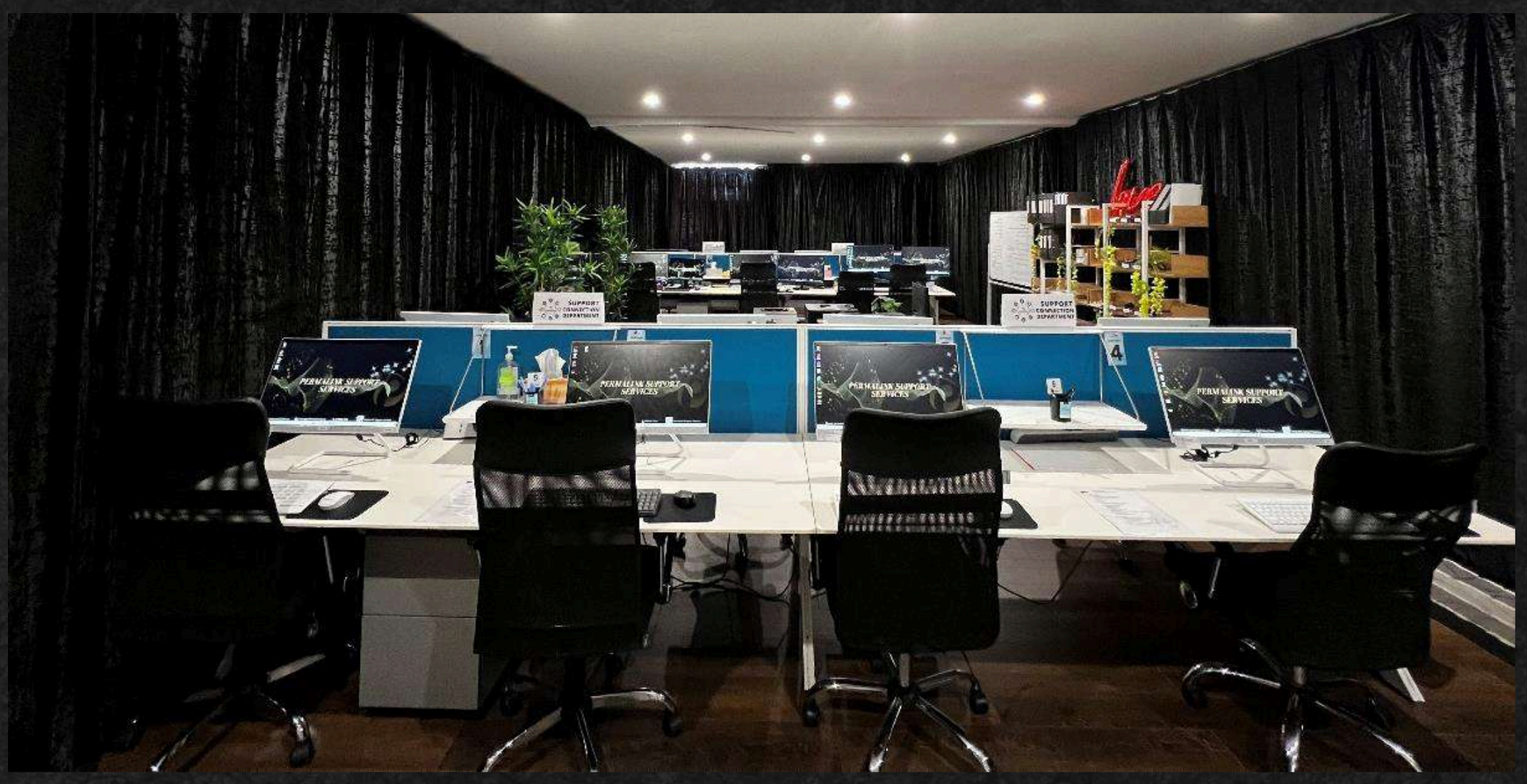
Good to Know

	Clayton First Aider: **Wendy Nalupta**		Melbourne First Aider: **Virinchi Vaddepalli**
	Clayton CPR: **Ilija Dzindzeski**		Melbourne CPR: **Virinchi Vaddepalli**
	Clayton Fire Warden: **Jerome Misquitta**		Melbourne Fire Warden: **Virinchi Vaddepalli**
	Clayton Fire Marshall: **Wendy Nalupta**		Melbourne Fire Marshall: **N/A**
	Clayton Female/Disability Toilets located in front office		Melbourne Toilets located near the kitchen area on each floor
	Clayton Male Toilets located in back office		Melbourne Kitchen Area located on each floor
	Clayton Kitchen Area located in the middle portion		Melbourne Food Court located ground floor near Concierge
	Clayton Lunch Areas: Kitchen, Back Area or Outside		Melbourne Lunch Areas: Food Court or Outside seating
	Belongings may be left at desks or in secure areas		Ensure to keep personal belongings out of client's way to avoid accidents
	• Wipe down tables • Put chairs down to fit under the desk • Return headsets • Tilt computer monitors • Place keyboard & mouse in their correct positions • Change rubbish bins		Signing of student placement books / log sheets are every Friday afternoon







CERTIFICATE IV IN MENTAL HEALTH PEER WORK

Core Units

CHCDIV001 Work with diverse people
CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCAOD001 Work in an alcohol and other drugs context
HLTWHS001 Participate in workplace health and safety
CHCMHS004 Work collaboratively with the care network and other services
CHCMHS002 Establish self-directed recovery relationships
CHCMHS003 Provide recovery oriented mental health services
CHCMHS008 Promote and facilitate self advocacy
CHCMHS011 Assess and promote social, emotional and physical wellbeing
CHCCCS019 Recognise and respond to crisis situations

CHCMHS007 Work effectively in trauma informed care
CHCPWK003 Apply lived experience in mental health peer work
CHCPWK001 Apply peer work practices in the mental health sector
CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers
CHCMHS001 Work with people with mental health issues
CHCGRP002 Plan and conduct group activities
CHCMHS002 Establish self-directed recovery relationships

PERMALINK SUPPORT SERVICES

STUDENT PLACEMENT OPPORTUNITY

Office Locations:

Melbourne:
Level 08, Level 12 & Level 14, 1 Queens Road,
Melbourne, VIC 3004
03 9084 7494

Clayton South:
164 Rosebank Avenue,
Clayton South, VIC 3169
03 9084 7494

Moorabbin:
210/12 Corporate Drive,
Heatherton VIC 3202
03 9084 7494

Frankston:
35 Nepean Highway,
Frankston, VIC 3199
03 9084 7494

Preston:
84 Hotham Street,
Preston, VIC 3072
03 9084 7494

Sunshine:
Level 5, 12 Clarke Street,
Sunshine, VIC 3020
03 9084 7494

Email:
support@permalink.com.au

Permalink Support Services Pty Ltd
ABN: 39 795 347 559
REG ID: 4-433C-2898

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STUDENT PLACEMENT OPPORTUNITY | PERMALINK SUPPORT SERVICES

Duration: 100 – 200 Hours	Job Active Program	Additional notes:
HLTWHS001 Participate in workplace health and safety	–NDIS Worker Orientation Modules –NDIS New Worker Induction Modules –Understanding NDIS Commissions and Safeguards –Understanding company handbook –Filling out Incident/Accident Reports – Clear and structured workplace policy –Cohesive contracts and student agreements –Workplace incident management training –OH&S Standards in the workplace –Client management –Risk assessments –First Aid readily available –Evacuation plan readily available and observable –PPE readily available	Module: https://training.ndiscommission.gov.au/ Incident/Accident Reporting: www.permalink.com.au Workplace Safety Guidelines: https://www.worksafe.vic.gov.au/ Incident Reporting Modules https://training.ndiscommission.gov.au/ Permalink Employee Handbook
CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues CHCMHS001 Work with people with mental health issues	–Participation in Job Active – Program Departments	
CHCMHS007 Work effectively in trauma informed care CHCPWK003 Apply lived experience in mental health peer work CHCPWK001 Apply peer work practices in the mental health sector CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers	–Understand NDIS Plans –Creating Care Plans –Updating Care Plans –Extracting Intake Forms – Assisting with goal creation and implementation –Hosting Care Team Meetings –Creating Behavioural Support Plans –Provide ongoing support for clients with Mental Health with day-to-day activities –Monitor behaviours and triggers, as well as social, community and family settings	

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STUDENT PLACEMENT OPPORTUNITY | PERMALINK SUPPORT SERVICES

CHCCCS004 Assess co-existing needs CHCMHS003 Provide recovery oriented mental health services CHCMHS007 Work effectively in trauma informed care	–Identify areas of client and workplace conflict and apply critical group strategies to address the risk –Observation of behaviours/triggers of clients –Requirements for provisioning supports, staffing preference and access –Provide immediate support for clients –Facilitation of Care Team Meetings –Updating client care plans	
CHCMHS011 Assess and promote social, emotional and physical wellbeing	–Student Care Team Meetings via Microsoft Teams (Monthly) –Develop written/verbal communication skills –Method of communicating need for assistance through direct support staff prior to upper management; speeds up process of assistance & feedback	
CHCMHS002 Establish self–directed recovery relationships	–Job Active Program – Student to observe clients behaviour/triggers –Present File Notes/ Case Notes –Observation of feedback and affinity to certain content creation topics; indirect matter of communication	
CHCMHS004 Work collaboratively with the care network and other services CHCGRP002 Plan and conduct group activities	–Conduct in workplace engagement/informal support development strategies –Create particular service plans to encourage community development and integration of clients into their local communities. –Follow Disability Commission and government policies and guidelines in the service plans created	
CHCDIV001 Work with diverse people CHCMHS008 Promote and facilitate self advocacy	–Reflection of working in a multi diverse team –Reflection to be provided in student work placement book –Advocacy for varying disciplines of disability –Advocacy for varying skill sets	

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STUDENT PLACEMENT OPPORTUNITY | PERMALINK SUPPORT SERVICES

Student Name		**ID Number**	
Completed by		**Date**	

OBSERVATION CHECKLIST

A.	*Used communication strategies to meet the diverse needs of individuals within the workplace*	Completed	Not Completed
1	Listens to the other people without interrupting		
2	Asked questions to seek understanding from others		
3	Used encouraging words		
4	Asked for clarification from the person if required		
5	Asked the others about their spiritual needs and how it could be supported in the workplace		
6	Demonstrated respect for the other's values and attitudes		
7	Encouraged the others to express their own preferences		

Comments:

Student Name		**ID Number**	
Completed by		**Date**	

OBSERVATION CHECKLIST

B.	*Coached and mentored others to foster diversity in the workplace*	Completed	Not Completed
1	Created a mutual trust with the other person by being friendly and non-judgmental		
2	Asked the other person about their cultural beliefs, traditions and customs		
3	Asked the other person to explain their understanding of working in a culturally diverse workplace		
4	Worked collaboratively with the other person to set establish goals or learning outcomes		
5	Provided instructions to the other person to develop their knowledge or understanding		
6	Used appropriate non-verbal language		
7	Encouraged the other person		
8	Summarised the key elements of what was said		

Comments:

Student Name		**ID Number**	
Completed by		**Date**	

OBSERVATION CHECKLIST

C.	*Planning workplace practices or activities to foster an inclusive and culturally supportive environment*	Completed	Not Completed
1	Identified the individual cultural needs of the person or the group by asking questions or reading through case notes or files		
2	Identified any resources or support needs required		
3	Where appropriate involved the individual or group in the planning process		
4	Completed documentation or report where required		
5	Communicated plan to the relevant people or organisation		

Comments:

Welcome

& we hope you enjoy your experience with us!

Permalink Support Services

1300 737 625

placement@permalink.com.au

www.permalink.com.au

REGISTERED NDIS PROVIDER

164 ROSEBANK AVENUE, **CLAYTON SOUTH**, VIC 3169 | 1 QUEENS ROAD, **MELBOURNE**, VIC 3004
210/12 CORPORATE DRIVE, HEATHERTON VIC 3202 |435 NEPEAN HIGHWAY, **FRANKSTON** , VIC 3199
402/89 OVERTON ROAD **WILLIAMS LANDING,** VIC 3027
84 HOTHAM STREET, **PRESTON**, VIC 3072