ELIGIBILITY

The Riverland PHaMS delivers tailored services to participants that are strength-based, recovery focussed, culturally sensitive, competent and appropriate. Riverland PHaMs is a specialist service **actively targeting homeless people or people at direct/immediate risk of homelessness in the area.**

A person **does not need to have a formal clinical diagnosis of a severe mental illness** to be able to access the service.

Personal Helpers and Mentors assist **people aged 16 years and over** whose ability to manage their daily activities and to live independently in the community is impacted because of a severe mental illness.

Priority is given to a person who is either homeless or at risk of homelessness in the Riverland.

Personal Helpers
& Mentors

An Australian Government Initiative

WE'D LIKE TO HEAR FROM YOU

Excluding public holidays, our office is staffed Monday – Friday 9am – 5pm.

T. 08 8580 5500

Riverland Office
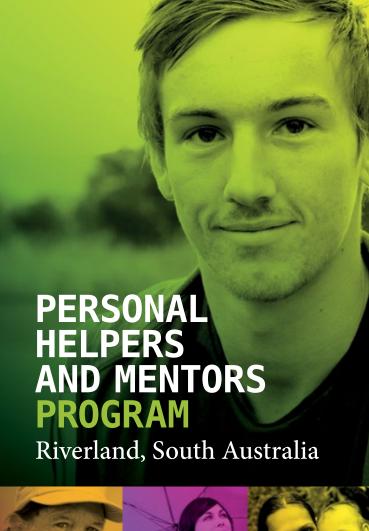12 Crawford Terrace,
Berri, SA 5343

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PERSONAL HELPERS AND MENTORS PROGRAM

Riverland, South Australia

WE
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Mental Health and Housing Support

23.09.14

PHaMs

PHaMs provides increased opportunities for recovery for people aged 16 years and over with a severe mental illness whose lives and capacity to function in the community has been severely impacted by their illness. PHaMs focuses on people who find it difficult to navigate the range of services available to them in the community and may prefer not to engage with traditional services.

WHAT DOES A RECOVERY APPROACH MEAN?

The PHaMs program is recovery focused and strengths based. The recovery approach focuses on the personal journey, driven by the participants' points of view, strengths, goals and achievements. It provides ways for them to cope better within the confines of their illness.

Recovery means that participants learn ways to manage the difficulties in their lives, regain control and make choices and decisions for themselves, strive to achieve their goals, and develop skills to help them overcome future challenges.

TAILORED SERVICES

PHaMs services are tailored to meet the needs of the individual. They are designed to not only take into account mental health issues but also any additional issues due to past experiences, trauma or disadvantage. Recovery Services aim to:

- provide reassurance of safety
- reduce the sense of isolation and build connections and community strength

- promote human dignity and restore hope and meaning
- demonstrate understanding and caring
- maintain a respectful and accepting attitude
- provide opportunities to share experiences and links with groups or agencies that are understanding and supportive
- reinforce capacity to problem solve and take control
- look for and identify strengths that can raise self-esteem
- set realistic goals, and
- facilitate coping and problem-solving skills.

Participants will have an Individual Recovery Plan and will be asked to commit to working towards achieving the set goals. They will be guided to do things themselves, and for those participants that do not engage over a period of time, they will be exited from the program.

WHAT PHAMS CANNOT PROVIDE

There are services that PHaMs cannot provide:

- provision of clinical services or specialist medical services
- purchase of goods and services for participants, although PHaMs workers may help participants budget, seek sources of funding and apply for services, including education and training, and
- provision of personal care and domestic help.

The Personal Helpers and Mentors Program (PHaMs) takes a recovery approach to assist people whose lives are severely affected by mental illness to build personal resilience and sustainably manage the impacts of their illness.

The four key aims are to:

- increase access to appropriate support services at the right time
- increase personal capacity, confidence and self-reliance
- increase ability to manage their daily activities, and
- Increase community participation (both social and economic).