

Who is eligible?

People who are 16 years or over and feel that their mental illness gets in the way of achieving their goals.

No formal mental illness diagnosis is required to initially join PHaMs. To assess your eligibility for the program, we do a functional assessment with you. This simply means that we discuss your strengths and your goals with you, as well as obstacles you encounter in various life areas.

How to join

Contact the PHaMs team located closest to your home. We will gladly give you some information on the program and answer your questions. If you are interested in becoming a participant in the program, we will schedule a time to meet with you for the initial functional assessment.

"The PHaMs Program, and in particular my PHaMs Worker, have helped me clear through the overwhelming haze of issues that were a huge barrier to me in going on to live my life and dreams."

PHaMs Program participant



CONTACT DETAILS FOR THE MIFSA PERSONAL HELPERS AND MENTORS (PHaMs) PROGRAMS:

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Personal Helpers and Mentors Program



One-to-one support for people living with mental illness

sharing the journey

About the Personal Helpers and Mentors (PHaMs) Program

The Personal Helpers and Mentors (PHaMs) Program at MIFSA supports people whose lives are severely affected by mental illness.

The PHaMs Program aims to foster hope. We work together to focus on participants' strengths and what they want to achieve despite their illness.

PHaMs is centred on recovery, which is the belief that people with a mental illness can lead a fulfilled life and be a valuable member of the community with the same opportunities as other people.

People who join the Program will have their own PHaMs Worker who will support and assist them along their recovery journey.

Our Team Approach

The PHaMs team is made up of people who understand mental illness. We have a genuine empathy for people experiencing mental illness and we are passionate about helping and supporting participants.

PHaMs Program Workers have a wide range of qualifications, skills, background and experience that make them well-placed to support people in their recovery journeys.

We aim to explore opportunities with participants to increase self-confidence and independence. We also aim to link participants with their community so they can meet new people, make new friends and access the services available.

Finally, if desired, we are keen to involve the family, friends and carers of participants in the support available through the PHaMs Program.

About you: PHaMs Workers in action

Your PHaMs Program Worker will work together with you at your pace to find out what you would like to achieve and how you would like to go about achieving it.

PHaMs Program Workers endeavour to work with you to explore opportunities and link you with helpful services in the community. We are also there for you to talk things through when you need someone to listen.

You and your PHaMs Program Worker will work together to come up with creative ways to make things happen and get the outcomes you want.

Here are some examples of how your PHaMs Worker can offer support and work alongside you:

- Working with you to learn how to better manage everyday tasks such as housekeeping, managing your money and learning how to use public transport
- Sharing ideas around parenting as well as relationship issues and referring you to services that specialise in these areas
- Assisting you to access community based recreational activities of your choice
- Supporting you in finding or maintaining housing
- Connecting you with other services that can assist you with your recovery (eg: employment services, drug & alcohol counselling, etc.)
- Accessing appropriate clinical support.

As you can see, your PHaMs Worker can assist you in many different ways. We approach each participant as an individual and we respect everyone's views and choices.

What we value

The PHaMs Program was developed from the feedback obtained through consultations held across Australia. These consultations included people living with mental illness, their carers, clinical experts, mental health groups and community organisations.

Key values around what a mental health service should involve have been identified through these consultations:

- **Mutual Respect**
- **Compassion**
- **Commitment**
- **Collaboration**
- **Empowerment**
- **Strong relationships**
- **Flexibility**
- **Involvement**

The MIFSA PHaMs Programs embrace these values and our workers strive to implement them at all times.



Personal Helpers
& Mentors Program

An Australian Government Initiative